

# CHANGES HEALTH & WELLBEING

England & Wales · Charity number 1144940

## Details

|                |                                                         |
|----------------|---------------------------------------------------------|
| Other names    | CHANGES                                                 |
| Status         | Registered                                              |
| Legal form     | Charitable company                                      |
| Company number | <a href="#">07761177</a>                                |
| Registered     | 2011-12-06                                              |
| Register       | <a href="#">View on the Charity Commission register</a> |

## Contact

|         |                                                                                                  |
|---------|--------------------------------------------------------------------------------------------------|
| Address | Changes Wellbeing Centre<br>Victoria Court<br>Booth Street<br>Stoke<br>Stoke-On-Trent<br>ST4 4AL |
| Phone   | 01782845660                                                                                      |
| Email   | <a href="mailto:stoke@changes.org.uk">stoke@changes.org.uk</a>                                   |
| Website | <a href="http://www.changes.org.uk">www.changes.org.uk</a>                                       |

## Activities

**Objects:** 1) TO ASSIST IN RELIEVING AND REHABILITATING VULNERABLE PERSONS SUFFERING FROM MENTAL DISORDER OR CONDITIONS OF EMOTIONAL OR MENTAL DISTRESS REQUIRING ADVICE OR TREATMENT; 2) TO PROMOTE AND PROTECT PHYSICAL AND MENTAL HEALTH WITHIN THE COMMUNITY BY THE ADVANCEMENT OF EDUCATION AND THE PROVISION OF FACILITIES AND SERVICES PROMOTING HEALTH, SOCIAL WELFARE, PERSONAL DEVELOPMENT, WORK AND RECREATION, AND SOCIAL INCLUSION; AND 3) THE PROMOTION OF RESEARCH THEREIN AND THE PUBLICATION OF THE USEFUL RESULTS OF SUCH RESEARCH.

**Activities:** TO PROVIDE OR ASSIST IN THE PROVISION OF MENTAL HEALTH CARE FACILITIES CALCULATED TO RELIEVE THOSE IN NEED OF SUCH CARE AND FACILITIES. TO ADVANCE EDUCATION IN ALL MATTERS RELATING TO MENTAL HEALTH. THE PROMOTION OF RESEARCH THEREIN AND THE PUBLICATION OF THE USEFUL RESULTS OF SUCH RESEARCH. CHANGES AIMS TO PROMOTE WELLNESS, RECOVERY AND SOCIAL INCLUSION.

## Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability, Economic/community Development/employment, Recreation
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Defined Groups, The General Public/mankind

## Geography

- **Area of benefit:** UNDEFINED. IN PRACTICE, LOCAL.
- Staffordshire
- Stoke-on-trent City

## Finances

| Period end | Income     | Expenditure | Assets     | Employees |
|------------|------------|-------------|------------|-----------|
| 2025-03-31 | £3,491,276 | £2,836,328  | £1,529,219 | 70        |
| 2024-03-31 | £2,631,727 | £2,628,563  | £874,271   | 61        |
| 2023-03-31 | £3,092,412 | £2,653,084  | £871,107   | 64        |
| 2022-03-31 | £2,123,621 | £2,139,507  | £431,779   | 65        |
| 2021-03-31 | £1,766,184 | £1,700,655  | £447,665   | 48        |

## Trustees

| Name              | Role | Appointed  |
|-------------------|------|------------|
| CLAIR DAVIS       |      | 2011-12-06 |
| Catherine Roberts |      | 2013-10-23 |
| David Dale        |      | 2022-11-17 |
| ERNEST JOHN IRONS |      | 2011-10-04 |
| Stephen Rowley    |      | 2024-01-11 |
| Stephen Sharrock  |      | 2019-11-27 |
| Suzanne Hacking   |      | 2024-11-01 |
| Timothy Davis     |      | 2024-01-11 |

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# Accounts

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Charity registration number 1144940 (England and Wales)

Company registration number 07761177

**CHANGES HEALTH & WELLBEING**  
**ANNUAL REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

# CHANGES HEALTH & WELLBEING

## LEGAL AND ADMINISTRATIVE INFORMATION

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### Executive Committee

John Irons  
Miss C A Roberts  
Clair Davis  
Stephen Sharrock  
Dave Dale  
Mr T Davis  
Mr S Rowley  
Sue Hacking

(Appointed 1 November 2024)

### Senior management

Dave Wheat  
Kendele Brookes  
Jackie Williamson  
Kris Kinsella

Cheif Executive Officer  
Finance Manager  
Operations Manager  
HR and IT Manager

### Charity number (England and Wales)

1144940

### Company number

07761177

### Registered office

Wellbeing Centre  
Victoria Court  
Booth Street  
Stoke-on-Trent  
Staffordshire  
ST4 4AL

### Auditor

Geens Limited  
Graphic House  
124 City Road  
Stoke on Trent  
ST4 2PH

### Bankers

The Co-operative Bank plc  
CIS Tower  
Miller Street  
Manchester  
M60 0AL

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# CHANGES HEALTH & WELLBEING

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# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

### FOR THE YEAR ENDED 31 MARCH 2025

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The trustees, who are also directors for the purposes of company law, present their report and financial statements for the year ended 31 March 2025.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charitable company's governing document, the Companies Act 2006 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)". The trustees comply with their duty to have due regard to the guidance on public benefit published by the Charities Commission in exercising their powers or duties.

#### Objectives and activities

*Changes Mission Statement: 'Changes aims to promote wellness, recovery and social inclusion'.*

The charitable company's principal objects are defined in its Articles Of Association are as follows:

- (i) To assist in relieving and rehabilitating vulnerable persons suffering from mental disorder or conditions of emotional or mental distress requiring advice or treatment;
- (ii) To promote and protect physical and mental health within the community by the advancement of education and the provision of facilities and services promoting health, social welfare, personal development, work and recreation, and social inclusion; and
- (iii) The promotion of research therein and the publication of the useful results of such research.

The aims of the charity are:

- Promoting recovery and mental wellbeing
- Enabling user involvement
- Influencing local and national policy and practise
- Promoting a more positive and accurate view of mental distress

The charitable company's objectives for the year continued to be shaped and driven by these strategic aims and to ensure maximum public benefit – focusing on sustaining and developing existing services, and the rapid development and establishment of additional Changes wellbeing and recovery programmes – both locally and nationally.

The accounting period continued to see a spike in demand for mental health services caused by a combination of the after-effects of the COVID pandemic (particularly as regards children and young people) and hardship and uncertainty resulting from the ongoing financial crisis.

To meet increased demand for its services Changes continued to flex service provision between face-to-face, online, and telephone support.

#### Stoke on Trent

In Stoke-on-Trent, the charitable company continued to provide weekly peer-support groups, one-to-one interventions and psycho-educational programmes for young people, adults of working age, and older people residing within the city. Provision also included opportunities for training and volunteering and recovery-focused activities – enabling Changes to promote the recovery, wellbeing and social inclusion of those in mental distress.

Services included:

- *Weekly Peer-support Groups* – (under contract with the Staffordshire & Stoke-on-Trent Integrated Care Board) where adults experiencing mental distress can join together to follow Changes 12-steps, share insights and support each other's recovery;
- *Foundation Recovery Programme* – (under contract with the Staffordshire & Stoke on Trent Integrated Care Board) offering Changes 12-steps as a self-management tool for those experiencing mental distress;

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

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- *Wellbeing Programme* – (under contract with the Staffordshire & Stoke on Trent Integrated Care Board) a self-management programme for stress, anxiety, and depression provided as part of the wider Staffordshire & Stoke on Trent Talking Therapies Service;
- *Making Changes Programme* – (under contract with the Staffordshire & Stoke on Trent Integrated Care Board) a light touch psycho-educational programme designed to promote wellbeing within the local population;
- *Staffordshire & Stoke on Trent Talking Therapy Service, formerly known as the IAPT service* – (under contract with North Staffordshire Combined Healthcare NHS Trust) Changes continued to employ Psychological Wellbeing Practitioners to provide Step 2 clinical one-to-one interventions i.e. to meet the needs of those experiencing mild to moderate mental distress;
- *Stay Well CYP* – (under contract with Stoke on Trent City Council and the Staffordshire & Stoke-on-Trent Integrated Care Board) Changes continued to work with North Staffs Mind and the Dove Service to provide a range of one-to-one and group interventions to children and young people experiencing or at risk of mental distress;
- *Peer Recovery Coach service* – (under contract with North Staffordshire Combined Healthcare NHS Trust) a one-to-one support service integrated within NSCHT's Stoke on Trent based Community Mental Health Teams (CMHTs) to support the recovery and social inclusion of those experiencing severe mental illness;
- *Future Focus Support Service* – (under contract with North Staffordshire Combined Healthcare NHS Trust) to work within its CMHTs to provide group support to those experiencing severe mental illness;
- *RISE* - (under contract with Staffordshire & Stoke-on-Trent Integrated Care Board) Day opportunities to individuals residing within Stoke on Trent who are experiencing mental distress as part of a complex range of issues.
- *Additional Mental Health Support in Schools* - we provided a dedicated School Mental Health Practitioners within 3 of SoT's Secondary Schools, i.e. Discovery, OSSMA and St Peters.
- *Youth Council* - (under contract with North Staffordshire Combined Healthcare NHS Trust) to work within Children's and Adolescents Mental Health Services (CAMHS) to provide young people and their parents with a voice in service development and delivery.

### Staffordshire:

The charitable company's Staffordshire service menu included:

- *Adult Peer-support Groups and psycho-educational programmes* – (under contract with the Staffordshire & Stoke-on-Trent Integrated Care Board) weekly recovery-focused support groups and psycho-educational programmes within Newcastle under Lyme and the Staffordshire Moorlands for adults in mental distress;
- *Future Focus Support Service* – (under contract with the Midland Partnership Foundation Trust) to work within its IMHTs to provide group and one-to-one support to those experiencing severe mental illness;
- *Adult and Young Carers Service* – (under contract with the NCompass) delivering mental health support within N-Compass' Staffordshire Carers Service.
- *Peer Recovery Coach service* – (under contract with North Staffordshire Combined Healthcare NHS Trust) a one-to-one support service integrated within NSCHT's North Staffordshire based Community Mental Health Teams (CMHTs) to support the recovery and social inclusion of those experiencing severe mental illness.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

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- *Future Focus Support Service* – (under contract with North Staffordshire Combined Healthcare NHS Trust) to work within its North Staffordshire-based CMHTs to provide group support to those experiencing severe mental illness.
- *RISE* – (under contract with Staffordshire & Stoke-on-Trent Integrated Care Board) Day opportunities to individuals residing within North Staffordshire who are experiencing mental distress as part of a complex range of issues.
- *N-Compass Carers Service* – Changes continued to provide mental health support for both young and adult carers within Staffordshire.
- *Elevate (Youth Council)* - (under contract with North Staffordshire Combined Healthcare NHS Trust) to work within Children's and Adolescents Mental Health Services (CAMHS) to provide young people and their parents who reside in North Staffordshire with a voice in service development and delivery.

### Other Areas of the UK:

- *Ingeus* – The period also the continued and successful delivery of a range of AIM-accredited psycho-educational programmes, i.e. Positive Mental Health; Peer Mentoring Skills; Positive Changes; Introduction to Volunteering; Effects of Crime etc within His Majesty's Prison Service (HMPS) and Probation services in the East Midlands, Yorks & Humberside and Northeast Regions;

### *Volunteers*

As a user-led organization, Changes relies heavily on volunteer involvement in the organization's management, administration, and service delivery.

All of Changes Board of Directors are service users. During 2024/25 there was a pool of approximately 75 volunteers who were involved in managing the organisation and delivering Changes weekly peer-support groups, psycho-educational programmes and recovery-focused activities – and assisting the organisation's fundraising, promotional work, and partnership and networking initiatives. This represented approximately 11,500 volunteer-hours, (i.e. approximately 230 hours per week) worked in assisting Changes in achieving its outcomes. Whilst the primary focus is on the impact of such activities on individual recovery and social inclusion, based on the national living wage for this period, this represents an in-kind contribution of approximately £120,000 per annum.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

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### Achievements and performance

#### *Significant activities and achievements against objectives*

Charitable activities continued to focus on providing public benefit, i.e. in promoting recovery, wellbeing and social inclusion of those experiencing or at risk of mental distress. Service delivery throughout Stoke on Trent and Staffordshire included - the provision of recovery focused peer-support groups for young people, adults and older people in mental distress and a range of psycho-educational programmes and recovery-focused activities – delivered within primary and secondary mental health services under contract with the Staffordshire & Stoke on Trent Integrated Care Board (SSOT ICB), Stoke on Trent City Council, North Staffordshire Combined Healthcare NHS Trust; the Midlands Partnership Foundation Trust; Honeycomb Housing; and N-Compass.

Importantly, out of recognition of the efficacy of Changes services and their place in supporting statutory mental health services, SSOT ICB extended Changes contracts with a view to the organisation providing wrap-around services for the Talking Therapies service and continuing to provide essential support to those experiencing a wide range of mental health conditions.

The period saw Changes secure the Staffordshire CYP Emotional Health & Wellbeing Service contract (commissioned by Staffordshire County Council and Staffordshire and Staffordshire and Stoke on Trent ICB) – enabling the Stay Well Partnership (consisting of Changes, North Staffs Mind and the Dove Service) to provide CAMHS services across the whole of Staffordshire and Stoke on Trent.

NB During the period, in order to provide service users with choice and ease of access, the charitable company continued to provide online versions of all key services.

2024/25 saw the continued expansion of Changes 'strategic role' within Staffordshire's mental health economy, with staff involvement and input into various Boards, Committees and Forums, i.e. helping to inform and shape local mental health service commissioning and provision.

#### Changes Young Peoples' Service (Stay Well)

In 2024/25 Changes YP continued to provide Stoke on Trent City Council and Staffordshire & Stoke-on-Trent Integrated CB's CYP Emotional Wellbeing & Mental Health service, called Stay Well – operating as the lead provider within a partnership with North Staffs Mind and the Dove Service – providing both preventative services, (raising mental health awareness, promoting CYP's emotional and psychological resilience and increasing the capacity of parents, teachers etc. to support CYP experiencing mental distress) and targeted support, (providing clinical interventions within overall CAMHS provision) – through offering access to Wellbeing Programmes, Peer-support Groups, Social Activities, One-to-One Therapy and Online and Telephone Support.

From April 2024 to March 2025 – 632 teachers and parents attended SWCYP's preventative training programmes and 2,393 children and young people were engaged with SWCYP's CAMHS services.

Under sub-contract with North Staffordshire Combined Healthcare NHS Trust, during the period Changes Young People continued to provide a consultation role within the North Staffordshire Combined Healthcare NHS Trust's CAMHS – coordinating and running a Elevate's Youth Council within North Staffordshire.

#### Changes Adult Peer-support Service

Provided under a Service Level Agreement (SLA) with the Staffordshire & Stoke on Trent Integrated Care Board (SSOT ICB), Changes continued to deliver its Adult Service within Stoke-on-Trent providing 15 weekly peer-support groups per week, (largely face-to-face), with 5,516 attendances, comprising of over 600 service users. Performance management data revealed that through the use of the service, approximately 88% of users were able to maintain or improve their mental wellbeing that.

Provided under a Service Level Agreement with the Staffordshire & Stoke on Trent Integrated Care Board (SSOT ICB), Changes also continued to provide its Adult Service within Newcastle-under-Lyme and the Staffordshire Moorlands providing 13 peer support groups per week, (largely face-to-face), with 3,706 attendances, comprising over 400 service users. Performance management data revealed that approximately 93% of users had either improved or maintained their mental wellbeing through engagement with the service.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

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### Foundation Recovery Programmes

Provided under a Service Level Agreement (SLA) with the Staffordshire & Stoke on Trent Integrated Care Board (SSOT ICB), Changes continued to deliver a rolling programme of Foundation Recovery Programmes, i.e. designed to introduce Changes 12-steps as a self-management tool for those in mental distress. During the period, 24 programmes were delivered, which were attended by 171 people - with recent evaluation revealing that 91% of participants had improved or maintained their mental wellbeing.

### Wellbeing Programme

Provided under a Service Level Agreement (SLA) with the Staffordshire & Stoke on Trent Integrated Care Board (SSOT ICB), the Wellbeing Programme focuses on the self-management of stress, anxiety and depression, linking closely with Stoke-on-Trent's Healthy Minds IAPT service. There were 95 runs of the programme attended by 597 individuals – with a recent evaluation confirming that the service had assisted 93% of users in improving or maintaining their mental wellbeing.

### Making Changes

Provided under a Service Level Agreement (SLA) with the Staffordshire & Stoke on Trent Integrated Care Board (SSOT ICB), Making Changes is designed to promote emotional and psychological resilience within the local population – with a focus on reaching those experiencing 'sub-clinical' mental health issues. There were 41 runs of the programmes attended by 289 individuals – with a recent evaluation confirming that 90% of participants either maintained or improved their wellbeing.

### Peer Recovery Coach Service

Delivered in partnership with and commissioned by North Staffordshire Combined Healthcare NHS Trust, (i.e. in Northern Staffordshire) Changes has worked as part of each Trust's Community Mental Health Teams to provide one-to-one coaching, peer-support and recovery focused activities, i.e. alongside clinical interventions to promote and maintain the recovery of those experiencing severe mental illness.

### Future Focus Support Service

Delivered in partnership with and commissioned by North Staffordshire Combined Healthcare NHS Trust, (i.e. in Northern Staffordshire) and the Midlands Partnership Foundation Trust, (i.e. in Southwest Staffordshire) Changes has worked as part of each Trust's Community Mental Health Teams to provide psycho-educational programmes, peer-support groups and one-to-one support to promote the wellbeing and social inclusion of those who are recovering from severe mental illness.

### CFO 3 Prisons Service

Delivered under contract with Ingeus, Changes continued to work in partnership with HM prisons located within the West Midlands, promoting the wellbeing and rehabilitation of inmates.

### Staffordshire Carers Service

Delivered under contract with NCompass, Changes provide group and one-to-one support to young and adult carers to help them to stay well and to support them in their role.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

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### **Fundraising activities:**

In addition to receiving donations, (i.e. from individuals and local businesses who acknowledged the value of Changes services), and modest income generation, (i.e. through organisations/companies purchasing Changes psycho-educational programmes) – in 2024/25 Changes business development continued to research, construct and submit various proposal, Expression of Interests (EOIs) and Invitations to Tender (ITTs) – these included:

Successfully tendering for the Staffordshire CYP Emotional Health & Wellbeing Service and North Staffordshire Combined Healthcare NHS Trust's Future Focus Peer Coach contracts.

Submitting a successful proposal to Staffordshire & Stoke on Trent ICB to provide a mental health focused opportunities service for those with complex issues.

Submitting a successful application to provide peer-support groups for young parents.

Importantly, the period saw the Staffordshire & Stoke-on-Trent Integrated Care Board extend Changes core service contracts; Stoke-on-Trent City Council extend Changes Stay Well CAMHS contract; and NCompass extend Changes carers contract.

### **Factors outside the charitable company's control which are relevant to the achievement of its objectives:**

In keeping with Changes' co-produced ethos and 12-step fellowship, the commitment, enthusiasm and hard work of Changes paid and voluntary staff, continues to make a major contribution to the organisation achieving its objectives, (they are people who are literally 'on a mission').

A healthy and vibrant voluntary sector. Changes continue to give and receive support from other third-sector organisations – most notably VAST, the Dove Service, and North Staffs Mind – and is a proud member of a local family of voluntary sector service providers.

Support from and genuine and recovery-focused partnership with North Staffordshire Combined Healthcare NHS Trust and the Midlands Partnership Foundation Trust – Staffordshire's main providers of statutory mental health services – continues to have a major impact on consolidating Changes' position as a mental health service provider and allowing our organisation to reach greater numbers of those who can benefit from our services, (NB Changes holds a number of large contracts with these organisations).

Staffordshire and Stoke-on-Trent Integrated Care Board, Staffordshire County Council and Stoke on Trent City Council continue to focus on commissioning recovery and wellbeing-focused services that are delivered within a personalised system of care – key elements of Changes service model.

As with many organisations, Changes had to respond to the financial crisis, i.e. increasing salaries, meeting higher fuel and energy costs etc – major funders, i.e. SSOT ICB, SoTCC, SCC, MPFT and NSCHT have all been sensitive to this fact and provided increased financial support – either uplifting existing budgets or agreeing to yearly uplifts within new contracts.

Changes relevance as a service provider, reputation as a partner organisation and position as a valued and integrated part of Staffordshire Integrated Care System – continues to offer a degree of protection to maintaining and securing contracts within this new commissioning environment.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

### Financial review

#### Reserves policy

The charitable company's reserves policy takes into account the Directors' forecast for future income and expenditure, including the potential for fundraising. In formulating the policy, the Directors considered that reserves are required to provide a contingency to ensure continuity in the event of a large variation in the charitable company's income.

On 31st March 2025 the charitable company's unrestricted reserves, excluding designated funds, totalled £640,029 (2024: £545,132)

The position is monitored by the Directors on a regular basis and the policy is reviewed annually.

#### Principal funding sources

*Staffordshire & Stoke-on-Trent Integrated Care Board - Service Level Agreements* to provide a range of recovery and wellness-focused services within Stoke-on-Trent, Newcastle under Lyme and the Staffordshire Moorlands, i.e. Adult Peer-Support Groups, Foundation Recovery, Wellbeing Programme and Making Changes in SoT; Adult Peer-Support Groups in NuL and SMs; RISE mental health day opportunities within North Staffordshire.

*Stoke-on-Trent Joint Commissioning Team, (Stoke on Trent City Council and Staffordshire & Stoke-on-Trent Integrated Care Board)* – contract to provide Stoke on Trent CYP Emotion Resilience and Wellbeing Service (Changes Stay Well service).

*Stoke on Trent City Council* – contract to provided Additional Mental Health Support within Schools.

*North Staffordshire Combined Healthcare NHS Trust* – contract for the provision of Step 2 interventions within MPFT's Staffordshire & Stoke on Trent Talking Therapies Service; provision of consultation element within CAMHS, (Elevate Youth Council); Provision of a Peer Recovery Coach Service; and provision of a Future Focus Support Service.

*Midlands Partnership Foundation Trust* – contract to provide a Future Focus Support Service within Southwest Staffordshire.

*Ingeus* – contract to provide wellness and recovery-focused services within HM prisons throughout the East Midlands, Yorkshire & Humberside, and Northeast Regions.

*N-Compass* – contract to provide mental health support as part of their Staffordshire Carers Service.

|                                           |                               |
|-------------------------------------------|-------------------------------|
| <b>Total Incoming Resources</b>           | £3,491,276 (2024: £2,631,727) |
| <b>Total Resources Expended</b>           | £2,836,328 (2024: £2,628,563) |
| <b>Funds carried forwards at 31.03.25</b> | £1,529,219 (2024: £874,271)   |

It should be noted that designated income in the year included donated properties with a value of £570,000, where the value of the properties are then included as tangible fixed assets on the balance sheet.

Effective and prudent financial management continues to ensure that funding secured by Changes has the maximum benefit to its service users; enables the organisation to consolidate its position within the local mental health economy; and undertake necessary business development.

### Risk management

The charitable company's Directors have conducted a review of the major risks to which Changes is exposed. A risk register has been established and is regularly updated. Where appropriate, systems and procedures have been established to manage these risks.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

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### *Going concern*

The directors consider the charitable company's major risks to include:

On-going NHS Reform. Whilst, through utilising existing relationships and reaching out to newly appointed staff members, Changes has managed to quickly establish a strong and mature relationship with SSOT ICB – the change in government in July 2024 brings with it plans for further and more radical change within the NHS i.e. significant reduction in ICB personnel and changing ICB catchment areas + dismantling NHS England. Whilst, as regards changes to the ICB, Changes is aware that this may also bring with it additional opportunities for VCSE providers – Changes must continue to ensure that ICB relationships are maintained/re-established and NHS commissioning bodies remain aware of the impact, relevance and value for money of Changes contracts.

Local Government Reorganisation. Whilst Changes has had some success in securing funding via additional money which flowing through to LAs from Central Government to tackle specific health issues, a major concern is the planned local government reorganisation, which will see County, City, Borough and District Councils merged together. Changes currently hold large contracts with both Stoke on Trent City Council and Staffordshire County Council, at the time of writing it is proposed that to new LA bodies be set up in Staffordshire – Staffordshire East and Staffordshire West. Whilst the move may present Changes with opportunities to secure additional funding, i.e. to secure funding to work within former Borough and District Council areas which has previously remained elusive – we are also aware of the threat posed in terms of breakdown of relationships, institutional memory and service contracts no longer being co-terminus.

Economic Situation. Whilst the majority of Changes budgets have been future-proofed via the inclusion of annual uplifts, some have not, leaving them vulnerable to the impact of ongoing rises in the costs of salaries, heating & lighting, travel etc have continued to rise. At a time when both NHS and LAs commissioning bodies are facing cost-pressures and in the process of major restructuring additional financial support is unlikely.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

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### Plans for future periods

During 2025/26 the charitable company will update its Organisational Business Plan (OBP), stating our ambitions for 2026-31 and how and when they will be achieved.

Changes will continue to be mindful of both the challenges and opportunities presented by a constantly changing 'commissioning landscape' – the OBP will help to ensure that Changes stays true to its co-produced and recovery ethos; continues to provide fresh, relevant and effective services, (retaining its place as a 'market leader'); and, through aligning itself to NHS and LA strategic priorities, is able to realise its potential as a mental health service provider.

Key to this process will be:

- Continued integration within Primary Care Networks
- Embedding Changes within the Integrated Care System, i.e. establishing 'provider to provider' contractual relationships; and, where appropriate, jointly commissioned services, (i.e. via NHS Trusts, ICB and LAs).

Key plans for the future include:

- Consolidation and development of Changes existing service menu throughout Stoke on Trent and Staffordshire, i.e. to provide equity of provision across the county.
- Developing partnerships to engage other client groups, e.g. those with learning difficulties, physical disabilities, sensory impairment, Black Minority Ethnic (BME) communities etc.
- Identifying other development opportunities within other areas of service provision, i.e. residential care, workplace wellbeing, psycho-educational/peer-support via social media etc.
- Increased involvement within consortia, i.e. to provide Changes mental health service menu within other health and social care models, i.e. Talking Therapies Services, Substance Misuse, Prison and Probation Services, Homelessness, Veterans etc, (providing the opportunity for both local and national development).
- Tendering for relevant mental health service contracts in and around Staffordshire, i.e. Cheshire, Derbyshire, West Midlands etc.
- Setting up services in other areas of the UK, i.e. establishing Changes franchises, tendering for contracts etc.
- Becoming part of large Prime Providers supply-chain, providing the opportunity for local, regional and national expansion.
- Securing additional premises within North Staffordshire, i.e. a second Wellbeing Centre/office base within Stoke on Trent, Newcastle-under-Lyme or the Staffordshire Moorlands.
- Purchasing a retreat, i.e. situated within a rural location – to offer Changes users sanctuary whilst early in recovery and to serve as a national training centre.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) *FOR THE YEAR ENDED 31 MARCH 2025*

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### Structure, governance and management

#### Governing document

Changes governing document is its 'Articles of Association' which details rules concerning the charitable company's administration, objects, powers, membership, Board of Directors etc.

Changes is a charitable company constituted as an incorporated association.

The Charitable Company's Trustees are also called Company Directors who are responsible for the general control and management of the administration of the charitable company.

The Trustees, who are also the Directors for the purpose of company law, and who served during the year were:

#### Board of Directors

John Irons

Miss C A Roberts

Clair Davis

Stephen Sharrock

Dave Dale

Mr T Davis

Mr S Rowley

Sue Hacking

(Appointed 1 November 2024)

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

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### *Recruitment and appointment of trustees*

At each annual general meeting, all of the Directors must retire from office.

The charitable company may by ordinary resolution: (1) appoint a person who is willing to act to be a director.

No person other than a retiring Director may be appointed a director at any general meeting unless: (1) He or she is recommended for re-election by the Directors; or

(2) Not less than fourteen nor more than thirty-five clear days before the date of the meeting, the charity is given a notice that: (a) is signed by a member entitled to vote at the meeting; (b) states the members' intention to propose the appointment of a person as a Director; (c) contains the details that, if the person were to be appointed, the charity would have to file at Companies House; and, (d) is signed by the person who is to be proposed to show his or her willingness to be appointed.

All members who are entitled to receive notice of a general meeting must be given not less than seven nor more than twenty-eight clear days notice of any resolution to be put to the meeting to appoint a director other than a director who is to retire.

### **Organisational Structure:**

Decisions affecting the management and governance of the charitable company are made by the Board of Directors, these include decisions relating to: the selection and management of a Chief Executive Officer; the development and implementation of a long-term organisational strategy in pursue of objects as stated in Changes Articles of Association; the establishment of appropriate policies and procedures; the recruitment, support, appraisal, remuneration and discipline of Changes staff; financial management, (including fundraising and monitoring spend) etc .

Decisions relating to the day-to-day management and co-ordination of the charitable company's staff and activities are delegated to the Chief Executive Officer, (all of which must be harmonious and relate to organisational policy and strategy as determined by the Board of Directors)

### **Related parties:**

In so far as it is complementary to its objectives, the charitable company is guided by both national and local policy. Consequently, in pursuit of these objectives, Changes has developed strong partnerships and cooperates with a range of statutory and voluntary organisations. These include North Staffordshire Combined Healthcare NHS Trust, Midlands Partnership Foundation Trust, Staffordshire and Stoke-on-Trent Integrated Care Boards, Stoke-on-Trent City Council, Staffordshire County Council, VAST, North Staffs Mind, the Dove Service, Jobcentre Plus, Disability Solutions, North Staffordshire YMCA, and Saltbox.

### **Employee involvement**

The charitable company's policy is to consult and discuss with employees, through unions, staff councils and at meetings matters likely to affect employees' interests.

Information on matters of concern to employees is given through information bulletins and reports which seek to achieve a common awareness on the part of all employees of the financial and economic factors affecting the group's performance.

### **Disabled persons**

Applications for employment by disabled persons are always fully considered, bearing in mind the aptitudes of the applicant concerned. In the event of members of staff becoming disabled, every effort is made to ensure that their employment within the charitable company continues and that the appropriate training is arranged. It is the policy of the charitable company that the training, career development and promotion of disabled persons should, as far as possible, be identical to that of other employees.

## CHANGES HEALTH & WELLBEING

### TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) *FOR THE YEAR ENDED 31 MARCH 2025*

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#### **Auditor**

BK Plus Audit Limited (Formerly Geens Limited), Chartered Certified Accountants & Business Advisors, were appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

The trustees' report was approved by the Board of Executive Committee.

John Irons

**Trustee**

6 November 2025

# CHANGES HEALTH & WELLBEING

## STATEMENT OF TRUSTEES' RESPONSIBILITIES

### *FOR THE YEAR ENDED 31 MARCH 2025*

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The Executive Committee, who are also the directors of Changes Health & Wellbeing 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 Executive Committee to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the Executive Committee 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;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

# CHANGES HEALTH & WELLBEING

## INDEPENDENT AUDITOR'S REPORT

### TO THE EXECUTIVE COMMITTEE OF CHANGES HEALTH & WELLBEING

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#### Opinion

We have audited the financial statements of Changes Health & Wellbeing (the 'charitable company') for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

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

#### Basis for opinion

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

#### Conclusions relating to going concern

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

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

Our responsibilities and the responsibilities of the Executive Committee 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 auditor's report thereon. The Executive Committee are responsible for the other information contained within the annual report. 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 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.

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

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

# CHANGES HEALTH & WELLBEING

## INDEPENDENT AUDITOR'S REPORT (CONTINUED)

### TO THE EXECUTIVE COMMITTEE OF CHANGES HEALTH & WELLBEING

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#### **Responsibilities of Executive Committee**

As explained more fully in the statement of trustees' responsibilities, the Executive Committee, who are also the directors of the charitable company for the purpose 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 Executive Committee 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 Executive Committee are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Executive Committee either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

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

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

As part of our planning process:

- we enquired of management the systems and controls the charity has in place, the areas of the financial statements that are most susceptible to the risk of irregularities and fraud, whether there was any known, suspected or alleged fraud. the charity did not inform us of any known, suspected or alleged fraud.
- We obtained an understanding of the legal and regulatory frameworks applicable to the charity. We determined that the following were most relevant: the Charity SORP. FRS 102, Charities Act 2011. Companies Act 2006.
- We considered the incentives and opportunities that exist in the charity, including the extent of management bias, which present a potential for irregularities and fraud to be perpetuated, and tailored our risk assessment accordingly.

Using our knowledge of the charity, together with the discussions held with the charity at the planning stage, we formed a conclusion the risk of misstatement due to irregularities including fraud and tailored our procedures according to this risk assessment.

# CHANGES HEALTH & WELLBEING

## INDEPENDENT AUDITOR'S REPORT (CONTINUED)

### TO THE EXECUTIVE COMMITTEE OF CHANGES HEALTH & WELLBEING

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The key procedures we undertook to detect irregularities including fraud during the course of the audit included:

- Identifying and testing journal entries and the overall accounting records, in particular those that were significant and unusual.
- Reviewing the financial statement disclosures and determining whether accounting policies have been appropriately applied.
- Reviewing and challenging the assumptions and judgements used by management in their significant accounting estimates.
- Assessing the extent of compliance, or lack of, with relevant laws and regulations.
- Assessing the validity of the classification of income, expenditure, assets and liabilities between unrestricted and restricted funds.
- Obtaining third party confirmation of material bank balances.
- Documenting and verifying all significant related party balances and transactions.
- Reviewing documentation such as charity board minutes for discussions of irregularities including 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. The risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

#### Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Geens Limited  
Chartered Accountants  
Graphic House  
124 City Road  
Stoke on Trent  
ST4 2PH  
Date: .....

