Improving Lives Notts Ltd

England & Wales · Charity number 1146094

Details

Other names	INTEGRITAS ADVOCACY LIMITED, INTEGRITAS ADVOCACY LTD, IMPROVING LIVES NOTTS
Status	Registered
Legal form	Charitable company
Company number	05986266
Registered	2012-02-27
Register	View on the Charity Commission register

Contact

Address	International Community Centre 61b Mansfield Road Nottingham NG1 3FN
Phone	01159348411
Email	info@improvinglivesnotts.org.uk
Website	www.improvinglivesnotts.org.uk

Activities

Objects: The relief of those in need in particular but not limited to providing one to one support services to adults with complex health and social needs in Nottingham City and Nottinghamshire and nationwide advice.

Activities: THE RELIEF OF THOSE IN NEED IN PARTICULAR BUT NOT LIMITED TO PROVIDING ONE TO ONE SUPPORT SERVICES TO ADULTS WITH COMPLEX HEALTH AND SOCIAL NEEDS IN NOTTINGHAM CITY AND NOTTINGHAMSHIRE AND NATIONWIDE ADVICE

Classification

- **How:** Provides Services
- **What:** The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty
- **Who:** People With Disabilities, Other Defined Groups

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Geography

- **Area of benefit:** NOTTINGHAM CITYNOTTINGHAMSHIRELEICESTERSHIRELEICESTER CITY
- Nottingham City
- Nottinghamshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-02-28	£458,094	£413,201	-	-
2024-02-29	£449,289	£407,893	-	-
2023-02-28	£376,411	£398,324	-	-
2022-02-28	£407,691	£377,501	-	-
2021-02-28	£397,313	£302,409	-	-

Trustees

Name	Role	Appointed
Andrea Cobley		2025-12-01
Dr Ola Junaid		2020-10-12
Georgina Charles		2024-12-02
Lorna Biondi		2026-01-19
Naomi Jayne Roose		2026-03-02
Ruth Hawkins		2020-08-24

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Improving Lives Notts Ltd

England & Wales - Charity number 1146094

Accounts

Company registration number: 05986266

Charity registration number: 1146094

Improving Lives Notts Ltd

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 28 February 2025

Improving Lives Notts Ltd

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Improving Lives Notts Ltd

Reference and Administrative Details

Trustees	Dr Michael Harris, Chair Ruth Hawkins Dr Ola Junaid Laura Pinkney Norman Jacobs Ruth Ashburner Holly Sexton Georgina Charles Kayleigh Brown
Charity Registration Number	1146094
Company Registration Number	05986266
Registered Office	61b Mansfield Road Nottingham NG1 3FN
Accountants	Community Accounting Plus Units 1 & 2 North West 41 Talbot Street Nottingham NG1 5GL

Improving Lives Notts Ltd

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 28 February 2025.

Trustees and officers

The trustees and officers serving during the year and since the year end were as follows:

Trustees:	Dr Michael Harris, Chair
	Ruth Hawkins
	Dr Ola Junaid
	Laura Pinkney
	Norman Jacobs
	Ruth Ashburner
	Holly Sexton (appointed 27 January 2025)
	Georgina Charles (appointed 2 December 2024)
	Kayleigh Brown (appointed 22 April 2024)
	Ben Staples (resigned 31 October 2024)
	Susan Kernahan (resigned 19 August 2024)

Foreword By Chair of Trustees, Mike Harris

The past year has been disappointing for people with mental health problems and complex social difficulties. The years of austerity under the previous administrations appears to have continued with the new government with cuts in local authority spending, cuts to the winter fuel allowance and no remission to the 2-child policy of child benefit. We have also seen new secretaries of state belittling and denying the problems of people with mental illness, neurodiversity, substance misuse, dementia or intellectual difficulties all as part of a campaign to reduce benefits.

Also there has been a real reduction in the funding of statutory services with this inevitably impacting most on the services for the very people we serve.

However, it has been really heartening to see how the team at Improving Lives have done their very best to provide care and support and counter many of the negatives that people have experienced in other areas of their lives.

Over the past year Improving Lives has continued to work hard to provide excellent and supportive services to the people we serve especially people with complex needs and problems.

Improving Lives has been there for people who have required those longer term care needs and we have provided these through our incredible staff team and our dedicated volunteers.

Improving Lives continues to provide a staff and volunteer team who remain with you to solve the problem, not just signposting you to the next barrier.

We couldn’t do what we do without the incredible professional leadership of our CEO Kerry Devine, our business manager (who is so much more) Josh Wood who moved on to do the work for which he has been preparing becoming a funeral celebrant and Tina Bowen who has become our new operations manager who jointly with our CEO, Kerry has picked up the work undertaken by Josh as well as supporting the clinical team.

Improving Lives Notts Ltd

Trustees' Report

All of this is underpinned by our team of hard-working trustees who provide us with expertise in finance, law, HR and professional care. In the year we were sorry to lose 2 of our trustees, Sue Kernahan and Ben Staples. They both provided fantastic service to the charity as workers, volunteers and trustees, they will be missed. We have also been joined by 3 new trustees, Kayleigh Brown, Georgina Charles and Holly Sexton all of whom are really welcome and will be a new source of enthusiasm and energy. Unfortunately, Kayleigh who has already given us a lot of support in her role as our legal trustee, and run the Robin Hood marathon to raise funds for IL, has had to stand down because of pressure of work, she will very definitely be missed.

Finally, I must thank all or our funders large and small, without whom of course we could do none of this work.

Thanks to all of them as we look forward to another year of helping and supporting our client group.

Foreword By CEO, Kerry Devine

It is difficult to know what to say about the past year without sounding frustrated and disappointed. The change of government has not brought about a change of heart towards the financial situation in Nottingham and we are now beginning to see the cuts in services that will impact the people in Nottingham with the most needs. In an effort to reduce costs adult social care is aiming to cut care packages and also planned to cut the funding for beds in supported housing. A more short-sighted move it would be difficult to envisage as people with mental health issues and other multiple disadvantages face a reduction in care and support, the stress of which can lead to hospital readmission or relapse into substance misuse and crime as they try to find ways to cope. The human cost is incalculable and there will be the added financial burden to society, including the cost of hospital admissions. This together with global issues, changes in the DWP benefit system, the cost of living still biting, and the concerns about local mental health care can challenge even the most optimistic of us.

So, what keeps us motivated? More than any previous year in the history of Improving Lives I have been struck by the resilience and positivity of the people who use our service and the people who volunteer with us. This year we have seen that a number of those people are one and the same, as people want to give back to others in thanks for the support they have received. Our social groups have multiplied and there is a sense of safety and friendship that's heartwarming.

I'd like to thank the National Lottery for continuing to recognise the value of the service we provide and granting us funding for a further 3yrs. I'd also like to thank the staff team for all their amazing work and going the extra mile and our volunteers for giving their valuable time to support others. Most of all I'd like to thank the people who use our service for reminding me of the strength and power of community.

Structure, governance and management

Nature of governing document

The charity is a company limited by guarantee and registered charity. It is operated under the rules of its memorandum and articles of association dated 23/02/2012 and most recently amended 27/01/2020. It has no share capital and the liability of each member in the event of winding-up is limited to £10.

Recruitment and appointment of trustees

The Trustees of the Charity are also Directors of the Company. They give their time voluntarily and receive no benefits. In order to maintain a broad diversity of skills when a trustee wishes to retire, new members will be recruited according to the skills gap via an open recruitment process. There are currently seven trustees who meet every six to eight weeks and are in communication between official meetings.

Improving Lives Notts Ltd

Trustees' Report

Organisational structure

The Chief Executive Officer reports directly to the Chair of the Board and the Business/ Operations Manager has regular meetings with the Treasurer to ensure sound financial oversight.

The Chief Executive Officer is Kerry Devine and, following the resignation of the Business Manager, Josh Wood in December 2024, the Operations Manager is Tina Bowen. There are a total of 16 members of staff working to benefit the wider community by providing people experiencing multiple disadvantage an individualised service to enable them to manage the challenges they face and believe that life can change for the better.

The Team

Kerry Devine (f/t CEO)
Josh Wood (f/t Business Manager until December 2024)
Tina Bowen (f/t Support Worker until November 2024, Operations Manager from December 2024)
Paul Ainger (f/t Community Recovery Worker)
Guy Askadsky (p/t Support Worker for J Care Project)
Jennie Birch (p/t Fundraising and Communications Officer)
Claudia Moses (p/t Support Worker)
Judith Fairbairn (f/t Support Worker for J Care Project)
Rosie Allen (p/t Support Worker)
Mariani Jasmin (p/t Support Worker)
Charlotte Jones (p/t Administrator until July 2024)
Poly Bradford (p/t Administrator from August 2024)
Stuart McAdam (f/t Support Worker for J Care Project)
Christina Perkins (p/t Volunteer Co-ordinator)
Sade Gayle (f/t Support Worker)
Mihaela Palmer (f/t Community Recovery Worker)
Alice Norrie (from April 2024 p/t Community Companion)
Finley Watson-Smith (from June 2024 p/t Community Companion)

Objectives and activities

Objects and aims

Improving Lives Company Articles state that the Company's objects are:

"The relief of those in need in particular but not limited to providing one-to-one support services to adults with complex health and social needs in Nottingham City and Nottinghamshire and nationwide advice."

We do this by providing one to one support (for up to 12 months), social support groups and a volunteer befriending service. People who remain in contact with the service can also access our safety net support for ad hoc help.

Our support is aimed at helping people address the social stressors that are a barrier to them remaining well and thereby reducing the risk of people having a mental health crisis.

Improving Lives Notts Ltd

Trustees' Report

Public benefit

Emotional Support
A place to talk and feel heard, particularly in relation to sensitive issues such as coping with loss or caring responsibilities for family members.

Benefit and debt issues
Checking benefit entitlements and completing application forms or supporting letters for PIP, helping with the transfer from ESA to UC; contacting the DWP to reschedule appointments; attending assessments and work coach appointments; completing financial statements and obtaining debt management plans.