BK Plus Audit Limited (formerly Geens Limited) is eligible for appointment as auditor of the charitable company by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

# CHANGES HEALTH & WELLBEING

## STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

**FOR THE YEAR ENDED 31 MARCH 2025**

| Current financial year                |       | Unrestricted<br>funds<br>general<br>2025<br>£ | Unrestricted<br>funds<br>designated<br>2025<br>£ | Restricted<br>funds<br>2025<br>£ | Total<br>2025<br>£ | Total<br>2024<br>£ |
|---------------------------------------|-------|-----------------------------------------------|--------------------------------------------------|----------------------------------|--------------------|--------------------|
|                                       | Notes |                                               |                                                  |                                  |                    |                    |
| <b>Income from:</b>                   |       |                                               |                                                  |                                  |                    |                    |
| Donations and legacies                | 3     | 36,049                                        | 570,000                                          | -                                | 606,049            | 5,090              |
| Charitable activities                 | 4     | 2,748,618                                     | -                                                | 112,833                          | 2,861,451          | 2,602,864          |
| Investments                           | 5     | 13                                            | -                                                | -                                | 13                 | 10                 |
| Other material income                 |       | 23,763                                        | -                                                | -                                | 23,763             | 23,763             |
| <b>Total income</b>                   |       | <u>2,808,443</u>                              | <u>570,000</u>                                   | <u>112,833</u>                   | <u>3,491,276</u>   | <u>2,631,727</u>   |
| <b>Expenditure on:</b>                |       |                                               |                                                  |                                  |                    |                    |
| Raising funds                         | 6     | 45,403                                        | -                                                | -                                | 45,403             | 45,793             |
| Charitable activities                 | 7     | 2,652,540                                     | 22,796                                           | 111,194                          | 2,786,530          | 2,582,770          |
| Other expenditure                     | 11    | -                                             | 4,395                                            | -                                | 4,395              | -                  |
| <b>Total expenditure</b>              |       | <u>2,697,943</u>                              | <u>27,191</u>                                    | <u>111,194</u>                   | <u>2,836,328</u>   | <u>2,628,563</u>   |
| <b>Net income</b>                     |       | <u>110,500</u>                                | <u>542,809</u>                                   | <u>1,639</u>                     | <u>654,948</u>     | <u>3,164</u>       |
| Transfers between funds               |       | (15,603)                                      | 15,603                                           | -                                | -                  | -                  |
| <b>Net movement in funds</b>          |       | <u>94,897</u>                                 | <u>558,412</u>                                   | <u>1,639</u>                     | <u>654,948</u>     | <u>3,164</u>       |
| <b>Reconciliation of funds:</b>       |       |                                               |                                                  |                                  |                    |                    |
| Fund balances at 1 April 2024         |       | <u>545,132</u>                                | <u>49,614</u>                                    | <u>279,525</u>                   | <u>874,271</u>     | <u>871,107</u>     |
| <b>Fund balances at 31 March 2025</b> |       | <u>640,029</u>                                | <u>608,026</u>                                   | <u>281,164</u>                   | <u>1,529,219</u>   | <u>874,271</u>     |

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

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

# CHANGES HEALTH & WELLBEING

## STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

**FOR THE YEAR ENDED 31 MARCH 2025**

| Prior financial year                  |       | Unrestricted<br>funds<br>general<br>2024<br>£ | Unrestricted<br>funds<br>designated<br>2024<br>£ | Restricted<br>funds<br>2024<br>£ | Total<br>2024<br>£ |
|---------------------------------------|-------|-----------------------------------------------|--------------------------------------------------|----------------------------------|--------------------|
|                                       | Notes |                                               |                                                  |                                  |                    |
| <b>Income from:</b>                   |       |                                               |                                                  |                                  |                    |
| Donations and legacies                | 3     | 5,090                                         | -                                                | -                                | 5,090              |
| Charitable activities                 | 4     | 2,455,487                                     | -                                                | 147,377                          | 2,602,864          |
| Investments                           | 5     | 10                                            | -                                                | -                                | 10                 |
| Other material income                 |       | 23,763                                        | -                                                | -                                | 23,763             |
| <b>Total income</b>                   |       | 2,484,350                                     | -                                                | 147,377                          | 2,631,727          |
| <b>Expenditure on:</b>                |       |                                               |                                                  |                                  |                    |
| Raising funds                         | 6     | 45,793                                        | -                                                | -                                | 45,793             |
| Charitable activities                 | 7     | 2,431,901                                     | 11,514                                           | 139,355                          | 2,582,770          |
| <b>Total expenditure</b>              |       | 2,477,694                                     | 11,514                                           | 139,355                          | 2,628,563          |
| <b>Net income/(expenditure)</b>       |       | 6,656                                         | (11,514)                                         | 8,022                            | 3,164              |
| Transfers between funds               |       | (32,047)                                      | 32,047                                           | -                                | -                  |
| <b>Net movement in funds</b>          |       | (25,391)                                      | 20,533                                           | 8,022                            | 3,164              |
| <b>Reconciliation of funds:</b>       |       |                                               |                                                  |                                  |                    |
| Fund balances at 1 April 2023         |       | 570,523                                       | 29,081                                           | 271,503                          | 871,107            |
| <b>Fund balances at 31 March 2024</b> |       | 545,132                                       | 49,614                                           | 279,525                          | 874,271            |

# CHANGES HEALTH & WELLBEING

## BALANCE SHEET

AS AT 31 MARCH 2025

|                                                       | Notes | 2025<br>£ | £         | 2024<br>£ | £       |
|-------------------------------------------------------|-------|-----------|-----------|-----------|---------|
| <b>Fixed assets</b>                                   |       |           |           |           |         |
| Tangible assets                                       | 13    |           | 858,119   |           | 306,655 |
| <b>Current assets</b>                                 |       |           |           |           |         |
| Debtors                                               | 14    | 101,612   |           | 65,047    |         |
| Cash at bank and in hand                              |       | 616,779   |           | 632,117   |         |
|                                                       |       | 718,391   |           | 697,164   |         |
| <b>Creditors: amounts falling due within one year</b> | 15    | (47,291)  |           | (129,548) |         |
| <b>Net current assets</b>                             |       |           | 671,100   |           | 567,616 |
| <b>Total assets less current liabilities</b>          |       |           | 1,529,219 |           | 874,271 |
| <b>Net assets</b>                                     |       |           | 1,529,219 |           | 874,271 |
| <b>The funds of the charitable company</b>            |       |           |           |           |         |
| Restricted income funds                               | 17    | 281,164   |           | 279,525   |         |
| Unrestricted funds - general                          |       | 640,029   |           | 545,132   |         |
| Unrestricted funds - designated                       | 18    | 608,026   |           | 49,614    |         |
|                                                       |       | 1,529,219 |           | 874,271   |         |

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2025.

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

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Executive Committee on 6 November 2025

John Irons  
Trustee

Company registration number 07761177 (England and Wales)

# CHANGES HEALTH & WELLBEING

## STATEMENT OF CASH FLOWS

**FOR THE YEAR ENDED 31 MARCH 2025**

|                                                             | Notes | 2025<br>£ | £         | 2024<br>£ | £        |
|-------------------------------------------------------------|-------|-----------|-----------|-----------|----------|
| <b>Cash flows from operating activities</b>                 |       |           |           |           |          |
| Cash generated from operations                              | 23    |           | 570,251   |           | 121,260  |
| <b>Investing activities</b>                                 |       |           |           |           |          |
| Purchase of tangible fixed assets                           |       | (585,602) |           | (32,049)  |          |
| Investment income received                                  |       | 13        |           | 10        |          |
| <b>Net cash used in investing activities</b>                |       |           | (585,589) |           | (32,039) |
| <b>Net cash generated from financing activities</b>         |       |           | -         |           | -        |
| <b>Net (decrease)/increase in cash and cash equivalents</b> |       |           | (15,338)  |           | 89,221   |
| Cash and cash equivalents at beginning of year              |       |           | 632,117   |           | 542,896  |
| <b>Cash and cash equivalents at end of year</b>             |       |           | 616,779   |           | 632,117  |

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS

### FOR THE YEAR ENDED 31 MARCH 2025

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#### 1 Accounting policies

##### Charity information

Changes Health & Wellbeing is a private company limited by guarantee incorporated in England and Wales. The registered office is Victoria Court, Booth Street, Stoke on Trent, ST4 4AL Wellbeing Centre, Victoria Court, Booth Street, Stoke-on-Trent, Staffordshire, ST4 4AL.

##### 1.1 Basis of preparation

The financial statements have been prepared in accordance with the charitable company's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "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). The charitable company is a Public Benefit Entity as defined by FRS 102.

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

The accounts have been prepared on the historical cost convention. The principal accounting policies adopted are set out below.

##### 1.2 Going concern

At the time of approving the financial statements, the Executive Committee have a reasonable expectation that the charitable company has adequate resources to continue in operational existence for the foreseeable future. Thus the Executive Committee continue to adopt the going concern basis of accounting in preparing the financial statements.

##### 1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the Executive Committee in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the Trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the accounts.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the accounts.

##### 1.4 Income

Income is recognised when the charitable company is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charitable company has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

##### 1.5 Expenditure

Liabilities are recognised as resources expended where there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under appropriate headings. Where costs cannot be directly attributed to particular headings (support costs) they have been allocated to activities on a basis consistent with use of the resources.

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2025

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#### 1 Accounting policies

(Continued)

The cost of Raising Funds include costs of generating voluntary income, fund raising trading and investment fees, plus a share of support costs. The costs of generating voluntary income do not include the costs of disseminating information in support of the charitable activities.

Charitable Activities comprise those activities set out in detail in the report of the trustees.

Governance costs are those associated with the governance arrangements of the charity which relate to the general running of the charity. This includes internal and external audit, insurance costs, legal advice for trustees and costs associated with constitutional and statutory requirements such as the cost of trustee meetings and preparing the statutory accounts, plus a share of support costs.

Support costs are those costs incurred in the support of the fund raising, governance and charitable activities which cannot be directly attributed. They have been attributed to activities as described in the notes to the financial statements.

#### 1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

|                       |                      |
|-----------------------|----------------------|
| Land and building     | 2% straight line     |
| Office equipment      | 25% reducing balance |
| Fixtures and fittings | 15% reducing balance |
| Computers             | 25% reducing balance |

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

#### 1.7 Impairment of fixed assets

At each reporting end date, the charitable company reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

#### 1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

#### 1.9 Financial instruments

The charitable company has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charitable company's balance sheet when the charitable company becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

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### 1 Accounting policies

(Continued)

#### **Basic financial assets**

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

#### **Basic financial liabilities**

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

#### **Derecognition of financial liabilities**

Financial liabilities are derecognised when the charitable company's contractual obligations expire or are discharged or cancelled.

#### **1.10 Employee benefits**

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charitable company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

#### **1.11 Retirement benefits**

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

#### **1.12 Value added tax**

Value added tax is not recoverable by the charity and as such is included in the relevant costs in the Statement of Financial Activities.

#### **1.13 Pensions**

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

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

### 2 Critical accounting estimates and judgements

In the application of the charitable company's accounting policies, the Executive Committee are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

#### Key sources of estimation uncertainty

#### Useful economic lives of tangible assets

The annual depreciation charge for tangible assets is sensitive to changes in the estimated useful economic lives and residual values of assets. The useful economic lives and residual values are re-assessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and the physical condition of assets. See note 12 for the carrying amount of property, plant, and equipment, and note 1.6 for the useful economic lives of each category of asset.

### 3 Income from donations and legacies

|                     | Unrestricted<br>funds<br>general<br>2025<br>£ | Unrestricted<br>funds<br>designated<br>2025<br>£ | Total<br>2025<br>£ | Unrestricted<br>funds<br>general<br>2024<br>£ | Unrestricted<br>funds<br>designated<br>2024<br>£ | Total<br>2024<br>£ |
|---------------------|-----------------------------------------------|--------------------------------------------------|--------------------|-----------------------------------------------|--------------------------------------------------|--------------------|
| Donations and gifts | 36,049                                        | 570,000                                          | 606,049            | 5,090                                         | -                                                | 5,090              |

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

### 4 Charitable activities

|                                               | 2025<br>£ | 2024<br>£ |
|-----------------------------------------------|-----------|-----------|
| Grants receivable for charitable activities   | 2,861,451 | 2,602,864 |
| Analysis by fund                              |           |           |
| Unrestricted funds - general                  | 2,748,618 | 2,455,487 |
| Restricted funds                              | 112,833   | 147,377   |
|                                               | 2,861,451 | 2,602,864 |
| <b>Performance related grants</b>             |           |           |
| NHS Stoke on Trent                            | 882,695   | 799,716   |
| NHS North Staffordshire                       | 457,325   | 460,882   |
| Stoke on Trent City Council                   | 474,287   | 315,646   |
| GBS Midlands Partnership NHS Foundation Trust | 347,192   | 359,359   |
| NSCHT Future Focus Support Service            | 319,397   | 319,397   |
|                                               | 2,861,451 | 2,602,864 |

### 5 Income from investments

|                     | Unrestricted<br>funds<br>2025<br>£ | Unrestricted<br>funds<br>2024<br>£ |
|---------------------|------------------------------------|------------------------------------|
| Interest receivable | 13                                 | 10                                 |

### 6 Expenditure on raising funds

|                                  | Unrestricted<br>funds<br>2025<br>£ | Unrestricted<br>funds<br>2024<br>£ |
|----------------------------------|------------------------------------|------------------------------------|
| <b>Fundraising and publicity</b> |                                    |                                    |
| Staff costs                      | 45,403                             | 45,793                             |

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

### 7 Expenditure on charitable activities

|                                                           | Charitable<br>activities<br>2025<br>£ | Charitable<br>activities<br>2024<br>£ |
|-----------------------------------------------------------|---------------------------------------|---------------------------------------|
| <b>Direct costs</b>                                       |                                       |                                       |
| Staff costs                                               | 1,169,712                             | 1,080,799                             |
| Depreciation and impairment                               | 14,872                                | 9,231                                 |
| Rent and rates                                            | 53,861                                | 49,895                                |
| Utilities                                                 | 12,950                                | 16,925                                |
| Insurance                                                 | 8,310                                 | 7,332                                 |
| Legal and professional                                    | 17,908                                | 24,744                                |
| Telephone                                                 | 13,031                                | 14,999                                |
| Printing, stationery and postage                          | 3,643                                 | 4,968                                 |
| Subcontracted staff                                       | 790,759                               | 692,008                               |
| Staff and volunteer expenses                              | 10,473                                | 23,602                                |
| Travel                                                    | 28,767                                | 24,519                                |
| Sundry and outsourced work                                | 264,675                               | 267,432                               |
|                                                           | <u>2,388,961</u>                      | <u>2,216,454</u>                      |
| <b>Share of support and governance costs (see note 8)</b> |                                       |                                       |
| Support                                                   | 384,748                               | 354,574                               |
| Governance                                                | 12,821                                | 11,742                                |
|                                                           | <u>2,786,530</u>                      | <u>2,582,770</u>                      |
| <b>Analysis by fund</b>                                   |                                       |                                       |
| Unrestricted funds - general                              | 2,652,540                             | 2,431,901                             |
| Unrestricted funds - designated                           | 22,796                                | 11,514                                |
| Restricted funds                                          | 111,194                               | 139,355                               |
|                                                           | <u>2,786,530</u>                      | <u>2,582,770</u>                      |

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

### 8 Support costs allocated to activities

|                                  | 2025<br>£      | 2024<br>£      |
|----------------------------------|----------------|----------------|
| Staff costs                      | 196,905        | 196,954        |
| Depreciation                     | 14,872         | 9,233          |
| Rent & rates                     | 47,361         | 15,798         |
| Utilities                        | 15,827         | 20,687         |
| Insurance                        | 10,157         | 8,961          |
| Legal & professional             | 10,751         | 8,683          |
| Telephone                        | 15,926         | 18,333         |
| Printing, postage and stationery | 4,452          | 6,071          |
| Sundry                           | 53,412         | 55,399         |
| Travel                           | 4,436          | 4,364          |
| Staff & volunteer expenses       | 10,649         | 10,091         |
| Governance costs                 | 12,821         | 11,742         |
|                                  | <u>397,569</u> | <u>366,316</u> |
| <b>Analysed between:</b>         |                |                |
| Charitable activities            | <u>397,569</u> | <u>366,316</u> |

### 9 Executive Committee

None of the Executive Committee (or any persons connected with them) received any remuneration during the year. Travelling expenses of £745 (2024 : £780) were paid to 3 (2024 : 2) trustees.

### 10 Employees

The average monthly number of employees during the year was:

|                       | 2025<br>Number | 2024<br>Number |
|-----------------------|----------------|----------------|
| Charitable activities | 75             | 78             |
| Administrative        | 5              | 4              |
|                       | <u>80</u>      | <u>82</u>      |

#### Employment costs

|                       | 2025<br>£        | 2024<br>£        |
|-----------------------|------------------|------------------|
| Wages and salaries    | 1,281,654        | 1,216,947        |
| Social security costs | 97,655           | 78,224           |
| Other pension costs   | 40,912           | 35,699           |
|                       | <u>1,420,221</u> | <u>1,330,870</u> |

Redundancy and termination payments totalling £4,324 (2024: £1,441) were made in the reporting period.

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

### 10 Employees

(Continued)

The key management personnel of the charity comprise the Trustees, the Chief Executive Officer, the Finance Manager, the Operations Manager, the Service Manager, the Finance Administrator, and the HR & IT manager. The total employee benefits of the key management personnel of the charity were £217,300 (2024 : £196,463).

The number of employees whose annual remuneration was more than £60,000 is as follows:

|                    | 2025<br>Number | 2024<br>Number |
|--------------------|----------------|----------------|
| £60,001 to £70,000 | 1              | 1              |
| £70,001 to £80,000 | -              | 1              |
| £80,001 to £90,000 | 1              | -              |
|                    | =====          | =====          |

### 11 Other

|                                               | Unrestricted<br>funds | Total     |
|-----------------------------------------------|-----------------------|-----------|
|                                               | 2025<br>£             | 2024<br>£ |
| Net loss on disposal of tangible fixed assets | 4,395                 | -         |
|                                               | 4,395                 | -         |
|                                               | =====                 | =====     |

### 12 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

### 13 Tangible fixed assets

|                                    | Land and<br>building<br>£ | Office<br>equipment<br>£ | Fixtures and<br>fittings<br>£ | Computers<br>£ | Total<br>£ |
|------------------------------------|---------------------------|--------------------------|-------------------------------|----------------|------------|
| <b>Cost</b>                        |                           |                          |                               |                |            |
| At 1 April 2024                    | 346,545                   | 21,458                   | 40,095                        | 37,276         | 445,374    |
| Additions                          | 570,000                   | -                        | -                             | 15,602         | 585,602    |
| Disposals                          | -                         | (21,458)                 | -                             | (11,760)       | (33,218)   |
| At 31 March 2025                   | 916,545                   | -                        | 40,095                        | 41,118         | 997,758    |
| <b>Depreciation and impairment</b> |                           |                          |                               |                |            |
| At 1 April 2024                    | 84,910                    | 20,736                   | 12,258                        | 20,815         | 138,719    |
| Depreciation charged in the year   | 18,471                    | -                        | 4,174                         | 7,098          | 29,743     |
| Eliminated in respect of disposals | -                         | (20,736)                 | -                             | (8,087)        | (28,823)   |
| At 31 March 2025                   | 103,381                   | -                        | 16,432                        | 19,826         | 139,639    |
| <b>Carrying amount</b>             |                           |                          |                               |                |            |
| At 31 March 2025                   | 813,164                   | -                        | 23,663                        | 21,292         | 858,119    |
| At 31 March 2024                   | 261,635                   | 722                      | 27,837                        | 16,461         | 306,655    |

### 14 Debtors

|                                             | 2025<br>£ | 2024<br>£ |
|---------------------------------------------|-----------|-----------|
| <b>Amounts falling due within one year:</b> |           |           |
| Other debtors                               | 89,416    | 51,678    |
| Prepayments and accrued income              | 12,196    | 13,369    |
|                                             | 101,612   | 65,047    |

### 15 Creditors: amounts falling due within one year

|                              | 2025<br>£ | 2024<br>£ |
|------------------------------|-----------|-----------|
| Trade creditors              | 8,238     | 7,480     |
| Other creditors              | 15,013    | 41,120    |
| Accruals and deferred income | 24,040    | 80,948    |
|                              | 47,291    | 129,548   |

### 16 Retirement benefit schemes

|                                                                     | 2025<br>£ | 2024<br>£ |
|---------------------------------------------------------------------|-----------|-----------|
| <b>Defined contribution schemes</b>                                 |           |           |
| Charge to profit or loss in respect of defined contribution schemes | 40,912    | 35,699    |

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2025

#### 16 Retirement benefit schemes

(Continued)

The charity contributes to defined contribution pension schemes in respect of members of staff, the assets of which are held separately from those of the charity in independently administered funds. The pension cost charge represents contributions payable by the charity to the funds. At the year end there were contributions due to the fund totalling £15,013 (2024: £12,788).

#### 17 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

|                                   | At 1 April<br>2024<br>£          | Incoming<br>resources<br>£          | Resources<br>expended<br>£          | At 31 March<br>2025<br>£          |
|-----------------------------------|----------------------------------|-------------------------------------|-------------------------------------|-----------------------------------|
|                                   | -                                | -                                   | -                                   | -                                 |
| Social Enterprise Investment Fund | 257,041                          | -                                   | (6,948)                             | 250,093                           |
| Pertemps                          | 22,484                           | 112,833                             | (104,246)                           | 31,071                            |
|                                   | <u>279,525</u>                   | <u>112,833</u>                      | <u>(111,194)</u>                    | <u>281,164</u>                    |
| <b>Previous year:</b>             | <b>At 1 April<br/>2023<br/>£</b> | <b>Incoming<br/>resources<br/>£</b> | <b>Resources<br/>expended<br/>£</b> | <b>At 31 March<br/>2024<br/>£</b> |
|                                   |                                  |                                     |                                     |                                   |
| Social Enterprise Investment Fund | 263,990                          | -                                   | (6,949)                             | 257,041                           |
| Pertemps                          | 7,513                            | 147,377                             | (132,406)                           | 22,484                            |
|                                   | <u>271,503</u>                   | <u>147,377</u>                      | <u>(139,355)</u>                    | <u>279,525</u>                    |

#### Purposes of restricted funds:

##### Social Enterprise Investment Fund

A Department of Health fund providing investment to assist social enterprises delivering health and social care services.

##### Pertemps:

Provision of a wellness and recovery focused training and peer-support programme within HMP Stafford.

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2025

#### 18 Unrestricted funds - designated

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

|                       | At 1 April<br>2024<br>£          | Incoming<br>resources<br>£          | Resources<br>expended<br>£          | Transfers<br>£         | At 31 March<br>2025<br>£          |
|-----------------------|----------------------------------|-------------------------------------|-------------------------------------|------------------------|-----------------------------------|
| Fixed asset fund      | 49,614                           | 570,000                             | (27,191)                            | 15,603                 | 608,026                           |
| <b>Previous year:</b> | <b>At 1 April<br/>2023<br/>£</b> | <b>Incoming<br/>resources<br/>£</b> | <b>Resources<br/>expended<br/>£</b> | <b>Transfers<br/>£</b> | <b>At 31 March<br/>2024<br/>£</b> |
| Fixed asset fund      | 29,081                           | -                                   | (11,514)                            | 32,047                 | 49,614                            |

#### 19 Analysis of net assets between funds

|                              | Unrestricted<br>funds<br>general<br>2025<br>£ | Unrestricted<br>funds<br>designated<br>2025<br>£ | Restricted<br>funds<br>2025<br>£ | Total<br>2025<br>£ |
|------------------------------|-----------------------------------------------|--------------------------------------------------|----------------------------------|--------------------|
| <b>At 31 March 2025:</b>     |                                               |                                                  |                                  |                    |
| Tangible assets              | -                                             | 608,026                                          | 250,093                          | 858,119            |
| Current assets/(liabilities) | 640,029                                       | -                                                | 31,071                           | 671,100            |
|                              | 640,029                                       | 608,026                                          | 281,164                          | 1,529,219          |
|                              | Unrestricted<br>funds<br>general<br>2024<br>£ | Unrestricted<br>funds<br>designated<br>2024<br>£ | Restricted<br>funds<br>2024<br>£ | Total<br>2024<br>£ |
| <b>At 31 March 2024:</b>     |                                               |                                                  |                                  |                    |
| Tangible assets              | -                                             | 49,614                                           | 257,041                          | 306,655            |
| Current assets/(liabilities) | 545,132                                       | -                                                | 22,484                           | 567,616            |
|                              | 545,132                                       | 49,614                                           | 279,525                          | 874,271            |

#### 20 Share Capital

Changes Health and Wellbeing is a company limited by guarantee and accordingly does not have a share capital. Every member of the company undertakes to contribute such amount as may be required, not exceeding £1, to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

### 21 Financial commitments, guarantees and contingent liabilities

The charity received a grant of £350,000 towards the cost of the purchase of a property. If the property is sold, then in certain circumstances, the whole or part of the grant may be repayable.

### 22 Operating lease commitments

#### Lessee

At the reporting end date the charitable company had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

|                            | 2025<br>£      | 2024<br>£     |
|----------------------------|----------------|---------------|
| Within one year            | 73,530         | 60,881        |
| Between two and five years | 95,378         | 34,927        |
|                            | <u>168,908</u> | <u>95,808</u> |

### 23 Cash generated from operations

|                                                                   | 2025<br>£      | 2024<br>£      |
|-------------------------------------------------------------------|----------------|----------------|
| Surplus for the year                                              | 654,947        | 3,164          |
| <b>Adjustments for:</b>                                           |                |                |
| Investment income recognised in statement of financial activities | (13)           | (10)           |
| Loss on disposal of tangible fixed assets                         | 4,395          | -              |
| Depreciation and impairment of tangible fixed assets              | 29,744         | 18,464         |
| <b>Movements in working capital:</b>                              |                |                |
| (Increase)/decrease in debtors                                    | (36,565)       | 53,550         |
| (Decrease)/increase in creditors                                  | (82,257)       | 46,092         |
| <b>Cash generated from operations</b>                             | <u>570,251</u> | <u>121,260</u> |

### 24 Analysis of changes in net funds

The charitable company had no material debt during the year.

### 25 Related Party Transactions

During the year the charity entered into transactions with K Wheat, the spouse of the Chief Executive Officer for the provision of mindfulness training. The value of transactions for the services supplied, all being conducted on an arms length basis, was £6,000 (2024 : £7,063). There was no balance outstanding at the year end.

The Charity received no donations with conditions from trustees.

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# Accounts

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Charity registration number 1144940

Company registration number 07761177 (England and Wales)

**CHANGES HEALTH & WELLBEING**  
**ANNUAL REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

# CHANGES HEALTH & WELLBEING

## REFERENCE AND ADMINISTRATIVE INFORMATION

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### Executive Committee

Ernest John Irons (Chair)  
Catherine Denise Roberts  
Clair Davis  
Stephen Sharrock  
Dave Dale  
Jax Pickerill (Resigned 23 November 2023)  
Steve Rowley (Appointed 11 January 2024)  
Tim Davis (Appointed 11 January 2024)

### Senior Management Team

|                                |                   |
|--------------------------------|-------------------|
| <b>Chief Executive Officer</b> | Dave Wheat        |
| <b>Finance Manager</b>         | Kendele Brookes   |
| <b>Operations Manager</b>      | Jackie Williamson |
| <b>Finance Administrator</b>   | Pauline Cocker    |
| <b>HR and IT Manager</b>       | Kris Kinsella     |

**Charity number** 1144940

**Company number** 07761177

**Registered office and Operational address** Changes Wellbeing Centre  
Victoria Court  
Booth Street  
Stoke on Trent  
ST4 4AL

**Auditor** Geens Limited  
Graphic House  
124 City Road  
Stoke on Trent  
ST4 2PH

**Bankers** The Co-Operative Bank PLC  
P O Box 250  
Delf House  
Skelmersdale  
Lancashire  
WN8 6WT

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# CHANGES HEALTH & WELLBEING

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# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTOR'S REPORT) FOR THE YEAR ENDED 31 MARCH 2024

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The trustees, who are also directors for the purposes of company law, present their report and financial statements for the year ended 31 March 2024.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charitable company's governing document, the Companies Act 2006 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)". The trustees comply with their duty to have due regard to the guidance on public benefit published by the Charities Commission in exercising their powers or duties.

### Objectives and activities

*Changes Mission Statement: 'Changes aims to promote wellness, recovery and social inclusion'.*

The charitable company's principal objects are defined in its Articles Of Association are as follows:

- (i) To assist in relieving and rehabilitating vulnerable persons suffering from mental disorder or conditions of emotional or mental distress requiring advice or treatment;
- (ii) To promote and protect physical and mental health within the community by the advancement of education and the provision of facilities and services promoting health, social welfare, personal development, work and recreation, and social inclusion; and
- (iii) The promotion of research therein and the publication of the useful results of such research.

The aims of the charity are:

- Promoting recovery and mental wellbeing
- Enabling user involvement
- Influencing local and national policy and practise
- Promoting a more positive and accurate view of mental distress

The charitable company's objectives for the year continued to be shaped and driven by these strategic aims and to ensure maximum public benefit – focusing on sustaining and developing existing services, and the rapid development and establishment of additional Changes wellbeing and recovery programmes – both locally and nationally.

The period saw a post-pandemic shockwave of mental distress that was exacerbated by an economic crisis that caused significant and sustained financial hardship. To meet increased demand for its services Changes continued to flex service provision between face-to-face, online, and telephone support.

### Stoke on Trent

In Stoke-on-Trent, the charitable company continued to provide weekly peer-support groups, one-to-one interventions and psycho-educational programmes for young people, adults of working age, and older people residing within the city. Provision also included opportunities for training and volunteering and recovery-focused activities – enabling Changes to promote the recovery, wellbeing and social inclusion of those in mental distress.

Services included:

- *Weekly Peer-support Groups* – (under contract with the Staffordshire & Stoke-on-Trent Integrated Care Board) where adults experiencing mental distress can join together to follow Changes 12-steps, share insights and support each other's recovery;
- *Foundation Recovery Programme* – (under contract with the Staffordshire & Stoke on Trent Integrated Care Board) offering Changes 12-steps as a self-management tool for those experiencing mental distress;

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTOR'S REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

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- *Wellbeing Programme* – (under contract with the Staffordshire & Stoke on Trent Integrated Care Board) a self-management programme for stress, anxiety, and depression provided as part of the wider Staffordshire & Stoke on Trent Talking Therapies Service;
- *Making Changes Programme* – (under contract with the Staffordshire & Stoke on Trent Integrated Care Board) a light touch psycho-educational programme designed to promote wellbeing within the local population;
- *Staffordshire & Stoke on Trent Talking Therapy Service, formerly known as the IAPT service* – (under contract with North Staffordshire Combined Healthcare NHS Trust) Changes continued to employ Psychological Wellbeing Practitioners to provide Step 2 clinical one-to-one interventions i.e. to meet the needs of those experiencing mild to moderate mental distress;
- *Stay Well CYP* – (under contract with Stoke on Trent City Council and the Staffordshire & Stoke-on-Trent Integrated Care Board) Changes continued to work with North Staffs Mind and the Dove Service to provide a range of one-to-one and group interventions to children and young people experiencing or at risk of mental distress;
- *Destination: Home* – Changes continued to deliver services within a homelessness service contract with Concrete, (part of the Honeycomb Housing Group) to provide mental health support and volunteering opportunities for those working towards settled accommodation;
- *Peer Recovery Coach service* – (under contract with North Staffordshire Combined Healthcare NHS Trust) a one-to-one support service integrated within NSCHT's Stoke on Trent based Community Mental Health Teams (CMHTs) to support the recovery and social inclusion of those experiencing severe mental illness;
- *Future Focus Support Service* – (under contract with North Staffordshire Combined Healthcare NHS Trust) to work within its CMHTs to provide group support to those experiencing severe mental illness;
- *Youth Council* - (under contract with North Staffordshire Combined Healthcare NHS Trust) to work within Children's and Adolescents Mental Health Services (CAMHS) to provide young people and their parents with a voice in service development and delivery.

### Staffordshire:

The charitable company's Staffordshire service menu included:

- *Adult Peer-support Groups and psycho-educational programmes* – (under contract with the Staffordshire & Stoke-on-Trent Integrated Care Board) weekly recovery-focused support groups and psycho-educational programmes within Newcastle under Lyme and the Staffordshire Moorlands for adults in mental distress;
- *Future Focus Support Service* – (under contract with the Midland Partnership Foundation Trust) to work within its IMHTs to provide group and one-to-one support to those experiencing severe mental illness;
- *Adult and Young Carers Service* – (under contract with the NCompass) delivering mental health support within N-Compass' Staffordshire Carers Service.

### Other Areas of the UK:

- *Ingeus* – The period also the continued and successful delivery of a range of AIM-accredited psycho-educational programmes, i.e. Positive Mental Health; Peer Mentoring Skills; Positive Changes; Introduction to Volunteering; Effects of Crime etc within His Majesty's Prison Service (HMPS) and Probation services in the East Midlands, Yorks & Humberside and Northeast Regions;

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTOR'S REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

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### *Volunteers*

As a user-led organization, Changes relies heavily on volunteer involvement in the organization's management, administration, and service delivery.

All of Changes Board of Directors are service users. During 2023/24 there was a pool of approximately 75 volunteers who were involved in managing the organisation and delivering Changes weekly peer-support groups, psycho-educational programmes and recovery-focused activities – and assisting the organisation's fundraising, promotional work, and partnership and networking initiatives. This represented approximately 11,500 volunteer-hours, (i.e. approximately 230 hours per week) worked in assisting Changes in achieving its outcomes. Whilst the primary focus is on the impact of such activities on individual recovery and social inclusion, based on the national living wage for this period, this represents an in-kind contribution of approximately £120,000 per annum.

### **Achievements and performance**

#### *Significant activities and achievements against objectives*

Charitable activities continued to focus on providing public benefit, i.e. in promoting recovery, wellbeing and social inclusion of those experiencing or at risk of mental distress. Service delivery throughout Stoke on Trent and Staffordshire included - the provision of recovery focused peer-support groups for young people, adults and older people in mental distress and a range of psycho-educational programmes and recovery-focused activities – delivered within primary and secondary mental health services under contract with the Staffordshire & Stoke on Trent Integrated Care Board (SSOT ICB), Stoke on Trent City Council, North Staffordshire Combined Healthcare NHS Trust; the Midlands Partnership Foundation Trust; Honeycomb Housing; and N-Compass.

Importantly, out of recognition of the efficacy of Changes services and their place in supporting statutory mental health services, SSOT ICB extended Changes contracts with a view to the organisation providing wrap-around services for the Talking Therapies service and continuing to provide essential support to those experiencing a wide range of mental health conditions.

NB During the period, in order to provide service users with choice and ease of access, the charitable company continued to provide online versions of all key services.

2023/24 saw the continued to expansion of Changes 'strategic role' within Staffordshire's mental health economy, with staff involvement and input into various Boards, Committees and Forums, i.e. helping to inform and shape local mental health service commissioning and provision.

#### Changes Young Peoples' Service (Stay Well)

In 2023/24 Changes YP continued to provide Stoke on Trent City Council and Staffordshire & Stoke-on-Trent Integrated CB's CYP Emotional Wellbeing & Mental Health service, called Stay Well – operating as the lead provider within a partnership with North Staffs Mind and the Dove Service – providing both preventative services, (raising mental health awareness, promoting CYP's emotional and psychological resilience and increasing the capacity of parents, teachers etc. to support CYP experiencing mental distress) and targeted support, (providing clinical interventions within overall CAMHS provision) – through offering access to Wellbeing Programmes, Peer-support Groups, Social Activities, One-to-One Therapy and Online and Telephone Support.

From April 2023 to March 2024 - 519 teachers and parents attended SWCYP's preventative training programmes and 2,297 children and young people were engaged with SWCYP's CAMHS services.

Under sub-contract with North Staffordshire Combined Healthcare NHS Trust, during the period Changes Young People continued to provide a consultation role within the North Staffordshire Combined Healthcare NHS Trust's CYP IAPT service – coordinating and running a CYP Youth Council within North Staffordshire.

#### Changes Adult Peer-support Service

Provided under a Service Level Agreement (SLA) with the Staffordshire & Stoke on Trent Integrated Care Board (SSOT ICB), Changes continued to deliver its Adult Service within Stoke-on-Trent providing 18 weekly peer-support groups per week, (largely face-to-face), with 5,569 attendances, comprising of over 600 service users. Performance management data revealed that through the use of the service, approximately 89% of users were able to maintain or improve their mental wellbeing.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTOR'S REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

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Provided under a Service Level Agreement with the Staffordshire & Stoke on Trent Integrated Care Board (SSOT ICB), Changes also continued to provide its Adult Service within Newcastle-under-Lyme and the Staffordshire Moorlands providing 13 weekly peer support groups per week, (largely face-to-face), with 2685 attendances, comprising over 400 service users. Performance management data revealed that approximately 87% of users had either improved or maintained their mental wellbeing through engagement with the service.

### Foundation Recovery Programmes

Provided under a Service Level Agreement (SLA) with the Staffordshire & Stoke on Trent Integrated Care Board (SSOT ICB), Changes continued to deliver a rolling programme of Foundation Recovery Programmes, i.e. designed to introduce Changes 12-steps as a self-management tool for those in mental distress. During the period, 24 programmes were delivered, which were attended by 257 people - with recent evaluation revealing that 93% of participants had improved or maintained their mental wellbeing.

### Wellbeing Programme

Provided under a Service Level Agreement (SLA) with the Staffordshire & Stoke on Trent Integrated Care Board (SSOT ICB), the Wellness Programme focuses on the self-management of stress, anxiety and depression, linking closely with Stoke-on-Trent's Healthy Minds IAPT service. There were 99 runs of the programme attended by 711 individuals – with a recent evaluation confirming that the service had assisted 92% of users in improving or maintaining their mental wellbeing.

### Making Changes

Provided under a Service Level Agreement (SLA) with the Staffordshire & Stoke on Trent Integrated Care Board (SSOT ICB), Making Changes is designed to promote emotional and psychological resilience within the local population – with a focus on reaching those experiencing 'sub-clinical' mental health issues. There were 71 runs of the programmes attended by 389 individuals – with a recent evaluation confirming that 93% of participants either maintained or improved their wellbeing.

### Peer Recovery Coach Service

Delivered in partnership with and commissioned by North Staffordshire Combined Healthcare NHS Trust, (i.e. in Northern Staffordshire) Changes has worked as part of each Trust's Community Mental Health Teams to provide one-to-one coaching, peer-support and recovery focused activities, i.e. alongside clinical interventions to promote and maintain the recovery of those experiencing severe mental illness.

### Future Focus Support Service

Delivered in partnership with and commissioned by North Staffordshire Combined Healthcare NHS Trust, (i.e. in Northern Staffordshire) and the Midlands Partnership Foundation Trust, (i.e. in Southwest Staffordshire) Changes has worked as part of each Trust's Community Mental Health Teams to provide psycho-educational programmes, peer-support groups and one-to-one support to promote the wellbeing and social inclusion of those who are recovering from severe mental illness.

### CFO 3 Prisons Service

Delivered under contract with Ingeus, Changes continued to work in partnership with HM prisons located within the East Midlands, Yorkshire & Humberside and the Northeast to promote the wellbeing and rehabilitation of inmates.

### Staffordshire Carers Service

Delivered under contract with NCompass, Changes provide group and one-to-one support to young and adult carers to help them to stay well and to support them in their role.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTOR'S REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

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### **Fundraising activities:**

In addition to receiving donations, (i.e. from individuals and local businesses who acknowledged the value of Changes services), and modest income generation, (i.e. through organisations/companies purchasing Changes psycho-educational programmes) – in 2023/24 Changes business development continued to research, construct and submit various proposal, Expression of Interests (EOIs) and Invitations to Tender (ITTs) – these included:

Applications for various contracts with Ingeus – i.e. CFO Evolution, (Prison Service); UK Shared Prosperity Fund (Employment Service); and Access to Work (Employment).

Applications to the Cheshire & Wirral Partnership, i.e. a franchise to provide Changes services within Cheshire West; and an ITT to provide peer-support and psycho-educational service within Cheshire East. Submitting a proposal to the Midlands Partnership Foundation Trust to expand provision within Changes Future Focus Support Service;

An application to the DHSC VCSE Suicide Prevention Grant Fund.

A proposal to Stoke on Trent City Council to provide an 'Additional MH Support in Schools' service.

Application to the National Grids Community Matters fund

Changes secured: a new contract with Ingeus, i.e. to provide the new CFO Evolution prison service; a grant from the National Grids Community Matters fund, i.e. to provide 'winter warmth packs to Changes service users; a contract with Stoke-on-Trent City Council to provide additional mental health support with 3 Stoke on Trent high schools.

Importantly, the period saw the Staffordshire & Stoke-on-Trent Integrated Care Board extend Changes core service contracts; Stoke-on-Trent City Council and Staffordshire County Council extend Changes Stay Well CAMHS contract; and NCompass extend Changes carers contract.

### **Factors outside the charitable company's control which are relevant to the achievement of its objectives:**

In keeping with Changes' co-produced ethos and 12-step fellowship, the commitment, enthusiasm and hard work of Changes paid and voluntary staff, continues to make a major contribution to the organisation achieving its objectives, (they are people who are literally 'on a mission').

A healthy and vibrant voluntary sector. Changes continue to give and receive support from other third-sector organisations – most notably VAST, the Dove Service, and North Staffs Mind – and is a proud member of a local family of voluntary sector service providers.

Staffordshire and Stoke-on-Trent Integrated Care Board and Stoke on Trent City Council continue to focus on commissioning recovery and wellbeing-focused services that are delivered within a personalised system of care – key elements of Changes service model.

As with many organisations, Changes had to respond to the financial crisis, i.e. increasing salaries, meeting higher fuel and energy costs etc – due to fixed or flat budgets – 2023/24 was a particularly challenging year for Changes – however, through efficiencies and, where necessary, drawing on its reserves - the organisation was able to maintain its staff team and continue to meet service demand.

Changes relevance as a service provider, reputation as a partner organisation and position as a valued and integrated part of Staffordshire Integrated Care System – continues to offer a degree of protection to maintaining and securing contracts within this new commissioning environment.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTOR'S REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

### Financial review

#### Reserves policy

The charitable company's reserves policy takes into account the Directors' forecast for future income and expenditure, including the potential for fundraising. In formulating the policy, the Directors considered that reserves are required to provide a contingency to ensure continuity in the event of a large variation in the charitable company's income.

On 31st March 2024 the charitable company's unrestricted reserves, excluding designated funds, totalled £545,132 (2023: £570,523)

The position is monitored by the Directors on a regular basis and the policy is reviewed annually.

#### Principal funding sources

*Staffordshire & Stoke on Trent Integrated Care Board* – Service Level Agreements to provide a range of recovery and wellness-focused services within Stoke-on-Trent, i.e., Adult Peer-Support Groups, Foundation Recovery, Wellbeing Programme and Making Changes; and Newcastle-under-Lyme and the Staffordshire Moorlands, i.e., Adult Peer-Support Groups;

*Stoke-on-Trent Joint Commissioning Team, (Stoke on Trent City Council and Staffordshire & Stoke-on-Trent Integrated Care Board)* – contract to provide Stoke on Trent CYP Emotion Resilience and Wellbeing Service (Changes Stay Well service);

*North Staffordshire Combined Healthcare NHS Trust* – contract for the provision of Step 2 interventions within MPFT's Staffordshire & Stoke on Trent Talking Therapies Service; provision of consultation element within CYP IAPT, (Changes YP Youth Council); Provision of a Peer Recovery Coach Service; and provision of a Future Focus Support Service;

*Midlands Partnership Foundation Trust* – contract to provide a Future Focus Support Service within Southwest Staffordshire;

*Ingeus* – contract to provide wellness and recovery-focused services within HM prisons throughout the East Midlands, Yorkshire & Humberside, and Northeast Regions;

*Concrete* – part of the Honeycomb Housing Group, contract to provide mental health support and volunteering opportunities within their Destination: Home homelessness service.

*N-Compass* – contract to provide mental health support as part of their Staffordshire Carers Service.

|                                           |                                |
|-------------------------------------------|--------------------------------|
| <b>Total Incoming Resources</b>           | £2,631,727 (2023: £3,092,412 ) |
| <b>Total Resources Expended</b>           | £2,628,563 (2023: £2,653,084)  |
| <b>Funds carried forwards at 31.03.24</b> | £874,271 (2023: £871,107)      |

Effective and prudent financial management continues to ensure that funding secured by Changes has the maximum benefit to its service users; enables the organisation to consolidate its position within the local mental health economy; and undertake necessary business development.

### Risk management

The charitable company's Directors have conducted a review of the major risks to which Changes is exposed. A risk register has been established and is regularly updated. Where appropriate, systems and procedures have been established to manage these risks.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTOR'S REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

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### *Going concern*

The directors consider the charitable company's major risks to include:

On-going NHS Reform. Whilst, through utilising existing relationships and reaching out to newly appointed staff members, Changes has managed to quickly establish a strong and mature relationship with SSOT ICB – the change in government in May 2024 brings with it plans for further and more radical change within the NHS. Whilst aware that this may also bring with it additional opportunities for VCSE providers – Changes must continue to ensure that NHS commissioning bodies are aware of the impact, relevance and value for money of Changes contracts.

Deficits within Local Authority budgets. Many years of 'austerity cuts' plus the economic challenges faced by the new government – continue to put financial pressure on LAs. This is a situation that continues to limit LAs ability to provide uplifts within existing contracts or to tender for new services.

Economic Situation. Whilst the majority of Changes budgets have not received an uplift, the costs of salaries, heating & lighting, travel etc have continued to rise. Without acknowledgement and support of NHS and LA commissioners re. these cost-pressures – along with many other VCSE - despite the continued high demand for its CAMHS and AMHS, Changes will be unable to maintain its current level of service provision.

Competitive tendering process. Provider Selection Regime legislation passed towards the end of the financial year – has strengthened Changes position, i.e. we generally perform well within contract and have already had contracts extended and been approached to provide additional mental health service – however, application of PSR is not consistently applied, meaning that, regardless of their success, some of Changes contract are still subject to competitive tender.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTOR'S REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

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### Plans for future periods

During 2024/25 the charitable company will refresh its Organisational Business Plan (OBP), stating our ambitions for 2025-30 and how and when they will be achieved.

Changes will continue to be mindful of both the challenges and opportunities presented by a constantly changing 'commissioning landscape' – the OBP will help to ensure that Changes stays true to its co-produced and recovery ethos; continues to provide fresh, relevant and effective services, (retaining its place as a 'market leader'); and, through aligning itself to NHS and LA strategic priorities, is able to realise its potential as a mental health service provider.

Key to this process will be:

- Continued integration within Primary Care Networks;
- Embedding Changes within the Integrated Care System, i.e. establishing 'provider to provider' contractual relationships; and, where appropriate, jointly commissioned services, (i.e. via NHS Trusts, ICB and LAs).

Key plans for the future include:

- Consolidation and development of Changes existing service menu throughout Stoke on Trent and Staffordshire, i.e. to provide equity of provision across the county.
- Developing partnerships to provide bespoke services for other client groups, e.g. those with learning difficulties, physical disabilities, sensory impairment, Black Minority Ethnic (BME) communities etc.
- Identifying other development opportunities within other areas of service provision, i.e. residential care, workplace wellbeing, psycho-education/peer-support via social media etc.
- Increased involvement within consortia, i.e. to provide Changes mental health service menu within other health and social care models, i.e. Talking Therapies Services, Substance Misuse, Prison and Probation Services, Homelessness, Veterans etc, (providing the opportunity for both local and national development).
- Tendering for relevant mental health service contracts in and around Staffordshire, i.e. Cheshire, Derbyshire, West Midlands etc.
- Setting up services in other areas of the UK, i.e. establishing Changes franchises, tendering for contracts etc.
- Becoming part of large Prime Providers supply-chain, providing the opportunity for local, regional and national expansion.
- Securing additional premises within North Staffordshire, i.e. a second Wellbeing Centre/office base within Stoke on Trent, Newcastle-under-Lyme or the Staffordshire Moorlands.
- Purchasing a retreat, i.e. situated within a rural location – to offer Changes users sanctuary whilst early in recovery and to serve as a national training centre.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTOR'S REPORT) (CONTINUED) *FOR THE YEAR ENDED 31 MARCH 2024*

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### Structure, governance and management

#### Governing document

Changes governing document is its 'Articles of Association' which details rules concerning the charitable company's administration, objects, powers, membership, Board of Directors etc.

Changes is a charitable company constituted as an incorporated association.

The Charitable Company's Trustees are also called Company Directors who are responsible for the general control and management of the administration of the charitable company.

The Trustees, who are also the Directors for the purpose of company law, and who served during the year were:

#### Board of Directors

John Irons

Catherine Roberts

Clair Davis

Stephen Sharrock

Dave Dale

Jax Pickerill

Mr T Davis

Mr S Rowley

(Resigned 23 November 2023)

(Appointed 11 January 2024)

(Appointed 11 January 2024)

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTOR'S REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

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### *Recruitment and appointment of trustees*

At each annual general meeting, all of the Directors must retire from office.

The charitable company may by ordinary resolution: (1) appoint a person who is willing to act to be a director.

No person other than a retiring Director may be appointed a director at any general meeting unless: (1) He or she is recommended for re-election by the Directors; or

(2) Not less than fourteen nor more than thirty-five clear days before the date of the meeting, the charity is given a notice that: (a) is signed by a member entitled to vote at the meeting; (b) states the members' intention to propose the appointment of a person as a Director; (c) contains the details that, if the person were to be appointed, the charity would have to file at Companies House; and, (d) is signed by the person who is to be proposed to show his or her willingness to be appointed.

All members who are entitled to receive notice of a general meeting must be given not less than seven nor more than twenty-eight clear days notice of any resolution to be put to the meeting to appoint a director other than a director who is to retire.

### **Organisational Structure**

Decisions affecting the management and governance of the charitable company are made by the Board of Directors, these include decisions relating to: the selection and management of a Chief Executive Officer; the development and implementation of a long-term organisational strategy in pursue of objects as stated in Changes Articles of Association; the establishment of appropriate policies and procedures; the recruitment, support, appraisal, remuneration and discipline of Changes staff; financial management, (including fundraising and monitoring spend) etc .

Decisions relating to the day-to-day management and co-ordination of the charitable company's staff and activities are delegated to the Chief Executive Officer, (all of which must be harmonious and relate to organisational policy and strategy as determined by the Board of Directors.

### **Related parties**

In so far as it is complementary to its objectives, the charitable company is guided by both national and local policy. Consequently, in pursuit of these objectives, Changes has developed strong partnerships and cooperates with a range of statutory and voluntary organisations. These include North Staffordshire Combined Healthcare NHS Trust, Midlands Partnership Foundation Trust, Staffordshire and Stoke-on-Trent Integrated Care Boards, Stoke-on-Trent City Council, Staffordshire County Council, VAST, Honeycomb Group, North Staffs Mind, the Dove Service, Jobcentre Plus, Disability Solutions, Age UK, North Staffordshire YMCA, and Saltbox.

### **Employee involvement**

The charitable company's policy is to consult and discuss with employees, through unions, staff councils and at meetings matters likely to affect employees' interests.

Information on matters of concern to employees is given through information bulletins and reports which seek to achieve a common awareness on the part of all employees of the financial and economic factors affecting the group's performance.

### **Disabled persons**

Applications for employment by disabled persons are always fully considered, bearing in mind the aptitudes of the applicant concerned. In the event of members of staff becoming disabled, every effort is made to ensure that their employment within the charitable company continues and that the appropriate training is arranged. It is the policy of the charitable company that the training, career development and promotion of disabled persons should, as far as possible, be identical to that of other employees.

### **Auditor**

Geens Limited, Chartered Accountants & Business Advisors, were appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

## CHANGES HEALTH & WELLBEING

### TRUSTEES' REPORT (INCLUDING DIRECTOR'S REPORT) (CONTINUED) *FOR THE YEAR ENDED 31 MARCH 2024*

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The trustees' report was approved by the Board of Executive Committee.

John Irons  
**Trustee**

7 November 2024

# **CHANGES HEALTH & WELLBEING**

## **STATEMENT OF TRUSTEES' RESPONSIBILITIES**

### ***FOR THE YEAR ENDED 31 MARCH 2024***

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The Executive Committee, who are also the directors of Changes Health & Wellbeing 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 Executive Committee to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the Executive Committee 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 financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

# CHANGES HEALTH & WELLBEING

## INDEPENDENT AUDITOR'S REPORT

### TO THE EXECUTIVE COMMITTEE OF CHANGES HEALTH & WELLBEING

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#### Opinion

We have audited the financial statements of Changes Health & Wellbeing (the 'charitable company') for the year ended 31 March 2024 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

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

#### Basis for opinion

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

#### Conclusions relating to going concern

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

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

Our responsibilities and the responsibilities of the Executive Committee 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 auditor's report thereon. The Executive Committee are responsible for the other information contained within the annual report. 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 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.

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

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

# CHANGES HEALTH & WELLBEING

## INDEPENDENT AUDITOR'S REPORT (CONTINUED)

### TO THE EXECUTIVE COMMITTEE OF CHANGES HEALTH & WELLBEING

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#### **Responsibilities of Executive Committee**

As explained more fully in the statement of trustees' responsibilities, the Executive Committee, who are also the directors of the charitable company for the purpose 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 Executive Committee 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 Executive Committee are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Executive Committee either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

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

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

As part of our planning process:

- we enquired of management the systems and controls the charity has in place, the areas of the financial statements that are most susceptible to the risk of irregularities and fraud, whether there was any known, suspected or alleged fraud. the charity did not inform us of any known, suspected or alleged fraud.
- We obtained an understanding of the legal and regulatory frameworks applicable to the charity. We determined that the following were most relevant: the Charity SORP. FRS 102, Charities Act 2011. Companies Act 2006.
- We considered the incentives and opportunities that exist in the charity, including the extent of management bias, which present a potential for irregularities and fraud to be perpetuated, and tailored our risk assessment accordingly.

Using our knowledge of the charity, together with the discussions held with the charity at the planning stage, we formed a conclusion the risk of misstatement due to irregularities including fraud and tailored our procedures according to this risk assessment.

# CHANGES HEALTH & WELLBEING

## INDEPENDENT AUDITOR'S REPORT (CONTINUED)

### TO THE EXECUTIVE COMMITTEE OF CHANGES HEALTH & WELLBEING

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The key procedures we undertook to detect irregularities including fraud during the course of the audit included:

- Identifying and testing journal entries and the overall accounting records, in particular those that were significant and unusual.
- Reviewing the financial statement disclosures and determining whether accounting policies have been appropriately applied.
- Reviewing and challenging the assumptions and judgements used by management in their significant accounting estimates.
- Assessing the extent of compliance, or lack of, with relevant laws and regulations.
- Assessing the validity of the classification of income, expenditure, assets and liabilities between unrestricted and restricted funds.
- Obtaining third party confirmation of material bank balances.
- Documenting and verifying all significant related party balances and transactions.
- Reviewing documentation such as charity board minutes for discussions of irregularities including 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. The risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

#### Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

**Geens Limited**

7 November 2024

**Chartered Accountants  
Statutory Auditor**

Graphic House  
124 City Road  
Stoke on Trent  
ST4 2PH

Geens Limited is eligible for appointment as auditor of the charitable company by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

# CHANGES HEALTH & WELLBEING

## STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

**FOR THE YEAR ENDED 31 MARCH 2024**

| Current financial year                |       | Unrestricted funds<br>general<br>2024<br>£ | Unrestricted funds<br>designated<br>2024<br>£ | Restricted funds<br>2024<br>£ | Total<br>2024<br>£ | Total<br>2023<br>£ |
|---------------------------------------|-------|--------------------------------------------|-----------------------------------------------|-------------------------------|--------------------|--------------------|
|                                       | Notes |                                            |                                               |                               |                    |                    |
| <b>Income from:</b>                   |       |                                            |                                               |                               |                    |                    |
| Donations and legacies                | 4     | 5,090                                      | -                                             | -                             | 5,090              | 5,048              |
| Charitable activities                 | 3     | 2,455,487                                  | -                                             | 147,377                       | 2,602,864          | 3,063,601          |
| Investments                           | 5     | 10                                         | -                                             | -                             | 10                 | -                  |
| Other material income                 |       | 23,763                                     | -                                             | -                             | 23,763             | 23,763             |
| <b>Total income</b>                   |       | <b>2,484,350</b>                           | <b>-</b>                                      | <b>147,377</b>                | <b>2,631,727</b>   | <b>3,092,412</b>   |
| <b>Expenditure on:</b>                |       |                                            |                                               |                               |                    |                    |
| Raising funds                         | 6     | 45,793                                     | -                                             | -                             | 45,793             | 31,376             |
| Charitable activities                 | 7     | 2,431,901                                  | 11,514                                        | 139,355                       | 2,582,770          | 2,621,708          |
| <b>Total expenditure</b>              |       | <b>2,477,694</b>                           | <b>11,514</b>                                 | <b>139,355</b>                | <b>2,628,563</b>   | <b>2,653,084</b>   |
| <b>Net income/(expenditure)</b>       |       | <b>6,656</b>                               | <b>(11,514)</b>                               | <b>8,022</b>                  | <b>3,164</b>       | <b>439,328</b>     |
| Transfers between funds               |       | (32,047)                                   | 32,047                                        | -                             | -                  | -                  |
| <b>Net movement in funds</b>          |       | <b>(25,391)</b>                            | <b>20,533</b>                                 | <b>8,022</b>                  | <b>3,164</b>       | <b>439,328</b>     |
| <b>Reconciliation of funds:</b>       |       |                                            |                                               |                               |                    |                    |
| Fund balances at 1 April 2023         |       | 570,523                                    | 29,081                                        | 271,503                       | 871,107            | 431,779            |
| <b>Fund balances at 31 March 2024</b> |       | <b>545,132</b>                             | <b>49,614</b>                                 | <b>279,525</b>                | <b>874,271</b>     | <b>871,107</b>     |

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

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

## CHANGES HEALTH & WELLBEING

### STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

**FOR THE YEAR ENDED 31 MARCH 2024**

| Prior financial year                  |       | Unrestricted<br>funds<br>general<br>2023<br>£ | Unrestricted<br>funds<br>designated<br>2023<br>£ | Restricted<br>funds<br>2023<br>£ | Total<br>2023<br>£ |
|---------------------------------------|-------|-----------------------------------------------|--------------------------------------------------|----------------------------------|--------------------|
|                                       | Notes |                                               |                                                  |                                  |                    |
| <b>Income from:</b>                   |       |                                               |                                                  |                                  |                    |
| Donations and legacies                | 4     | 5,048                                         | -                                                | -                                | 5,048              |
| Charitable activities                 | 3     | 2,898,887                                     | -                                                | 164,714                          | 3,063,601          |
| Other material income                 |       | 23,763                                        | -                                                | -                                | 23,763             |
| <b>Total income</b>                   |       | 2,927,698                                     | -                                                | 164,714                          | 3,092,412          |
| <b>Expenditure on:</b>                |       |                                               |                                                  |                                  |                    |
| Raising funds                         | 6     | 31,376                                        | -                                                | -                                | 31,376             |
| Charitable activities                 | 7     | 2,439,520                                     | 7,857                                            | 174,331                          | 2,621,708          |
| <b>Total expenditure</b>              |       | 2,470,896                                     | 7,857                                            | 174,331                          | 2,653,084          |
| <b>Net income/(expenditure)</b>       |       | 456,802                                       | (7,857)                                          | (9,617)                          | 439,328            |
| Transfers between funds               |       | (13,272)                                      | 13,272                                           | -                                | -                  |
| <b>Net movement in funds</b>          |       | 443,530                                       | 5,415                                            | (9,617)                          | 439,328            |
| <b>Reconciliation of funds:</b>       |       |                                               |                                                  |                                  |                    |
| Fund balances at 1 April 2022         |       | 126,993                                       | 23,666                                           | 281,120                          | 431,779            |
| <b>Fund balances at 31 March 2023</b> |       | 570,523                                       | 29,081                                           | 271,503                          | 871,107            |

# CHANGES HEALTH & WELLBEING

## BALANCE SHEET

AS AT 31 MARCH 2024

|                                                       | Notes | 2024<br>£ | £       | 2023<br>£ | £       |
|-------------------------------------------------------|-------|-----------|---------|-----------|---------|
| <b>Fixed assets</b>                                   |       |           |         |           |         |
| Tangible assets                                       | 12    |           | 306,655 |           | 293,070 |
| <b>Current assets</b>                                 |       |           |         |           |         |
| Debtors                                               | 13    | 65,047    |         | 118,597   |         |
| Cash at bank and in hand                              |       | 632,117   |         | 542,896   |         |
|                                                       |       | 697,164   |         | 661,493   |         |
| <b>Creditors: amounts falling due within one year</b> | 14    | (129,548) |         | (83,456)  |         |
| <b>Net current assets</b>                             |       |           | 567,616 |           | 578,037 |
| <b>Total assets less current liabilities</b>          |       |           | 874,271 |           | 871,107 |
| <b>Net assets</b>                                     |       |           | 874,271 |           | 871,107 |
|                                                       |       |           |         |           |         |
| <b>The funds of the charitable company</b>            |       |           |         |           |         |
| Restricted income funds                               | 16    | 279,525   |         | 271,503   |         |
| Unrestricted funds - general                          |       | 545,132   |         | 570,523   |         |
| Unrestricted funds - designated                       | 17    | 49,614    |         | 29,081    |         |
|                                                       |       | 874,271   |         | 871,107   |         |

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2024, although an audit has been carried out under section 144 of the Charities Act 2011.

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

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Executive Committee on 7 November 2024

John Irons  
Trustee

Company registration number 07761177 (England and Wales)

# CHANGES HEALTH & WELLBEING

## STATEMENT OF CASH FLOWS

**FOR THE YEAR ENDED 31 MARCH 2024**

|                                                  | Notes | 2024<br>£ | £        | 2023<br>£ | £        |
|--------------------------------------------------|-------|-----------|----------|-----------|----------|
| <b>Cash flows from operating activities</b>      |       |           |          |           |          |
| Cash generated from operations                   | 22    |           | 121,260  |           | 399,636  |
| <b>Investing activities</b>                      |       |           |          |           |          |
| Purchase of tangible fixed assets                |       | (32,049)  |          | (13,272)  |          |
| Interest received                                |       | 10        |          | -         |          |
| <b>Net cash used in investing activities</b>     |       |           | (32,039) |           | (13,272) |
| <b>Net cash used in financing activities</b>     |       |           | -        |           | -        |
| <b>Net increase in cash and cash equivalents</b> |       |           | 89,221   |           | 386,364  |
| Cash and cash equivalents at beginning of year   |       |           | 542,896  |           | 156,531  |
| <b>Cash and cash equivalents at end of year</b>  |       |           | 632,117  |           | 542,896  |

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS

### FOR THE YEAR ENDED 31 MARCH 2024

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#### 1 Accounting policies

##### Charity information

Changes Health & Wellbeing is a private company limited by guarantee incorporated in England and Wales. The registered office is Victoria Court, Booth Street, Stoke on Trent, ST4 4AL .

##### 1.1 Accounting convention

The financial statements have been prepared in accordance with the charitable company's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "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). The charitable company is a Public Benefit Entity as defined by FRS 102.

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

The accounts have been prepared on the historical cost convention. The principal accounting policies adopted are set out below.

##### 1.2 Going concern

At the time of approving the financial statements, the Executive Committee have a reasonable expectation that the charitable company has adequate resources to continue in operational existence for the foreseeable future. Thus the Executive Committee continue to adopt the going concern basis of accounting in preparing the financial statements.

##### 1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the Executive Committee in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the Trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the accounts.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the accounts.

##### 1.4 Income

Income is recognised when the charitable company is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charitable company has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

##### 1.5 Expenditure

Liabilities are recognised as resources expended where there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under appropriate headings. Where costs cannot be directly attributed to particular headings (support costs) they have been allocated to activities on a basis consistent with use of the resources.

The cost of Raising Funds include costs of generating voluntary income, fund raising trading and investment fees, plus a share of support costs. The costs of generating voluntary income do not include the costs of disseminating information in support of the charitable activities.

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

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### 1 Accounting policies

(Continued)

Charitable Activities comprise those activities set out in detail in the report of the trustees.

Governance costs are those associated with the governance arrangements of the charity which relate to the general running of the charity. This includes internal and external audit, insurance costs, legal advice for trustees and costs associated with constitutional and statutory requirements such as the cost of trustee meetings and preparing the statutory accounts, plus a share of support costs.

Support costs are those costs incurred in the support of the fund raising, governance and charitable activities which cannot be directly attributed. They have been attributed to activities as described in the notes to the financial statements.

#### 1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

|                       |                      |
|-----------------------|----------------------|
| Land and building     | 2% straight line     |
| Office equipment      | 25% reducing balance |
| Fixtures and fittings | 15% reducing balance |
| Computers             | 25% reducing balance |

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

#### 1.7 Impairment of fixed assets

At each reporting end date, the charitable company reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

#### 1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

#### 1.9 Financial instruments

The charitable company has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charitable company's balance sheet when the charitable company becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2024

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#### 1 Accounting policies

(Continued)

##### **Basic financial assets**

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

##### **Basic financial liabilities**

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

##### **Derecognition of financial liabilities**

Financial liabilities are derecognised when the charitable company's contractual obligations expire or are discharged or cancelled.

#### **1.10 Employee benefits**

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charitable company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

#### **1.11 Retirement benefits**

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

#### **1.12 Value added tax**

Value added tax is not recoverable by the charity and as such is included in the relevant costs in the Statement of Financial Activities.

#### **1.13 Pensions**

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

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

### 2 Critical accounting estimates and judgements

In the application of the charitable company's accounting policies, the Executive Committee are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

#### Key sources of estimation uncertainty

##### Useful economic lives of tangible assets

The annual depreciation charge for tangible assets is sensitive to changes in the estimated useful economic lives and residual values of assets. The useful economic lives and residual values are re-assessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and the physical condition of assets. See note 12 for the carrying amount of property, plant, and equipment, and note 1.6 for the useful economic lives of each category of asset.

### 3 Charitable activities

|                                               | 2024<br>£ | 2023<br>£ |
|-----------------------------------------------|-----------|-----------|
| Grants receivable for charitable activities   | 2,602,864 | 3,063,601 |
| Analysis by fund                              |           |           |
| Unrestricted funds - general                  | 2,455,487 | 2,898,887 |
| Restricted funds                              | 147,377   | 164,714   |
|                                               | 2,602,864 | 3,063,601 |
| <b>Performance related grants</b>             |           |           |
| NHS Stoke on Trent                            | 799,716   | 1,087,962 |
| NHS North Staffordshire                       | 460,882   | 474,036   |
| Stoke on Trent City Council                   | 315,646   | 339,383   |
| GBS Midlands Partnership NHS Foundation Trust | 359,359   | 515,564   |
| NSCHT Future Focus Support Service            | 319,397   | 239,548   |
|                                               | 2,602,864 | 3,063,601 |

## CHANGES HEALTH & WELLBEING

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

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#### 4 Income from donations and legacies

|                     | Unrestricted<br>funds<br>2024<br>£ | Unrestricted<br>funds<br>2023<br>£ |
|---------------------|------------------------------------|------------------------------------|
| Donations and gifts | 5,090                              | 5,048                              |

#### 5 Income from investments

|                     | Unrestricted<br>funds<br>2024<br>£ | Unrestricted<br>funds<br>2023<br>£ |
|---------------------|------------------------------------|------------------------------------|
| Interest receivable | 10                                 | -                                  |

#### 6 Expenditure on raising funds

|                               | Unrestricted<br>funds<br>2024<br>£ | Unrestricted<br>funds<br>2023<br>£ |
|-------------------------------|------------------------------------|------------------------------------|
| <b>Costs of raising funds</b> |                                    |                                    |
| Staff costs                   | 45,793                             | 31,376                             |

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

### 7 Expenditure on charitable activities

|                                                           | Charitable<br>activities<br>2024<br>£ | Charitable<br>activities<br>2023<br>£ |
|-----------------------------------------------------------|---------------------------------------|---------------------------------------|
| <b>Direct costs</b>                                       |                                       |                                       |
| Staff costs                                               | 1,080,799                             | 1,048,501                             |
| Depreciation and impairment                               | 9,231                                 | 7,403                                 |
| Rent and rates                                            | 49,895                                | 11,599                                |
| Utilities                                                 | 16,925                                | 8,714                                 |
| Insurance                                                 | 7,332                                 | 6,202                                 |
| Legal and Professional                                    | 24,744                                | 5,059                                 |
| Telephone                                                 | 14,999                                | 20,495                                |
| Printing , Stationery and postage                         | 4,968                                 | 5,911                                 |
| Subcontracted staff                                       | 692,008                               | 871,516                               |
| Staff and Volunteers expenses                             | 23,602                                | 21,274                                |
| Travel                                                    | 24,519                                | 18,205                                |
| Sundry and outsourced work                                | 267,432                               | 219,779                               |
|                                                           | <u>2,216,454</u>                      | <u>2,244,658</u>                      |
| <b>Share of support and governance costs (see note 8)</b> |                                       |                                       |
| Support                                                   | 354,574                               | 367,090                               |
| Governance                                                | 11,742                                | 9,960                                 |
|                                                           | <u>2,582,770</u>                      | <u>2,621,708</u>                      |
| <b>Analysis by fund</b>                                   |                                       |                                       |
| Unrestricted funds - general                              | 2,431,901                             | 2,439,520                             |
| Unrestricted funds - designated                           | 11,514                                | 7,857                                 |
| Restricted funds                                          | 139,355                               | 174,331                               |
|                                                           | <u>2,582,770</u>                      | <u>2,621,708</u>                      |

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

### 8 Support costs allocated to activities

|                                  | 2024<br>£      | 2023<br>£      |
|----------------------------------|----------------|----------------|
| Staff costs                      | 196,954        | 213,336        |
| Depreciation                     | 9,233          | 7,400          |
| Rent & rates                     | 15,798         | 14,177         |
| Utilities                        | 20,687         | 10,651         |
| Insurance                        | 8,961          | 7,581          |
| Legal & professional             | 8,683          | 10,983         |
| Telephone                        | 18,333         | 25,050         |
| Printing, postage and stationery | 6,071          | 7,225          |
| Sundry                           | 55,399         | 52,150         |
| Travel                           | 4,364          | 7,678          |
| Staff & volunteer expenses       | 10,091         | 10,859         |
| Governance costs                 | 11,742         | 9,960          |
|                                  | <u>366,316</u> | <u>377,050</u> |
| <b>Analysed between:</b>         |                |                |
| Charitable activities            | <u>366,316</u> | <u>377,050</u> |

### 9 Executive Committee

None of the Executive Committee (or any persons connected with them) received any remuneration during the year. Travelling expenses of £780 (2023 : £1,905) were paid to 2 (2023 : 4) trustees.

### 10 Employees

The average monthly number of employees during the year was:

|                       | 2024<br>Number | 2023<br>Number |
|-----------------------|----------------|----------------|
| Charitable activities | 57             | 60             |
| Administrative        | 4              | 4              |
|                       | <u>61</u>      | <u>64</u>      |

#### Employment costs

|                       | 2024<br>£        | 2023<br>£        |
|-----------------------|------------------|------------------|
| Wages and salaries    | 1,216,947        | 1,191,945        |
| Social security costs | 78,224           | 70,372           |
| Other pension costs   | 35,699           | 36,480           |
|                       | <u>1,330,870</u> | <u>1,298,797</u> |

Redundancy and termination payments totalling £1,441 (2023: £nil) were made in the reporting period.