Promoting engagement in statutory services
Helping people to access GP, Dentist, mental health services and hospital appointments; accessing housing providers and the Job Centre; attending Social Care assessments; accessing an Occupational Therapist; and applying for care packages.

Cost of living issues
Applying for reductions in rent or mortgage payments and Council Tax charges; contacting utilities companies and seeking warmer homes discounts and reductions in gas or water bills; obtaining payment plans; accessing small grants for household items; and providing help to improve budgeting and money management skills.

Advocacy Support
In relation to a wide range of services and issues, including navigating ‘the system’ and gaining access to the right person or support service; addressing issues with medication; raising issues on the beneficiary’s behalf and acting as intermediary.

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

Improving Lives Notts Ltd

Trustees' Report

Our Achievements

445 people have received support
2,802 Face to face meetings
3,108 Phone calls with people

A total of **75** volunteers have supported the service:
36 volunteers have befriended 52 people and provided 462 face to face sessions and 318 supportive phone calls.
33 volunteers have supported groups and helped with the Vinted online shop.
11 people who use the service have volunteered leading and supporting groups.

121 different people have attended social groups.

Maximised income to a total of **£59,933.**

We've supported people to attend **140** Health appointments including: Hospital, GP Appts, Mental Health Appts, Podiatry, Substance Misuse Appts.

Who Benefited
In the last year 100% of the people referred to the service had mental health problems alongside a combination of other issues: 28% of people had experienced domestic abuse, 34% housing issues, 35% had physical health issues, 32% had alcohol or substance misuse problems, 16% identified having debt problems, 21% needed support with benefits, 16% had an offending history, 16% were struggling to manage their correspondence and 86% were referred as being social isolated.

Partnership Working
What a positive year it's been for working in partnership. MHR graduate interns have continued to support us; including raising over £1000 by running the Robin Hood Half Marathon. They also organised a clothing collection in December 2024 which stocked our Vinted store for the foreseeable future.
We are fortunate to have Jaimey Dawson, a Nottingham Trent Uni student, with us for a year on a work placement and other students have prepared a video for us to promote volunteering.
In April 2024 we hosted two Occupational Therapy students from Lincolnshire University on a placement with us for 6 weeks. One of them, Holly Sexton, enjoyed her time with us so much she has just joined our board as a Trustee.
The people who use the service have been more involved than ever in getting involved, with the support of Tina Perkins, our Volunteer Co-ordinator. We have people leading groups, befriending others, running our Vinted online shop, participating in board meetings, writing articles for our newsletters and being involved in making the video. People have also gone on to be part of the coproduction group for the Integrated Care Board.

Groups
The group offer has continued to develop this year. The main groups: art, craft, café and pool have continued. We also have monthly music appreciation and women's only jewellery groups both led by people who have used our service. The monthly crochet group is led by a volunteer and we have people who use the service stepping in from time to time to run art and craft. There were also 12 sessions of Pilates and more recently we have started monthly wellbeing - chair yoga sessions. In addition we've had two mental health awareness week events, a festive gathering and 20 people went to see Jack and the Beanstalk at the Playhouse! 121 different people attended our groups.

Volunteering
This year we've had 75 people volunteering. 33 have supported the social groups and 36 have provided befriending to 52 people. We've also had people volunteering with our Vinted online shop, which is going from strength to strength. 11 people who use the service have also volunteered!

Improving Lives Notts Ltd

Trustees' Report

Safety Net Support
The one-to-one support we offer can be available for up to 12 months. After that, if people remain in groups, or befriending, we are able to provide a safety net for them of ad hoc support. That might be anything ranging from attending a DWP appointment, organising a food bank voucher to helping to organise a funeral.

Your Journey
We have now completed the final year The National Lottery Community Fund (TNLCF) funded project, Your Journey. The aim was to work with people with mental health issues who are experiencing multiple disadvantage, to enable them to manage the challenges they face more effectively, live as independently as possible and avoid readmission to hospital. A total of 275 service users were supported on a one-to-one basis this year, far in excess of the target of 140. This included 179 service users engaging in intensive support, made up of 110 newly referred service users and 69 service users continuing their intensive support phase from the previous project year. Beyond this, 136 service users, who had completed their intensive support phase, engaged in one-off support under the 'safety net' service.

Trust Project / Community Rehabilitation Multi-disciplinary Working
Nottinghamshire Healthcare NHS Foundation Trust funded two posts in our main service until October 2024. Thereafter the staff transitioned into working with the Trust's Community Rehabilitation Team. This is a multi-disciplinary team. The support workers have worked with 15 people, providing intensive support.

J Care
Nottingham J Care is a charity that works in partnership with Improving Lives to provide a service to people from or connected with the Jewish Community in Nottingham city and Nottinghamshire.
The service is open to anyone over the age of 18yrs, but the majority of the people supported on the project are aged over 65yrs.
The one-to-one support offered is individualised and ranges from emotional support to helping people to arrange complex care packages. The team regularly offers information to carers and a range of practical support is offered to the people who use the service. That might include supporting people to attend hospital and GP appointments or emergency shopping or prescription collections.
During the year people received support from the service: people received face to face appointments and people were supported by phone calls. There have also been 11 social events during the year which members of the community enjoy attending, particularly when it involves homemade food and the opportunity to socialise.

Your Own Journey
This was a very small project and during the year we offered support to 6 people who were being supported in primary care services. As with our larger projects this included one to one support and access to groups, followed by the safety net support.

Counselling Service
Our counselling service is coming to an end. We haven't received many referrals and our counsellors are moving on to new projects. During the year 4 people received counselling, totalling 36 hours.

Vinted Online Shop
We now have volunteering opportunities to run our online shop.

Improving Lives Notts Ltd

Trustees' Report

Financial review

Our Funding

The National Lottery Community Fund - Your Journey: For those in secondary mental health services, to prevent crises, readmissions and support long term management of their mental health. Coming to an end February 2025. A new Lottery funded project begins in March 2025.

Garfield Weston: Generously giving two, year long, grants towards core costs for the years 2023 and 2024.

Nottinghamshire Healthcare NHS Foundation Trust: Trust project ongoing from December 2022.

J Care: We have a contract with another charity to provide support to people connected to the Jewish community in Nottinghamshire.

Thomas Farr and The Jones 1986: Funding for our safety net service.

Our thanks go to Mansfield Building Society, Skipton Building Society, Jessie Spencer Trust, Asda Foundation and all the many generous organisations and individuals who have made our work possible this year, several of whom wish to remain anonymous.

Policy on reserves

The Board of Trustees have set a reserve policy of 3 to 6 month running costs. At the end of the year the reserves exceeded this but due to anticipated funding shortfalls in the 26-27, this is likely to reduce.

Our full Reserves Policy can be found at www.improvinglivesnotts.org.uk/policies.

Major risks and management of those risks

The board conducts a review of major risks to the charity at every meeting. Policies and procedures are reviewed regularly to keep up to date with current legislation.

Each year a face to face strategy meeting is held to ensure we focus on developing the ser-vice in line with our charitable aims.

Trustee Involvement

During the year, two of our Trustees resigned. Sue Kernahan became a volunteer befriender with Improving Lives in April 2017 before becoming a Trustee for the Charity in October 2019. Sue is very positive in her outlook and always approachable. She always kept the needs of the people using the service at the forefront of her mind when making decisions as a Trustee and we were very sorry to see her leave. Ben Staples was a volunteer whilst at University in Nottingham, he then joined us as a Support Worker before pursuing his career in HR. He became a Trustee in December 2017 and provided excellent HR advice and support throughout his time on the board; including helping with recruitment and keeping us up to date on any changes in legislation. He will be sorely missed.

We are very pleased to have two new Trustees join the board: Georgina Charles and Holly Sexton. Their knowledge and skills will be greatly appreciated.

Board meetings take place every 6-8 weeks and in between the Trustees work with the CEO and Operations Manager, providing advice and support within their range of expertise includ-ing, financial governance, risk management and the quality of the service.

Improving Lives Notts Ltd

Trustees' Report

Plans for future periods

Aims and key objectives for future periods

Our new project, Your Journey Forward began in March 2025.

We are fortunate to have been chosen to work with the Partners In Mind, the Mental Health Experts By Experience Group, providing a part time Coproduction Facilitator.

We will continue to work in partnership, for a further year, with the Trust as part of the Community Rehabilitation Team.

Improving Lives Notts Ltd

Trustees' Report

Statement of Responsibilities

The trustees (who are also the directors of Improving Lives Notts Ltd for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland". The report and accounts have been prepared in accordance with the provisions in the Companies Act 2006 relating to small companies.

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

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 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 business.

The trustees are responsible for keeping proper accounting records that can 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.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Small companies provision statement

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

The annual report was approved by the trustees of the charity on 30 June 2025 and signed on its behalf by:

.....

Dr Michael Harris
Trustee

Improving Lives Notts Ltd

Independent Examiner's Report to the trustees of Improving Lives Notts Ltd ('the Company')

Independent examiner's report to the trustees of Improving Lives Notts Ltd ('the Company')
I report to the charity trustees on my examination of the accounts of the company for the year ended 28 February 2025.

Responsibilities and basis of report

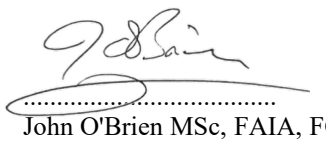
As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement
Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member and Fellow of the Association of Charity Independent Examiners, which is one of the listed bodies.
I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



.....
John O'Brien MSc, FAIA, FCIE, employee of Community Accounting Plus
Fellow of the Association of Charity Independent Examiners

Date:.....02/07/25.....