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2024

#### 10 Employees

(Continued)

The key management personnel of the charity comprise the Trustees, the Chief Executive Officer, the Finance Manager, the Operations Manager, the Service Manager, the Finance Administrator, and the HR & IT manager. The total employee benefits of the key management personnel of the charity were £249,184 (2023 : £244,660).

The number of employees whose annual remuneration was more than £60,000 is as follows:

|                    | 2024<br>Number | 2023<br>Number |
|--------------------|----------------|----------------|
| £60,001 to £70,000 | -              | 1              |
| £70,001 to £80,000 | 1              | -              |

#### 11 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

#### 12 Tangible fixed assets

|                                    | Land and<br>building<br>£ | Office<br>equipment<br>£ | Fixtures and<br>fittings<br>£ | Computers<br>£ | Total<br>£ |
|------------------------------------|---------------------------|--------------------------|-------------------------------|----------------|------------|
| <b>Cost</b>                        |                           |                          |                               |                |            |
| At 1 April 2023                    | 346,545                   | 21,458                   | 9,514                         | 38,983         | 416,500    |
| Additions                          | -                         | -                        | 30,581                        | 1,468          | 32,049     |
| Disposals                          | -                         | -                        | -                             | (3,175)        | (3,175)    |
| At 31 March 2024                   | 346,545                   | 21,458                   | 40,095                        | 37,276         | 445,374    |
| <b>Depreciation and impairment</b> |                           |                          |                               |                |            |
| At 1 April 2023                    | 77,835                    | 20,496                   | 7,343                         | 17,756         | 123,430    |
| Depreciation charged in the year   | 7,075                     | 240                      | 4,915                         | 6,234          | 18,464     |
| Eliminated in respect of disposals | -                         | -                        | -                             | (3,175)        | (3,175)    |
| At 31 March 2024                   | 84,910                    | 20,736                   | 12,258                        | 20,815         | 138,719    |
| <b>Carrying amount</b>             |                           |                          |                               |                |            |
| At 31 March 2024                   | 261,635                   | 722                      | 27,837                        | 16,461         | 306,655    |
| At 31 March 2023                   | 268,710                   | 962                      | 2,171                         | 21,227         | 293,070    |

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

### 13 Debtors

|                                             | 2024<br>£     | 2023<br>£      |
|---------------------------------------------|---------------|----------------|
| <b>Amounts falling due within one year:</b> |               |                |
| Other debtors                               | 51,678        | 108,141        |
| Prepayments and accrued income              | 13,369        | 10,456         |
|                                             | <u>65,047</u> | <u>118,597</u> |

### 14 Creditors: amounts falling due within one year

|                                    | 2024<br>£      | 2023<br>£     |
|------------------------------------|----------------|---------------|
| Other taxation and social security | -              | 21,115        |
| Trade creditors                    | 7,480          | 3,707         |
| Other creditors                    | 41,120         | 41,818        |
| Accruals and deferred income       | 80,948         | 16,816        |
|                                    | <u>129,548</u> | <u>83,456</u> |

### 15 Retirement benefit schemes

|                                                                     | 2024<br>£     | 2023<br>£     |
|---------------------------------------------------------------------|---------------|---------------|
| <b>Defined contribution schemes</b>                                 |               |               |
| Charge to profit or loss in respect of defined contribution schemes | <u>35,699</u> | <u>36,480</u> |

The charity contributes to defined contribution pension schemes in respect of members of staff, the assets of which are held separately from those of the charity in independently administered funds. The pension cost charge represents contributions payable by the charity to the funds. At the year end there were contributions due to the fund totalling £12,788 (2023: £13,057).

### 16 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

|                                   | At 1 April<br>2023<br>£ | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | At 31 March<br>2024<br>£ |
|-----------------------------------|-------------------------|----------------------------|----------------------------|--------------------------|
| Social Enterprise Investment Fund | 263,990                 | -                          | (6,949)                    | 257,041                  |
| Pertemps                          | <u>7,513</u>            | <u>147,377</u>             | <u>(132,406)</u>           | <u>22,484</u>            |
|                                   | <u>271,503</u>          | <u>147,377</u>             | <u>(139,355)</u>           | <u>279,525</u>           |

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

### 16 Restricted funds (Continued)

| Previous year:                    | At 1 April<br>2022<br>£ | Incoming<br>resources<br>£ | Resources<br>expended<br>£ | At 31 March<br>2023<br>£ |
|-----------------------------------|-------------------------|----------------------------|----------------------------|--------------------------|
| Social Enterprise Investment Fund | 270,938                 | -                          | (6,948)                    | 263,990                  |
| Pertemps                          | 10,182                  | 164,714                    | (167,383)                  | 7,513                    |
|                                   | <u>281,120</u>          | <u>164,714</u>             | <u>(174,331)</u>           | <u>271,503</u>           |

#### Purposes of restricted funds:

##### Social Enterprise Investment Fund

A Department of Health fund providing investment to assist social enterprises delivering health and social care services.

##### Pertemps:

Provision of a wellness and recovery focused training and peer-support programme within HMP Stafford.

### 17 Unrestricted funds - designated

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

|                  | At 1 April<br>2023<br>£ | Resources<br>expended<br>£ | Transfers<br>£ | At 31 March<br>2024<br>£ |
|------------------|-------------------------|----------------------------|----------------|--------------------------|
| Fixed asset fund | <u>29,081</u>           | <u>(11,514)</u>            | <u>32,047</u>  | <u>49,614</u>            |
| Previous year:   | At 1 April<br>2022<br>£ | Resources<br>expended<br>£ | Transfers<br>£ | At 31 March<br>2023<br>£ |
| Fixed asset fund | <u>23,666</u>           | <u>(7,857)</u>             | <u>13,272</u>  | <u>29,081</u>            |

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

### 18 Analysis of net assets between funds

|                              | Unrestricted<br>funds<br>general<br>2024<br>£ | Unrestricted<br>funds<br>designated<br>2024<br>£ | Restricted<br>funds<br>2024<br>£ | Total<br>2024<br>£ |
|------------------------------|-----------------------------------------------|--------------------------------------------------|----------------------------------|--------------------|
| <b>At 31 March 2024:</b>     |                                               |                                                  |                                  |                    |
| Tangible assets              | -                                             | 49,614                                           | 257,041                          | 306,655            |
| Current assets/(liabilities) | 545,132                                       | -                                                | 22,484                           | 567,616            |
|                              | <u>545,132</u>                                | <u>49,614</u>                                    | <u>279,525</u>                   | <u>874,271</u>     |
|                              |                                               |                                                  |                                  |                    |
|                              | Unrestricted<br>funds<br>general<br>2023<br>£ | Unrestricted<br>funds<br>designated<br>2023<br>£ | Restricted<br>funds<br>2023<br>£ | Total<br>2023<br>£ |
| <b>At 31 March 2023:</b>     |                                               |                                                  |                                  |                    |
| Tangible assets              | -                                             | 29,081                                           | 263,990                          | 293,070            |
| Current assets/(liabilities) | 570,523                                       | -                                                | 7,513                            | 578,037            |
|                              | <u>570,523</u>                                | <u>29,081</u>                                    | <u>271,503</u>                   | <u>871,107</u>     |

### 19 Share Capital

Changes Health and Wellbeing is a company limited by guarantee and accordingly does not have a share capital. Every member of the company undertakes to contribute such amount as may be required, not exceeding £1, to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

### 20 Financial commitments, guarantees and contingent liabilities

The charity received a grant of £350,000 towards the cost of the purchase of a property. If the property is sold, then in certain circumstances, the whole or part of the grant may be repayable.

### 21 Operating lease commitments

#### Lessee

At the reporting end date the charitable company had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

|                            | 2024<br>£     | 2023<br>£    |
|----------------------------|---------------|--------------|
| Within one year            | 37,413        | 4,147        |
| Between two and five years | 34,927        | -            |
|                            | <u>72,340</u> | <u>4,147</u> |

## CHANGES HEALTH & WELLBEING

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

| 22 | Cash generated from operations                                    | 2024<br>£      | 2023<br>£      |
|----|-------------------------------------------------------------------|----------------|----------------|
|    | Surplus for the year                                              | 3,164          | 439,328        |
|    | Adjustments for:                                                  |                |                |
|    | Investment income recognised in statement of financial activities | (10)           | -              |
|    | Depreciation and impairment of tangible fixed assets              | 18,464         | 14,803         |
|    | Movements in working capital:                                     |                |                |
|    | Decrease in debtors                                               | 53,550         | 79,153         |
|    | Increase/(decrease) in creditors                                  | 46,092         | (133,648)      |
|    | <b>Cash generated from operations</b>                             | <b>121,260</b> | <b>399,636</b> |

### 23 Analysis of changes in net funds

The charitable company had no material debt during the year.

### 24 Related Party Transactions

During the year the charity entered into transactions with K Wheat, the spouse of the Chief Executive Officer for the provision of mindfulness training. The value of transactions for the services supplied, all being conducted on an arms length basis, was £7,063 (2023 : £6,000). There was no balance outstanding at the year end.

The Charity received no donations with conditions from trustees.

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# Accounts

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Charity registration number 1144940

Company registration number 07761177 (England and Wales)

**CHANGES HEALTH & WELLBEING**  
**ANNUAL REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

# CHANGES HEALTH & WELLBEING

## REFERENCE AND ADMINISTRATIVE INFORMATION

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|                 |                          |                             |
|-----------------|--------------------------|-----------------------------|
| <b>Trustees</b> | John Irons (Chair)       |                             |
|                 | Catherine Denise Roberts |                             |
|                 | Alison Ratcliffe         | (Resigned 17 November 2022) |
|                 | Clair Davis              |                             |
|                 | Stephen Sharrock         |                             |
|                 | Stephen Unwin            | (Resigned 17 November 2022) |
|                 | Christopher Wilton       | (Resigned 17 November 2022) |
|                 | Jax Pickerill            |                             |
|                 | Dave Dale                |                             |

### Senior Management Team

|                                |                   |
|--------------------------------|-------------------|
| <b>Chief Executive Officer</b> | Dave Wheat        |
| <b>Finance Manager</b>         | Kendele Brookes   |
| <b>Operations Manager</b>      | Jackie Williamson |
| <b>Finance Administrator</b>   | Pauline Cocker    |
| <b>HR and IT Manager</b>       | Kris Kinsella     |

**Charity number** 1144940

**Company number** 07761177

**Registered office and  
Operational address** Changes Wellbeing Centre  
Victoria Court  
Booth Street  
Stoke on Trent  
ST4 4AL

**Auditor** Geens Limited  
Graphic House  
124 City Road  
Stoke on Trent  
ST4 2PH

**Bankers** The Co-Operative Bank PLC  
P O Box 250  
Delf House  
Skelmersdale  
Lancashire  
WN8 6WT

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# CHANGES HEALTH & WELLBEING

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# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

### FOR THE YEAR ENDED 31 MARCH 2023

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The trustees, who are also directors for the purposes of company law, present their report and financial statements for the year ended 31 March 2023.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charitable company's governing document, the Companies Act 2006 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)". The trustees comply with their duty to have due regard to the guidance on public benefit published by the Charities Commission in exercising their powers or duties.

#### Objectives and activities

*Changes Mission Statement: 'Changes aims to promote wellness, recovery and social inclusion'.*

The charitable company's principal objects are defined in its Articles Of Association are as follows:

- (i) To assist in relieving and rehabilitating vulnerable persons suffering from mental disorder or conditions of emotional or mental distress requiring advice or treatment;
- (ii) To promote and protect physical and mental health within the community by the advancement of education and the provision of facilities and services promoting health, social welfare, personal development, work and recreation, and social inclusion; and
- (iii) The promotion of research therein and the publication of the useful results of such research.

The aims of the charity are:

- Promoting recovery and mental wellbeing
- Enabling user involvement
- Influencing local and national policy and practise
- Promoting a more positive and accurate view of mental distress

The charitable company's objectives for the year continued to be shaped and driven by these strategic aims and to ensure maximum public benefit – focusing on sustaining and developing existing services, and the rapid development and establishment of additional Changes wellbeing and recovery programmes – both locally and nationally.

Whilst the period saw an easing of COVID-19 related restrictions and a steady increase in demand for face-to-face service provision, in response to fluctuations in infection rates and user preference, Changes continued to flex service provision between on-line, telephone and face-to-face.

#### Stoke on Trent

In Stoke on Trent, the charitable company continued to provide weekly peer-support groups, one-to-one support and a range of psycho-educational programmes for young people, adults of working age, and older people residing within the City. Provision included opportunities for training and volunteering, recovery-focused activities - promoting the recovery, wellbeing and social inclusion of those in mental distress.

Services included:

- *Weekly Peer-support Groups* – where adults experiencing mental distress can join together to follow Changes 12-steps, share insights and support each other's recovery;
- *Foundation Recovery Programme* - offering Changes 12-steps as a self-management tool for those experiencing mental distress;
- *Wellbeing Programme* – a self-management programme for stress, anxiety, and depression (provided as part of the wider Staffordshire Community IAPT Service);

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

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- *Making Changes Programme* – a light touch psycho-educational programme designed to promote wellbeing within the local population;
- *Staffordshire & Stoke on Trent Community Wellbeing IAPT Service* – (under contract with North Staffordshire Combined Healthcare NHS Trust), Changes continued to employ Psychological Wellbeing Practitioners to provide Step 2 clinical one-to-one interventions i.e. to meet the needs of those experiencing mild to moderate mental distress;
- *Stay Well CYP* – Changes continued to work with North Staffs Mind and the Dove Service to provide a range of one-to-one and group interventions to children and young people experiencing or at risk of mental distress;
- *Destination:Home* – Changes continued to deliver services within a homelessness service contract with Concrete, (part of the Honeycomb Housing Group) to provide mental health support and volunteering opportunities for those working towards settled accommodation;
- *Peer-Support Workers* – working with ex-offenders engaged with the North Staffordshire Combined Healthcare NHS Trust's Stoke on Trent and North Staffordshire Liaison & Diversion service;
- *Peer Recovery Coach service* – (under contract with North Staffordshire Combined Healthcare NHS Trust) a one-to-one support service integrated within NSCHT's Stoke on Trent based Community Mental Health Teams (CMHTs) to support the recovery and social inclusion of those experiencing severe mental illness;
- *Future Focus Support Service* – (a contract with North Staffordshire Combined Healthcare NHS Trust) to work within its CMHTs to provide group support to those experiencing severe mental illness.

### Staffordshire:

The charitable company's Staffordshire service menu included:

- *Adult Peer-support Groups and psycho-educational programmes* – weekly recovery-focused support groups within Newcastle under Lyme and the Staffordshire Moorlands for adults in mental distress;
- *Peer-Support Workers* – working with ex-offenders engaged with the Midlands Partnership Foundation Trust's South Staffordshire Liaison & Diversion services;
- *Adult and Young Carers Service* - delivering mental health support within N-Compass' Staffordshire Carers Service

The beginning of the period saw Changes mobilise a service with the Midlands Partnership Foundation Trust to provide individual and group support within its West Staffordshire Integrated Mental Health Teams (IMHTs), i.e. to support the recovery and social inclusion of those experiencing severe mental illness.

### Other Areas of the UK:

- *Peer-Support Workers* - working with ex-offenders engaged with the Midlands Partnership Foundation Trust's Shropshire, Kidderminster, Worcester and Herefordshire Liaison & Diversion services;
- *Ingeus, (formerly APM)* - The period also the continued and successful delivery of a range of AIM-accredited psycho-educational programmes, i.e. Positive Mental Health; Peer Mentoring Skills; Positive Changes; Introduction to Volunteering; Effects of Crime etc within His Majesty's Prison Service (HMPS) and Probation services in the East Midlands, Yorks & Humberside and North East Regions;

At the end of the period, Changes secured a contract extension with Ingenus to continue to provide services within East Midlands, Yorks & Humberside and North East Regions, (i.e. prior to current CFP 3 funding ending and the start of the new CFO Evolution contract).

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

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### Volunteers

As a user-led organisation, Changes relies heavily on volunteer involvement in the organisation's management, administration and service delivery.

All of Changes Board of Directors are service users. During 2022/23 there was a pool of approximately 70 volunteers who were involved in managing the organisation and delivering Changes weekly peer-support groups, psycho-educational programmes and recovery-focused activities – and assisting the organisation's fundraising, promotional work, and partnership and networking initiatives. This represented approximately 7,500 volunteer-hours, (i.e. approximately 150 hours per week) worked in assisting Changes in achieving its outcomes. Whilst the primary focus is on the impact of such activities on individual recovery and social inclusion, based on an average value of £11 per hour, this represents an in-kind contribution of approximately £82,500 per annum.

### Achievements and performance

Charitable activities continued to focus on providing public benefit, i.e. in promoting recovery, wellbeing and social inclusion of those experiencing or at risk of mental distress. Service delivery throughout Stoke on Trent and Staffordshire included - the provision of recovery focused peer-support groups for young people, adults and older people in mental distress and a range of psycho-educational programmes and recovery-focused activities – delivered within primary and secondary mental health services under contract with the Staffordshire & Stoke on Trent Integrated Care Board (Staffs&SoT ICB), Stoke on Trent City Council, North Staffordshire Combined Healthcare NHS Trust; the Midlands Partnership Foundation Trust; Honeycomb Housing; and N-Compass.

Importantly, out of recognition of the efficacy of Changes services and their place in supporting statutory mental health services, the CCGs extended Changes contracts with a view to the organisation providing wrap-around services for the IAPT service and continuing to provide essential support to those experiencing a wide range of mental health conditions.

NB During the period, in order to provide service users with choice and ease of access, the charitable company continued to provide online versions of all key services.

2022/23 saw the continued to expansion of Changes 'strategic role' within Staffordshire's mental health economy, with staff involvement and input into various Boards, Committees and Forums, i.e. helping to inform and shape local mental health service commissioning and provision.

### Changes Young Peoples' Service

In 2022/23 Changes YP continued to provide Stoke on Trent City Council's CYP Emotional Wellbeing & Mental Health service, called Stay Well CYP (SWCYP) – operating as the lead provider within a partnership with North Staffs Mind and the Dove Service – providing both preventative services, (raising mental health awareness, promoting CYP's emotional and psychological resilience and increasing the capacity of parents, teachers etc to support CYP experiencing mental distress) and targeted support, (providing clinical interventions within the overall CAMHS) – through offering access to Wellbeing Programmes, Peer-support Groups, Social Activities, One-to-One Therapy and On-line and Telephone Support.

From April 2022 to March 2023 – 523 teachers and parents attended SWCYP's preventative training programmes and 1,733 children and young people were engaged with SWCYP's CAMHS services.

Under sub-contract with North Staffordshire Combined Healthcare NHS Trust, during the period Changes Young People continued to provide a consultation role within the North Staffordshire Combined Healthcare NHS Trust's CYP IAPT service – coordinating and running a CYP Youth Council within North Staffordshire.

### Changes Adult Peer-support Service

Provided under a Service Level Agreement (SLA) with Stoke-on-Trent Clinical Commissioning Group (CCG), Changes continued to deliver its Adult Service within Stoke-on-Trent providing 18 weekly peer-support groups per week, (largely face-to-face), with 6,362 attendances, comprising of over 600 service users. Performance management data revealed that through the use of the service, approximately 83% of users were able to maintain or improve their mental wellbeing.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

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Provided under a Service Level Agreement with North Staffordshire Clinical Commissioning Group, Changes also continued to provide its Adult Service within Newcastle-under-Lyme and the Staffordshire Moorlands providing 13 weekly peer support groups per week, (largely face-to-face), with 2685 attendances, comprising over 400 service users. Performance management data revealed that approximately 78% of users had either improved or maintained their mental wellbeing through engagement with the service.

### Foundation Recovery Programmes

Under SLA with Stoke-on-Trent CCG, Changes continued to deliver a rolling programme of Foundation Recovery Programmes, i.e. designed to introduce Changes 12-steps as a self-management tool for those in mental distress. During the period, 19 programmes were delivered, which were attended by 134 people - with recent evaluation revealing that 93% of participants had improved or maintained their mental wellbeing.

As part of a pilot project funded by North Staffordshire CCG – Changes provided 10 Foundation Recovery Programmes within Newcastle under Lyme and the Staffordshire Moorlands – attended by 44 people, with 75% improving their wellbeing.

### Wellbeing Programme

Delivered under SLA with Stoke-on-Trent CCG, the Wellness Programme focuses on the self-management of stress, anxiety and depression, linking closely with Stoke-on-Trent's Healthy Minds IAPT service. There were 87 runs of the programme attended by 529 individuals – with a recent evaluation confirming that the service had assisted 85% of users in improving or maintaining their mental wellbeing.

As part of a pilot project funded by North Staffordshire CCG – Changes provided 31 Wellbeing Programmes within Newcastle under Lyme and the Staffordshire Moorlands – attended by 128 people, with 92% improving or maintaining their wellbeing.

### Making Changes

Delivered under SLA with Stoke-on-Trent CCG, Making Changes is designed to promote emotional and psychological resilience within the local population – with a focus on reaching those experiencing 'sub-clinical' mental health issues. There were 30 runs of the programmes attended by 182 individuals – with a recent evaluation confirming that 93% of participants either maintained or improved their wellbeing.

As part of a pilot project funded by North Staffordshire CCG – Changes provided 11 Making Changes Programmes within Newcastle under Lyme and the Staffordshire Moorlands – attended by 65 people, with 84% improving or maintaining their wellbeing.

### Liaison & Diversion

Delivered in partnership with North Staffordshire Combined Healthcare NHS Trust and the Midlands Partnership Foundation Trust, Changes has provided peer support within their Liaison & Diversion, assisting engagement and providing directed support to other universal services and community assets relevant to the recovery and rehabilitation of ex-offenders.

### **Fundraising activities**

After a highly successful period in 2021/22, i.e. that saw Changes secure a number of NHS contracts – much of the year was focused on mobilising new mental health services, e.g. Future Focus Support Services, (within Stoke on Trent, Newcastle under Lyme, the Staffordshire Moorlands and Stafford & Surrounds) and a Peer Recovery Coach service, (within Stoke on Trent, Newcastle under Lyme and the Staffordshire Moorlands).

However, in addition to receiving donations, (i.e. from individuals and local businesses who acknowledged the value of Changes services), and modest income generation – in 2022/23 Changes was involved in the following fundraising activities:

Submitting a series of Invitations to Tender (ITTs) to the Cheshire & Wirral Partnership, i.e. to provide recovery-focused mental health support within its secondary mental health services;

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) *FOR THE YEAR ENDED 31 MARCH 2023*

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Submitting a proposal to the Midlands Partnership Foundation Trust to expand provision within Changes Future Focus Support Service;

Working with Stoke City Football Club and Bet365 to develop an online and interactive Mental Health Awareness training module, i.e. providing a potential source of income generation.

Importantly, the period saw the emerging Staffordshire & Stoke on Trent Integrated Care Board extend Changes core CCG service contracts.

### **Factors outside the charitable company's control which are relevant to the achievement of its objectives**

In keeping with Changes' co-produced ethos and 12-Step fellowship, the commitment, enthusiasm and hard work of Changes paid and voluntary staff, continues to make a major contribution to the organisation achieving its objectives, (they are people who are literally 'on a mission').

A healthy and vibrant voluntary sector. Changes continue to give and receive support from other third-sector organisations – most notably the Honeycomb Group, the Dove Service and VAST – and is a proud member of a local family of voluntary sector service providers.

Support from and genuine and recovery-focused partnership with North Staffordshire Combined Healthcare NHS Trust and the Midlands Partnership Foundation Trust – Staffordshire's main providers of statutory mental health services – continues to have a major impact on consolidating Changes' position as a mental health service provider and allowing our organisation to reach greater numbers of those who can benefit from our services, (NB Changes holds a number of large contracts with these organisations).

Staffordshire and Stoke on Trent Integrated Care Board and Stoke on Trent City Council continue to focus on commissioning recovery and wellbeing-focused services that are delivered within a personalised system of care – key elements of Changes service model.

As with many organisations, Changes had to respond to the financial crisis, i.e. increasing salaries, meeting higher fuel and energy costs etc – whilst challenging, fortunately, this had a minimal impact on the organisation's ability to provide services.

Changes relevance as a service provider, reputation as a partner organisation and position as a valued and integrated part of Staffordshire Integrated Care System – continues to offer a degree of protection to maintaining and securing contracts within this new commissioning.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

### Financial review

#### Reserves policy

The charitable company's reserves policy takes into account the Directors' forecast for future income and expenditure, including the potential for fundraising. In formulating the policy the Directors considered that reserves are required to provide a contingency to ensure continuity in the event of a large variation in the charitable company's income.

On 31 March 2023 the charitable company's unrestricted reserves, excluding designated funds, totalled £570,523 (2022: £126,993)

The position is monitored by the Directors on a regular basis and the policy is reviewed annually.

#### Principal funding sources

*Staffordshire & Stoke on Trent Integrated Care Board* - Service Level Agreements to provide a range of recovery and wellness-focused services within Stoke-on-Trent, i.e. Adult Peer-Support Groups, Foundation Recovery, Wellbeing Programme and Making Changes and Newcastle-under-Lyme and the Staffordshire Moorlands, i.e. Adult Peer-Support Groups;

*Stoke-on-Trent Joint Commissioning Team, (Stoke on Trent City Council and Staffs&SoT ICB)* – contract to provide Stoke on Trent CYP Emotion Resilience and Wellbeing Service (Changes Stay Well CYP).

*North Staffordshire Combined Healthcare NHS Trust* – contract for the provision of Step 2 interventions within MPFT's Staffordshire & Stoke on Trent Talking Therapies Service; provision of consultation element within CYP IAPT, (Changes YP Youth Council); Provision of a Peer Recovery Coach Service; and provision of a Future Focus Support Service;

*Midlands Partnership Foundation Trust* – contract to provide a Future Focus Support Service within West Staffordshire;

*Ingeus* – contract to provide wellness and recovery-focused services within prisons throughout the East Midlands, Yorkshire & Humberside and North East Regions;

*Concrete* – part of the Honeycomb Housing Group, contract to provide mental health support and volunteering opportunities within their Destination Home homelessness service.

*N-Compass* – contract to provide mental health support as part of their Staffordshire Carers Service.

|                                           |                               |
|-------------------------------------------|-------------------------------|
| <b>Total Incoming Resources</b>           | £3,092,412 (2022: £2,123,621) |
| <b>Total Resources Expended</b>           | £2,653,084 (2022: £2,139,507) |
| <b>Funds carried forwards at 31.03.23</b> | £871,107 (2022: 431,779)      |

Effective and prudent financial management continues to ensure that funding secured by Changes has the maximum benefit to its service users; enables the organisation to consolidate its position within the local mental health economy; and undertake necessary business development.

### Risk management

The charitable company's Directors have conducted a review of the major risks to which Changes is exposed. A risk register has been established and is regularly updated. Where appropriate, systems and procedures have been established to manage these risks.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

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The directors consider the charitable company's major risks to include:

On-going NHS Reform. current reforms to the NHS have the potential to weaken Changes relationship with commissioners, i.e. as emerging Integrated Care Partnerships (ICBs) continue to establish themselves. However, Changes' community-based provision and focus on prevention, self-management and recovery, (key elements of the 'transformation' agenda), coupled with strong relationships with both the outgoing and incoming regime - offers some degree of protection – and could well strengthen, rather than weaken its position within the new NHS landscape. In addition, ICBs are placing an emphasis on the role of VCSE organisations as part of their provider chain.

Continued Government cuts to Local Authority budgets. Previous Local Authority cuts have significantly reduced monies available to purchase health and social care services, resulting in Changes losing the majority of its LA contracts and posing a threat to the few that remain.

Whilst Changes retains an excellent relationship with Stoke on Trent City Council, (putting Changes in a strong position to secure additional mental health/community-development contracts when the situation improves) – given the financial faced by the majority of LAs, we are aware that this may be some time away.

Competitive tendering process. As a medium-sized service provider, the majority of Changes income comes via a series of contracts/service level agreements, to provide mental health services throughout Stoke on Trent and North Staffordshire. Such contracts/agreements are time-limited, i.e. ranging between 2 to 5 years. Consequently, as with the majority of similar-sized third-sector organisations, Changes has to periodically engage in a competitive tendering process in order to retain its 'business' – a process for which there are 'no guarantees'. However, considerable business development skills exist within the organisation, which, coupled with Changes' reputation, evidence-base, strong relationships/partnerships and local presence – go some way to mitigate this risk. Planned changes to procurement rules, i.e. whereby, providers who are performing well within contract can have their contract extended – will further limit this risk.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

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### Plans for future periods

During 2023/24 the charitable company will update its Organisational Business Plan (OBP), stating our ambitions for 2024-29 and how and when they will be achieved.

Mindful of both the challenges and opportunities to be encountered within the steadily emerging rapidly 'commissioning landscape' – the OBP will help to ensure that Changes stays true to its co-produced and recovery ethos; continues to provide fresh, relevant and effective services, (retaining its place as a 'market leader'); and, through aligning itself to ICB strategic priorities, is able to realise its potential as a mental health service provider.

Key to this process will be:

- Continued integration within Primary Care Networks
- Embedding Changes within the Integrated Care System, i.e. establishing 'provider to provider' contractual relationships; and, where appropriate, jointly commissioned services, (i.e. via NHS Trusts, ICB and LAs).

Key plans for the future include:

- Consolidation and development of Changes existing service menu throughout Stoke on Trent and Staffordshire, i.e. to provide equity of provision across the county;
- Developing partnerships to provide bespoke services for other client groups, e.g. those with learning difficulties, physical disabilities, sensory impairment, Black Minority Ethnic (BME) communities etc;
- Identifying other development opportunities within other areas, i.e. residential care, workplace wellbeing, psycho-education/peer-support via social media etc;
- Increased involvement within consortia, i.e. to provide Changes mental health service menu within other health and social care models, i.e. Talking Therapies Services, Substance Misuse, Prison and Probation Services, Homelessness, Veterans etc, (providing the opportunity for both local and national development);
- Tendering for relevant mental health service contracts in and around Staffordshire;
- Becoming part of large Prime Providers supply-chain, providing the opportunity for local, regional and national expansion;
- Securing additional premises within North Staffordshire, i.e. a second Wellbeing Centre/office base within Stoke on Trent, Newcastle-under-Lyme or the Staffordshire Moorlands;
- Purchasing a retreat, i.e. situated within a rural location – to offer Changes users sanctuary whilst early in recovery and to serve as a national training centre.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

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### Structure, governance and management

#### Governing document

Changes governing document is 'Articles of Association' which details rules concerning the charitable company's administration, objects, powers, membership, Board of Directors etc.

Changes is a charitable company constituted as an incorporated association.

The Charity's Trustees are also called Company Directors who are responsible for the general control and management of the administration of the charitable company.

The Trustees, who are also the Directors for the purpose of company law, and who served during the year were:

#### Executive Committee

John Irons

Catherine Roberts

Alison Ratcliffe (Resigned 17 November 2022)

Clair Davis

Stephen Sharrock

Stephen Unwin (Resigned 17 November 2022)

Christopher Wilton (Resigned 17 November 2022)

Dave Dale (Appointed 17 November 2022)

Jax Pickerill (Appointed 17 November 2022)

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

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### Recruitment and appointment of new trustees

At each annual general meeting, all of the Directors must retire from office.

The charitable company may by ordinary resolution: (1) appoint a person who is willing to act to be a Director.

No person other than a retiring Director may be appointed a Director at any general meeting unless: (1) He or she is recommended for re-election by the Directors; or

(2) Not less than fourteen nor more than thirty-five clear days before the date of the meeting, the charity is given a notice that: (a) is signed by a member entitled to vote at the meeting; (b) states the members' intention to propose the appointment of a person as a Director; (c) contains the details that, if the person were to be appointed, the charity would have to file at Companies House; and, (d) is signed by the person who is to be proposed to show his or her willingness to be appointed.

All members who are entitled to receive notice of a general meeting must be given not less than seven nor more than twenty-eight clear days notice of any resolution to be put to the meeting to appoint a Director other than a Director who is to retire.

### Organisational Structure

Decisions affecting the management and governance of the charitable company are made by the Board of Directors, these include decisions relating to: the selection and management of a Chief Executive Officer; the development and implementation of a long-term organisational strategy in pursue of objects as stated in Changes Articles of Association; the establishment of appropriate policies and procedures; the recruitment, support, appraisal, remuneration and discipline of Changes staff; financial management, (including fundraising and monitoring spend) etc .

Decisions relating to the day-to-day management and co-ordination of the charitable company's staff and activities are delegated to the Chief Executive Officer, (all of which must be harmonious and relate to organisational policy and strategy as determined by the Board of Directors)

### Related parties

In so far as it is complementary to its objectives, the charitable company is guided by both national and local policy. Consequently, in pursuit of these objectives, Changes has developed strong partnerships and cooperates with a range of statutory and voluntary organisations. These include: North Staffordshire Combined Healthcare NHS Trust, Midlands Partnership Foundation Trust, Staffordshire and Stoke-on-Trent Integrated Care Boards, Stoke-on-Trent City Council, Staffordshire County Council, Honeycomb Group, North Staffs Mind, the Dove Service, Concrete, Jobcentre Plus, Disability Solutions, Voluntary Action Stoke-on-Trent (VAST), Age UK, North Staffordshire YMCA, Saltbox.

### Employee involvement

The charitable company's policy is to consult and discuss with employees, through unions, staff councils and at meetings matters likely to affect employees' interests.

Information on matters of concern to employees is given through information bulletins and reports which seek to achieve a common awareness on the part of all employees of the financial and economic factors affecting the group's performance.

### Disabled persons

Applications for employment by disabled persons are always fully considered, bearing in mind the aptitudes of the applicant concerned. In the event of members of staff becoming disabled, every effort is made to ensure that their employment within the charitable company continues and that the appropriate training is arranged. It is the policy of the charitable company that the training, career development and promotion of disabled persons should, as far as possible, be identical to that of other employees.

## CHANGES HEALTH & WELLBEING

### TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) *FOR THE YEAR ENDED 31 MARCH 2023*

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#### **Auditor**

Geens Limited, Chartered Accountants & Business Advisors, were appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

The trustees' report was approved by the Board of Trustees.

John Irons

**Trustee**

2 November 2023

# CHANGES HEALTH & WELLBEING

## STATEMENT OF TRUSTEES' RESPONSIBILITIES

### *FOR THE YEAR ENDED 31 MARCH 2023*

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The trustees, who are also the directors of Changes Health & Wellbeing 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 which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

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;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

# CHANGES HEALTH & WELLBEING

## INDEPENDENT AUDITOR'S REPORT

### TO THE TRUSTEES OF CHANGES HEALTH & WELLBEING

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#### Opinion

We have audited the financial statements of Changes Health & Wellbeing (the 'charitable company') for the year ended 31 March 2023 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

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

#### Basis for opinion

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

#### Conclusions relating to going concern

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

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

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

#### Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's 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 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.

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

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

# CHANGES HEALTH & WELLBEING

## INDEPENDENT AUDITOR'S REPORT (CONTINUED)

### TO THE TRUSTEES OF CHANGES HEALTH & WELLBEING

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#### **Responsibilities of trustees**

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charitable company for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

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

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

As part of our planning process:

- we enquired of management the systems and controls the charity has in place, the areas of the financial statements that are most susceptible to the risk of irregularities and fraud, whether there was any known, suspected or alleged fraud. the charity did not inform us of any known, suspected or alleged fraud.
- We obtained an understanding of the legal and regulatory frameworks applicable to the charity. We determined that the following were most relevant: the Charity SORP. FRS 102, Charities Act 2011. Companies Act 2006.
- We considered the incentives and opportunities that exist in the charity, including the extent of management bias, which present a potential for irregularities and fraud to be perpetuated, and tailored our risk assessment accordingly.

Using our knowledge of the charity, together with the discussions held with the charity at the planning stage, we formed a conclusion the risk of misstatement due to irregularities including fraud and tailored our procedures according to this risk assessment.

# CHANGES HEALTH & WELLBEING

## INDEPENDENT AUDITOR'S REPORT (CONTINUED)

### TO THE TRUSTEES OF CHANGES HEALTH & WELLBEING

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The key procedures we undertook to detect irregularities including fraud during the course of the audit included:

- Identifying and testing journal entries and the overall accounting records, in particular those that were significant and unusual.
- Reviewing the financial statement disclosures and determining whether accounting policies have been appropriately applied.
- Reviewing and challenging the assumptions and judgements used by management in their significant accounting estimates.
- Assessing the extent of compliance, or lack of, with relevant laws and regulations.
- Assessing the validity of the classification of income, expenditure, assets and liabilities between unrestricted and restricted funds.
- Obtaining third party confirmation of material bank balances.
- Documenting and verifying all significant related party balances and transactions.
- Reviewing documentation such as charity board minutes for discussions of irregularities including 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. The risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

#### Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

**Geens Limited**

9 November 2023

**Chartered Accountants  
Statutory Auditor**

Graphic House  
124 City Road  
Stoke on Trent  
ST4 2PH

Geens Limited is eligible for appointment as auditor of the charitable company by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

# CHANGES HEALTH & WELLBEING

## STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

|                                                           | Notes | Unrestricted funds<br>general<br>2023<br>£ | Unrestricted funds<br>designated<br>2023<br>£ | Restricted funds<br>2023<br>£ | Total<br>2023<br>£ | Unrestricted funds<br>general<br>2022<br>£ | Unrestricted funds<br>designated<br>2022<br>£ | Restricted funds<br>2022<br>£ | Total<br>2022<br>£ |
|-----------------------------------------------------------|-------|--------------------------------------------|-----------------------------------------------|-------------------------------|--------------------|--------------------------------------------|-----------------------------------------------|-------------------------------|--------------------|
| <b>Income from:</b>                                       |       |                                            |                                               |                               |                    |                                            |                                               |                               |                    |
| Donations and legacies                                    | 3     | 5,048                                      | -                                             | -                             | 5,048              | 22,417                                     | -                                             | -                             | 22,417             |
| Charitable activities                                     | 4     | 2,898,887                                  | -                                             | 164,714                       | 3,063,601          | 1,839,812                                  | -                                             | 234,902                       | 2,074,714          |
| Investment income                                         | 5     | -                                          | -                                             | -                             | -                  | 3                                          | -                                             | -                             | 3                  |
| Other income                                              |       | 23,763                                     | -                                             | -                             | 23,763             | 26,487                                     | -                                             | -                             | 26,487             |
| <b>Total income</b>                                       |       | 2,927,698                                  | -                                             | 164,714                       | 3,092,412          | 1,888,719                                  | -                                             | 234,902                       | 2,123,621          |
| <b>Expenditure on:</b>                                    |       |                                            |                                               |                               |                    |                                            |                                               |                               |                    |
| Raising funds                                             | 6     | 31,376                                     | -                                             | -                             | 31,376             | 27,947                                     | -                                             | -                             | 27,947             |
| Charitable activities                                     | 7     | 2,439,520                                  | 7,857                                         | 174,331                       | 2,621,708          | 1,861,774                                  | 7,502                                         | 237,773                       | 2,107,049          |
| Other                                                     | 11    | -                                          | -                                             | -                             | -                  | -                                          | 4,511                                         | -                             | 4,511              |
| <b>Total expenditure</b>                                  |       | 2,470,896                                  | 7,857                                         | 174,331                       | 2,653,084          | 1,889,721                                  | 12,013                                        | 237,773                       | 2,139,507          |
| <b>Net incoming/(outgoing) resources before transfers</b> |       | 456,802                                    | (7,857)                                       | (9,617)                       | 439,328            | (1,002)                                    | (12,013)                                      | (2,871)                       | (15,886)           |

# CHANGES HEALTH & WELLBEING

## STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

|                                                                 | Notes | Unrestricted funds<br>general<br>2023<br>£ | Unrestricted funds<br>designated<br>2023<br>£ | Restricted funds<br>2023<br>£ | Total<br>2023<br>£ | Unrestricted funds<br>general<br>2022<br>£ | Unrestricted funds<br>designated<br>2022<br>£ | Restricted funds<br>2022<br>£ | Total<br>2022<br>£ |
|-----------------------------------------------------------------|-------|--------------------------------------------|-----------------------------------------------|-------------------------------|--------------------|--------------------------------------------|-----------------------------------------------|-------------------------------|--------------------|
| Net incoming/(outgoing) resources before transfers              |       | 456,802                                    | (7,857)                                       | (9,617)                       | 439,328            | (1,002)                                    | (12,013)                                      | (2,871)                       | (15,886)           |
| Gross transfers between funds                                   |       | (13,272)                                   | 13,272                                        | -                             | -                  | (1,310)                                    | 8,056                                         | (6,746)                       | -                  |
| Net income/(expenditure) for the year/<br>Net movement in funds |       | 443,530                                    | 5,415                                         | (9,617)                       | 439,328            | (2,312)                                    | (3,957)                                       | (9,617)                       | (15,886)           |
| Fund balances at 1 April 2022                                   |       | 126,993                                    | 23,666                                        | 281,120                       | 431,779            | 129,305                                    | 27,623                                        | 290,737                       | 447,665            |
| Fund balances at 31 March 2023                                  |       | 570,523                                    | 29,081                                        | 271,503                       | 871,107            | 126,993                                    | 23,666                                        | 281,120                       | 431,779            |

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

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

# CHANGES HEALTH & WELLBEING

## BALANCE SHEET

AS AT 31 MARCH 2023

|                                                       | Notes | 2023<br>£ | £       | 2022<br>£ | £       |
|-------------------------------------------------------|-------|-----------|---------|-----------|---------|
| <b>Fixed assets</b>                                   |       |           |         |           |         |
| Tangible assets                                       | 13    |           | 293,071 |           | 294,602 |
| <b>Current assets</b>                                 |       |           |         |           |         |
| Debtors                                               | 14    | 118,596   |         | 197,750   |         |
| Cash at bank and in hand                              |       | 542,896   |         | 156,531   |         |
|                                                       |       | 661,492   |         | 354,281   |         |
| <b>Creditors: amounts falling due within one year</b> | 15    | (83,456)  |         | (217,104) |         |
| Net current assets                                    |       |           | 578,036 |           | 137,177 |
| <b>Total assets less current liabilities</b>          |       |           | 871,107 |           | 431,779 |
| <b>Income funds</b>                                   |       |           |         |           |         |
| Restricted funds                                      | 17    |           | 271,503 |           | 281,120 |
| <u>Unrestricted funds</u>                             |       |           |         |           |         |
| Designated funds                                      | 18    | 29,080    |         | 23,666    |         |
| General unrestricted funds                            |       | 570,524   |         | 126,993   |         |
|                                                       |       |           | 599,604 |           | 150,659 |
|                                                       |       |           | 871,107 |           | 431,779 |

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2023, although an audit has been carried out under section 144 of the Charities Act 2011.

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

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 2 November 2023

John Irons  
Trustee

Company registration number 07761177

# CHANGES HEALTH & WELLBEING

## STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2023

|                                                             | Notes | 2023<br>£ | £        | 2022<br>£ | £        |
|-------------------------------------------------------------|-------|-----------|----------|-----------|----------|
| <b>Cash flows from operating activities</b>                 |       |           |          |           |          |
| Cash generated from/(absorbed by) operations                | 23    |           | 399,637  |           | (2,766)  |
| <b>Investing activities</b>                                 |       |           |          |           |          |
| Purchase of tangible fixed assets                           |       | (13,272)  |          | (8,057)   |          |
| Investment income received                                  |       | -         |          | 3         |          |
| <b>Net cash used in investing activities</b>                |       |           | (13,272) |           | (8,054)  |
| <b>Net cash used in financing activities</b>                |       |           | -        |           | -        |
| <b>Net increase/(decrease) in cash and cash equivalents</b> |       |           | 386,365  |           | (10,820) |
| Cash and cash equivalents at beginning of year              |       |           | 156,531  |           | 167,351  |
| <b>Cash and cash equivalents at end of year</b>             |       |           | 542,896  |           | 156,531  |

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS

### FOR THE YEAR ENDED 31 MARCH 2023

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#### 1 Accounting policies

##### Charity information

Changes Health & Wellbeing is a private company limited by guarantee incorporated in England and Wales. The registered office is Victoria Court, Booth Street, Stoke on Trent, ST4 4AL .

##### 1.1 Accounting convention

The financial statements have been prepared in accordance with the charitable company's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "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). The charitable company is a Public Benefit Entity as defined by FRS 102.

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

The accounts have been prepared on the historical cost convention. The principal accounting policies adopted are set out below.

##### 1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charitable company has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

##### 1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the Trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the accounts.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the accounts.

##### 1.4 Income

Income is recognised when the charitable company is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charitable company has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

##### 1.5 Expenditure

Liabilities are recognised as resources expended where there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under appropriate headings. Where costs cannot be directly attributed to particular headings (support costs) they have been allocated to activities on a basis consistent with use of the resources.

The cost of Raising Funds include costs of generating voluntary income, fund raising trading and investment fees, plus a share of support costs. The costs of generating voluntary income do not include the costs of disseminating information in support of the charitable activities.

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

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### 1 Accounting policies

(Continued)

Charitable Activities comprise those activities set out in detail in the report of the trustees.

Governance costs are those associated with the governance arrangements of the charity which relate to the general running of the charity. This includes internal and external audit, insurance costs, legal advice for trustees and costs associated with constitutional and statutory requirements such as the cost of trustee meetings and preparing the statutory accounts, plus a share of support costs.

Support costs are those costs incurred in the support of the fund raising, governance and charitable activities which cannot be directly attributed. They have been attributed to activities as described in the notes to the financial statements.

#### 1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

|                       |                      |
|-----------------------|----------------------|
| Land and building     | 2% straight line     |
| Office equipment      | 25% reducing balance |
| Fixtures and fittings | 15% reducing balance |
| Computers             | 25% reducing balance |

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

#### 1.7 Impairment of fixed assets

At each reporting end date, the charitable company reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

#### 1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

#### 1.9 Financial instruments

The charitable company has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charitable company's balance sheet when the charitable company becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

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#### 1 Accounting policies

(Continued)

##### **Basic financial assets**

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

##### **Basic financial liabilities**

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

##### **Derecognition of financial liabilities**

Financial liabilities are derecognised when the charitable company's contractual obligations expire or are discharged or cancelled.

#### 1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charitable company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

#### 1.11 Retirement benefits

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

#### 1.12 Value added tax

Value added tax is not recoverable by the charity and as such is included in the relevant costs in the Statement of Financial Activities.

#### 1.13 Pensions

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

#### 2 Critical accounting estimates and judgements

In the application of the charitable company's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

### 2 Critical accounting estimates and judgements

(Continued)

#### Key sources of estimation uncertainty

The estimates and assumptions which have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities are as follows.

#### Useful economic lives of tangible assets

The annual depreciation charge for tangible assets is sensitive to changes in the estimated useful economic lives and residual values of assets. The useful economic lives and residual values are re-assessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and the physical condition of assets. See note 13 for the carrying amount of property, plant and equipment, and note 1.6 for the useful economic lives of each category of asset.

### 3 Donations and legacies

|                     | Unrestricted funds<br>general<br>2023<br>£ | Unrestricted funds<br>general<br>2022<br>£ |
|---------------------|--------------------------------------------|--------------------------------------------|
| Donations and gifts | 5,048                                      | 22,417                                     |

### 4 Charitable activities

|                                               | 2023<br>£ | 2022<br>£ |
|-----------------------------------------------|-----------|-----------|
| Grants receivable for charitable activities   | 3,063,601 | 2,074,714 |
| <b>Analysis by fund</b>                       |           |           |
| Unrestricted funds - general                  | 2,898,887 | 1,839,812 |
| Restricted funds                              | 164,714   | 234,902   |
|                                               | 3,063,601 | 2,074,714 |
| <b>Performance related grants</b>             |           |           |
| NHS Stoke on Trent                            | 1,087,962 | 1,013,000 |
| NHS North Staffordshire                       | 474,036   | 180,870   |
| Stoke on Trent City Council                   | 339,383   | 464,537   |
| GBS Midlands Partnership NHS Foundation Trust | 515,564   | -         |
| NSCHT Future Focus Support Service            | 239,548   | -         |
| Other                                         | 407,108   | 416,307   |
|                                               | 3,063,601 | 2,074,714 |

## CHANGES HEALTH & WELLBEING

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

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#### 5 Investment income

|                     | Total Unrestricted<br>funds<br>general<br>2023<br>£ | 2022<br>£ |
|---------------------|-----------------------------------------------------|-----------|
| Interest receivable | -                                                   | 3         |
|                     | <hr/>                                               | <hr/>     |

#### 6 Raising funds

|                               | Unrestricted<br>funds<br>general<br>2023<br>£ | Unrestricted<br>funds<br>general<br>2022<br>£ |
|-------------------------------|-----------------------------------------------|-----------------------------------------------|
| <u>Costs of raising funds</u> |                                               |                                               |
| Staff costs                   | 31,376                                        | 27,947                                        |
|                               | <hr/>                                         | <hr/>                                         |
|                               | 31,376                                        | 27,947                                        |
|                               | <hr/>                                         | <hr/>                                         |

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

### 7 Charitable activities

|                                        | Provision of<br>mental<br>health<br>services<br>2023<br>£ | Provision of<br>mental<br>health<br>services<br>2022<br>£ |
|----------------------------------------|-----------------------------------------------------------|-----------------------------------------------------------|
| Staff costs                            | 1,048,501                                                 | 1,162,439                                                 |
| Depreciation and impairment            | 7,403                                                     | 7,224                                                     |
| Rent and rates                         | 11,599                                                    | 15,398                                                    |
| Utilities                              | 8,714                                                     | 5,289                                                     |
| Insurance                              | 6,202                                                     | 5,533                                                     |
| Legal and Professional                 | 5,059                                                     | 4,244                                                     |
| Telephone                              | 20,495                                                    | 15,507                                                    |
| Printing , Stationery and postage      | 5,911                                                     | 5,502                                                     |
| Subcontracted staff                    | 871,516                                                   | 318,606                                                   |
| Staff and Volunteers expenses          | 21,274                                                    | 15,228                                                    |
| Travel                                 | 18,205                                                    | 15,211                                                    |
| Sundry and outsourced work             | 219,779                                                   | 255,847                                                   |
|                                        | <u>2,244,658</u>                                          | <u>1,826,028</u>                                          |
| Share of support costs (see note 8)    | 367,090                                                   | 273,180                                                   |
| Share of governance costs (see note 8) | 9,960                                                     | 7,841                                                     |
|                                        | <u>2,621,708</u>                                          | <u>2,107,049</u>                                          |
| <b>Analysis by fund</b>                |                                                           |                                                           |
| Unrestricted funds - general           | 2,439,520                                                 | 1,861,774                                                 |
| Unrestricted funds - designated        | 7,857                                                     | 7,502                                                     |
| Restricted funds                       | 174,331                                                   | 237,773                                                   |
|                                        | <u>2,621,708</u>                                          | <u>2,107,049</u>                                          |

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

### 8 Support costs

|                                        | Support costs<br>£ | Governance costs<br>£ | 2023<br>£      | Support costs<br>£ | Governance costs<br>£ | 2022<br>£      |
|----------------------------------------|--------------------|-----------------------|----------------|--------------------|-----------------------|----------------|
| Staff costs                            | 213,336            | 5,584                 | 218,920        | 120,206            | 3,741                 | 123,947        |
| Depreciation                           | 7,400              | -                     | 7,400          | 7,225              | -                     | 7,225          |
| Rent & Rates                           | 14,177             | -                     | 14,177         | 18,821             | -                     | 18,821         |
| Utilities                              | 10,651             | -                     | 10,651         | 6,466              | -                     | 6,466          |
| Insurance                              | 7,581              | -                     | 7,581          | 7,738              | -                     | 7,738          |
| Legal & Professional                   | 10,983             | -                     | 10,983         | 16,126             | -                     | 16,126         |
| Telephone                              | 25,050             | -                     | 25,050         | 18,954             | -                     | 18,954         |
| Printing, postage and stationery       | 7,225              | -                     | 7,225          | 6,723              | -                     | 6,723          |
| Sundry                                 | 52,150             | -                     | 52,150         | 62,858             | -                     | 62,858         |
| Travel                                 | 7,678              | -                     | 7,678          | 1,689              | -                     | 1,689          |
| Staff & Vol. Expenses                  | 10,859             | -                     | 10,859         | 6,374              | -                     | 6,374          |
| Audit fees                             | -                  | 4,376                 | 4,376          | -                  | 4,100                 | 4,100          |
|                                        | <u>367,090</u>     | <u>9,960</u>          | <u>377,050</u> | <u>273,180</u>     | <u>7,841</u>          | <u>281,021</u> |
| Analysed between Charitable activities | <u>367,090</u>     | <u>9,960</u>          | <u>377,050</u> | <u>273,180</u>     | <u>7,841</u>          | <u>281,021</u> |

### 9 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year. Travelling expenses of £1,905 (2022 : £1,457) were paid to 4 (2022 : 2) trustees.

### 10 Employees

The average monthly number of employees during the year was:

|                       | 2023<br>Number | 2022<br>Number |
|-----------------------|----------------|----------------|
| Charitable activities | 60             | 61             |
| Administrative        | 4              | 2              |
| Total                 | <u>64</u>      | <u>63</u>      |

## CHANGES HEALTH & WELLBEING

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

| 10 Employees          | (Continued)      |                  |
|-----------------------|------------------|------------------|
| Employment costs      | 2023<br>£        | 2022<br>£        |
| Wages and salaries    | 1,191,945        | 1,208,781        |
| Social security costs | 70,372           | 59,363           |
| Other pension costs   | 36,480           | 46,189           |
|                       | <u>1,298,797</u> | <u>1,314,333</u> |

The key management personnel of the charity comprise the Trustees, the Chief Executive Officer, the Finance Manager, the Operations Manager, the Service Manager, the Finance Administrator, and the HR & IT manager. The total employee benefits of the key management personnel of the charity were £244,660 (2022 : £149,345).

Redundancy payments amounting to £Nil were paid during the year (2022: £16,528).

The number of employees whose annual remuneration was more than £60,000 is as follows:

|                    | 2023<br>Number | 2022<br>Number |
|--------------------|----------------|----------------|
| £60,001 to £80,000 | <u>1</u>       | <u>-</u>       |

### 11 Other

|                                               | Total Unrestricted funds designated |              |
|-----------------------------------------------|-------------------------------------|--------------|
|                                               | 2023<br>£                           | 2022<br>£    |
| Net loss on disposal of tangible fixed assets | -                                   | 4,511        |
|                                               | <u>-</u>                            | <u>4,511</u> |

### 12 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

## CHANGES HEALTH & WELLBEING

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

#### 13 Tangible fixed assets

|                                    | Land and<br>building<br>£ | Office<br>equipment<br>£ | Fixtures and<br>fittings<br>£ | Computers<br>£ | Total<br>£ |
|------------------------------------|---------------------------|--------------------------|-------------------------------|----------------|------------|
| <b>Cost</b>                        |                           |                          |                               |                |            |
| At 1 April 2022                    | 346,545                   | 21,458                   | 9,514                         | 25,711         | 403,228    |
| Additions                          | -                         | -                        | -                             | 13,272         | 13,272     |
| At 31 March 2023                   | 346,545                   | 21,458                   | 9,514                         | 38,983         | 416,500    |
| <b>Depreciation and impairment</b> |                           |                          |                               |                |            |
| At 1 April 2022                    | 70,758                    | 20,176                   | 6,961                         | 10,728         | 108,623    |
| Depreciation charged in the year   | 7,076                     | 320                      | 382                           | 7,028          | 14,806     |
| At 31 March 2023                   | 77,834                    | 20,496                   | 7,343                         | 17,756         | 123,429    |
| <b>Carrying amount</b>             |                           |                          |                               |                |            |
| At 31 March 2023                   | 268,711                   | 962                      | 2,171                         | 21,227         | 293,071    |
| At 31 March 2022                   | 275,784                   | 1,281                    | 2,554                         | 14,983         | 294,602    |

#### 14 Debtors

|                                             | 2023<br>£ | 2022<br>£ |
|---------------------------------------------|-----------|-----------|
| <b>Amounts falling due within one year:</b> |           |           |
| Other debtors                               | 108,140   | 187,294   |
| Prepayments and accrued income              | 10,456    | 10,456    |
|                                             | 118,596   | 197,750   |

#### 15 Creditors: amounts falling due within one year

|                                    | 2023<br>£ | 2022<br>£ |
|------------------------------------|-----------|-----------|
| Other taxation and social security | 21,115    | 138,460   |
| Trade creditors                    | 3,707     | 22,624    |
| Other creditors                    | 41,818    | 38,780    |
| Accruals and deferred income       | 16,816    | 17,240    |
|                                    | 83,456    | 217,104   |

## CHANGES HEALTH & WELLBEING

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) *FOR THE YEAR ENDED 31 MARCH 2023*

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#### **16 Retirement benefit schemes**

##### **Defined contribution schemes**

The charity contributes to defined contribution pension schemes in respect of members of staff, the assets of which are held separately from those of the charity in independently administered funds. The pension cost charge represents contributions payable by the charity to the funds. At the year end there were contributions due to the fund totalling £13,057 (2022: £10,448).

The charge to profit or loss in respect of defined contribution schemes was £36,480 (2022 - £46,189).

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2023

#### 17 Restricted funds

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<br>1 April 2021<br>£ | Movement in funds          |                            | Transfers<br>£ | Balance at<br>1 April 2022<br>£ |         | Movement in funds          |                            | Balance at<br>31 March 2023<br>£ |
|-----------------------------------------------|---------------------------------|----------------------------|----------------------------|----------------|---------------------------------|---------|----------------------------|----------------------------|----------------------------------|
|                                               |                                 | Incoming<br>resources<br>£ | Resources<br>expended<br>£ |                |                                 |         | Incoming<br>resources<br>£ | Resources<br>expended<br>£ |                                  |
| Social Enterprise Investment Fund             | 277,885                         | -                          | (6,947)                    | -              | 270,938                         | -       | -                          | (6,948)                    | 263,990                          |
| Pertemps                                      | 12,852                          | 215,102                    | (217,772)                  | -              | 10,182                          | 164,714 | 164,714                    | (167,383)                  | 7,513                            |
| Stoke City Council Wellbeing Education Return | -                               | 19,800                     | (13,054)                   | (6,746)        | -                               | -       | -                          | -                          | -                                |
|                                               | 290,737                         | 234,902                    | (237,773)                  | (6,746)        | 281,120                         | 164,714 | 164,714                    | (174,331)                  | 271,503                          |

#### Purposes of restricted funds:

##### Social Enterprise Investment Fund

A Department of Health fund providing investment to assist social enterprises delivering health and social care services.

##### Pertemps:

Provision of a wellness and recovery focused training and peer-support programme within HMP Stafford.

##### Stoke City Council Wellbeing Education Return

A fund for the provision of wellbeing for education return mental health training to education professionals and development of an online learning community.

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

### 18 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

|                     | Balance at<br>1 April 2021<br>£ | Resources<br>expended<br>£ | Transfers<br>£ | Balance at<br>1 April 2022<br>£ | Resources<br>expended<br>£ | Transfers<br>£ | Balance at<br>31 March 2023<br>£ |
|---------------------|---------------------------------|----------------------------|----------------|---------------------------------|----------------------------|----------------|----------------------------------|
| Fixed asset<br>fund | 27,623                          | (12,013)                   | 8,056          | 23,666                          | (7,858)                    | 13,272         | 29,080                           |
|                     | <u>27,623</u>                   | <u>(12,013)</u>            | <u>8,056</u>   | <u>23,666</u>                   | <u>(7,858)</u>             | <u>13,272</u>  | <u>29,080</u>                    |

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

| 19 Analysis of net assets between funds            | Unrestricted fund |   | Designated fund |   | Restricted fund |   | Total Unrestricted fund |   | Designated fund |   | Restricted fund |   | Total   |   |
|----------------------------------------------------|-------------------|---|-----------------|---|-----------------|---|-------------------------|---|-----------------|---|-----------------|---|---------|---|
|                                                    | 2023              | £ | 2023            | £ | 2023            | £ | 2023                    | £ | 2023            | £ | 2022            | £ | 2022    | £ |
| Fund balances at 31 March 2023 are represented by: |                   |   |                 |   |                 |   |                         |   |                 |   |                 |   |         |   |
| Tangible assets                                    | -                 |   | 29,080          |   | 263,991         |   | 49,999                  |   | 23,666          |   | 220,937         |   | 294,602 |   |
| Current assets/(liabilities)                       | 570,523           |   | -               |   | 7,513           |   | 76,994                  |   | -               |   | 60,183          |   | 137,177 |   |
|                                                    | 570,523           |   | 29,080          |   | 271,504         |   | 126,993                 |   | 23,666          |   | 281,120         |   | 431,779 |   |

## CHANGES HEALTH & WELLBEING

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

#### 20 Share Capital

Changes Health and Wellbeing is a company limited by guarantee and accordingly does not have a share capital. Every member of the company undertakes to contribute such amount as may be required, not exceeding £1, to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

#### 21 Financial commitments, guarantees and contingent liabilities

The charity received a grant of £350,000 towards the cost of the purchase of a property. If the property is sold, then in certain circumstances, the whole or part of the grant may be repayable.

#### 22 Operating lease commitments

At the reporting end date the charitable company had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

|                            | 2023<br>£    | 2022<br>£     |
|----------------------------|--------------|---------------|
| Within one year            | 4,147        | 6,221         |
| Between two and five years | -            | 4,147         |
|                            | <u>4,147</u> | <u>10,368</u> |

#### 23 Cash generated from operations

|                                                                   | 2023<br>£      | 2022<br>£      |
|-------------------------------------------------------------------|----------------|----------------|
| Surplus/(deficit) for the year                                    | 439,328        | (15,885)       |
| Adjustments for:                                                  |                |                |
| Investment income recognised in statement of financial activities | -              | (3)            |
| (Gain)/loss on disposal of tangible fixed assets                  | -              | 4,511          |
| Depreciation and impairment of tangible fixed assets              | 14,803         | 14,449         |
| Movements in working capital:                                     |                |                |
| Decrease/(increase) in debtors                                    | 79,154         | (155,898)      |
| (Decrease)/increase in creditors                                  | (133,648)      | 150,060        |
| <b>Cash generated from/(absorbed by) operations</b>               | <u>399,637</u> | <u>(2,766)</u> |

#### 24 Analysis of changes in net funds

The charitable company had no debt during the year.

## CHANGES HEALTH & WELLBEING

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) *FOR THE YEAR ENDED 31 MARCH 2023*

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#### **25 Related Party Transactions**

During the year the charity entered into transactions with K Wheat, the spouse of the Chief Executive Officer for the provision of mindfulness training. The value of transactions for the services supplied, all being conducted on an arms length basis, was £6,000 (2022 : £4,500). The balance outstanding at the year end was £Nil (2022 : £Nil).

The Charity received no donations with conditions from trustees.

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# Accounts

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**Charity Registration No. 1144940**

**Company Registration No. 07761177 (England and Wales)**

**CHANGES HEALTH & WELLBEING**

**ANNUAL REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2022**

# CHANGES HEALTH & WELLBEING

## REFERENCE AND ADMINISTRATIVE INFORMATION

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|                 |                          |                             |
|-----------------|--------------------------|-----------------------------|
| <b>Trustees</b> | John Irons (Chair)       |                             |
|                 | Catherine Denise Roberts |                             |
|                 | David Tunstall           | (Resigned 9 September 2021) |
|                 | Desmond Wootton          | (Resigned 9 September 2021) |
|                 | Alison Ratcliffe         |                             |
|                 | Clair Davis              |                             |
|                 | Amanda Howell            | (Resigned 17 November 2021) |
|                 | Stephen Sharrock         |                             |
|                 | Stephen Unwin            |                             |
|                 | Jennifer Manchester      | (Resigned 17 November 2021) |
|                 | Jonathon Ball            | (Resigned 17 November 2021) |
|                 | Christopher Wilton       |                             |

### Senior Management Team

|                                |                   |
|--------------------------------|-------------------|
| <b>Chief Executive Officer</b> | Dave Wheat        |
| <b>Finance Manager</b>         | Kendele Brookes   |
| <b>Operations Manager</b>      | Jackie Williamson |
| <b>HR and IT Manager</b>       | Kris Kinsella     |

**Charity number** 1144940

**Company number** 07761177

**Registered office and Operational address** Changes Wellbeing Centre  
Victoria Court  
Booth Street  
Stoke on Trent  
ST4 4AL

**Auditor** Geens Limited  
68 Liverpool Road  
Stoke on Trent  
Staffordshire  
ST4 1BG

**Bankers** The Co-Operative Bank PLC  
P O Box 250  
Delf House  
Skelmersdale  
Lancashire  
WN8 6WT

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# CHANGES HEALTH & WELLBEING

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# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2022

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The trustees, who are also directors for the purposes of company law, present their report and financial statements for the year ended 31 March 2022.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charitable company's governing document, the Companies Act 2006 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)".

### Objectives and activities

*Changes Mission Statement: 'Changes aims to promote wellness, recovery and social inclusion'.*

The charitable company's principal objects are defined in its Articles Of Association are as follows:

- (i) To assist in relieving and rehabilitating vulnerable persons suffering from mental disorder or conditions of emotional or mental distress requiring advice or treatment;
- (ii) To promote and protect physical and mental health within the community by the advancement of education and the provision of facilities and services promoting health, social welfare, personal development, work and recreation, and social inclusion; and
- (iii) The promotion of research therein and the publication of the useful results of such research.

The aims of the charity are:

- Promoting recovery and mental wellbeing
- Enabling user involvement
- Influencing local and national policy and practice
- Promoting a more positive and accurate view of mental distress

The charitable company's objectives for the year continued to be shaped and driven by these strategic aims and to ensure maximise public benefit – focusing on sustaining and developing existing services, and the rapid development and establishment of additional Changes wellness and recovery programmes – both locally and nationally.

Whilst the period saw an easing of COVID-19 related restrictions and a steady increase in demand for face-to-face service provision, in response to fluctuations in infection rates and user preference, Changes continued to flex service provision between on-line, telephone and face-to-face.

- *Wellbeing Programme* – a self-management programme for stress, anxiety, and depression, (provided as part of the wider Staffordshire Community IAPT Service);
- *My Community Matters* – a community development project aimed at promoting social cohesion and wellbeing amongst some of Stoke on Trent's most deprived communities;
- *Wellness Training Programmes* – short wellness focused programmes as part of Stoke on Trent City Council's Adult and Community Learning e.g. Advance, (a recovery-focused employment service), Anger Management, Assertiveness, Stress Management etc;
- *Floating Support for Older People* – Changes continued to provide the one-to-one mental health component within Revival's floating support service;

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

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### Stoke-on-Trent

In Stoke on Trent, the charitable company continued to provide weekly peer-support groups for young people, adults of working age, and older people residing within the City - including opportunities for training and volunteering, recovery-focused activities and a menu of social events - promoting the recovery, wellbeing and social inclusion of those in mental distress.

- *Foundation Recovery* - offering Changes 12 steps as a self-management tool for those experiencing mental distress;
  - *Wellbeing Programme* – a self-management programme for stress, anxiety, and depression (provided as part of the wider Staffordshire Community IAPT Service);
  - *Making Changes* – a light touch psycho-educational programme designed to promote wellbeing within the local population;
  - *Staffordshire & Stoke on Trent Community Wellbeing IAPT Service* – under contract with North Staffordshire Combined Healthcare NHS Trust, Changes continued to employ Psychological Wellbeing Practitioners to provide Step 2 clinical one-to-one interventions i.e. to meet the needs of those experiencing mild to moderate mental distress;
  - *Stay Well CYP* – Changes continued to work with North Staffs Mind and the Dove Service to provide a range of one-to-one and group interventions to children and young people experiencing or at risk of mental distress;
  - *Destination:Home* – Changes continued to deliver services within a homelessness service contract with Concrete, (part of the Honeycomb Housing Group) to provide mental health support and volunteering opportunities for those working towards settled accommodation;
  - *Wellness Training Programmes* – short wellness-focused programmes as part of Stoke on Trent City Council's Adult and Community Learning e.g. Advance, (a recovery-focused employment service), Anger Management, Assertiveness, Stress Management etc;
  - *Liaison & Diversity Service* – Changes provided peer-mentorship within North Staffs Combined Healthcare NHS Trust's Liaison & Diversity (L&D) service.
- The period saw Changes secure a short-term Start Well contract with North Staffordshire Combined Healthcare NHS Trust to provide one-to-one recovery-focused support to those experiencing severe mental illness.

2021/22 also saw Changes secure and deliver a Peer Recovery Coach service under contract with within a contract with Concrete, (part of the Honeycomb Housing Group) to provide mental health support and volunteering opportunities within their Destination:Home service, i.e. for those working towards settled accommodation.

At the end of the period, also saw Changes secure two additional contracts with North Staffordshire Combined Healthcare NHS Trust – one to provide a Future Focus Support Service, (group interventions designed to promote the recovery and social inclusion of those with severe mental illness; and the other to provide staff within the Trust's CAMHS services, i.e. to assist with triaging of new referrals and to offer additional one-to-one support.

### Staffordshire

The charitable company's Staffordshire service menu included (i.e. services provided within Newcastle-under-Lyme and the Staffordshire Moorlands):

- *Adult Peer-support Groups* – weekly recovery-focused support groups within North Staffordshire for adults in mental distress;

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

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- *Midlands Partnership Foundation Trust* - providing Peer-Support Workers within their South Staffordshire and Shropshire Liaison & Diversion services;
- *N-Compass* - delivering mental health support within their Staffordshire Carers Service

The end of the period saw Changes secure a contract with North Staffordshire CCG to provide psycho-educational programmes within North Staffordshire and a Future Focus Support Service contract with the Midlands Partnership Foundation Trust to provide one-to-one and group support to promote the recovery and social inclusion of those experiencing severe mental illness.

### Other Areas of the UK:

- *Ingeus, (formerly APM)* - The period also the continued and successful delivery of a bespoke version of *Making Changes* service and volunteer and mentoring programmes within Her Majesty's Prisons (HMP) and Probation services in the East and North Yorks & Humberside Regions;

At the end of the period, Changes secured an additional contract with the Midlands Partnership Foundation Trust providing Peer-Support Workers within their Kidderminster, Worcester and Herefordshire Liaison & Diversion services;

### **Volunteers:**

As a user-led organisation, Changes relies heavily on volunteer involvement in the organisation's management, administration and service delivery.