Improving Lives Notts Ltd

Statement of Financial Activities for the Year Ended 28 February 2025 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2025 £	Total 2024 £
Income and Endowments from:					
Donations and legacies	2	34,835	-	34,835	34,194
Charitable activities	3	4,171	410,180	414,351	408,410
Investment income	5	8,908	-	8,908	6,685
Total income		47,914	410,180	458,094	449,289
Expenditure on:					
Charitable activities	6	(11,812)	(401,389)	(413,201)	(407,893)
Total expenditure		(11,812)	(401,389)	(413,201)	(407,893)
Net income		36,102	8,791	44,893	41,396
Transfers between funds		12,400	(12,400)	-	-
Net movement in funds		48,502	(3,609)	44,893	41,396
Reconciliation of funds					
Total funds brought forward		238,339	62,687	301,026	259,630
Total funds carried forward	19	286,841	59,078	345,919	301,026

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for the period is shown in note 19.

Improving Lives Notts Ltd

Statement of Financial Activities for the Year Ended 28 February 2025 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

These are the figures for the previous accounting period and are included for comparative purposes

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £
Income and Endowments from:				
Donations and legacies	2	34,194	-	34,194
Charitable activities	3	3,645	404,765	408,410
Investment income	5	6,685	-	6,685
Total income		44,524	404,765	449,289
Expenditure on:				
Charitable activities	6	(33,863)	(374,030)	(407,893)
Total expenditure		(33,863)	(374,030)	(407,893)
Net income		10,661	30,735	41,396
Transfers between funds		9,107	(9,107)	-
Net movement in funds		19,768	21,628	41,396
Reconciliation of funds				
Total funds brought forward		218,571	41,059	259,630
Total funds carried forward	19	238,339	62,687	301,026

The notes on pages 15 to 24 form an integral part of these financial statements.

Improving Lives Notts Ltd

(Registration number: 05986266)
Balance Sheet as at 28 February 2025

	Note	2025 £	2024 £
Current assets			
Debtors	9	345	12,707
Cash at bank and in hand	10	354,683	297,470
		355,028	310,177
Creditors: Amounts falling due within one year	11	(9,109)	(9,151)
Net assets		345,919	301,026
Funds of the charity:			
Restricted income funds			
Restricted funds	19	59,078	62,687
Unrestricted income funds			
Unrestricted funds		286,841	238,339
Total funds	19	345,919	301,026

For the financial year ending 28 February 2025 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements on pages 12 to 24 were approved by the trustees, and authorised for issue on 30 June 2025 and signed on their behalf by:

.....

Dr Michael Harris
Trustee

1 Accounting policies

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

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

Basis of preparation
Improving Lives Notts Ltd meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Going concern
The financial statements have been prepared on a going concern basis.

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

Exemption from preparing a cash flow statement
Under the exemption available to smaller charities the Board of Trustees has chosen not to include a Statement of Cash Flows within the financial statements.

Income and endowments
Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Expenditure
All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

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

Taxation
The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets
Individual fixed assets costing £500.00 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation
Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Computer equipment	25% reducing balance basis

Trade debtors
Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents
Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Fund structure
Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Restricted income funds are those grants for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations
The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

2 Income from donations and legacies

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Donations and legacies;			
Donations from companies, trusts and similar proceeds	31,582	31,582	33,133
Gift aid reclaimed	3,253	3,253	1,061
	34,835	34,835	34,194

3 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2025 £	Total 2024 £
Grants & donations	-	406,398	406,398	402,161
Reimbursements	-	3,782	3,782	2,728
Services/fees	4,171	-	4,171	3,512
Miscellaneous income	-	-	-	9
	4,171	410,180	414,351	408,410

4 Grants & donations

	Unrestricted funds £	Restricted funds £	Total £
Sport England	-	2,220	2,220
Nottingham J Care	-	113,866	113,866
The Thomas Farr Charity	-	4,993	4,993
Notts HC Trust	-	78,693	78,693
National Lottery Community Fund	-	167,226	167,226
Mansfield Building Society	-	500	500
Asda	-	400	400
Garfield Weston Foundation	-	25,000	25,000
Skipton Building Society	-	500	500
Brian Treffery & Joan Oliver	-	500	500
HMRC Gift Aid	3,253	-	3,253
Northern Trains Limited	-	2,500	2,500
Corporate donations	894	-	894
Anonymous grants & donations	12,000	-	12,000
Sundry donations	9,296	-	9,296
The Jones 1986 Charitable Trust	-	10,000	10,000
Community fundraising donations	9,392	-	9,392
	34,835	406,398	441,233

5 Investment income

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Interest receivable and similar income;			
Interest receivable on bank deposits	8,908	8,908	6,685

6 Expenditure on charitable activities

	Unrestricted General funds £	Restricted funds £	Total 2025 £	Total 2024 £
Advertising & promotion	-	949	949	1,018
Dues & subscriptions	-	62	62	83
Mobile phone	-	1,961	1,961	1,263
Printing, postage & stationery	121	1,564	1,685	2,157
Software expenses & IT support	-	3,982	3,982	2,779
Training costs	10	2,963	2,973	4,248
Evaluation fees	-	450	450	3,550
Legal & professional	260	2,110	2,370	1,848
Liability & business insurance	-	2,253	2,253	2,023
Payroll fees	26	1,471	1,497	1,009
Recruitment costs	-	250	250	433
Bank charges	-	217	217	189
Rent & room hire	668	9,437	10,105	8,928
Equipment, repairs & renewals	54	2,510	2,564	4,740
Travel & subsistence	702	7,573	8,275	8,064
Wages & salaries	9,940	357,710	367,650	361,849
Volunteer costs	31	5,927	5,958	3,712
	11,812	401,389	413,201	407,893

7 Staff costs

The aggregate payroll costs were as follows:

	2025 £	2024 £
Staff costs during the year were:		
Wages and salaries	333,870	329,907
Social security costs	22,012	21,005
Pension costs	11,768	10,937
	367,650	361,849

The monthly average number of persons (including senior management team) employed by the charity during the year was as follows:

	2025 No	2024 No
Average number of employees	17	16

13 (2024 - 13) of the above employees participated in the Defined Contribution Pension Schemes.

Contributions to the employee pension schemes for the year totalled £11,768 (2024 - £10,937).

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

The total employee benefits of the key management personnel of the charity were £93,538 (2024 - £85,686).

8 Tangible fixed assets

	Computer equipment £	Total £
Cost		
At 1 March 2024	2,224	2,224
At 28 February 2025	2,224	2,224
Depreciation		
At 1 March 2024	2,224	2,224
At 28 February 2025	2,224	2,224
Net book value		
At 28 February 2025	-	-
At 29 February 2024	-	-

9 Debtors

	2025 £	2024 £
Prepayments	345	307
Other debtors	-	12,400
	345	12,707

10 Cash and cash equivalents

	2025 £	2024 £
Cash on hand	408	576
Cash at bank	354,275	296,894
	354,683	297,470

11 Creditors: amounts falling due within one year

	2025 £	2024 £
Other taxation and social security	5,324	5,485
Accruals	3,785	3,666
	9,109	9,151

12 Charity status

The charity is a company limited by guarantee and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £10 towards the assets of the charity in the event of liquidation.

13 Taxation

The charity is a registered charity and is therefore exempt from taxation.

14 Fees payable to independent examiner

During the period, the fees payable (excluding VAT) to the charity's independent examiner are analysed as follows:

	2025 £	2024 £
Independent examination	1,375	1,320
	1,375	1,320

15 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

16 Related party transactions

There were no related party transactions in the year.

17 Analysis of net assets between funds

	Unrestricted		2025
	General	Restricted	Total funds
	£	£	£
Current assets	286,841	68,187	355,028
Current liabilities	-	(9,109)	(9,109)
Total net assets	286,841	59,078	345,919

	Unrestricted		2024
	General	Restricted	Total funds
	£	£	£
Current assets	238,339	71,838	310,177
Current liabilities	-	(9,151)	(9,151)
Total net assets	238,339	62,687	301,026

18 3rd party funds

	Opening balances	Incoming resources	(Resources expended)	Total
	£	£	£	£
J Care	149	2,489	(2,396)	242
	149	2,489	(2,396)	242

19 Funds

	Balance at 1 March 2024 £	Incoming resources £	Resources expended £	Transfers £	Balance at 28 February 2025 £
Unrestricted funds					
General					
General fund	238,339	47,914	(11,812)	12,400	286,841
Restricted funds					
J Care	8,464	117,648	(114,329)	-	11,783
Two Trees Project (Lottery funding)	1,035	167,226	(166,461)	-	1,800
Asda	-	400	(400)	-	-
Art Group (B Treffery & J Oliver)	237	500	(246)	-	491
Salaries (Garfield Weston)	25,000	25,000	(25,000)	-	25,000
Your Own Journey (Lady Hind)	3,000	-	(3,000)	-	-
Trust Project	24,800	78,693	(87,180)	(12,400)	3,913
Cost of living (Thomas Farr)	151	4,993	(146)	-	4,998
Mansfield Building Society	-	500	-	-	500
Northern Trains	-	2,500	(2,109)	-	391
Skipton Building Society	-	500	(298)	-	202
Sport England	-	2,220	(2,220)	-	-
The Jones 1986	-	10,000	-	-	10,000
Total restricted funds	62,687	410,180	(401,389)	(12,400)	59,078
Total funds	301,026	458,094	(413,201)	-	345,919

The transfer from the Trust Project fund to the General fund represents an amount which was incorrectly transferred from General fund in prior period.

The specific purposes for which the funds are to be applied are as follows:

J Care - to provide support to people connected to the Jewish community in Nottinghamshire.
Two Trees project (Lottery funding) - for those leaving mental health services, to prevent crises readmissions and support long term management of their mental health.
Trust Project - offering a service to people who are in or leaving secondary mental health services.
Art Group (B Treffery & J Oliver) - funding to cover any costs relating to our Art Group.
Salaries (Garfield Weston) - funding to cover core salary costs.
Your Own Journey (Lady Hind) - funding for Your Own Journey Project one-to-one support for people experiencing multiple disadvantage referred from primary care.
Cost of living (Thomas Farr) - funding to purchase energy-efficient equipment to help people we support with reducing their bills during the cost-of-living crisis.