All of Changes Board of Directors are service users. During 2021/22 there were a pool of approximately 75 volunteers who were involved in managing the organisation and delivering Changes weekly peer-support groups and psycho-educational programmes, fundraising, promotional work, and partnership and networking activities. This represented approximately 6,240 volunteer-hours, (i.e. approximately 130 hours per week) worked in assisting Changes in achieving its outcomes. Whilst the primary focus is on the impact of such activities on individual recovery and social inclusion, based on an average value of £11 per hour, this represents an in-kind contribution of approximately £68,640.

### **Achievements and performance**

Charitable activities continued to focus on providing public benefit, i.e. in promoting recovery, wellbeing and social inclusion of those experiencing or at risk of mental distress. Service delivery throughout Stoke on Trent and Staffordshire included the provision of recovery focused peer-support groups for young people, adults and older people in mental distress, and a range of psycho-educational programmes, (i.e. Foundation Recovery, Wellbeing Programme, Making Changes and various wellness focused adult learning courses).

Importantly, out of recognition of the efficacy of Changes services and their place in supporting statutory mental health services, the CCGs extended Changes contracts with a view to the organisation providing wrap-around services for the IAPT service moving forward – continuing its place as the primary VCSE mental health service provider within Northern Staffordshire.

During the period Changes worked as part of a successful consortium headed by the Midlands Partnership Foundation Trust and North Staffordshire Combined Healthcare NHS Trust to rollout extended IAPT services throughout Staffordshire and Stoke on Trent, (a process that involved Changes increasing the size of its Step 2 staff team within the Stoke on Trent element of the Staffordshire Community IAPT).

During the period, in order to provide service users with choice and ease of access, the charitable company provided online versions of all key services.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

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2021/22 saw the continued expansion of Changes 'strategic role' within Staffordshire mental health economy, with involvement and input into various Boards and Committees shaping local mental health service commissioning and provision.

### Changes Young Peoples' Service

In 2021/22 Changes YP continued to provide Stoke on Trent City Council's CYP Emotional Wellbeing & Mental Health service, called Stay Well CYP (SWCYP) – operating as the lead provider within a partnership with North Staffs Mind and the Dove Service – providing both preventative services, (raising mental health awareness and promoting CYP's emotional and psychological resilience) and targeted support, (working within overall CAMHS) – through offering access to Wellbeing Programmes, teacher and parent training, Peer-support Groups, Social Activities, One-to-One Therapy and On-line and Telephone Support.

From April 2021 to March 2022 – 767 teachers and parents attended SWCYP's preventative training programmes and 1018 children and young people were engaged with SWCYP's CAMHS services.

Under sub-contract with North Staffordshire Combined Healthcare NHS Trust, during the period Changes Young People continued to provide a consultation role within the North Staffordshire Combined Healthcare NHS Trust's CYP IAPT service – coordinating and running a Youth Council within North Staffordshire.

### Changes Adult Peer-support Service

Provided under a Service Level Agreement (SLA) with Stoke-on-Trent Clinical Commissioning Group (CCG), Changes continued to deliver its Adult Service within Stoke-on-Trent providing 18 weekly mutual-help groups, (a mix and face-to-face and online), with 4,688 attendances, by 365 service users, (including 220 who were newly engaged). Performance management data revealed that through the use of the service, approximately 82% of users were able to maintain or improve their mental wellbeing.

Provided under a Service Level Agreement with North Staffordshire Clinical Commissioning Group, Changes also continued to provide its Adult Service within Newcastle-under-Lyme and the Staffordshire Moorlands providing 12 weekly face-to-face mutual-help groups, (a mix and face-to-face and online), with 2685 attendances, comprising approximately 188 service users, (with approx 103 new service users). Performance management data revealed that approximately 80% of users had either improved or maintained their mental wellbeing through engagement with the service.

### Foundation Recovery Programmes

Under SLA with Stoke-on-Trent CCG, Changes continued to deliver a rolling programme of Foundation Recovery, i.e. designed to introduce Changes 12 steps as a self-management tool for those in mental distress. During the period, 25 workshops were delivered, which were attended by 188 people - with recent evaluation revealing that 89% of participants had improved or maintained their mental wellbeing.

### Wellbeing Programme

Delivered under SLA with Stoke-on-Trent CCG, the Wellness Programme focuses on the self-management of stress, anxiety and depression, linking closely with Stoke-on-Trent's Healthy Minds IAPT service. There were 50 runs of the programme attended by 327 individuals - with recent evaluation confirming that the service had assisted 83% of users in improving or maintaining their mental wellbeing.

### Adult & Community Learning. (ACL)

Delivered under contract with Stoke-on-Trent City Council, Changes delivered a range of wellness focused services as part of the ACL programmes, these included: Advance Employment Programme, Anger Management, Positive Mental Attitudes, Assertiveness etc. Feedback has been positive, with a high retention of learners and a high percentage achieving desired learning outcomes.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

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### Making changes

Delivered under SLA with Stoke-on-Trent CCG, Making Changes is designed to promote emotional and psychological resilience within the local population – with a focus on reaching those experience 'sub-clinical' mental health issues. There were 12 runs of the programmes attended by 73 individuals – with recent evaluation confirming that 86% of participants either maintained or improved their wellbeing.

### Liaison & Diversity Services

Delivered in partnership with North Staffordshire Combined Healthcare NHS Trust and the Midlands Partnership Foundation Trust, Changes has provided peer support within their Liaison & Diversity service, assisting engagement and providing directed support to other universal services and community assets relevant to the recovery and rehabilitation of ex-offenders.

### **Fundraising activities:**

2021/22 was a highly successful period for Changes organisation - with the consolidation of income generated via an extension of key Service Level Agreements and Contracts with the Commissioners of Stoke on Trent and North Staffordshire's health and social care services; a number of new Service Agreements secured; plus a modest Income Generation.

Once again, Changes was approached by North Staffordshire Combined Healthcare NHS Trust to expand its role within the Staffordshire Community IAPT service, i.e. increasing the number of psychological wellbeing practitioners employed.

Changes secured an additional contract with North Staffordshire Combined Healthcare NHS Trust to provide a Peer Recovery Coach service, offering one-to-one support to those recovering from severe mental illness.

2021/22 also saw Changes secure and deliver services within a contract with Concrete, (part of the Honeycomb Housing Group) to provide mental health support and volunteering opportunities within their Destination:Home service.

The end of the period saw Changes secure several service contracts – contracts with both North Staffordshire Combined Healthcare NHS Trust and the Midland Partnership Foundation Trust to provide a Future Focus Support Service, (to provide group interventions to promote the recovery and social inclusion of those experiencing severe mental illness); and a contract with Midland Partnership Foundation Trust, (to expand the provision of Changes Peer Support Workers in its Kidderminster, Worcester and Herefordshire Liaison & Diversion services).

Changes also secured short-term contracts to provide pilot services throughout 2022/23 - with North Staffordshire CCG to provide psycho-educational programmes throughout North Staffordshire, and with North Staffordshire Combined Healthcare NHS Trust to provide Triage Coordinators and a Wellbeing Coach within CAMHS.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) *FOR THE YEAR ENDED 31 MARCH 2022*

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### **Factors outside the charity's control which are relevant to the achievement of its objectives:**

In keeping with Changes' co-produced ethos and 12 Step fellowship, the commitment, enthusiasm and hard work of Changes' paid and voluntary staff continues to make a major contribution to the organisation achieving its objectives, (they are people who are literally 'on a mission').

A healthy and vibrant voluntary sector. Changes continues to give and receive support from other third sector organisations – most notably the Honeycomb Group, North Staffs Mind, the Dove Service and VAST – and is a proud member of a local family of voluntary sector service providers.

Support from and genuine partnership with both North Staffordshire Combined Healthcare NHS Trust and the Midlands Partnership Foundation Trust – Staffordshire's main provider of statutory mental health services – is having a major impact on consolidating Changes' position as a mental health service provider and allowing our organisation to reach greater numbers of those who can benefit from its services.

Staffordshire and Stoke on Trent commissioning bodies, i.e. Stoke-on-Trent CCG, North Staffordshire CCG, Stoke-on-Trent City Council, continue to focus on commissioning recovery and wellbeing focused services that are delivered within a personalised system of care – key elements of Changes service model.

Although the NHS is currently undertaking a rapid and radical transformation, that, in July 2022, saw CCGs become Integrated Care Board – Changes relevance and reputation as a service provider and formal partnerships with both NSCHT and the MPFT, (as demonstrated by a significant number of contracts secured in 2021/22 via the Community Mental Health Transformation Framework), will offer a degree of protection and enable Changes to maintain and secure contracts within this new commissioning environment.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

### Financial review

#### Reserves policy

The charitable company's reserves policy takes into account the Directors' forecast for future income and expenditure, including the potential for fundraising. In formulating the policy the Directors considered that reserves are required to provide a contingency to ensure continuity in the event of a large variation in the charitable company's income.

At 31st March 2022 the charitable company's unrestricted reserves, excluding designated funds, totalled £126,993.

The position is monitored by the Directors on a regular basis and the policy is reviewed annually.

#### Principal funding sources

*NHS Stoke-on-Trent Clinical Commissioning Group* - Service Level Agreements to provide a range of recovery and wellness focused services within Stoke-on-Trent, i.e. Adult Service, (peer-support groups) Foundation Recovery Workshops, Wellbeing Programme and Making Changes.

*Stoke-on-Trent City Council* – Contracts to provide: 'Wellness training courses' (as part of the Adult & Community Learning programme).

*NHS North Staffordshire Clinical Commissioning Group* – Service Level Agreement: to provide Adult Service, (peer-support groups) throughout Newcastle-under-Lyme and the Staffordshire Moorlands.

*Stoke-on-Trent Joint Commissioning Team* – contract to provide Stoke on Trent CYP Emotion Resilience and Wellbeing Service (Stay Well CYP).

*North Staffordshire Combined Healthcare NHS Trust* – contract for provision of Step 2 interventions within the Stoke on Trent element of MPFT's Staffordshire Community IAPT service; provision of consultation element within CYP IAPT; provision of peer-support within the Liaison & Diversity service; provision of a Peer Recovery Coach Service.

*Midlands Partnership Foundation Trust* – contract to provide Peer-support Workers within its South Staffordshire and Shropshire Liaison & Diversion services.

*Ingeus* – contract to provide wellness and recovery-focused services within prisons throughout the East and North Yorkshire & Humberside Regions.

*Revival* – sub-contractor to provide mental health services within the Stoke on Trent City Council 'Floating Support for Older People' contract.

*Concrete* – part of the Honeycomb Housing Group, contract to provide mental health support and volunteering opportunities within their Destination:Home homelessness service.

*N-Compass* – contract to provide mental health support as part of their Staffordshire Carers Service.

|                                          |            |
|------------------------------------------|------------|
| <b>Total Incoming Resources</b>          | £2,123,621 |
| <b>Total Resources Expended</b>          | £2,139,507 |
| <b>Funds carried forward at 31.03.22</b> | £431,779   |

Effective and prudent financial management continues to ensure that funding secured by Changes has the maximum benefit to its service users, and enables the organisation to consolidate its position within the local mental health economy.

The financial results are set out on pages 17 and 18.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

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### Risk management:

The charitable company's Directors have conducted a review of the major risks to which Changes is exposed. A risk register has been established and is regularly updated. Where appropriate, systems and procedures have been established to manage these risks.

The directors consider the charitable company's major risks to include:

On-going NHS Reform. current reforms to the NHS have the potential to weaken Changes relationship with commissioners, i.e. as newly formed Integrated Care Partnerships (ICBs) continue to establish themselves. However, Changes' community-based provision and focus on prevention, self-management and recovery, (key elements of the 'transformation' agenda), coupled with strong relationships with both the outgoing and incoming regime - offers some degree of protection – and could well strengthen, rather than weaken its position within the new NHS landscape. In addition, ICBs are placing an emphasis on the role of VCSE organisations as part of their provider chain.

Continued Government cuts to Local Authority budgets. Previous Local Authority cuts have significantly reduced monies available to purchase health and social care services, whilst Changes retains an excellent relationship with Stoke on Trent City Council – putting Changes in a strong position to secure additional mental health/ community-development contracts when the situation improves – however, given the economic challenges currently faced by the UK, we are aware that this may be some time away.

Competitive tendering process. As a medium-sized service provider, the majority of Changes income comes via a series of contracts/service level agreements, to provide mental health services throughout Stoke on Trent and North Staffordshire. Such contracts/agreements are time-limited, i.e. ranging between 2 to 5 years. Consequently, as with the majority of similar sized third-sector organisations, Changes has to periodically engage in a competitive tendering process in order to retain its 'business' – a process for which there are 'no guarantees'. However, considerable business development skills exist within the organisation, which, coupled with Changes' reputation, evidence-base, strong relationships/partnerships and local presence – go some way to mitigate this risk. Planned changes to procurement rules, i.e. whereby, providers who are performing well within contract can have their contract extended – will further limit this risk.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

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### Plans for the future:

During 2022/23 the charitable company will update its Organisational Business Plan, i.e. stating our ambitions for 2023-28 and how and when they will be achieved. 2017-22.

Mindful of both the challenges and opportunities to be encountered within a rapidly changing 'commissioning landscape', this plan will help to ensure that Changes stays true to its co-produced and recovery ethos; continues to provide fresh, relevant and effective services, (retaining its place as a 'market leader'); and, through aligning itself to ICB strategic priorities, is able to realise its potential as a mental health service provider.

Key to this process will be:

- Continued integration with Primary Care Networks
- Embedding Changes within proposed Place-Based Partnerships and Integrated Care Systems, i.e. establishing 'provider to provider' contractual relationships; and, where appropriate, jointly commissioned services, (i.e. via PbPs and LAs).

Key plans for the future include:

- Consolidation and development of Changes existing service menu throughout Stoke on Trent and Staffordshire, i.e. to provide equity of provision across the county;
- Developing partnerships to provide bespoke services for other client groups, e.g. those with learning difficulties, physical disabilities, sensory impairment, Black Minority Ethnic (BME) communities etc;
- Identifying other development opportunities within other areas, i.e. residential care, workplace wellness, psycho-education/peer-support via social media etc;
- Increased involvement within consortia, i.e. to provide Changes mental health service menu within other health and social care models, i.e. IAPT, Drugs and Alcohol, Prison and Probation Services, Homelessness, Veterans etc, (providing the opportunity for both local and national development);
- Tendering for relevant mental health service contracts in and around Staffordshire;
- Becoming part of large Prime Providers supply-chain, providing the opportunity for local, regional and national expansion;
- Securing additional premises within North Staffordshire, i.e. a second Wellbeing Centre/office base within Stoke on Trent, Newcastle-under-Lyme or the Staffordshire Moorlands;
- Purchasing a retreat, i.e. situated within a rural location to offer Changes users sanctuary whilst early in recovery and to serve as a national training centre.

### Structure, governance and management

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# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

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Changes governing document is 'Articles of Association' which details rules concerning the charitable company's administration, objects, powers, membership, Board of Directors etc.

Changes is a charitable company constituted as an incorporated association.

The Charity's Trustees are also called Company Directors who are responsible for the general control and management of the administration of the charitable company.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

John Irons

Catherine Roberts

David Tunstall

(Resigned 9 September 2021)

Desmond Wootton

(Resigned 9 September 2021)

Alison Ratcliffe

Clair Davis

Stephen Sharrock

Stephen Unwin

Jennifer Manchester

(Resigned 17 November 2021)

Jonathon Ball

(Resigned 17 November 2021)

Christopher Wilton

At each annual general meeting all of the Directors must retire from office.

The charity may by ordinary resolution: (1) appoint a person who is willing to act to be a Director.

No person other than a retiring Director may be appointed a Director at any general meeting unless: (1) He or she is recommended for re-election by the Directors; or

(2) Not less than fourteen nor more than thirty-five clear days before the date of the meeting, the charity is given a notice that: (a) is signed by a member entitled to vote at the meeting; (b) states the members' intention to propose the appointment of a person as a Director; (c) contains the details that, if the person were to be appointed, the charity would have to file at Companies House; and, (d) is signed by the person who is to be proposed to show his or her willingness to be appointed.

All members who are entitled to receive notice of a general meeting must be given not less than seven nor more than twenty-eight clear days notice of any resolution to be put to the meeting to appoint a Director other than a Director who is to retire.

### Organisational Structure:

Decisions affecting the management and governance of the charitable company are made by the Board of Directors, these include decisions relating to: the selection and management of a Chief Executive Officer; the development and implementation of a long-term organisational strategy in pursue of objects as stated in Changes Articles of Association; the establishment of appropriate policies and procedures; the recruitment, support, appraisal, remuneration and discipline of Changes staff; financial management, (including fundraising and monitoring spend) etc .

Decisions relating to the day-to-day management and co-ordination of the charitable company's staff and activities are delegated to the Chief Executive Officer, (all of which must be harmonious and relate to organisational policy and strategy as determined by the Board of Directors)

Arrangements for setting the pay of the charity's key personnel is currently the same as for all other employees. Salaries are benchmarked against local salary rates for similar roles and this information is then considered by the Trustees.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

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### Related parties:

In so far as it is complementary to its objectives, the charitable company is guided by both national and local policy. Consequently, in pursuit of these objectives, Changes has developed strong partnerships and cooperates with a range of statutory and voluntary organisations. These include: North Staffordshire Combined Healthcare NHS Trust, Midlands Partnership Foundation Trust, Staffordshire and Stoke-on-Trent Integrated Care Boards, Stoke-on-Trent City Council, Staffordshire County Council, VAST, Honeycomb Group, North Staffs Mind, the Dove Service, Concrete, Jobcentre Plus, Disability Solutions, Voluntary Action Stoke-on-Trent, Midland Heart, North Staffordshire YMCA, Saltbox.

### Employee involvement

The charitable company's policy is to consult and discuss with employees, through unions, staff councils and at meetings, matters likely to affect employees' interests.

Information of matters of concern to employees is given through information bulletins and reports which seek to achieve a common awareness on the part of all employees of the financial and economic factors affecting the charity's performance.

### Disabled persons

Applications for employment by disabled persons are always fully considered, bearing in mind the aptitudes of the applicant concerned. In the event of members of staff becoming disabled, every effort is made to ensure that their employment within the charitable company continues and that the appropriate training is arranged. It is the policy of the charitable company that the training, career development and promotion of disabled persons should, as far as possible, be identical to that of other employees.

### Auditor

Geens Limited, Chartered Accountants & Business Advisors, were appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

The trustees' report was approved by the Board of Trustees.

### John Irons

Trustee

Dated: 3 November 2022

# **CHANGES HEALTH & WELLBEING**

## **STATEMENT OF TRUSTEES' RESPONSIBILITIES**

### ***FOR THE YEAR ENDED 31 MARCH 2022***

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The trustees, who are also the directors of Changes Health & Wellbeing 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 which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

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;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

# CHANGES HEALTH & WELLBEING

## INDEPENDENT AUDITOR'S REPORT

### TO THE TRUSTEES OF CHANGES HEALTH & WELLBEING

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#### Opinion

We have audited the financial statements of Changes Health & Wellbeing (the 'charitable company') for the year ended 31 March 2022 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### Basis for opinion

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

#### Conclusions relating to going concern

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

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

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

#### Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's 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 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.

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

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

# CHANGES HEALTH & WELLBEING

## INDEPENDENT AUDITOR'S REPORT (CONTINUED)

### TO THE TRUSTEES OF CHANGES HEALTH & WELLBEING

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#### **Responsibilities of trustees**

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charitable company for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

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

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

As part of our planning process:

- we enquired of management the systems and controls the charity has in place, the areas of the financial statements that are most susceptible to the risk of irregularities and fraud, whether there was any known, suspected or alleged fraud. the charity did not inform us of any known, suspected or alleged fraud.
- We obtained an understanding of the legal and regulatory frameworks applicable to the charity. We determined that the following were most relevant: the Charity SORP. FRS 102, Charities Act 2011. Companies Act 2006.
- We considered the incentives and opportunities that exist in the charity, including the extent of management bias, which present a potential for irregularities and fraud to be perpetuated, and tailored our risk assessment accordingly.

Using our knowledge of the charity, together with the discussions held with the charity at the planning stage, we formed a conclusion the risk of misstatement due to irregularities including fraud and tailored our procedures according to this risk assessment.

# CHANGES HEALTH & WELLBEING

## INDEPENDENT AUDITOR'S REPORT (CONTINUED)

### TO THE TRUSTEES OF CHANGES HEALTH & WELLBEING

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The key procedures we undertook to detect irregularities including fraud during the course of the audit included:

- Identifying and testing journal entries and the overall accounting records, in particular those that were significant and unusual.
- Reviewing the financial statement disclosures and determining whether accounting policies have been appropriately applied.
- Reviewing and challenging the assumptions and judgements used by management in their significant accounting estimates.
- Assessing the extent of compliance, or lack of, with relevant laws and regulations.
- Assessing the validity of the classification of income, expenditure, assets and liabilities between unrestricted and restricted funds.
- Obtaining third party confirmation of material bank balances.
- Documenting and verifying all significant related party balances and transactions.
- Reviewing documentation such as charity board minutes for discussions of irregularities including 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. The risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

#### Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity'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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

**Geens Limited**

3 November 2022

**Chartered Accountants  
Statutory Auditor**

68 Liverpool Road  
Stoke on Trent  
Staffordshire  
ST4 1BG

Geens Limited is eligible for appointment as auditor of the charitable company by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

# CHANGES HEALTH & WELLBEING

## STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

|                                                           | Notes | Unrestricted funds<br>general<br>2022<br>£ | Unrestricted funds<br>designated<br>2022<br>£ | Restricted funds<br>2022<br>£ | Total Unrestricted funds<br>general<br>2022<br>£ | Unrestricted funds<br>designated<br>2021<br>£ | Restricted funds<br>2021<br>£ | Total     |
|-----------------------------------------------------------|-------|--------------------------------------------|-----------------------------------------------|-------------------------------|--------------------------------------------------|-----------------------------------------------|-------------------------------|-----------|
| <b>Income from:</b>                                       |       |                                            |                                               |                               |                                                  |                                               |                               |           |
| Donations and legacies                                    | 3     | 22,417                                     | -                                             | -                             | 22,417                                           | 5,920                                         | -                             | 5,920     |
| Charitable activities                                     | 4     | 1,839,812                                  | -                                             | 234,902                       | 2,074,714                                        | 1,616,375                                     | 93,116                        | 1,709,491 |
| Investment income                                         | 5     | 3                                          | -                                             | -                             | 3                                                | 3                                             | -                             | 3         |
| Other income                                              |       | 26,487                                     | -                                             | -                             | 26,487                                           | 50,770                                        | -                             | 50,770    |
| <b>Total income</b>                                       |       | 1,888,719                                  | -                                             | 234,902                       | 2,123,621                                        | 1,673,068                                     | 93,116                        | 1,766,184 |
| <b>Expenditure on:</b>                                    |       |                                            |                                               |                               |                                                  |                                               |                               |           |
| Raising funds                                             | 6     | 27,947                                     | -                                             | -                             | 27,947                                           | 25,920                                        | -                             | 25,920    |
| Charitable activities                                     | 7     | 1,861,774                                  | 7,502                                         | 237,773                       | 2,107,049                                        | 1,552,675                                     | 114,855                       | 1,674,735 |
| Other                                                     | 11    | -                                          | 4,511                                         | -                             | 4,511                                            | -                                             | -                             | -         |
| <b>Total expenditure</b>                                  |       | 1,889,721                                  | 12,013                                        | 237,773                       | 2,139,507                                        | 1,578,595                                     | 114,855                       | 1,700,655 |
| <b>Net (outgoing)/incoming resources before transfers</b> |       | (1,002)                                    | (12,013)                                      | (2,871)                       | (15,886)                                         | 94,473                                        | (21,739)                      | 65,529    |

## CHANGES HEALTH & WELLBEING

### STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

|                                                                         | Notes | Unrestricted funds<br>general<br>2022<br>£ | Unrestricted funds<br>designated<br>2022<br>£ | Restricted funds<br>2022<br>£ | Total Unrestricted funds<br>general<br>2022<br>£ | Unrestricted funds<br>designated<br>2021<br>£ | Restricted funds<br>2021<br>£ | Total<br>2021<br>£ |
|-------------------------------------------------------------------------|-------|--------------------------------------------|-----------------------------------------------|-------------------------------|--------------------------------------------------|-----------------------------------------------|-------------------------------|--------------------|
| <b>Net (outgoing)/incoming resources before transfers</b>               |       | (1,002)                                    | (12,013)                                      | (2,871)                       | (15,886)                                         | 94,473                                        | (21,739)                      | 65,529             |
| Gross transfers between funds                                           |       | (1,310)                                    | 8,056                                         | (6,746)                       | -                                                | (14,132)                                      | -                             | -                  |
| <b>Net (expenditure)/income for the year/<br/>Net movement in funds</b> |       | (2,312)                                    | (3,957)                                       | (9,617)                       | (15,886)                                         | 80,341                                        | (21,739)                      | 65,529             |
| Fund balances at 1 April 2021                                           |       | 129,305                                    | 27,623                                        | 290,737                       | 447,665                                          | 48,964                                        | 312,476                       | 382,136            |
| <b>Fund balances at 31 March 2022</b>                                   |       | 126,993                                    | 23,666                                        | 281,120                       | 431,779                                          | 129,305                                       | 290,737                       | 447,665            |

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

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

# CHANGES HEALTH & WELLBEING

## BALANCE SHEET

AS AT 31 MARCH 2022

|                                                       | Notes | 2022<br>£ | £       | 2021<br>£ | £       |
|-------------------------------------------------------|-------|-----------|---------|-----------|---------|
| <b>Fixed assets</b>                                   |       |           |         |           |         |
| Tangible assets                                       | 12    |           | 294,602 |           | 305,506 |
| <b>Current assets</b>                                 |       |           |         |           |         |
| Debtors                                               | 13    | 197,750   |         | 41,852    |         |
| Cash at bank and in hand                              |       | 156,531   |         | 167,351   |         |
|                                                       |       | 354,281   |         | 209,203   |         |
| <b>Creditors: amounts falling due within one year</b> | 14    | (217,104) |         | (67,044)  |         |
| Net current assets                                    |       |           | 137,177 |           | 142,159 |
| <b>Total assets less current liabilities</b>          |       |           | 431,779 |           | 447,665 |
| <b>Income funds</b>                                   |       |           |         |           |         |
| Restricted funds                                      | 16    |           | 281,120 |           | 290,737 |
| <u>Unrestricted funds</u>                             |       |           |         |           |         |
| Designated funds                                      | 17    | 23,666    |         | 27,623    |         |
| General unrestricted funds                            |       | 126,993   |         | 129,305   |         |
|                                                       |       |           | 150,659 |           | 156,928 |
|                                                       |       |           | 431,779 |           | 447,665 |

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2022, although an audit has been carried out under section 144 of the Charities Act 2011.

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

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 3 November 2022

John Irons  
Trustee

Company Registration No. 07761177

# CHANGES HEALTH & WELLBEING

## STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2022

|                                                             | Notes | 2022<br>£ | £        | 2021<br>£ | £        |
|-------------------------------------------------------------|-------|-----------|----------|-----------|----------|
| <b>Cash flows from operating activities</b>                 |       |           |          |           |          |
| Cash (absorbed by)/generated from operations                | 22    |           | (2,766)  |           | 102,387  |
| <b>Investing activities</b>                                 |       |           |          |           |          |
| Purchase of tangible fixed assets                           |       | (8,057)   |          | (14,132)  |          |
| Investment income received                                  |       | 3         |          | 3         |          |
| <b>Net cash used in investing activities</b>                |       |           | (8,054)  |           | (14,129) |
| <b>Net cash used in financing activities</b>                |       |           | -        |           | -        |
| <b>Net (decrease)/increase in cash and cash equivalents</b> |       |           | (10,820) |           | 88,258   |
| Cash and cash equivalents at beginning of year              |       |           | 167,351  |           | 79,093   |
| <b>Cash and cash equivalents at end of year</b>             |       |           | 156,531  |           | 167,351  |

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS

### FOR THE YEAR ENDED 31 MARCH 2022

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#### 1 Accounting policies

##### Charity information

Changes Health & Wellbeing is a private company limited by guarantee incorporated in England and Wales. The registered office is Victoria Court, Booth Street, Stoke on Trent, ST4 4AL .

##### 1.1 Accounting convention

The financial statements have been prepared in accordance with the charitable company's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "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). The charitable company is a Public Benefit Entity as defined by FRS 102.

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

The accounts have been prepared on the historical cost convention. The principal accounting policies adopted are set out below.

##### 1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charitable company has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

##### 1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the Trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the accounts.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the accounts.

##### 1.4 Income

Income is recognised when the charitable company is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charitable company has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

##### 1.5 Expenditure

Liabilities are recognised as resources expended where there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under appropriate headings. Where costs cannot be directly attributed to particular headings (support costs) they have been allocated to activities on a basis consistent with use of the resources.

The cost of Raising Funds include costs of generating voluntary income, fund raising trading and investment fees, plus a share of support costs. The costs of generating voluntary income do not include the costs of disseminating information in support of the charitable activities.

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

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### 1 Accounting policies

(Continued)

Charitable Activities comprise those activities set out in detail in the report of the trustees.

Governance costs are those associated with the governance arrangements of the charity which relate to the general running of the charity. This includes internal and external audit, insurance costs, legal advice for trustees and costs associated with constitutional and statutory requirements such as the cost of trustee meetings and preparing the statutory accounts, plus a share of support costs.

Support costs are those costs incurred in the support of the fund raising, governance and charitable activities which cannot be directly attributed. They have been attributed to activities as described in the notes to the financial statements.

#### 1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

|                       |                      |
|-----------------------|----------------------|
| Land and building     | 2% straight line     |
| Office equipment      | 25% reducing balance |
| Fixtures and fittings | 15% reducing balance |
| Computers             | 25% reducing balance |

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

#### 1.7 Impairment of fixed assets

At each reporting end date, the charitable company reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

#### 1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

#### 1.9 Financial instruments

The charitable company has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charitable company's balance sheet when the charitable company becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

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#### 1 Accounting policies

(Continued)

##### **Basic financial assets**

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

##### **Basic financial liabilities**

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

##### **Derecognition of financial liabilities**

Financial liabilities are derecognised when the charitable company's contractual obligations expire or are discharged or cancelled.

#### 1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charitable company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

#### 1.11 Retirement benefits

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

#### 1.12 Value added tax

Value added tax is not recoverable by the charity and as such is included in the relevant costs in the Statement of Financial Activities.

#### 1.13 Pensions

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

#### 2 Critical accounting estimates and judgements

In the application of the charitable company's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

### 2 Critical accounting estimates and judgements

(Continued)

#### Key sources of estimation uncertainty

The estimates and assumptions which have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities are as follows.

#### Useful economic lives of tangible assets

The annual depreciation charge for tangible assets is sensitive to changes in the estimated useful economic lives and residual values of assets. The useful economic lives and residual values are re-assessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and the physical condition of assets. See note 11 for the carrying amount of property, plant and equipment, and note 1.6 for the useful economic lives of each category of asset.

### 3 Donations and legacies

|                     | Unrestricted<br>funds<br>general<br>2022<br>£ | Unrestricted<br>funds<br>general<br>2021<br>£ |
|---------------------|-----------------------------------------------|-----------------------------------------------|
| Donations and gifts | 22,417                                        | 5,920                                         |

### 4 Charitable activities

|                                             | 2022<br>£ | 2021<br>£ |
|---------------------------------------------|-----------|-----------|
| Grants receivable for charitable activities | 2,074,714 | 1,709,491 |
| Analysis by fund                            |           |           |
| Unrestricted funds - general                | 1,839,812 | 1,616,375 |
| Restricted funds                            | 234,902   | 93,116    |
|                                             | 2,074,714 | 1,709,491 |

#### Performance related grants

|                             |           |           |
|-----------------------------|-----------|-----------|
| NHS Stoke on Trent          | 1,013,000 | 781,871   |
| NHS North Staffordshire     | 180,870   | 184,571   |
| Stoke on Trent City Council | 464,537   | 405,777   |
| Other Funders               | 416,307   | 337,272   |
|                             | 2,074,714 | 1,709,491 |

## CHANGES HEALTH & WELLBEING

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

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#### 5 Investment income

|                     | <b>Unrestricted<br/>funds<br/>general<br/>2022<br/>£</b> | <b>Unrestricted<br/>funds<br/>general<br/>2021<br/>£</b> |
|---------------------|----------------------------------------------------------|----------------------------------------------------------|
| Interest receivable | 3                                                        | 3                                                        |

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

### 6 Raising funds

|                               | Unrestricted<br>funds<br>general<br>2022<br>£ | Unrestricted<br>funds<br>general<br>2021<br>£ |
|-------------------------------|-----------------------------------------------|-----------------------------------------------|
| <u>Costs of raising funds</u> |                                               |                                               |
| Staff costs                   | 27,947                                        | 25,920                                        |
|                               | <u>27,947</u>                                 | <u>25,920</u>                                 |

### 7 Charitable activities

|                                        | Provision of<br>mental<br>health<br>services<br>2022<br>£ | Provision of<br>mental<br>health<br>services<br>2021<br>£ |
|----------------------------------------|-----------------------------------------------------------|-----------------------------------------------------------|
| Staff costs                            | 1,162,439                                                 | 661,669                                                   |
| Depreciation and impairment            | 7,224                                                     | 7,076                                                     |
| Rent and rates                         | 15,398                                                    | 15,398                                                    |
| Utilities                              | 5,289                                                     | 4,378                                                     |
| Insurance                              | 5,533                                                     | 5,107                                                     |
| Legal and Professional                 | 8,212                                                     | 5,086                                                     |
| Telephone                              | 15,507                                                    | 13,921                                                    |
| Printing , Stationery and postage      | 5,502                                                     | 13,176                                                    |
| Subcontracted staff                    | 318,606                                                   | 382,044                                                   |
| Staff and Volunteers expenses          | 15,228                                                    | 23,835                                                    |
| Travel                                 | 15,211                                                    | 8,022                                                     |
| Sundry and outsourced work             | 255,847                                                   | 290,013                                                   |
|                                        | <u>1,829,996</u>                                          | <u>1,429,725</u>                                          |
| Share of support costs (see note 8)    | 273,180                                                   | 239,239                                                   |
| Share of governance costs (see note 8) | 3,873                                                     | 5,771                                                     |
|                                        | <u>2,107,049</u>                                          | <u>1,674,735</u>                                          |
| <b>Analysis by fund</b>                |                                                           |                                                           |
| Unrestricted funds - general           | 1,861,774                                                 | 1,552,675                                                 |
| Unrestricted funds - designated        | 7,502                                                     | 7,205                                                     |
| Restricted funds                       | 237,773                                                   | 114,855                                                   |
|                                        | <u>2,107,049</u>                                          | <u>1,674,735</u>                                          |

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

### 8 Support costs

|                                        | Support costs<br>£ | Governance costs<br>£ | 2022 Support costs<br>£ | Governance costs<br>£ | 2021<br>£      |
|----------------------------------------|--------------------|-----------------------|-------------------------|-----------------------|----------------|
| Staff costs                            | 120,206            | 3,741                 | 123,947                 | 114,982               | 120,471        |
| Depreciation                           | 7,225              | -                     | 7,225                   | 7,076                 | 7,076          |
| Rent & Rates                           | 18,821             | -                     | 18,821                  | 18,821                | 18,821         |
| Utilities                              | 6,466              | -                     | 6,466                   | 5,352                 | 5,352          |
| Insurance                              | 7,738              | -                     | 7,738                   | 6,241                 | 6,241          |
| Legal & Professional                   | 16,126             | -                     | 16,126                  | 6,561                 | 6,561          |
| Telephone                              | 18,954             | -                     | 18,954                  | 17,014                | 17,014         |
| Printing, postage and stationery       | 6,723              | -                     | 6,723                   | 16,105                | 16,105         |
| Sundry                                 | 62,858             | -                     | 62,858                  | 41,910                | 41,910         |
| Travel                                 | 1,689              | -                     | 1,689                   | 891                   | 891            |
| Staff & Vol. Expenses                  | 6,374              | -                     | 6,374                   | 4,286                 | 4,286          |
| Audit fees                             | -                  | 132                   | 132                     | -                     | 282            |
|                                        | <u>273,180</u>     | <u>3,873</u>          | <u>277,053</u>          | <u>239,239</u>        | <u>245,010</u> |
| Analysed between Charitable activities | <u>273,180</u>     | <u>3,873</u>          | <u>277,053</u>          | <u>239,239</u>        | <u>245,010</u> |

Legal and Professional include fees payable to the auditors of £4,100 (2021- £3,900) for audit fees.

### 9 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year. Travelling expenses of £1,457 (2021 : £1,007) were paid to 2 (2021 : 2) trustees.

### 10 Employees

The average monthly number of employees during the year was:

|                       | 2022<br>Number   | 2021<br>Number |
|-----------------------|------------------|----------------|
| Charitable activities | 61               | 46             |
| Administrative        | 2                | 2              |
| Total                 | <u>63</u>        | <u>48</u>      |
| Employment costs      | 2022<br>£        | 2021<br>£      |
| Wages and salaries    | 1,144,952        | 699,643        |
| Social security costs | 106,955          | 73,305         |
| Other pension costs   | 62,426           | 35,112         |
|                       | <u>1,314,333</u> | <u>808,060</u> |

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

#### 10 Employees

(Continued)

The key management personnel of the charity comprise the Trustees, the Chief Executive Officer, the Finance Officer, the Operations Manager, the Strategic Director and the HR & IT manager. The total employee benefits of the key management personnel of the charity were £149,345 (2021 : £173,244).

Redundancy payments amounting to £16,528 were paid during the year (2021: £Nil).

There were no employees whose annual remuneration was £60,000 or more.

#### 11 Other

|                                               | Unrestricted funds designated 2022 | Total<br>£<br>2021 |
|-----------------------------------------------|------------------------------------|--------------------|
| Net loss on disposal of tangible fixed assets | 4,511                              | -                  |
|                                               | 4,511                              | -                  |

#### 12 Tangible fixed assets

|                                    | Land and building<br>£ | Office equipment<br>£ | Fixtures and fittings<br>£ | Computers<br>£ | Total<br>£ |
|------------------------------------|------------------------|-----------------------|----------------------------|----------------|------------|
| <b>Cost</b>                        |                        |                       |                            |                |            |
| At 1 April 2021                    | 346,545                | 21,458                | 9,514                      | 57,376         | 434,893    |
| Additions                          | -                      | -                     | -                          | 8,057          | 8,057      |
| Disposals                          | -                      | -                     | -                          | (39,722)       | (39,722)   |
| At 31 March 2022                   | 346,545                | 21,458                | 9,514                      | 25,711         | 403,228    |
| <b>Depreciation and impairment</b> |                        |                       |                            |                |            |
| At 1 April 2021                    | 63,689                 | 19,749                | 6,510                      | 39,440         | 129,388    |
| Depreciation charged in the year   | 7,072                  | 428                   | 450                        | 6,499          | 14,449     |
| Eliminated in respect of disposals | -                      | -                     | -                          | (35,211)       | (35,211)   |
| At 31 March 2022                   | 70,761                 | 20,177                | 6,960                      | 10,728         | 108,626    |
| <b>Carrying amount</b>             |                        |                       |                            |                |            |
| At 31 March 2022                   | 275,784                | 1,281                 | 2,554                      | 14,983         | 294,602    |
| At 31 March 2021                   | 282,856                | 1,710                 | 3,004                      | 17,936         | 305,506    |

## CHANGES HEALTH & WELLBEING

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

#### 13 Debtors

|                                             | 2022<br>£      | 2021<br>£     |
|---------------------------------------------|----------------|---------------|
| <b>Amounts falling due within one year:</b> |                |               |
| Other debtors                               | 187,294        | 30,648        |
| Prepayments and accrued income              | 10,456         | 11,204        |
|                                             | <u>197,750</u> | <u>41,852</u> |

#### 14 Creditors: amounts falling due within one year

|                                    | 2022<br>£      | 2021<br>£     |
|------------------------------------|----------------|---------------|
| Other taxation and social security | 138,460        | 16,631        |
| Trade creditors                    | 22,624         | 6,624         |
| Other creditors                    | 38,780         | 37,020        |
| Accruals and deferred income       | 17,240         | 6,769         |
|                                    | <u>217,104</u> | <u>67,044</u> |

#### 15 Retirement benefit schemes

##### Defined contribution schemes

The charity contributes to defined contribution pension schemes in respect of members of staff, the assets of which are held separately from those of the charity in independently administered funds. The pension cost charge represents contributions payable by the charity to the funds. At the year end there were contributions due to the fund totalling £10,448 (2021: £7,020).

The charge to profit or loss in respect of defined contribution schemes was £62,426 (2021 - £35,112).

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

#### 16 Restricted funds

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<br>1 April 2020<br>£ | Movement in funds          |                            |  | Balance at<br>1 April 2021<br>£ | Movement in funds          |                            |  | Transfers<br>£ | Balance at<br>31 March 2022<br>£ |
|-----------------------------------------------|---------------------------------|----------------------------|----------------------------|--|---------------------------------|----------------------------|----------------------------|--|----------------|----------------------------------|
|                                               |                                 | Incoming<br>resources<br>£ | Resources<br>Expended<br>£ |  |                                 | Incoming<br>resources<br>£ | Resources<br>Expended<br>£ |  |                |                                  |
| Social Enterprise Investment Fund             | 284,832                         | -                          | (6,947)                    |  | 277,885                         | -                          | (6,947)                    |  | -              | 270,938                          |
| Pertemps                                      | 27,644                          | 93,116                     | (107,908)                  |  | 12,852                          | 215,102                    | (217,772)                  |  | -              | 10,182                           |
| Stoke City Council Wellbeing Education Return | -                               | -                          | -                          |  | -                               | 19,800                     | (13,054)                   |  | (6,746)        | -                                |
|                                               | 312,476                         | 93,116                     | (114,855)                  |  | 290,737                         | 234,902                    | (237,773)                  |  | (6,746)        | 281,120                          |

#### Purposes of restricted funds:

##### Pertemps:

Provision of a wellness and recovery focused training and peer-support programme within HMP Stafford.

##### Stoke City Council Wellbeing Education Return

A fund for the provision of wellbeing for education return mental health training to education professionals and development of an online learning community.

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

### 17 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

|                     | Balance at<br>1 April 2020<br>£ | Resources<br>expended<br>£ | Transfers<br>£ | Balance at<br>1 April 2021<br>£ | Resources<br>expended<br>£ | Transfers<br>£ | Balance at<br>31 March 2022<br>£ |
|---------------------|---------------------------------|----------------------------|----------------|---------------------------------|----------------------------|----------------|----------------------------------|
| Fixed asset<br>fund | 20,696                          | (7,205)                    | 14,132         | 27,623                          | (12,013)                   | 8,056          | 23,666                           |
|                     | <u>20,696</u>                   | <u>(7,205)</u>             | <u>14,132</u>  | <u>27,623</u>                   | <u>(12,013)</u>            | <u>8,056</u>   | <u>23,666</u>                    |

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

| 18 Analysis of net assets between funds            | Unrestricted fund |   | Designated fund |   | Restricted fund |   | Unrestricted fund |   | Designated fund |   | Restricted fund |   | Total   |   | Unrestricted fund |   | Designated fund |   | Restricted fund |   | Total   |   |
|----------------------------------------------------|-------------------|---|-----------------|---|-----------------|---|-------------------|---|-----------------|---|-----------------|---|---------|---|-------------------|---|-----------------|---|-----------------|---|---------|---|
|                                                    | 2022              | £ | 2022            | £ | 2022            | £ | 2022              | £ | 2022            | £ | 2022            | £ | 2022    | £ | 2021              | £ | 2021            | £ | 2021            | £ | 2021    | £ |
| Fund balances at 31 March 2022 are represented by: |                   |   |                 |   |                 |   |                   |   |                 |   |                 |   |         |   |                   |   |                 |   |                 |   |         |   |
| Tangible assets                                    | 49,999            |   | 23,666          |   | 220,937         |   | 294,602           |   | -               |   | 27,623          |   | 305,506 |   | -                 |   | 277,883         |   | 277,883         |   | 305,506 |   |
| Current assets/(liabilities)                       | 76,994            |   | -               |   | 60,183          |   | 137,177           |   | 100,103         |   | -               |   | 142,159 |   | 100,103           |   | 42,056          |   | 42,056          |   | 142,159 |   |
|                                                    | 126,993           |   | 23,666          |   | 281,120         |   | 431,779           |   | 100,103         |   | 27,623          |   | 447,665 |   | 100,103           |   | 319,939         |   | 319,939         |   | 447,665 |   |

## CHANGES HEALTH & WELLBEING

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

#### 19 Share Capital

Changes Health and Wellbeing is a company limited by guarantee and accordingly does not have a share capital. Every member of the company undertakes to contribute such amount as may be required, not exceeding £1, to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

#### 20 Financial commitments, guarantees and contingent liabilities

The charity received a grant of £350,000 towards the cost of the purchase of a property. If the property is sold, then in certain circumstances, the whole or part of the grant may be repayable.

#### 21 Operating lease commitments

At the reporting end date the charitable company had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

|                            | 2022<br>£     | 2021<br>£    |
|----------------------------|---------------|--------------|
| Within one year            | 6,221         | 4,841        |
| Between two and five years | 4,147         | -            |
|                            | <u>10,368</u> | <u>4,841</u> |

#### 22 Cash generated from operations

|                                                                   | 2022<br>£      | 2021<br>£      |
|-------------------------------------------------------------------|----------------|----------------|
| (Deficit)/surplus for the year                                    | (15,885)       | 65,528         |
| Adjustments for:                                                  |                |                |
| Investment income recognised in statement of financial activities | (3)            | (3)            |
| Loss on disposal of tangible fixed assets                         | 4,511          | -              |
| Depreciation and impairment of tangible fixed assets              | 14,449         | 14,152         |
| Movements in working capital:                                     |                |                |
| (Increase)/decrease in debtors                                    | (155,898)      | 36,391         |
| Increase/(decrease) in creditors                                  | 150,060        | (3,226)        |
| (Decrease) in deferred income                                     | -              | (10,455)       |
| <b>Cash (absorbed by)/generated from operations</b>               | <u>(2,766)</u> | <u>102,387</u> |

#### 23 Analysis of changes in net funds

The charitable company had no debt during the year.

## CHANGES HEALTH & WELLBEING

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) *FOR THE YEAR ENDED 31 MARCH 2022*

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#### **24 Related Party Transactions**

During the year the charity entered into transactions with the spouse of the Chief Executive Officer for the provision of mindfulness training. The value of transactions for the services supplied, all being conducted on an arms length basis, was £4,500 (2021 : £12,750). The balance outstanding at the year end was £Nil (2020 : £Nil)

During the year the Charity also entered into transactions with the spouse of the former Finance Officer for the provision of marketing and product information consultancy services. The value of transactions for the services supplied, all being conducted on an arms length basis was £44,572 (2021 : £65,785). The balance outstanding at the year end was £3,065 ( 2021 : £Nil).

The Charity received no donations with conditions from trustees.

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# Accounts

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**Charity Registration No. 1144940**

**Company Registration No. 07761177 (England and Wales)**

**CHANGES HEALTH & WELLBEING**  
**ANNUAL REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

# CHANGES HEALTH & WELLBEING

## REFERENCE AND ADMINISTRATIVE INFORMATION

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|                 |                          |                              |
|-----------------|--------------------------|------------------------------|
| <b>Trustees</b> | John Irons (Chair)       |                              |
|                 | Kathleen Hancock         | (Resigned 18 November 2020)  |
|                 | Catherine Denise Roberts |                              |
|                 | David Tunstall           | (Resigned 9 September 2021)  |
|                 | Desmond Wootton          | (Resigned 9 September 2021)  |
|                 | Alison Ratcliffe         |                              |
|                 | Clair Davis              |                              |
|                 | Amanda Howell            | (Resigned 18 November 2020)  |
|                 | Stephen Sharrock         |                              |
|                 | Stephen Unwin            |                              |
|                 | Jennifer Manchester      |                              |
|                 | Jonathon Ball            |                              |
|                 | Gerry O'Keeffe           | (Resigned 1 September 2020)  |
|                 | Christopher Wilton       | (Appointed 18 November 2020) |
|                 | Benjamin Butler          | (Resigned 18 November 2020)  |

### Senior Management Team

|                                |                   |
|--------------------------------|-------------------|
| <b>Chief Executive Officer</b> | Dave Wheat        |
| <b>Finance Manager</b>         | Kendele Brookes   |
| <b>Operations Manager</b>      | Jackie Williamson |
| <b>HR and IT Manager</b>       | Kris Kinsella     |

**Charity number** 1144940

**Company number** 07761177

**Registered office and Operational address**  
Changes Wellbeing Centre  
Victoria Court  
Booth Street  
Stoke on Trent  
ST4 4AL

**Auditor**  
Geens Limited  
68 Liverpool Road  
Stoke on Trent  
Staffordshire  
ST4 1BG

**Bankers**  
The Co-Operative Bank PLC  
P O Box 250  
Delf House  
Skelmersdale  
Lancashire  
WN8 6WT

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# CHANGES HEALTH & WELLBEING

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# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2021

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The trustees, who are also directors for the purposes of company law, present their report and financial statements for the year ended 31 March 2021.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charitable company's governing document, the Companies Act 2006 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)".

### Objectives and activities

*Changes Mission Statement: 'Changes aims to promote wellness, recovery and social inclusion'.*

The charitable company's principal objects are defined in its Articles Of Association are as follows:

- (i) To assist in relieving and rehabilitating vulnerable persons suffering from mental disorder or conditions of emotional or mental distress requiring advice or treatment;
- (ii) To promote and protect physical and mental health within the community by the advancement of education and the provision of facilities and services promoting health, social welfare, personal development, work and recreation, and social inclusion; and
- (iii) The promotion of research therein and the publication of the useful results of such research.

The aims of the charity are:

- Promoting recovery and mental wellbeing
- Enabling user involvement
- Influencing local and national policy and practise
- Promoting a more positive and accurate view of mental distress

The charitable company's objectives for the year continued to be shaped and driven by these strategic aims and to ensure maximise public benefit – focusing on sustaining and developing existing services, and the rapid development and establishment of additional Changes wellness and recovery programmes – both locally and nationally.

In response to the COVID-19 pandemic and associated Government imposed restrictions 2020/21, Changes continued to flex service provision between on-line, telephone and face-to-face.

### Stoke on Trent

In Stoke on Trent, the charitable company continued to provide weekly peer-support groups for young people, adults of working age, and older people residing within the City - including opportunities for training and volunteering, recovery-focused activities and a menu of social events - promoting the recovery, wellbeing and social inclusion of those in mental distress.

The Stoke on Trent service menu also included:

- *Foundation Recovery* - offering Changes 12 steps as a self-management tool for those experiencing mental distress;
- *Population Wellbeing Services* - designed to improve individual mental wellbeing within the local population, including Making Changes – a light touch psycho-educational programme for the general public, Just Be – Mindful – introducing mindfulness practice to manage stress and anxiety, Living Life to the Full (LLTFF) – light touch CBT – designed to promote wellbeing and emotional resilience;

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

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- *Wellbeing Programme* – a self-management programme for stress, anxiety, and depression, (provided as part of the wider Staffordshire Community IAPT Service);
- *My Community Matters* – a community development project aimed at promoting social cohesion and wellbeing amongst some of Stoke on Trent's most deprived communities;
- *Wellness Training Programmes* – short wellness focused programmes as part of Stoke on Trent City Council's Adult and Community Learning e.g. Advance, (a recovery-focused employment service), Anger Management, Assertiveness, Stress Management etc;
- *Floating Support for Older People* – Changes continued to provide the one-to-one mental health component within Revival's floating support service;
- *Liaison & Diversity Service* – Changes provided peer-mentorship within North Staffs Combined Healthcare NHS Trust's Liaison & Diversity (L&D) service.
- *Adult Community Learning* courses for Stoke on Trent City Council, designed to promote wellbeing within the local population.

The period saw Changes expand its position as a provider within the Stoke on Trent element of Midland Partnership Foundation Trust and North Staffordshire Combined Healthcare NHS Trust's Staffordshire Community IAPT Service – more than doubling its contract to provide Step 2 clinical one-to-one interventions delivered by Psychological Wellbeing Practitioners (PWP's) i.e. to meet the needs of those experiencing mild to moderate mental distress.

2020/21 also saw Changes secure and deliver services within a contract with Concrete, (part of the Honeycomb Housing Group) to provide mental health support and volunteering opportunities within their Destination:Home service, i.e. for those working towards settled accommodation.

At the end of the period, Changes secured funding from Stoke on Trent City Council to provide post-lockdown mental health support to children and young people returning to school after lockdown – Wellbeing on Education Return.

### North Staffordshire

The charitable company's Staffordshire service menu included (i.e. services provided within Newcastle-under-Lyme and the Staffordshire Moorlands):

- *Adult Peer-support Groups* – weekly recovery focused support groups for adults in mental distress.
- A short-term CCG funded initiative to provide children and young people with extra mental health support during the pandemic.
- Winter Wellness Service, enabled Changes to work in partnership with North Staffs Mind and the Dove Service to provide peer-support, psycho-educational groups and 1-2-1 counselling for young people living within Newcastle under Lyme and the Staffordshire Moorlands.

The end of the period saw Changes secure a contract with N-Compass to deliver mental health support within their Staffordshire Carers Service; and a contract with the Midlands Partnership Foundation Trust to provide Peer-Support Workers within their South Staffordshire and Shropshire Liaison & Diversion services, (both contracts commenced in April 2021).

### Prison and Probation service

The period also saw the continued and successful delivery of a bespoke version of *Making Changes* service and volunteer and mentoring programmes within Her Majesty's Prisons (HMP) and Probation services in the East Region. During this time, Changes was approached by APM to provide additional community services within the East Region and to provide additional services within HMPs within the North Yorks & Humberside Region.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

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### **Volunteers:**

As a user-led organisation, Changes relies heavily on volunteer involvement in the organisation's management, administration and service delivery.

All of Changes Board of Directors are service users. During 2020/21 there were a pool of approximately 65 volunteers, (whilst down on the previous year, a remarkable figure given the circumstances) who were involved in managing the organisation and delivering Changes weekly peer-support groups and psycho-educational programmes, fundraising, promotional work, and partnership and networking activities. This represented approximately 5,283 volunteer-hours, (i.e. approximately 110 hours per week) worked in assisting Changes achieving its outcomes. Whilst the primary focus is on the impact of such activities on individual recovery and social inclusion, based on an average value of £11 per hour, this represents an in-kind contribution of approximately £58,113.

### **Achievements and performance**

Charitable activities continued to focus on providing public benefit, i.e. in promoting recovery, wellbeing and social inclusion of those experiencing or at risk of mental distress. Service delivery throughout Stoke on Trent and Staffordshire included the provision of recovery focused peer-support groups for young people, adults and older people in mental distress, and a range of psycho-educational programmes, (i.e. Foundation Recovery, Wellbeing Programme, Making Changes, Just - Be Mindful, Living Life to the Full, Wellbeing Service and various wellness focused adult learning courses).

Importantly, out of recognition of the efficacy of Changes services and their place in supporting statutory mental health services, the CCGs extended Changes contracts with a view to the organisation providing wrap-around services for the IAPT service moving forward – continuing its place as the primary VCSE mental health service provider within Northern Staffordshire.

During the period Changes worked as part of a successful consortium head by the Midlands Partnership Foundation Trust and North Staffordshire Combined Healthcare NHS Trust to rollout extended IAPT services throughout Staffordshire and Stoke on Trent, (a process that involved Changes more than doubling its Step 2 staff team within the Stoke on Trent element of the Staffordshire Community IAPT).

As part of its health focused community development work, the charitable company provided My Community Matters within Stoke-on-Trent – an asset-based community development programme assisting residents to identify and join together to tackle issues relevant to the wellbeing of their community. Changes MCM Team played a key role in SoTCC's 'COVID Response Team' supporting vulnerable families and individuals during lockdown.

During the period, the charitable company made a rapid transition to on-line delivery of its key services and activities providing essential support to those in mental distress.

2020/21 saw the continued expansion of Changes 'strategic role' within Staffordshire with involvement and input into various Boards and Committees shaping local mental health service commissioning and provision.

In response to the COVID-19 pandemic and associated Government imposed restrictions 2020/21, as regards the services detailed below, Changes continued to flex provision between on-line, telephone and face-to-face.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

---

### Changes Young Peoples' Service

In 2020/21 Changes YP continued to provide Stoke on Trent City Council's to CYP Emotional Wellbeing & Mental Health service called Stay Well CYP (SWCYP) – operating as the lead provider within a partnership with North Staffs Mind and the Dove Service – providing both preventative services, (raising mental health awareness and promoting CYP's emotional and psychological resilience) and targeted support, (working within overall CAMHS) – through offering access to Wellbeing Programmes, teacher and parent training, Peer-support Groups, Social Activities, One-to-One Therapy and On-line and Telephone Support.

From April 2020 to March 2021 – 730 teachers and parents attended SWCYP's preventative training programmes and 818 children and young people were engaged with SWCYP's CAMHS services.

Under sub-contract with North Staffordshire Combined Healthcare NHS Trust, during the period Changes Young People continued to provide a consultation role within the North Staffordshire Combined Healthcare NHS Trust's CYP IAPT service, coordinating and running a Youth Council within North Staffordshire.

### Changes Adult Peer-support Service

Provided under a Service Level Agreement (SLA) with Stoke-on-Trent Clinical Commissioning Group (CCG), Changes continued to deliver its Adult Service within Stoke-on-Trent providing 14 weekly face-to-face mutual-help groups, (with up to 18 per weekly Zoom meetings during COVID restrictions), with 3,346 attendances, by 169 service users, (including 118 who were newly engaged). Performance management data revealed that through use of the service, approximately 84% of users were able to maintain or improve their mental wellbeing.

Provided under a Service Level Agreement with North Staffordshire Clinical Commissioning Group, Changes also continued to provide its Adult Service within Newcastle-under-Lyme and the Staffordshire Moorlands providing 12 weekly face-to-face mutual-help groups, (with up to 18 per weekly Zoom meetings during COVID restrictions), with 2089 attendances, comprising approximately 92 service users, (with approx 62 new service users). Performance management data revealed that approximately 83% of users had either improved or maintained their mental wellbeing through engagement with the service.

### Population Wellbeing Services

*Making Changes* - during the period, two delivery methods were employed – delivery within to organisations, (i.e. to staff and service users) and 'open workshops', (i.e. open to the general public). There were a total of 31 programmes delivered attended by 161 participants. SWEMWBS\* scores have continued to demonstrate the positive impact of the service on both group and individual wellbeing, (with an average of 81% of users improving their mental wellbeing).

*Living Life to the Full* (LLTTF) – the period saw the successful rollout of a 4 week Living Life to the Full programme. There were 15 deliveries of the programme attended by 68 participants. LLTTF monitoring systems revealed that 81% of people reported improved mental wellbeing.

*Just Be: Mindful* - the period saw the successful delivery of 'Just Be – Mindfulness in a Frantic World', with 8 runs of the programme - attended by 68 people. Feedback regarding the programme has been overwhelmingly positive, with both statistical and anecdotal evidence of its impact on individual recovery and wellbeing, e.g. Mindfulness Attention Awareness Scale (MAAS) scores indicated at the end of the programme, 69% of participants stating that mindfulness practise had helped to improved their mental wellbeing and 62% stating that they were now living more mindfully.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

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### Foundation Recovery Programmes

Under SLA with Stoke-on-Trent CCG, Changes continued to deliver a rolling programme of Foundation Recovery, i.e. designed to introduce Changes 12 steps as a self-management tool for those in mental distress. During the period, 25 workshops were delivered, which were attended by 164 people - with recent evaluation revealing that 72% of participants had improved their mental wellbeing.

### Wellbeing Programme

Delivered under SLA with Stoke-on-Trent CCG, the Wellness Programme focuses on the self-management of stress, anxiety and depression, linking closely with Stoke-on-Trent's Healthy Minds IAPT service. There were 52 runs of the programme attended by 274 individuals - with recent evaluation confirming that the service had assisted 71% of users in improving their mental wellbeing.

### Adult & Community Learning. (ACL)

Delivered under contract with Stoke-on-Trent City Council, Changes delivered a range of wellness focused services as part of the ACL programmes, these included: Advance Employment Programme, Anger Management, Positive Mental Attitudes, Assertiveness etc. Feedback has been positive, with a high retention of learners and a high percentage achieving desired learning outcomes.

### Floating Support for Older People

Delivered under sub-contract with Revival, (part of the Staffordshire Housing Group), Changes provides the mental health component of the Stoke on Trent Floating Support Service for Older People, i.e. one-to-one coaching and engagement in recovery-focused activities for older people who are vulnerable and/or recovering from physical or mental illness.

### My Community Matters

Delivered under SLA with Stoke on Trent City Council, My Community Matters (MCM) is an asset-based community development programme designed to: facilitate local community engagement, (i.e. to define 'wellness needs'; to form partnerships with local agencies in order set up relevant initiatives and take action to improve health and wellbeing within the community). MCM continued to target and work within deprivation hotspots throughout Stoke on Trent - assisting these communities in identifying and taking action to meet their 'wellbeing needs'.

### Liaison & Diversity Services

Delivered in partnership with North Staffordshire Combined healthcare NHS Trust, Changes has provided peer-support within the Liason & Diversity service, assisting engagement and providing directed support to other universal services and community assets relevant to the recovery and rehabilitation of ex-offenders.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) *FOR THE YEAR ENDED 31 MARCH 2021*

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### **Fundraising activities:**

2020/21 was a highly successful period for Changes organisation - with the consolidation of income generated via an extension of key Service Level Agreements and Contracts with the Commissioners of Stoke on Trent and North Staffordshire's health and social care services; a number of new Service Agreements secured; plus a modest Income Generation, (NB whilst offset by additional 'business' secured - as anticipated, having to make year on year savings, led to Changes losing a number of contracts with Stoke on Trent City Council.

Changes was approached by North Staffordshire Combined Healthcare NHS Trust to expand its role within the Stafofrdshire Community IAPT service, i.e. doubling the number of staff employed.

Changes was also approached by APM to expand: service provision within the East of England Region, i.e. delivering more community support to ex-offenders; and to provide services within HMPs within the North Yorkshire & Humberside Region.

2020/21 also saw Changes secure and deliver services within a contract with Concrete, (part of the Honeycomb Housing Group) to provide mental health support and volunteering opportunities within their Destination:Home service.

The end of the period saw Changes secure a contract with N-Compass to deliver mental health support within their Staffordshire Carers Service; and a contract with the Midlands Partnership Foundation Trust to provide Peer-Support Workers within their South Staffordshire and Shropshire Liaison & Diversion services, (both contracts commenced in April 2021).

Unfortunately, as a consequence of Stoke on Trent City Council having to make successive annual savings, the period also saw Changes lose long-standing contracts with Stoke on Trent City Council, i.e. Population Wellbeing and My Community Matters, (the latter ending in July 2021).

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) *FOR THE YEAR ENDED 31 MARCH 2021*

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### **Factors outside the charity's control which are relevant to the achievement of its objectives:**

In keeping with Changes' co-produced ethos and 12 Step fellowship, the commitment, enthusiasm and hard work of Changes' paid and voluntary staff continue to make a major contribution to the organisation achieving its objectives, (they are people who are literally 'on a mission').

A healthy and vibrant voluntary sector. Changes continues to give and receive support from other third sector organisations – most notably the Honeycomb Group, North Staffs Mind, the Dove Service and VAST – and is a proud member of a local family of voluntary sector service providers.

Support from and genuine partnership with North Staffordshire Combined Healthcare NHS Trust – North Staffordshire's main provider of statutory mental health services – is having a major impact on consolidating Changes position as a mental health service provider and allowing our organisation to reach greater numbers of those who can benefit from its services. The period also saw the continued expansion of Changes relationship with the Midlands Partnership Foundation Trust, i.e. securing a contract as part of its Liaison & Diversion service for ex-offenders.

Stoke-on-Trent and Staffordshire commissioning bodies, (i.e. Stoke-on-Trent CCG, North Staffordshire CCG, Stoke-on-Trent City Council), continue to focus on commissioning recovery and wellbeing focused services that are delivered within a personalised system of care – key elements of Changes service model.

Although the NHS is currently undertaking a rapid and radical transformation with CCG being dissolved and the formation of Place-Based Partnerships, (i.e. within an Integrated Care System), Changes relevance and reputation as a service provider and formal partnerships with both NSCHT and the MPFT, (who will acquire greater a commissioning role), will offer a degree of protection and enabled Changes to maintain and secure contracts within this new commissioning environment.

Occurring throughout the accounting period, whilst, as with the majority of charities, the COVID-19 pandemic has had a significant impact on Changes achieving its objectives. This was largely mitigated by the organisation's proactive and rapid response i.e. flexing delivery to meet changing circumstances, (i.e. between on-line and face-to-face) and changing mental health needs, (i.e. both during and post lockdown).

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

### Financial review

#### Reserves policy

The charitable company's reserves policy takes into account the Directors' forecast for future income and expenditure, including the potential for fundraising. In formulating the policy the Directors considered that reserves are required to provide a contingency to ensure continuity in the event of a large variation in the charitable company's income.

At 31st March 2021 the charitable company's unrestricted reserves, excluding designated funds, totalled £129,305.

The position is monitored by the Directors on a regular basis and the policy is reviewed annually.

#### Principal funding sources

*NHS Stoke-on-Trent Clinical Commissioning Group* - Service Level Agreements to provide a range of recovery and wellness focused services within Stoke-on-Trent, i.e. Adult Service, (peer-support groups) Recovery Workshops, and Wellbeing Programme.

*Stoke-on-Trent City Council* – Contracts to provide: 'Wellness training courses' (as part of the Adult & Community Learning programme); My Community Matters; Population Wellbeing Services, (Making Changes, Living Life to the Full and Just Be – Mindful)

*NHS North Staffordshire Clinical Commissioning Group* – Service Level Agreement: to provide Adult Service, (peer-support groups) throughout Newcastle-under-Lyme and the Staffordshire Moorlands.

*Stoke-on-Trent Joint Commissioning Team* – contract to provide Stoke on Trent CYP Emotion Resilience and Wellbeing Service (Stay Well CYP).

*North Staffordshire Combined Healthcare NHS Trust* – contract for provision of Step 2 interventions within the Stoke on Trent element of MPFT's Staffordshire Community IAPT service; provision of consultation element within CYP IAPT; provision of peer-support within the Liaison & Diversity service

*Midlands Partnership Foundation Trust* – contract to provide Peer-support Workers within its South Staffordshire and Shropshire Liaison & Diversion services.

*APM* – contract to provide wellness and recovery-focused services within prisons throughout the East and North Yorkshire & Humberside Regions.

*Revival* – sub-contractor to provide mental health services within the Stoke on Trent City Council 'Floating Support for Older People' contract.

*Concrete* – part of the Honeycomb Housing Group, contract to provide mental health support and volunteering opportunities within their Destination:Home homelessness service.

*N-Compass* – contract to provide mental health support as part of their Staffordshire Carers Service.

|                                          |            |
|------------------------------------------|------------|
| <b>Total Incoming Resources</b>          | £1,766,184 |
| <b>Total Resources Expended</b>          | £1,700,655 |
| <b>Funds carried forward at 31.03.21</b> | £447,665   |

Effective and prudent financial management continues to ensure that funding secured by Changes has the maximum benefit to its service users, and enables the organisation to consolidate its position within the local mental health economy.

The financial results are set out on pages 17 and 18.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

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### Risk management:

The charitable company's Directors have conducted a review of the major risks to which Changes is exposed. A risk register has been established and is regularly updated. Where appropriate, systems and procedures have been established to manage these risks.

The directors consider the charitable company's major risks to include:

Long-term impact of the COVID-19 Pandemic. Whilst Changes' proactive and rapid response to lockdown and adaptation of its services to support both existing service users and those psychologically distressed as a result of this situation has helped to protect Changes organisation. The Directors are aware of economic impact of the pandemic, and possible adverse effects to health and social care funding. However, the Board are also aware that a substantial increase in the mental health problems has occurred which will require maintaining/increasing mental health service provision.

On-going NHS Reform. current reforms to the NHS have the potential to weaken Changes relationship with commissioners, i.e. as the CCGs are dissolved and replaced by Place-Based Partnerships operating within an Integrated Care System. However, Changes' community-based provision and focus on prevention, self-management and recovery, (key elements of the 'transformation' agenda), coupled with strong relationships with both the outgoing and incoming regime offers some degree of protection and could well strengthen, rather than weaken its position within the new NHS landscape. In addition, the newly emerging Place-Based Partnerships are placing an emphasis on the role of VCSE organisations as part of their provider chain.

Continued Government cuts to Local Authority budgets. Previous Local Authority cuts have significantly reduced monies available to purchase health and social care services, as stated, a subsequent round of cuts in 2020/21, resulted in Changes losing 2 significant long-term contracts. However, a series of short-term funding streams, (largely focused on providing additional mental health support to children and young people during and post COVID), have provided Changes with additional monies and our organisation retains an excellent relationship with Stoke on Trent City Council putting Changes in a strong position to secure additional mental health/community-development contracts, should the economic situation improve.

Competitive tendering process. As a medium sized service provider, the majority of Changes income comes via a series of contracts/service level agreements, to provide mental health services throughout Stoke on Trent and North Staffordshire. Such contracts/agreements are time-limited, i.e. ranging between 2 to 5 years. Consequently, as with the majority of similar sized third sector organisations, Changes has to periodically engage in a competitive tendering process in order to retain its 'business' – a process for which there are 'no guarantees'. However, considerable business development skills exist within the organisation, which, coupled with Changes' reputation, evidence-base, strong relationships/partnerships and local presence help to mitigate this risk. Planned changes to procurement rules, i.e. whereby, providers who are performing well within contract can have their contract extended, will further limit this risk.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

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### Plans for the future:

During 2021/22 the charitable company will continue to pursue aims and objectives detailed within Changes' Organisational Business Plan 2017-22.