Asda - funding for Festive party.
Sport England - pilates group.
Northern Trains - all aspects of our Vinted project (including volunteer training & equipment).
Skipton Building Society - art supplies and Art group refreshments.
Mansfield Building Society - refreshments for walking group.
The Jones 1986 - funding for our safety net service.

These are the figures for the previous accounting period and are included for comparative purposes

	Balance at 1 March 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 29 February 2024 £
Unrestricted funds					
General					
General fund	218,571	44,524	(33,863)	9,107	238,339
Restricted					
Opportunity and Change Project (ESF funding)	2,593	12,312	(14,905)	-	-
J Care	9,087	111,073	(111,696)	-	8,464
Two Trees Project (Lottery funding)	3,775	147,350	(150,090)	-	1,035
Lloyds Foundation	20,438	-	(20,438)	-	-
Notts Victim Care	700	-	(700)	-	-
Asda	-	600	(600)	-	-
J F Mortimer Techmate	1,133	-	(1,133)	-	-
Your Own Journey (The Jones 1986)	3,333	-	(3,333)	-	-
Art Group (B Treffery & J Oliver)	-	500	(263)	-	237
Salaries (Garfield Weston)	-	25,000	-	-	25,000
Your Own Journey (Lady Hind)	-	3,000	-	-	3,000
Cost of Living (Leeds Building Society)	-	960	(960)	-	-
Trust Project	-	99,200	(65,293)	(9,107)	24,800
Cost of living (Thomas Farr)	-	4,770	(4,619)	-	151
Total restricted funds	41,059	404,765	(374,030)	(9,107)	62,687
Total funds	259,630	449,289	(407,893)	-	301,026

Improving Lives Notts Ltd

England & Wales - Charity number 1146094

Accounts

Improving Lives

Supporting people experiencing multiple disadvantage

Trustees Annual Report March 2023 - 2024

Improving Lives is a trading name of Improving Lives Notts Ltd

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Foreword by Chair of Trustees

Over the past year Improving Lives has continued to work hard to provide excellent and supportive services to the people we serve especially people with complex health and social needs.

As in previous years Improving Lives has provided the majority of its services to people who have previously received services from Nottinghamshire Healthcare NHS Foundation Trust, and Nottingham Social Services as well as a separate contract to provide services to Nottingham J Care clients.

Increasingly both the local mental health services and social services budgets are very stretched and the net effect on the care of the people with complex needs and mental health problems has been a severe reduction in ongoing care and a focus on short term solutions for people with long term care needs.

Improving Lives has been there for people who have have experienced those longer term care needs and we have provided support through our incredible staff team and our dedicated volunteers.

Improving Lives continues to provide a staff and volunteer team who remain with you to solve the problem, not just signposting you to the next barrier.

Sadly, as well as money shortages for the statutory sector, money is also very tight for the voluntary sector and there are artificial barriers to small and medium size voluntary organisations gaining contracts in the areas where they have the expertise.

We couldn't do what we do without the incredible professional leadership of our CEO Kerry Devine and our Business Manager (who is so much more) Josh Wood.

All of this is underpinned by our team of hard working Trustees who provide us with expertise in finance, law, HR and professional care.

Thanks to all of them as we look forward to another year of helping and supporting our client group.

Mike Harris, Chair of Trustees

Organisational Structure
Improving Lives

Trustees who served during the financial year

March 23 - February 24

Dr Mike Harris - Chair of the Board

Ben Staples

Ola Junaid

Ruth Ashburner – Treasurer

Glyn Jones (resigned October 2023)

Laura Pinkney (resigned December 2023)

Sue Kernahan

Ruth Hawkins

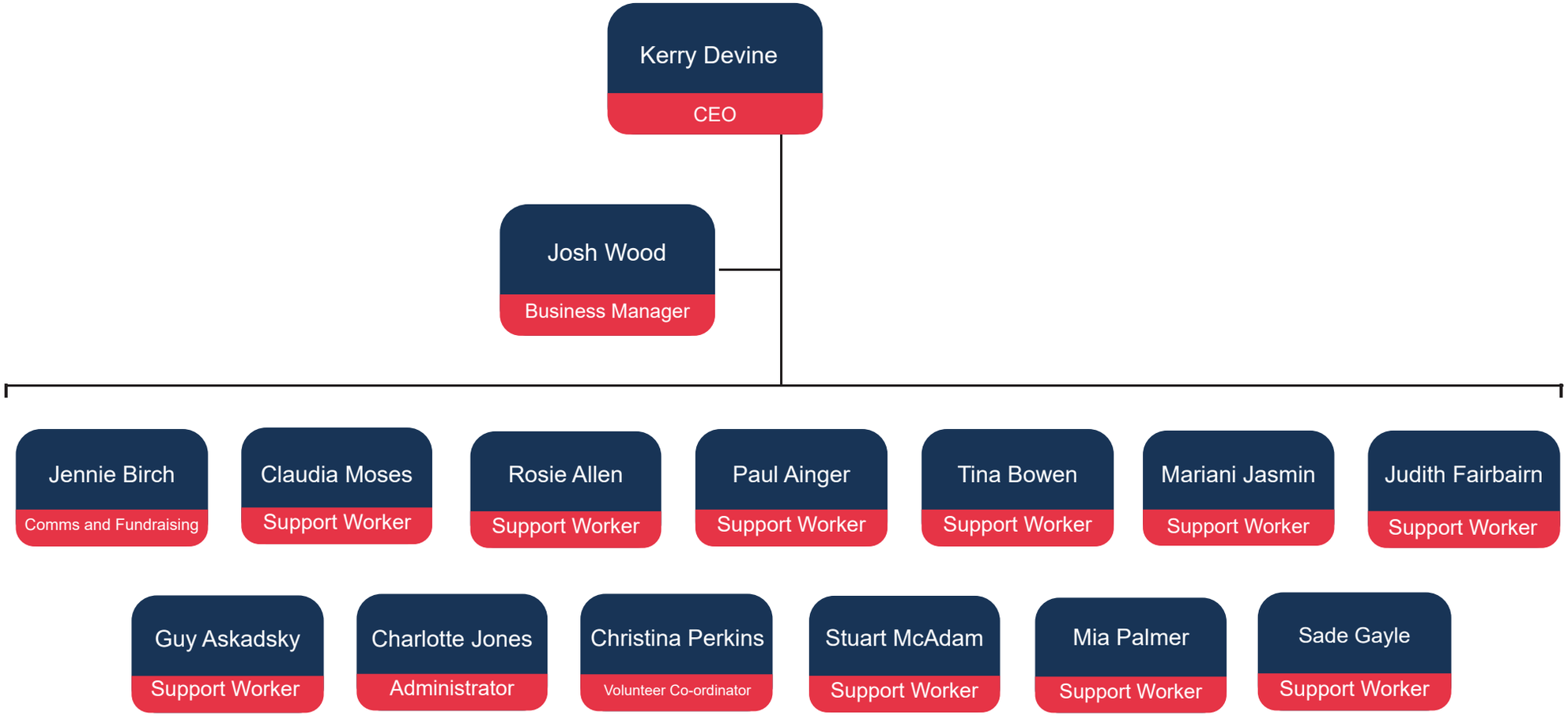
Kayleigh Brown (appointed April 2024)

The directors of the company are known as charity trustees for the purposes of charity law. They give their time voluntarily and receive no benefits. In order to maintain a broad diversity of skills when a trustee wishes to retire, new members will be recruited according to the skills gap. There are currently seven trustees who meet every six to eight weeks and are in communication between official meetings.

The Chief Executive Officer reports directly to the Chair of the Board and the Business Manager has regular meetings with the Treasurer to ensure sound financial oversight.

The Chief Executive Officer is Kerry Devine and the Business Manager, Josh Wood. There are a total of 15 members of staff working to benefit the wider community by providing people experiencing multiple disadvantage an individualised service to enable them to manage the challenges they face and believe that life can change for the better.

Organisational Structure



Foreword by Kerry Devine, CEO

The past year has brought challenges across the world and our thoughts have been with all those who have struggled to comprehend the events that have unfolded, and who have lost family and friends.

Closer to home, in Nottingham, we have also faced challenges on a wide scale. The impact on those directly affected, local residents and mental health services, of the events in June 2023 by Valdo Calocane cannot be underestimated. This together with the local cuts to services due to the city council's S114 notice, as a result of lack of funding, inevitably has consequences on the lives of local residents as we lose the services we have come to rely on.

As we do not receive funding from the local authority the service won't be directly affected by the funding cuts. However, the year ahead will see the impact of the general reduction in local services take effect for everyone in the city.

The cost-of-living crisis has continued to bite during 2023. The team has helped people access household vouchers, food vouchers, ensured that people have received the additional benefits for which they were eligible and sought specialist financial advice and guidance for people where needed.

We will face our own challenges in the year ahead as our National Lottery funding comes to an end in February 2025. We hope that we will be successful in securing funding to enable us to maintain and expand our service to the people most in need in the city.

In the face of the challenges Nottingham faces, to see the city of Nottingham come together after the deaths of Ian, Barnaby and Grace was deeply moving and humbling. It is heartening to see an example of how people's instinct is to support one another, in times of tremendous hardship. This gives us hope that the people of Nottingham can continue to show support for one another, in difficult years to come.

The Team

Kerry Devine (f/t CEO)
Josh Wood (f/t Business Manager)
Paul Ainger (f/t Support Worker)
Guy Askadsky (p/t Support Worker for J Care Project)
Jennie Birch (p/t Fundraising and Communications Officer)
Claudia Moses (p/t Support Worker)
Judith Fairbairn (f/t Support Worker for J Care Project)
Rosie Allen (p/t Support Worker)
Mariani Jasmin (p/t Support Worker)
Tina Bowen (f/t Support Worker)
Charlotte Jones (p/t Administrator)
Stuart McAdam (f/t Support Worker for J Care Project)
Christina Perkins (p/t Volunteer Co-ordinator)
Aderemi Ogunsemore (f/t Support Worker until January 2024)
Sade Gayle (f/t Support Worker from July 2023)
Mihaela Palmer (p/t Support Worker from July 2023)

Christmas Team Lunch, clockwise: Ade, Sade, Kerry, Mia, Christina, Stuart, Mariani, Charlotte, Rosie, Josh, Paul and Jennie.

The Support We Provide

Emotional Support

A place to ‘offload’, particulary in relation to some very sensitive issues such as coping with abuse or caring responsibilities for family members.

Promoting engagement in statutory services

Helping beneficiaries to access GP, Dentist, mental health services and hospital appointments; accessing housing providers and the Job Centre; attending Social Care assessments; accessing an Occupational Therapist; and applying for care packages.

Advocacy Support

In relation to a wide range of services and issues, including navigating ‘the system’ and gaining access to the right person or support service; addressing issues with medication; raising issues on the beneficiary’s behalf and acting as intermediary.

Benefit and debt issues

Checking benefit entitlements and completing application forms or supporting letters for ESA, PIP and disabled student allowance; contacting the DWP to reschedule appointments; attending assessments, work coach appointments and appeal tribunals; completing financial statements and obtaining debt management plans.

Cost of living issues

Applying for reductions in rent or mortgage payments and Council Tax charges; contacting utilities companies and seeking warmer homes discounts and reductions in gas or water bills; obtaining payment plans; accessing small grants for household items; and providing help to improve budgeting and money management skills.

Meeting basic living needs and promoting independence

Helping beneficiaries clean and repair their homes, arranging bulky waste collections, and tackle hoarding; managing bills and tv licenses; applying for a mobility bus pass; establishing a daily routine, obtaining food, energy vouchers and clothing.

Accessing specialist advice and support

Including financial and legal advice, advocacy support, counselling, and specialist support for self-harm and eating disorders.

Digital Support

Supporting beneficiaries to reduce bill costs, supporting to purchase affordable broadband; providing guidance on browsing the internet safely and potential risks online; supporting beneficiaries to download and access Zoom, email and other digital services i.e online banking.

Accessing community services and activities

Such as attending community centres, gyms and local nature projects; going on trips; accessing befriending and parenting support; plus services that can help provide basic necessities such as food, clothing and household goods.

Having a voice/accessing basic rights

Empowering beneficiaries to report maintenance issues and make formal complaints about inadequate housing or anti-social neighbours. This can include contacting the Police or a beneficiary's MP.

Housing and Home Safety Issues

Helping beneficiaries to register for social housing, explore their options and bid for properties; achieving home repairs including new kitchen equipment and window replacement; accessing a home needs assessment and obtaining safety equipment and household adaptations such as handrails and gas safety assessments; dealing with pest infestations; accessing services such as boiler repair, garden clearance and fencing; supporting beneficiaries to donate unwanted items to charity.

What We Do

Improving Lives Company Articles state that the Company's objects are:

The relief of those in need in particular but not limited to providing one-to-one support services to adults with complex health and social needs in Nottingham City and Nottinghamshire and nationwide advice.

We aim to enable people to believe that life can change for the better by:

-Providing high quality one-to-one support focussed on reducing the risk of people having a mental health crisis.

-Long term contact with the people who use the service by offering one-to-one support, social support groups facilitated by staff and volunteers and one-to-one phone or face to face befriending provided by volunteers. This reduces social isolation and provides a safety net to reduce the risk of social stressors impacting on people's mental health.

-Access to technology to develop skills and reduce energy consumption

Our Achievements

478 people have received support

2798 face to face meetings with support workers

4345 phone calls with people

40 volunteers have befriended 45 people providing 332 face to face sessions and 349 supportive phone calls

123 different people have attended social groups

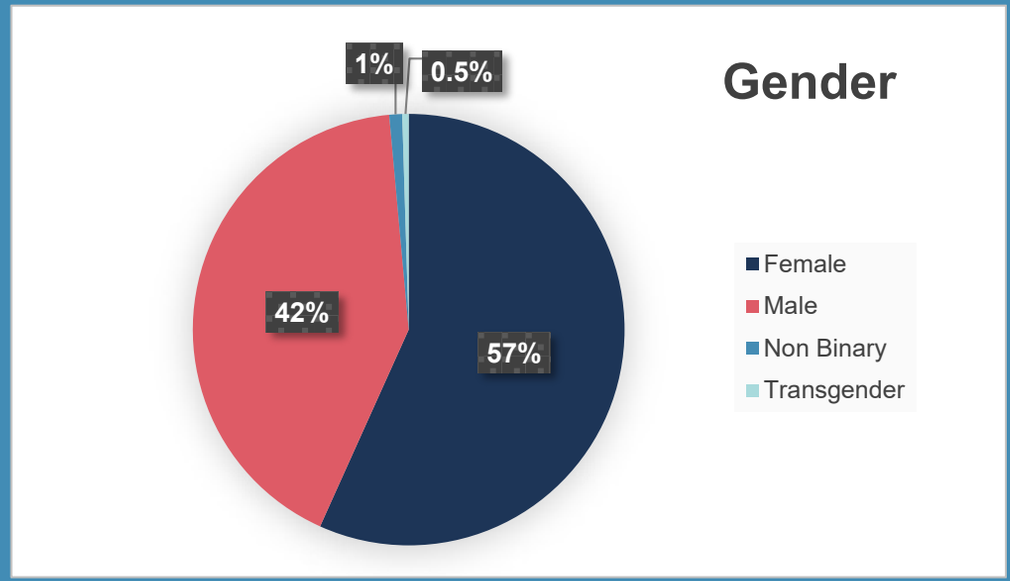
Maximised income to a total of £66,538

Support provided to attend a wide range of health appointments including 36 people to 94 GP appointments, 30 people to 54 hospital appointments, 24 people to 35 mental health appointments

Who Benefited from our Service

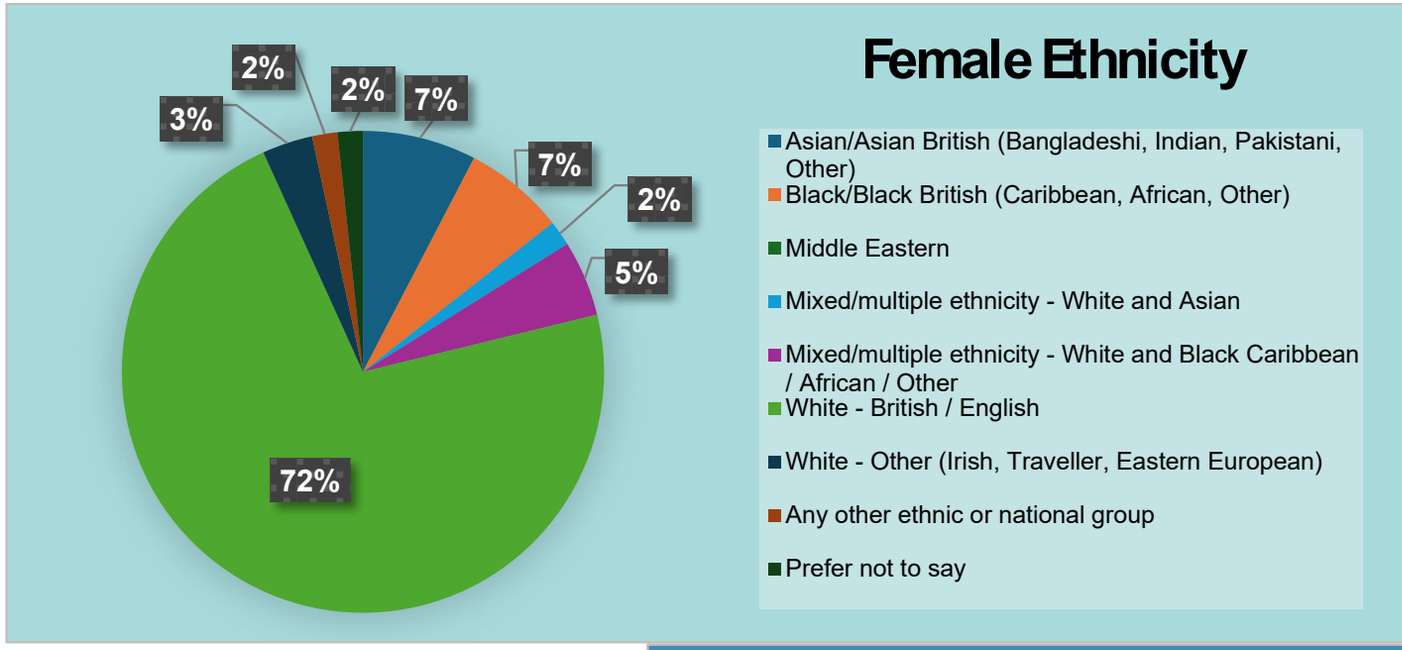
Nottingham Health and Wellbeing Strategy 2022-2025 includes working with people experiencing Severe Multiple Disadvantage as one of the four priorities. Multiple disadvantage includes homelessness, mental health issues, substance misuse, domestic abuse and contact with the criminal justice system. We work with people who are experiencing these disadvantages.