Mindful of both the challenges and opportunities to be encountered within a rapidly changing 'commissioning landscape', this plan will help to ensure that Changes stays true to its co-produced and recovery ethos; continues to provide fresh, relevant and effective services, (retaining its place as a 'market leader'); and, through aligning itself to Place-Based Partnership strategic priorities, is able to realise its potential as a mental health service provider.

Key to this process will be:

- Continued integration with Primary Care Networks
- Embedding Changes within proposed Place-Based Partnerships and Integrated Care Systems, i.e. establishing 'provider to provider' contractual relationships; and, where appropriate, jointly commissioned services, (i.e. via PbPs and LAs).

Key plans for the future include:

- Consolidation and development of Changes existing service menu throughout Stoke on Trent and Staffordshire, i.e. to provide equity of provision across the county;
- Developing partnerships to provide bespoke services for other client groups, e.g. those with learning difficulties, physical disabilities, sensory impairment, Black Minority Ethnic (BME) communities etc;
- Identifying other development opportunities within other areas, i.e. residential care, workplace wellness, psycho-education/peer-support via social media etc;
- Increased involvement within consortia, i.e. to provide Changes mental health service menu within other health and social care models, i.e. IAPT, Drugs and Alcohol, Prisons, Homelessness, Veterans etc, (providing the opportunity for both local and national development);
- Tendering for relevant mental health service contracts in and around Staffordshire;
- Becoming part of large Prime Providers supply-chain, providing the opportunity for local, regional and national expansion;
- Securing additional premises within North Staffordshire, i.e. a second Wellbeing Centre/office base within Stoke on Trent, Newcastle-under-Lyme or the Staffordshire Moorlands;
- Purchasing a retreat, i.e. situated within a rural location to offer Changes users sanctuary whilst early in recovery and to serve as a national training centre.

# CHANGES HEALTH & WELLBEING

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

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### Structure, governance and management

Changes governing document is 'Articles of Association' which details rules concerning the charitable company's administration, objects, powers, membership, Board of Directors etc.

Changes is a charitable company constituted as an incorporated association.

The Charity's Trustees are also called Company Directors who are responsible for the general control and management of the administration of the charitable company.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

John Irons

Kathy Hancock (Resigned 18 November 2020)

Catherine Roberts

David Tunstall (Resigned 9 September 2021)

Desmond Wootton (Resigned 9 September 2021)

Alison Ratcliffe

Clair Davis

Amanda Howell (Resigned 18 November 2020)

Stephen Sharrock

Stephen Unwin

Jennifer Manchester

Jonathon Ball

Gerard O'Keeffe (Resigned 1 September 2020)

Christopher Wilton (Appointed 8 November 2020)

Benjamin Butler (Resigned 20 November 2020)

At each annual general meeting all of the Directors must retire from office.

The charity may by ordinary resolution: (1) appoint a person who is willing to act to be a Director.

No person other than a retiring Director may be appointed a Director at any general meeting unless: (1) He or she is recommended for re-election by the Directors; or

(2) Not less than fourteen nor more than thirty-five clear days before the date of the meeting, the charity is given a notice that: (a) is signed by a member entitled to vote at the meeting; (b) states the members' intention to propose the appointment of a person as a Director; (c) contains the details that, if the person were to be appointed, the charity would have to file at Companies House; and, (d) is signed by the person who is to be proposed to show his or her willingness to be appointed.

All members who are entitled to receive notice of a general meeting must be given not less than seven nor more than twenty-eight clear days notice of any resolution to be put to the meeting to appoint a Director other than a Director who is to retire.

### Organisational Structure:

Decisions affecting the management and governance of the charitable company are made by the Board of Directors, these include decisions relating to: the selection and management of a Chief Executive Officer; the development and implementation of a long-term organisational strategy in pursue of objects as stated in Changes Articles of Association; the establishment of appropriate policies and procedures; the recruitment, support, appraisal, remuneration and discipline of Changes staff; financial management, (including fundraising and monitoring spend) etc .

Decisions relating to the day-to-day management and co-ordination of the charitable company's staff and activities are delegated to the Chief Executive Officer, (all of which must be harmonious and relate to organisational policy and strategy as determined by the Board of Directors)

# **CHANGES HEALTH & WELLBEING**

## **TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)** **FOR THE YEAR ENDED 31 MARCH 2021**

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### **Related parties:**

In so far as it is complementary to its objectives, the charitable company is guided by both national and local policy. Consequently, in pursuit of these objectives, Changes has developed strong partnerships and cooperates with a range of statutory and voluntary organisations. These include: North Staffordshire Combined Healthcare NHS Trust, Midlands Partnership Foundation Trust, Stoke-on-Trent Clinical Commissioning Group, North Staffordshire Clinical Commissioning Group, Stoke-on-Trent City Council, Staffordshire County Council, VAST, North Staffs Mind, the Dove Service, Concrete, Jobcentre Plus, Disability Solutions, Voluntary Action Stoke-on-Trent, Midland Heart, North Staffordshire YMCA, Saltbox.

### **Employee involvement**

The charitable company's policy is to consult and discuss with employees, through unions, staff councils and at meetings, matters likely to affect employees' interests.

Information of matters of concern to employees is given through information bulletins and reports which seek to achieve a common awareness on the part of all employees of the financial and economic factors affecting the group's performance.

### **Disabled persons**

Applications for employment by disabled persons are always fully considered, bearing in mind the aptitudes of the applicant concerned. In the event of members of staff becoming disabled, every effort is made to ensure that their employment within the charitable company continues and that the appropriate training is arranged. It is the policy of the charitable company that the training, career development and promotion of disabled persons should, as far as possible, be identical to that of other employees.

### **Auditor**

Geens Limited, Chartered Accountants & Business Advisors, were appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

The trustees' report was approved by the Board of Trustees.

### **John Irons**

Trustee

Dated: 4 November 2021

# **CHANGES HEALTH & WELLBEING**

## **STATEMENT OF TRUSTEES' RESPONSIBILITIES**

### ***FOR THE YEAR ENDED 31 MARCH 2021***

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The law applicable to charities in England and Wales requires the trustee(s) to prepare financial statements for each financial year that give a true and fair view of the charity's financial activities during the year and of its financial position at the end of the year. In preparing financial statements to give a true and fair view, the trustees should follow best practice and:

Select suitable accounting policies and then apply them consistently;

Make judgments and estimates that are reasonable and prudent;

State whether applicable accounting standards and statements of recommended practice have been followed, subject to any departures disclosed and explained in the financial statements; and;

Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping accounting records which disclose with reasonable accuracy the financial position of the charity and which enable them to ascertain the financial position of the charity and which enable them to ensure that the financial statements comply with the Charities Act 1993, the Charity (Accounts and Reports) Regulations and the provisions of the constitution. The trustees are responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities

# CHANGES HEALTH & WELLBEING

## INDEPENDENT AUDITOR'S REPORT

### TO THE TRUSTEES OF CHANGES HEALTH & WELLBEING

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#### Opinion

We have audited the financial statements of Changes Health & Wellbeing (the 'charitable company') for the year ended 31 March 2021 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### Basis for opinion

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

#### Conclusions relating to going concern

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

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

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

#### Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's 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 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.

# CHANGES HEALTH & WELLBEING

## INDEPENDENT AUDITOR'S REPORT (CONTINUED)

### TO THE TRUSTEES OF CHANGES HEALTH & WELLBEING

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

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

#### **Responsibilities of trustees**

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charitable company for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

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

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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

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

As part of our planning process:

- we enquired of management the systems and controls the charity has in place, the areas of the financial statements that are most susceptible to the risk of irregularities and fraud, whether there was any known, suspected or alleged fraud. the charity did not inform us of any known, suspected or alleged fraud.
- We obtained an understanding of the legal and regulatory frameworks applicable to the charity. We determined that the following were most relevant: the Charity SORP. FRS 102, Charities Act 2011. Companies Act 2006.
- We considered the incentives and opportunities that exist in the charity, including the extent of management bias, which present a potential for irregularities and fraud to be perpetuated, and tailored our risk assessment accordingly.

Using our knowledge of the charity, together with the discussions held with the charity at the planning stage, we formed a conclusion the risk of misstatement due to irregularities including fraud and tailored our procedures according to this risk assessment.

# CHANGES HEALTH & WELLBEING

## INDEPENDENT AUDITOR'S REPORT (CONTINUED) TO THE TRUSTEES OF CHANGES HEALTH & WELLBEING

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The key procedures we undertook to detect irregularities including fraud during the course of the audit included:

- Identifying and testing journal entries and the overall accounting records, in particular those that were significant and unusual.
- Reviewing the financial statement disclosures and determining whether accounting policies have been appropriately applied.
- Reviewing and challenging the assumptions and judgements used by management in their significant accounting estimates.
- Assessing the extent of compliance, or lack of, with relevant laws and regulations.
- Assessing the validity of the classification of income, expenditure, assets and liabilities between unrestricted and restricted funds.
- Obtaining third party confirmation of material bank balances.
- Documenting and verifying all significant related party balances and transactions.
- Reviewing documentation such as charity board minutes for discussions of irregularities including 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. The risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

### Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity'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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

**Karen Staley FCA BSc (Hons) (Senior Statutory Auditor)**  
**for and on behalf of Geens Limited**

15 November 2021

**Chartered Accountants**  
**Statutory Auditor**

68 Liverpool Road  
Stoke on Trent  
Staffordshire  
ST4 1BG

Geens Limited is eligible for appointment as auditor of the charitable company by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

# CHANGES HEALTH & WELLBEING

## STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

|                                                           | Notes | Unrestricted funds<br>general<br>2021<br>£ | Unrestricted funds<br>designated<br>2021<br>£ | Restricted<br>funds<br>2021<br>£ | Total Unrestricted funds<br>general designated<br>2021<br>£ | Unrestricted funds<br>designated<br>2020<br>£ | Restricted<br>funds<br>2020<br>£ | Total     |
|-----------------------------------------------------------|-------|--------------------------------------------|-----------------------------------------------|----------------------------------|-------------------------------------------------------------|-----------------------------------------------|----------------------------------|-----------|
| <b><u>Income from:</u></b>                                |       |                                            |                                               |                                  |                                                             |                                               |                                  |           |
| Donations and legacies                                    | 3     | 5,920                                      | -                                             | -                                | 5,920                                                       | 4,324                                         | -                                | 4,324     |
| Charitable activities                                     | 4     | 1,616,375                                  | -                                             | 93,116                           | 1,709,491                                                   | 1,268,710                                     | 130,260                          | 1,398,970 |
| Investment income                                         | 5     | 3                                          | -                                             | -                                | 3                                                           | 3                                             | -                                | 3         |
| Other income                                              |       | 50,770                                     | -                                             | -                                | 50,770                                                      | 45,272                                        | -                                | 45,272    |
| <b>Total income</b>                                       |       | 1,673,068                                  | -                                             | 93,116                           | 1,766,184                                                   | 1,318,309                                     | 130,260                          | 1,448,569 |
| <b><u>Expenditure on:</u></b>                             |       |                                            |                                               |                                  |                                                             |                                               |                                  |           |
| Raising funds                                             | 6     | 25,920                                     | -                                             | -                                | 25,920                                                      | 27,569                                        | -                                | 27,569    |
| Charitable activities                                     | 7     | 1,552,675                                  | 7,205                                         | 114,855                          | 1,674,735                                                   | 1,305,903                                     | 154,932                          | 1,465,652 |
| <b>Total resources expended</b>                           |       | 1,578,595                                  | 7,205                                         | 114,855                          | 1,700,655                                                   | 1,333,472                                     | 154,932                          | 1,493,221 |
| <b>Net incoming/(outgoing) resources before transfers</b> |       | 94,473                                     | (7,205)                                       | (21,739)                         | 65,529                                                      | (15,163)                                      | (24,672)                         | (44,652)  |

# CHANGES HEALTH & WELLBEING

## STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

|                                                                 | Notes | Unrestricted funds<br>general<br>2021<br>£ | Unrestricted funds<br>designated<br>2021<br>£ | Restricted<br>funds<br>2021<br>£ | Total Unrestricted funds<br>general designated<br>2021<br>£ | Total Unrestricted funds<br>designated<br>2020<br>£ | Restricted<br>funds<br>2020<br>£ | Total<br>2020<br>£ |
|-----------------------------------------------------------------|-------|--------------------------------------------|-----------------------------------------------|----------------------------------|-------------------------------------------------------------|-----------------------------------------------------|----------------------------------|--------------------|
| Net incoming/(outgoing) resources before transfers              |       | 94,473                                     | (7,205)                                       | (21,739)                         | 65,529                                                      | (15,163)                                            | (4,817)                          | (44,652)           |
| Gross transfers between funds                                   |       | (14,132)                                   | 14,132                                        | -                                | -                                                           | (12,416)                                            | 2,299                            | 10,117             |
| Net income/(expenditure) for the year/<br>Net movement in funds |       | 80,341                                     | 6,927                                         | (21,739)                         | 65,529                                                      | (27,579)                                            | (2,518)                          | (44,652)           |
| Fund balances at 1 April 2020                                   |       | 48,964                                     | 20,696                                        | 312,476                          | 382,136                                                     | 76,543                                              | 23,214                           | 426,788            |
| Fund balances at 31 March 2021                                  |       | 129,305                                    | 27,623                                        | 290,737                          | 447,665                                                     | 48,964                                              | 20,696                           | 382,136            |

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

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

# CHANGES HEALTH & WELLBEING

## BALANCE SHEET

AS AT 31 MARCH 2021

|                                                       | Notes | 2021<br>£ | £       | 2020<br>£ | £       |
|-------------------------------------------------------|-------|-----------|---------|-----------|---------|
| <b>Fixed assets</b>                                   |       |           |         |           |         |
| Tangible assets                                       | 11    |           | 305,506 |           | 305,525 |
| <b>Current assets</b>                                 |       |           |         |           |         |
| Debtors                                               | 12    | 41,852    |         | 78,243    |         |
| Cash at bank and in hand                              |       | 167,351   |         | 79,093    |         |
|                                                       |       |           |         |           |         |
|                                                       |       | 209,203   |         | 157,336   |         |
| <b>Creditors: amounts falling due within one year</b> | 13    | (67,044)  |         | (80,725)  |         |
|                                                       |       |           |         |           |         |
| Net current assets                                    |       |           | 142,159 |           | 76,611  |
| <b>Total assets less current liabilities</b>          |       |           | 447,665 |           | 382,136 |
|                                                       |       |           |         |           |         |
| <b>Income funds</b>                                   |       |           |         |           |         |
| Restricted funds                                      | 15    |           | 290,737 |           | 312,476 |
| <u>Unrestricted funds</u>                             |       |           |         |           |         |
| Designated funds                                      | 16    | 27,623    |         | 20,696    |         |
| General unrestricted funds                            |       | 129,305   |         | 48,964    |         |
|                                                       |       |           |         |           |         |
|                                                       |       |           | 156,928 |           | 69,660  |
|                                                       |       |           |         |           |         |
|                                                       |       |           | 447,665 |           | 382,136 |

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2021, although an audit has been carried out under section 144 of the Charities Act 2011.

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

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 4 November 2021

John Irons  
Trustee

Company Registration No. 07761177

# CHANGES HEALTH & WELLBEING

## STATEMENT OF CASH FLOWS

**FOR THE YEAR ENDED 31 MARCH 2021**

|                                                             | Notes | 2021<br>£ | £        | 2020<br>£ | £       |
|-------------------------------------------------------------|-------|-----------|----------|-----------|---------|
| <b>Cash flows from operating activities</b>                 |       |           |          |           |         |
| Cash generated from/(absorbed by) operations                | 21    |           | 102,387  |           | (2,927) |
| <b>Investing activities</b>                                 |       |           |          |           |         |
| Purchase of tangible fixed assets                           |       | (14,132)  |          | (2,299)   |         |
| Investment income received                                  |       | 3         |          | 3         |         |
| <b>Net cash used in investing activities</b>                |       |           | (14,129) |           | (2,296) |
| <b>Net cash used in financing activities</b>                |       |           | -        |           | -       |
| <b>Net increase/(decrease) in cash and cash equivalents</b> |       |           | 88,258   |           | (5,223) |
| Cash and cash equivalents at beginning of year              |       |           | 79,093   |           | 84,316  |
| <b>Cash and cash equivalents at end of year</b>             |       |           | 167,351  |           | 79,093  |

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

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### 1 Accounting policies

#### Charity information

Changes Health & Wellbeing is a private company limited by guarantee incorporated in England and Wales. The registered office is Victoria Court, Booth Street, Stoke on Trent, ST4 4AL .

#### 1.1 Accounting convention

The financial statements have been prepared in accordance with the charitable company's [governing document], the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "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). The charitable company is a Public Benefit Entity as defined by FRS 102.

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

The accounts have been prepared on the historical cost convention. The principal accounting policies adopted are set out below.

#### 1.2 Going concern

Despite the ongoing coronavirus pandemic and the disruption it continues to cause, as more fully explained in the Trustees' Report, at the time of approving the financial statements, the trustees have a reasonable expectation that the charitable company has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

#### 1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the Trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the accounts.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the accounts.

#### 1.4 Income

Income is recognised when the charitable company is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charitable company has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

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### 1 Accounting policies

(Continued)

#### 1.5 Expenditure

Liabilities are recognised as resources expended where there is a legal or constructive obligation committing the charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under appropriate headings. Where costs cannot be directly attributed to particular headings (support costs) they have been allocated to activities on a basis consistent with use of the resources.

The cost of Raising Funds include costs of generating voluntary income, fund raising trading and investment fees, plus a share of support costs. The costs of generating voluntary income do not include the costs of disseminating information in support of the charitable activities.

Charitable Activities comprise those activities set out in detail in the report of the trustees.

Governance costs are those associated with the governance arrangements of the charity which relate to the general running of the charity. This includes internal and external audit, insurance costs, legal advice for trustees and costs associated with constitutional and statutory requirements such as the cost of trustee meetings and preparing the statutory accounts, plus a share of support costs.

Support costs are those costs incurred in the support of the fund raising, governance and charitable activities which cannot be directly attributed. They have been attributed to activities as described in the notes to the financial statements.

#### 1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

|                       |                      |
|-----------------------|----------------------|
| Land and building     | 2% straight line     |
| Office equipment      | 25% reducing balance |
| Fixtures and fittings | 15% reducing balance |
| Computers             | 25% reducing balance |

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

#### 1.7 Impairment of fixed assets

At each reporting end date, the charitable company reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

#### 1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

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### 1 Accounting policies

(Continued)

#### 1.9 Financial instruments

The charitable company has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charitable company's balance sheet when the charitable company becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

##### **Basic financial assets**

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

##### **Basic financial liabilities**

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

##### **Derecognition of financial liabilities**

Financial liabilities are derecognised when the charitable company's contractual obligations expire or are discharged or cancelled.

#### 1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charitable company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

#### 1.11 Retirement benefits

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

#### 1.12 Value added tax

Value added tax is not recoverable by the charity and as such is included in the relevant costs in the Statement of Financial Activities.

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

### 1 Accounting policies

(Continued)

#### 1.13 Pensions

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

### 2 Critical accounting estimates and judgements

In the application of the charitable company's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

#### Key sources of estimation uncertainty

The estimates and assumptions which have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities are as follows.

#### Useful economic lives of tangible assets

The annual depreciation charge for tangible assets is sensitive to changes in the estimated useful economic lives and residual values of assets. The useful economic lives and residual values are reassessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and the physical condition of assets. See note 11 for the carrying amount of property, plant and equipment, and note 1.6 for the useful economic lives of each category of asset.

### 3 Donations and legacies

|                     | Unrestricted<br>funds<br>general<br>2021<br>£ | Unrestricted<br>funds<br>general<br>2020<br>£ |
|---------------------|-----------------------------------------------|-----------------------------------------------|
| Donations and gifts | 5,920                                         | 4,324                                         |

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

### 4 Charitable activities

|                                             | 2021<br>£ | 2020<br>£ |
|---------------------------------------------|-----------|-----------|
| Grants receivable for charitable activities | 1,709,491 | 1,398,970 |
| Analysis by fund                            |           |           |
| Unrestricted funds - general                | 1,616,375 | 1,268,710 |
| Restricted funds                            | 93,116    | 130,260   |
|                                             | 1,709,491 | 1,398,970 |
| <b>Performance related grants</b>           |           |           |
| NHS Stoke on Trent                          | 781,871   | 597,046   |
| NHS North Staffordshire                     | 184,571   | 188,620   |
| Stoke on Trent City Council                 | 59,602    | 106,473   |
| Staffordshire County Council                | -         | 52,782    |
| Other Funders                               | 683,447   | 454,049   |
|                                             | 1,709,491 | 1,398,970 |

### 5 Investment income

|                     | Unrestricted<br>funds<br>general<br>2021<br>£ | Unrestricted<br>funds<br>general<br>2020<br>£ |
|---------------------|-----------------------------------------------|-----------------------------------------------|
| Interest receivable | 3                                             | 3                                             |

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

### 6 Raising funds

|                        | Unrestricted<br>funds<br>general<br>2021<br>£ | Unrestricted<br>funds<br>general<br>2020<br>£ |
|------------------------|-----------------------------------------------|-----------------------------------------------|
| Costs of raising funds |                                               |                                               |
| Staff costs            | 25,920                                        | 27,569                                        |
|                        | <u>25,920</u>                                 | <u>27,569</u>                                 |

### 7 Charitable activities

|                                        | Provision of<br>mental<br>health<br>services<br>2021<br>£ | Provision of<br>mental<br>health<br>services<br>2020<br>£ |
|----------------------------------------|-----------------------------------------------------------|-----------------------------------------------------------|
| Staff costs                            | 661,669                                                   | 611,140                                                   |
| Depreciation and impairment            | 7,076                                                     | 5,882                                                     |
| Rent and rates                         | 15,398                                                    | 15,398                                                    |
| Utilities                              | 4,378                                                     | 7,220                                                     |
| Insurance                              | 5,107                                                     | 4,428                                                     |
| Legal and Professional                 | 5,086                                                     | 7,911                                                     |
| Telephone                              | 13,921                                                    | 13,351                                                    |
| Printing , Stationery and postage      | 13,176                                                    | 25,110                                                    |
| Subcontracted staff                    | 382,044                                                   | 277,045                                                   |
| Staff and Volunteers expenses          | 23,835                                                    | 29,606                                                    |
| Travel                                 | 8,022                                                     | 38,268                                                    |
| Sundry and outsourced work             | 290,013                                                   | 189,247                                                   |
|                                        | <u>1,429,725</u>                                          | <u>1,224,606</u>                                          |
| Share of support costs (see note 8)    | 239,239                                                   | 234,863                                                   |
| Share of governance costs (see note 8) | 5,771                                                     | 6,183                                                     |
|                                        | <u>1,674,735</u>                                          | <u>1,465,652</u>                                          |
| <b>Analysis by fund</b>                |                                                           |                                                           |
| Unrestricted funds - general           | 1,552,675                                                 | 1,305,903                                                 |
| Unrestricted funds - designated        | 7,205                                                     | 4,817                                                     |
| Restricted funds                       | 114,855                                                   | 154,932                                                   |
|                                        | <u>1,674,735</u>                                          | <u>1,465,652</u>                                          |

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

### 8 Support costs

|                                        | Support costs<br>£ | Governance costs<br>£ | 2021<br>£      | Support costs<br>£ | Governance costs<br>£ | 2020<br>£      |
|----------------------------------------|--------------------|-----------------------|----------------|--------------------|-----------------------|----------------|
| Staff costs                            | 114,982            | 5,489                 | 120,471        | 70,881             | 5,780                 | 76,661         |
| Depreciation                           | 7,076              | -                     | 7,076          | 5,882              | -                     | 5,882          |
| Rent & Rates                           | 18,821             | -                     | 18,821         | 18,821             | -                     | 18,821         |
| Utilities                              | 5,352              | -                     | 5,352          | 7,753              | -                     | 7,753          |
| Insurance                              | 6,241              | -                     | 6,241          | 5,412              | -                     | 5,412          |
| Legal & Professional                   | 6,561              | -                     | 6,561          | 8,927              | -                     | 8,927          |
| Telephone                              | 17,014             | -                     | 17,014         | 14,931             | -                     | 14,931         |
| Printing, postage and stationery       | 16,105             | -                     | 16,105         | 27,146             | -                     | 27,146         |
| Sundry                                 | 41,910             | -                     | 41,910         | 68,815             | -                     | 68,815         |
| Travel                                 | 891                | -                     | 891            | 4,225              | -                     | 4,225          |
| Staff & Vol. Expenses                  | 4,286              | -                     | 4,286          | 2,070              | -                     | 2,070          |
| Audit fees                             | -                  | 282                   | 282            | -                  | 403                   | 403            |
|                                        | <u>239,239</u>     | <u>5,771</u>          | <u>245,010</u> | <u>234,863</u>     | <u>6,183</u>          | <u>241,046</u> |
| Analysed between Charitable activities | <u>239,239</u>     | <u>5,771</u>          | <u>245,010</u> | <u>234,863</u>     | <u>6,183</u>          | <u>241,046</u> |

Legal and Professional include fees payable to the auditors of £3,900 (2020- £3,770) for audit fees.

### 9 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year. Travelling expenses of £1,007 (2020 : £1,733) were paid to 2 (2020 : 7) trustees.

### 10 Employees

The average monthly number of employees during the year was:

|                       | 2021<br>Number | 2020<br>Number |
|-----------------------|----------------|----------------|
| Charitable activities | 46             | 42             |
| Administrative        | 2              | 2              |
| Total                 | <u>48</u>      | <u>44</u>      |
| Employment costs      | 2021<br>£      | 2020<br>£      |
| Wages and salaries    | 699,643        | 622,700        |
| Social security costs | 73,305         | 60,597         |
| Other pension costs   | 35,112         | 32,073         |
|                       | <u>808,060</u> | <u>715,370</u> |

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

### 10 Employees

(Continued)

The number of employees whose annual remuneration was £60,000 or more were:

|                    | 2021<br>Number | 2020<br>Number |
|--------------------|----------------|----------------|
| £60,000 to £70,000 | -              | 1              |

The key management personnel of the charity comprise the Trustees, the Chief Executive Officer, the Finance Officer, the Operations Manager, the Strategic Director and the HR & IT manager. The total employee benefits of the key management personnel of the charity were £173,244 (2020 : £174,057).

### 11 Tangible fixed assets

|                                    | Land and<br>building<br>£ | Office<br>equipment<br>£ | Fixtures and<br>fittings<br>£ | Computers<br>£ | Total<br>£ |
|------------------------------------|---------------------------|--------------------------|-------------------------------|----------------|------------|
| <b>Cost</b>                        |                           |                          |                               |                |            |
| At 1 April 2020                    | 346,545                   | 21,458                   | 8,803                         | 43,955         | 420,761    |
| Additions                          | -                         | -                        | 711                           | 13,421         | 14,132     |
| At 31 March 2021                   | 346,545                   | 21,458                   | 9,514                         | 57,376         | 434,893    |
| <b>Depreciation and impairment</b> |                           |                          |                               |                |            |
| At 1 April 2020                    | 56,617                    | 19,178                   | 5,980                         | 33,461         | 115,236    |
| Depreciation charged in the year   | 7,072                     | 570                      | 530                           | 5,979          | 14,151     |
| At 31 March 2021                   | 63,689                    | 19,748                   | 6,510                         | 39,440         | 129,387    |
| <b>Carrying amount</b>             |                           |                          |                               |                |            |
| At 31 March 2021                   | 282,856                   | 1,710                    | 3,004                         | 17,936         | 305,506    |
| At 31 March 2020                   | 289,928                   | 2,280                    | 2,823                         | 10,494         | 305,525    |

### 12 Debtors

|                                             | 2021<br>£ | 2020<br>£ |
|---------------------------------------------|-----------|-----------|
| <b>Amounts falling due within one year:</b> |           |           |
| Other debtors                               | 30,648    | 67,777    |
| Prepayments and accrued income              | 11,204    | 10,466    |
|                                             | 41,852    | 78,243    |

## CHANGES HEALTH & WELLBEING

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

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#### 13 Creditors: amounts falling due within one year

|                                    | Notes | 2021<br>£ | 2020<br>£ |
|------------------------------------|-------|-----------|-----------|
| Other taxation and social security |       | 16,631    | 14,526    |
| Deferred income                    |       | -         | 10,455    |
| Trade creditors                    |       | 6,624     | 44,485    |
| Other creditors                    |       | 37,020    | 4,889     |
| Accruals and deferred income       |       | 6,769     | 6,370     |
|                                    |       | <hr/>     | <hr/>     |
|                                    |       | 67,044    | 80,725    |
|                                    |       | <hr/>     | <hr/>     |

#### 14 Retirement benefit schemes

##### Defined contribution schemes

The charity contributes to defined contribution pension schemes in respect of members of staff, the assets of which are held separately from those of the charity in independently administered funds. The pension cost charge represents contributions payable by the charity to the funds. There were no contributions due to the fund at the year end.

The charge to profit or loss in respect of defined contribution schemes was £35,112 (2020 - £32,073).

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

#### 15 Restricted funds

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

|                                       | Movement in funds               |                            |                            |                | Movement in funds               |                            |                            |                                  |
|---------------------------------------|---------------------------------|----------------------------|----------------------------|----------------|---------------------------------|----------------------------|----------------------------|----------------------------------|
|                                       | Balance at<br>1 April 2019<br>£ | Incoming<br>resources<br>£ | Resources<br>Expended<br>£ | Transfers<br>£ | Balance at<br>1 April 2020<br>£ | Incoming<br>resources<br>£ | Resources<br>Expended<br>£ | Balance at<br>31 March 2021<br>£ |
| Social Enterprise Investment Fund     | 291,779                         | -                          | (6,947)                    | -              | 284,832                         | -                          | (6,947)                    | 277,885                          |
| Pertemps                              | 35,252                          | 92,468                     | (100,076)                  | -              | 27,644                          | 93,116                     | (107,908)                  | 12,852                           |
| Stoke on Trent Council - Refurb Funds | -                               | 37,792                     | (47,909)                   | 10,117         | -                               | -                          | -                          | -                                |
|                                       | 327,031                         | 130,260                    | (154,932)                  | 10,117         | 312,476                         | 93,116                     | (114,855)                  | 290,737                          |

#### Purposes of restricted funds:

##### Social Enterprise Investment Fund:

A large capital grant to purchase and refurbish Changes' headquarters and training centre.

##### Pertemps:

Provision of a wellness and recovery focused training and peer-support programme within HMP Stafford.

##### Stoke on Trent Council - Refurbishment Fund

A grant to refurbish Changes' headquarters and training centre.

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

### 16 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

|                     | Balance at<br>1 April 2019<br>£ | Resources<br>expended<br>£ | Transfers<br>£ | Balance at<br>1 April 2020<br>£ | Resources<br>expended<br>£ | Transfers<br>£ | Balance at<br>31 March 2021<br>£ |
|---------------------|---------------------------------|----------------------------|----------------|---------------------------------|----------------------------|----------------|----------------------------------|
| Fixed asset<br>fund | 23,214                          | (4,817)                    | 2,299          | 20,696                          | (7,205)                    | 14,132         | 27,623                           |
|                     | <u>23,214</u>                   | <u>(4,817)</u>             | <u>2,299</u>   | <u>20,696</u>                   | <u>(7,205)</u>             | <u>14,132</u>  | <u>27,623</u>                    |
|                     | <u>23,214</u>                   | <u>(4,817)</u>             | <u>2,299</u>   | <u>20,696</u>                   | <u>(7,205)</u>             | <u>14,132</u>  | <u>27,623</u>                    |

## CHANGES HEALTH & WELLBEING

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

| 17 Analysis of net assets between funds            | Unrestricted fund |   | Designated fund |   | Restricted fund |   | Total   |   | Unrestricted fund |   | Designated fund |   | Restricted fund |   | Total   |   |
|----------------------------------------------------|-------------------|---|-----------------|---|-----------------|---|---------|---|-------------------|---|-----------------|---|-----------------|---|---------|---|
|                                                    | 2021              | £ | 2021            | £ | 2021            | £ | 2021    | £ | 2020              | £ | 2020            | £ | 2020            | £ | 2020    | £ |
| Fund balances at 31 March 2021 are represented by: |                   |   |                 |   |                 |   |         |   |                   |   |                 |   |                 |   |         |   |
| Tangible assets                                    | -                 |   | 27,623          |   | 277,883         |   | 305,506 |   | 18,394            |   | 2,299           |   | 284,832         |   | 305,525 |   |
| Current assets/(liabilities)                       | 100,103           |   | -               |   | 42,056          |   | 142,159 |   | 30,570            |   | 18,397          |   | 27,644          |   | 76,611  |   |
|                                                    |                   |   |                 |   |                 |   |         |   |                   |   |                 |   |                 |   |         |   |
|                                                    | 100,103           |   | 27,623          |   | 319,939         |   | 447,665 |   | 48,964            |   | 20,696          |   | 312,476         |   | 382,136 |   |
|                                                    |                   |   |                 |   |                 |   |         |   |                   |   |                 |   |                 |   |         |   |

# CHANGES HEALTH & WELLBEING

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

### 18 Share Capital

Changes Health and Wellbeing is a company limited by guarantee and accordingly does not have a share capital. Every member of the company undertakes to contribute such amount as may be required, not exceeding £1, to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

### 19 Financial commitments, guarantees and contingent liabilities

The charity received a grant of £350,000 towards the cost of the purchase of a property. If the property is sold, then in certain circumstances, the whole or part of the grant may be repayable.

### 20 Operating lease commitments

At the reporting end date the charitable company had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

|                 | 2021<br>£ | 2020<br>£ |
|-----------------|-----------|-----------|
| Within one year | 4,841     | 3,025     |

### 21 Cash generated from operations

|                                                                   | 2021<br>£      | 2020<br>£      |
|-------------------------------------------------------------------|----------------|----------------|
| Surplus/(deficit) for the year                                    | 65,528         | (44,649)       |
| Adjustments for:                                                  |                |                |
| Investment income recognised in statement of financial activities | (3)            | (3)            |
| Depreciation and impairment of tangible fixed assets              | 14,152         | 11,764         |
| Movements in working capital:                                     |                |                |
| Decrease/(increase) in debtors                                    | 36,391         | (36,942)       |
| (Decrease)/increase in creditors                                  | (3,226)        | 65,003         |
| (Decrease)/increase in deferred income                            | (10,455)       | 1,900          |
| <b>Cash generated from/(absorbed by) operations</b>               | <b>102,387</b> | <b>(2,927)</b> |

### 22 Analysis of changes in net funds

The charitable company had no debt during the year.

## CHANGES HEALTH & WELLBEING

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) *FOR THE YEAR ENDED 31 MARCH 2021*

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#### **23 Related Party Transactions**

During the year the charity entered into transactions with the spouse of the Chief Executive Officer for the provision of mindfulness training. The value of transactions for the services supplied, all being conducted on an arms length basis, was £12,750 (2020 : £11,240). The balance outstanding at the year end was £Nil (2020 : £Nil)

During the year the Charity also entered into transactions with the spouse of the former Finance Officer for the provision of marketing and product information consultancy services. The value of transactions for the services supplied, all being conducted on an arms length basis was £65,785 (2020 : £34,975). The balance outstanding at the year end was £Nil ( 2020 : £Nil).

The Charity received no donations with conditions from trustees.