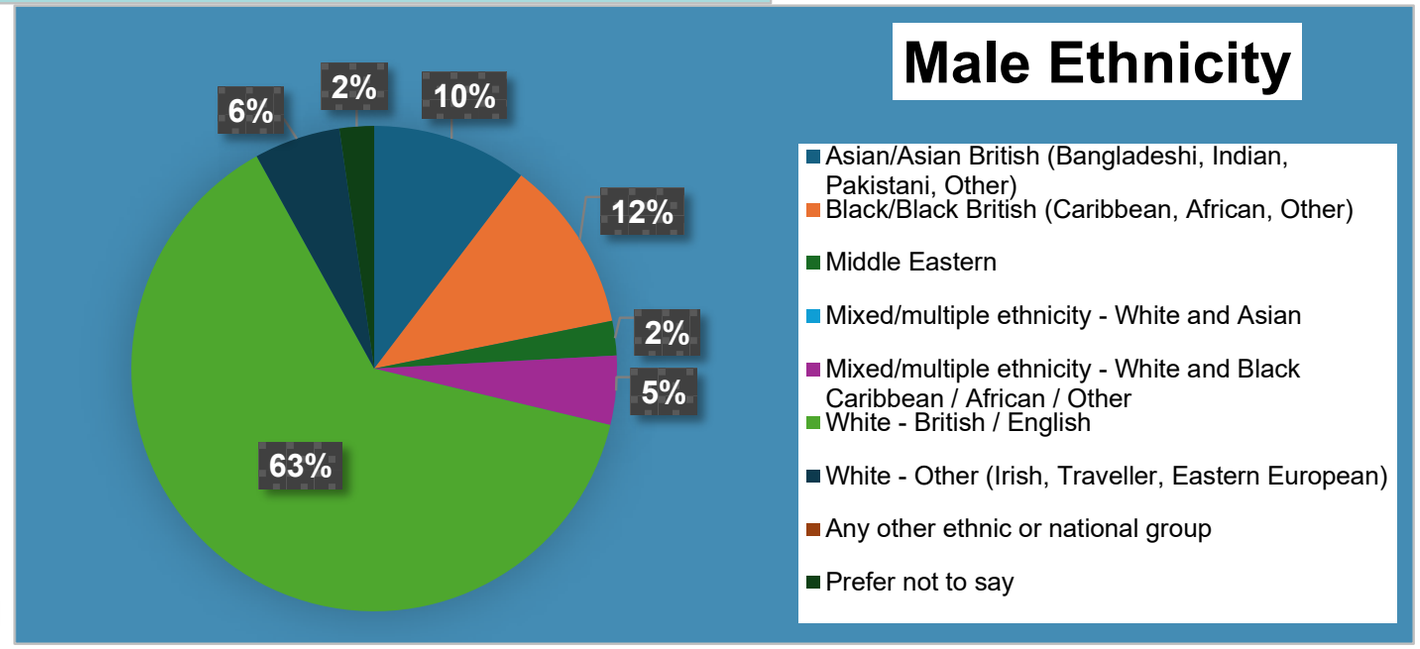
We are also very conscious of a range of health inequalities that the people we support face, which intersect with their mental health issues. Most inequalities in health outcomes, such as life expectancy and years lived in good health are related to the wider social determinants of health i.e. income, education, employment, housing, environmental factors like pollution, access to green spaces and digital exclusion. Poor outcomes are often exacerbated for people from ethnically diverse communities who are disproportionately affected by these factors. We are using the Race Health Inequalities Maturity Matrix assessment tool which is helping us to improve our cultural competence and responsiveness and address structures and processes that can exacerbate inequalities.



In the last year 100% of the people referred to the service had mental health problems alongside a combination of other issues: 30% of people had experienced domestic abuse, 38% housing issues, 33% had physical health issues, 21% had alcohol or substance misuse problems, 15% identified having debt problems, 16% needed support with benefits, 10% had an offending history, 22% were struggling to manage their correspondence and 88% were referred as being social isolated.

Who Benefited from our Service Cont.





NOTTINGHAM
PLAYHOUSE

NO
EXIT

Partnership Working

The people who use the service, as always, are our primary partners. They have continued to contribute towards the delivery and development of activities in a variety of interesting and empowering ways. This has included leading, or contributing to, peer support group activities; sharing skills at events; providing feedback to shaped service developments; participating in board meetings and staff recruitment panels; and being interviewed for an hour-long BBC radio feature about the organisation which was moving and powerful.

We also hosted a focus group for Healthwatch to enable the people we support to give feedback on secondary mental health services for the Healthwatch Specialist Mental Health Services Report. One of the people who uses our service was quoted:

"If you really want to change the system, have a look at this place here, Improving Lives, that should give you an indication, because it's helped me. I was locked in my house watching Bargain Hunt, all day, 24 hours a day... I came to Improving Lives and look where they've put me... I'm in [theatre groups] now, I've not long played [a leading role] you know, and there was a time where i wouldn't come, and i wouldn't be in the room with just you or talk to you. And you need to see these small cahrities and see how they handle people that suffer from mental health, and you need to learn from them..."

Our volunteers have been very busy this year and our Volunteer Co-ordinator has been extremely active in ensuring they had the support they needed to make a difference. One of our volunteers said:

"I wanted to do what I could to support Improving Lives' brilliant work in helping people navigate disjointed services during difficult periods in their lives."

Our referral partners have also recognised the benefits for people of being supported by our service:

"In my experience of co-working with staff at Improving Lives, there is a dedicated team providing excellent one-to-one support for people experiencing mental health difficulties. Communication has always been great, and service users have reported feeling well supported by their support workers."

Partnership Working Cont.

Nottingham Trent University students continued to be involved in our work this year. Our Volunteer Co-ordinator has been working with the students to offer volunteering opportunities and we have had support from students on an MSc course to consider ways of improving the service for the people we support. Students are also preparing a video for us about our befriending service.

This year we have been grateful for our corporate partnership with MHR, which is a national HR and Payroll software company based in Ruddington. They are offering support with digital workshops, volunteers for our other groups and also training sessions for our staff team, which is much appreciated.

MHR

facebook.com/nottinghamshirelive/

WEDNESDAY MAY 17 2023 NOTTINGHAM POST 11

'Busier than ever' charity still keeps in touch over huge distances

BEFRIENDING SERVICE SEES REQUESTS FOR HELP SURGE AMID COST-OF-LIVING CRISIS

Tina Perkins, volunteer co-ordinator for Improving Lives

By KEIMAE BLAKE

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A SMALL Nottingham charity which is "busier than ever before" has spoken out about how it is continuing to help people in the pressure of the cost-of-living crisis.

Improving Lives has been a registered charity since 2012 and helps reduce social isolation, mental and physical health and increase independence.

The charity, based at the International Community Centre on Mansfield Road, is seeing a surge in demand for help from people with multiple disadvantages.

With service users who have turned their life around now helping to volunteer too, Improving Lives has been described as a "lifeline" for the hundreds of people it supports.

With its successful "befriending" service, volunteers have been going out of their way to ensure its users have someone to talk to.

Even when one volunteer travelled all the way to America, the still kept in contact with the person they had befriended.

Volunteers keep in contact with those they have befriended for extended periods.

Previously people have spoken out on how the charity has helped them in some of the darkest times of their lives.

Jennie Birch, communications and fundraising officer for the charity, said: "Things have been tricky.

"We're busier than ever before. In the last 12 months, we've supported 410 people which is a huge number for us but we couldn't not do it."

Jennie continued: "We're supporting people with multiple disadvantages too, as well as mental health, so people with housing issues, for example.

"People still have anxieties over the cost of living too, especially in the winter and when October comes again, we'll probably experience the same."

Last winter, Improving Lives secured funding to give microwaves, electric blankets, heaters and other items to those in need to "ease the anxieties over big bills".

Tina Perkins, volunteer coordinator for the charity, said: "Volunteering is amazing.

"I feel like lockdown birthed volunteering; support workers couldn't go out to see everyone and our befriending service was there to help others.

"Our befriending service is a lifeline for many because of it. People can meet up and go for a coffee, have a phone call with their befriender – people need that human approach so they can respond openly and feel accepted.

"That's what this charity is all about: it's shaped by volunteers and service users."

Currently, Improving Lives has 30 befrienders.

The charity is open to chat to people who are passionate about helping others and have weekday availability for face-to-face befriending in the Nottingham area, with travel expenses paid.

The service offers a volunteer training programme as well as a team of support workers and staff trained in mental health to link back to for advice and further support.

Tina added: "We always try to match service users with volunteers looking at their common interests and life experiences.

"We try to get befrienders to commit for one year but it usually goes on for longer.

"One student carried on being a befriender when going back to America and that's why, as time goes on, people are happier and feel more comfortable to let go and share more.

"Being a befriender is rewarding and it helps people that might slip through the net."

News

Burglaries suspect is released on bail

POLICE have arrested a man in connection with a string of break-ins reported in a Nottinghamshire village.

The incidents were all reported in East Leake overnight on April 24 and 25.

The burglaries targeted houses on Bateman Road and Sand Martin Close, as well as two properties in Fieldfare Close.

During one of the burglaries, it is believed the suspect climbed through a bathroom window as his victim slept. A car was stolen from the home's drive. It was later found in Loughborough.

Detective Constable David Smith, of Nottinghamshire Police, said: "Burglary is a horrible crime and can have a long-lasting impact on victims. One of our victims was in bed as an intruder climbed into her house and stole her car and was understandably shaken by the experience.

"I am pleased we have now arrested a suspect for this series of offences and would like to assure all residents just how seriously we take this issue."

Nottinghamshire Police has arrested an 18-year-old man on suspicion of four counts of burglary. He has since been released on bail.

ROBIN HOOD MARATHON EVENTS 24TH SEPTEMBER 2023

CALLING ALL YOUNG ARTISTS – T-SHIRT DESIGN COMPETITION

This is your chance to be the talk of the town on Race Day with up to 2,000 runners wearing your design on their T-shirt in one of the largest Mini Marathon's in the country. Just like Amelie, pictured above proudly wearing her 2022 design.

Open to children aged 4 – 16 years, you could win a special trophy together with 11 FREE entries for you and your school to the 2024 race.

https://www.robinhoodhalfmarathon.co.uk/pages/design-our-t-shirt

Entries close Wednesday 31st May

Improving Lives
Supporting adults with complex health and social needs
Date 2nd NOV 23
Pay Improving Lives
£500.00
Signed Skipton BS
THE ABANDONED BIL
Could your savi
be earning mo
interest?

Improving Lives
Supporting adults with complex health and social needs

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Pay IMPROVING LIVES NOTTS
TWO HUNDRED & FIFTY POUNDS –
£250 —
For and on behalf of
MANSFIELD BUILDING SOCIETY
Authorised Signatory
mansfieldbs.co.uk

Cost of Living Project

The project has continued this year with financial support from Thomas Farr and Leeds Building Society.

During the year people who use the service received 16 heated throws, 12 air fryers, 2 microwaves and a heated clothes dryer.

"As I don't have central heating this will keep me so very warm, warmer than a hot water bottle, even to the point of being a life saver when it's really cold. It is so very much appreciated."

"It'll help massively with the osteoarthritis in my knees."

"Thank you so much for the air fryer, it has helped me save a lot of money on takeaways and I can now go back to cooking my own meals…it has been life changing!".

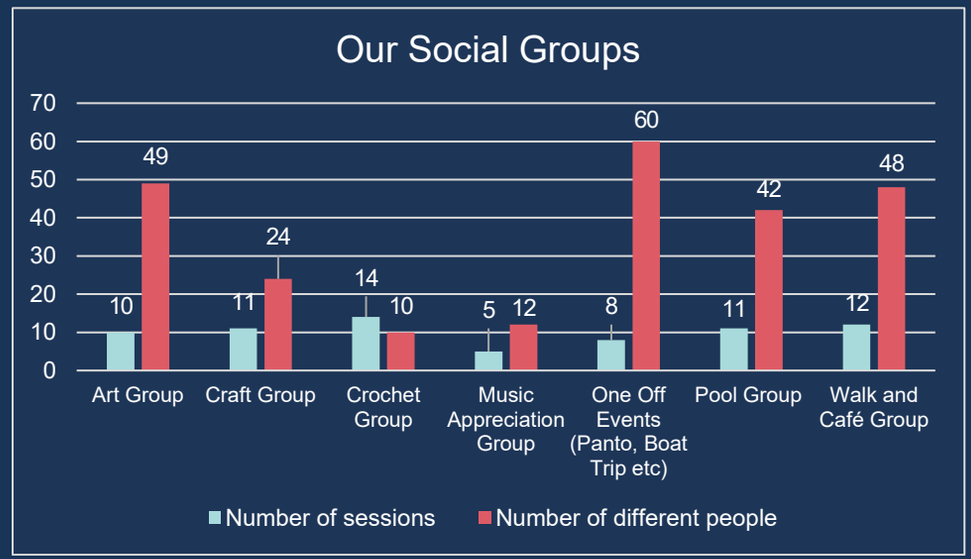
"My life has not been easy and April is a particularly difficult month for me with losing my mum and then I went and broke my leg. Without you lot at Improving Lives, I wouldn't have been able to do it. You have given me so much support and I appreciate it more than ever. I did not expect it at all and in fact when you text me to say about getting me a microwave I just broke down and cried as I really didn't expect it. I know it is only a bit of equipment but for me it will make my life a hell of a lot easier, especially over the next 6-12 weeks. I want to thank you from the sides, the top and bottom, and every bit of my heart".

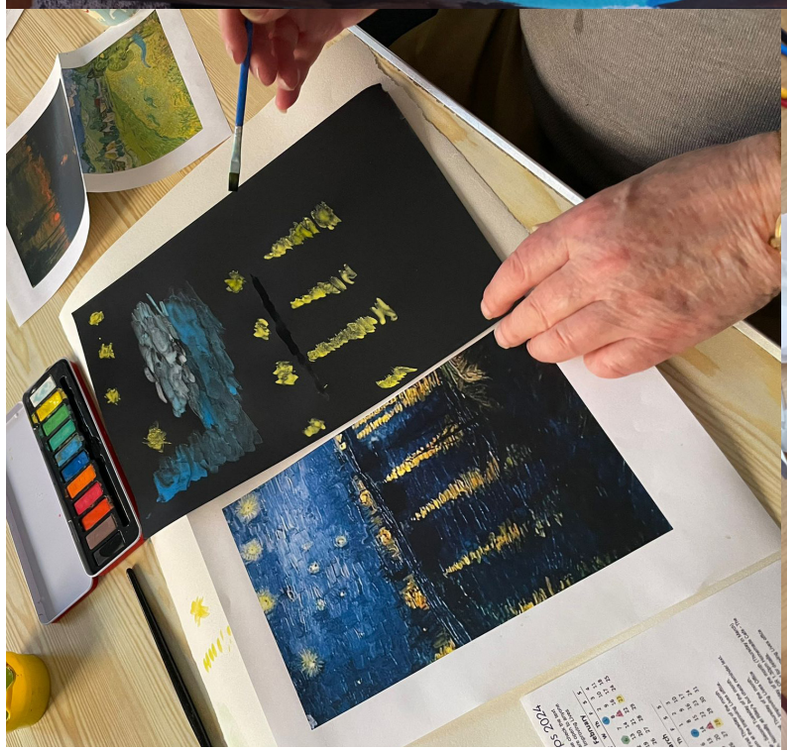
Groups

"The groups feel like a safe haven, they've kept me going. Even if I'm having a bad week, I drag myself out of bed to go to the pool group, knowing I can just go along and sit down, and I won't be judged or pressured."

"The staff there, they blend in. It's never apparent who is a service user and who is a member of staff, it is so effortless."

This year **123** different people attended our groups. A total of **63** regular group sessions were run over the period, with a total of **553** attendances. There have been a range of groups in addition to our regular café, pool, craft and art groups. This included two mental health awareness events in May and October, a narrow boat trip, a trip to the pantomime with **18** people and a Christmas party, once again funded by Asda. **26** people who use the service attended, together with a number of guests including the Sheriff of Nottingham. We had a coffee shop meet-up with 9 people between Christmas and New Year. We also plan to run a Pilates group and so we had a taster session to check out whether people were interested in it. We have also started regular crochet and music appreciation groups and a person who uses the service has recently started a jewellery making group. It's been a very busy year!





Volunteer Befriending

The befriending support service has continued to grow this year with **40** volunteers supporting **45** service users. There have been **331** face to face sessions and **346** telephone based sessions with people.

People receiving the service were very positive about the befriending support they had received. They reported being happy with, and grateful for, the sessions - and enjoyed the time they spent with their befriending volunteers.

Volunteers also gave very positive feedback about their experiences of befriending, **70%** rating this as 'excellent', **30%** as 'very good'. They reported that they had enjoyed the experience and felt grateful to have the opportunity to help others.

"I love befriending and the support I receive in the role."

"Once a week would be better, but it is much appreciated, it is the only visit I get."

Safety Net Support

The more intensive one to one support with an allocated Support Worker can last for up to 12 months. After that people can access ad hoc one to one support for specific issues that arise, for example when they are feeling overwhelmed and need support completing a benefit review form or organising a payment plan.

During the year, 89 people engaged with safety net support, 45 individuals attending a one-to-one session, with support also provided by telephone, email and text.

"When I ask for help it's always been there. They've always been very helpful when there is any kind of crisis."

Your Journey

We have now completed the second year of our three year The National Lottery Community Fund (TNLCF) funded project, Your Journey. The aim is to work with people with mental health issues who are experiencing multiple disadvantage, to enable them to manage the challenges they face more effectively, live as independently as possible and avoid readmission to hospital. We take referrals for people who are in or leaving secondary mental health services and the referrals have come from a range of professional including psychiatrists, occupational therapists, community psychiatric nurses, social workers and support workers.

During the year we aimed to work with **140** people, accepting **110** new referrals. We actually accepted **112** referrals and worked with **256** people in total. We have provided **1147** face to face support sessions to **156** people. There have also been **1622** phone calls made to **196** people.

In addition, TNLCF funds our safety net work and also our Volunteer Co-ordinator who supports our volunteers and runs our befriending service.

COMMUNITY FUND

Rachael's Story: Overcoming Adversity and Embracing Independence

Introduction: Rachael* was referred to Improving Lives in 2022 by the Local Mental Health Team (LMHT), for support to address mental health and social care needs stemming from past abuse by family. She had been given a diagnosis of bipolar disorder, along with chronic pain.

Rachael faced struggles with daily living tasks and social isolation. She was dependent on her Mum for help with shopping and cleaning. She also felt that she didn't have a community to turn to for emotional support which exacerbated her mental health challenges.

After meeting with her Improving Lives support worker, they created a list of achievable goals and actions that would help Rachael to address her mental and physical health needs.

*name has been changed.

> "I feel that I'm getting myself back – going to things that I like to do and feeling more confident in myself."

Physical health: Adult Social Care were engaged to explore different at-home care options. A referral was subsequently made to the Occupational Therapy team who provided equipment to enable Rachael to perform daily tasks with greater ease and safety. A support package was then put in place to assist with shopping, laundry, and food preparation.

Rachael and her support worker worked together in furthering a GP referral to the hospital Rheumatology team, to better explore her chronic pain – which was later diagnosed as Fibromyalgia. Rachael then self-purchased items which would improve her mobility and reduce fatigue, including a wheelchair for accessing the community, and a wheeled stool for moving around the home.

Items had built up in her flat so that some rooms were inaccessible. Although Rachael initially felt anxious to address this, by gently discussing the situation and a manageable plan, with help from her support worker, they began a declutter. Thereafter she accepted a deep clean, organised by Adult Social Care, and can now use all the rooms in her property.

Mental Health: Rachael was keen to develop her social circle, but felt anxious about this. Through emotional support from her support worker to better understand the underlying anxiety Rachael began to visit new places and joined several social groups. This included Bipolar Lift CIC for help around her diagnosis, and Improving Lives Art and Craft groups, which she continues to attend to maintain feeling a part of the community and overall sense of enjoyment and wellbeing.

Rachael questioned her diagnosis as she felt her experiences suggested Autism and ADHD. With Improving Lives' support, Rachael engaged with her LMHT and the local Neurodevelopmental Specialist Service (NeSS), who, after initial assessments, encouraged her to pursue a diagnosis. Whilst waiting for the full assessment Rachael has been given the option to receive a package of care from Autistic Nottingham.

Financial: Using Improving Lives' expertise on the services and benefits she was entitled to; Rachael was able to improve her financial situation – including a financial assessment for help with care costs and applications for grants towards purchasing medical equipment. Together, they also completed Rachael's Universal Credit, PIP review paperwork (and subsequent medical assessment), and applied for a blue badge, all of which were successful. Rachael said: "I feel I'm more secure with my finances and budgeting now that I'm getting the extra benefits I'm entitled to."

Looking to the Future: By tailoring support to Rachael's unique needs and circumstances, she now feels able to look forward to the future, and to pursue her interests and aspirations. Rachael is a university graduate. Now, having built up her self-confidence and being better able to manage physical health needs, she's exploring college courses and taking up new hobbies that align with her passions in life as well as her abilities, and her wish to be able to give back to others in the community.

"One of the main things that helped me was the advocacy, motivation and support. I knew what I wanted and needed but if somebody 'jolted me' it would stop me finishing getting things sorted. Improving Lives helped me to finish the process and to achieve my goals".

Trust Project

We began a new one year pilot project funded by the Nottinghamshire Healthcare NHS Foundation Trust in December 2022.

This is similar to our TNLCF funded project, to support people in secondary mental health services.

During the year we worked with **89** people on this project. **80** people received face to face contact with a Support Worker and **88** people had phone support, a total of **1211** phone calls.

NHS
Nottinghamshire Healthcare
NHS Foundation Trust

Case Study: Andy

On first meeting Andy, it was evident that his experiences had resulted in a loss of trust in the world which had diminished Andy's self-worth to the point of self-neglect. Andy's story has been written collaboratively but in Andy's words: as a way of giving Andy a chance to reflect on how life has changed for him, and to have his voice truly heard.

"When I first met Improving Lives, I was ready to give up on life and just wanted to die. I had just lost my dog Dodger, who I still miss today, and my other dog Viper was the only thing keeping me alive. I know I was defensive and had my barriers up as I felt a deep sense of injustice and lack of trust in people. This had stemmed from losing my job in a way that I still don't understand and feeling my family had betrayed me. I have never been given the chance to talk about myself without being betrayed. Nobody has ever been interested in me and if I tried to open up, I would either get no response or be told that I am stupid.

I was willing to give things one more chance but had an attitude of I will believe it when I see it. I have mostly been labelled as aggressive, so people have said they don't want to deal with me, but this is the way I have had to be to survive. Things started to change when I met my Support Worker as she would listen to me and was able to see it for what it is. She would understand things from my point of view and didn't treat me like someone with an attitude or aggressive problem. My support worker was the first person to come into my life and do what she said she would do. This has included organizing my flat to be deep cleaned and arranging support to help me maintain it; supporting me to address my health issues and attend appointments including being referred to a dietician, because I'm struggling to eat, and for hearing aids. She would walk Viper with me giving me chance to talk about things. This has increased my confidence and helped me express myself better to the point of recognizing I deserve better health care than I had been receiving and was able to voice this in a letter of complaint to my surgery.

More recently I attended an Improving Lives pool group and felt less worried about being around people. I have started to feel happier in myself and been able to choose my words differently due to not feeling so negative and have slowly started to trust people more. My biggest aim is to get back into employment, but my biggest barrier is the lack of trust I have in people. However, I think the more I can socialize, the less anxious I will feel, and my trust will grow so I can return to work with a more open mind in the future."

J Care

Nottingham J Care is a charity that works in partnership with Improving Lives to provide a service to people from or connected with the Jewish Community in Nottingham city and Nottinghamshire.

The service is open to anyone over the age of 18yrs, but the majority of the people supported on the project are aged over 65yrs.

The one-to-one support offered is individualised and ranges from emotional support to helping people to arrange complex care packages. The team regularly offers information to carers and a range of practical support is offered to the people who use the service. That might include supporting people to attend hospital and GP appointments or emergency shopping or prescription collections.

During the year **77** people received support from the service: **50** people received **551** face to face appointments and 64 people were supported by **887** phone calls. There have also been **11** social events during the year which members of the community enjoy attending, particularly when it involves homemade food and the opportunity to socialise.

Improving safety at home: including case studies

There is a variety of options available to improve safety within the home.
Many are free or low cost for people aged over 60, or who are experiencing long term physical or mental health difficulties.

Mr A was finding everyday tasks more difficult as his health was impacting on his mobility. He was referred to Occupational Therapy. He received an assessment at home which resulted in him having his sofa raised so that it was easier for him to stand up from a sitting position. He also had rails put in on the stairway and in the bathroom. He received a bed handle to assist with getting in and out of bed, and a bath board to assist with personal care washing.

He was also referred to Nottinghamshire Fire Safety for a Safe and Well Home Assessment. They visited and installed free smoke detectors and gave advice on electrical sockets and safer use of kitchen equipment.

He was added to the Priority Services Register. This is a free support service that makes sure extra help is available to people in vulnerable situations if water or power is disconnected.

Mrs B was provided with information on stair lifts so that she could purchase one for her home. She was also referred to City Health Falls Team for walking and bathroom aids. We showed her how to access the Age UK Business Directory online, which is a free service to help older people find a trustworthy business in their local area. She has used it to find recommended tradesmen.

We purchased nonslip mats to cover tiled areas and fix rugs firmly in place. We purchased a medication organiser and continence aids through a local pharmacy. We set up an Alexa gadget and connected it to the internet and her mobile phone.

Mrs C was referred to Preventative Adaptions Team and had external steps built and handrails put in at the front door to make access easier. A personal falls alarm was installed to her home so she can request help if needed. She also had a keysafe installed via the Handy Person Adaption Service.

We took a trip to Mysight Nottingham showroom for reading aids, kitchen gadgets, and phone apps. They specialise in advice and practical hands-on equipment demonstrations for people experiencing sight loss. They have a showroom of equipment, and also offer a technology support service.

Your Own Journey - Case Study

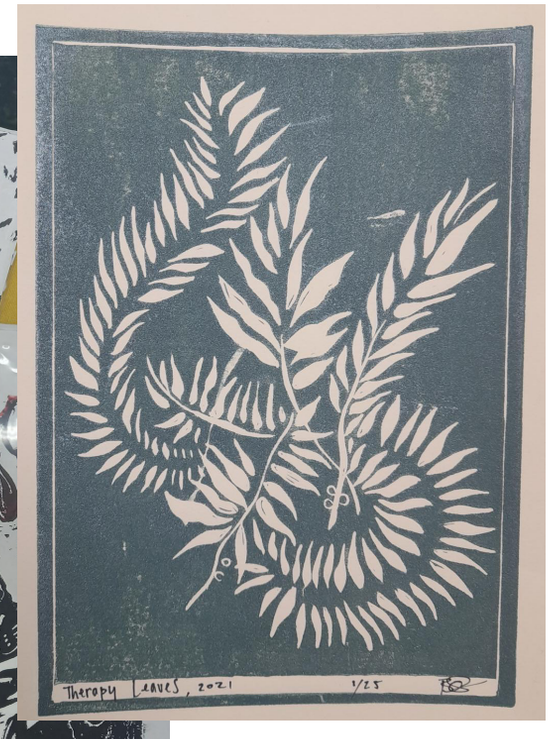
A talented Artist named Winter, with a diagnosis of Autism, ADHD, BPD, PTSD, and chronic pain, struggled to balance caring for family members and prioritising their own needs. Winter had ambitions of completing their Masters' degree in Fine Art but didn't feel this was possible due to difficulties in planning and organising tasks. Winter sought counselling sessions for emotional support but realised that they needed more help to achieve their goals. Their therapist referred them to Improving Lives for practical support around budgeting, housing issues, and organising daily tasks to improve self-care.

Winter worked hard with their support worker despite their painful 'flare-up' days and challenges to focus on tasks and was able to achieve their goals of moving home and applying for university. With practical and emotional help, Winter was able to keep on top of their upcoming appointments, make bill payments, update their Art portfolio, make a successful application to university, and move into student accommodation.

Before their support ended, Winter had a few words to share with their worker - **"Thank you so much for your help, really appreciate you listening to me always and for supporting me. So grateful!".**

Since starting their course, Winter has met new people with shared interests and has enjoyed creating artwork for the university's exhibitions which has boosted their confidence.

We have continued our small project to support people in primary care; that is people under the care of their GP rather than in secondary mental health services. We have supported 10 people providing 115 sessions of face to face support and 243 phone support sessions.



Counselling Service

This continues to be a small, paid for service run by two support workers who are also qualified counsellors and one of our support workers who is training to be a counsellor. The proceeds go directly to support the service. During the year **7** people have received counselling, totalling **77** hours.

Our Funding

The National Lottery Community Fund: Your Journey: For those in secondary mental health services, to prevent crises readmissions and support long term management of their mental health. Coming to an end February 2025

Jessie Spencer Trust and Lady Hind Trust: Your Own Journey project, funding to support people experiencing multiple disadvantage who are not in secondary mental health services.

Garfield Weston: Generously giving two, year long, grants towards core costs for the years 2023 and 2024.

Nottinghamshire Healthcare NHS Foundation Trust: Trust project ongoing from December 2022

J Care: We have a contract with another charity to provide support to people connected to the Jewish community in Nottinghamshire.

Thomas Farr: Funding for our cost of living project.

In this year we have received a large number individual donations, many thanks to all those people, we rely on their generosity to provide support our community.

We would also like to thank the following for their generous contributions: Rock Civils, The Benefact Group, Skipton Building Society, Asda Foundation, Alpkit Foundation, Sir John Eastwood Foundation

Future Plans

There will be challenges in the year ahead as we move towards the end of our National Lottery Community Fund project and seek funding to be able to continue our work and take referrals to support people experiencing multiple disadvantage. We are aiming to increase our financial sustainability by considering a variety of funding sources to enable the service to continue.

Our main priority is to ensure that we are able to provide a safety net to the people we already support and that we can also offer the groups that people rely on to reduce their social isolation and enable them to feel part of their community. Our volunteers are also a vital part of that plan, as they offer a befriending service to people who are isolated and struggle to attend groups.

We are fortunate to have a good working relationship with the Nottinghamshire Healthcare NHS Foundation Trust and we look forward to continuing our partnership with them as they develop a new multi-disciplinary team: the Community Enhanced Rehabilitation Team.

The aim is also to continue growing our service to support people in primary care (under the care of their GP) so that we are able to accept self-referrals from people who are currently unable to access support from other services.

Trustee Involvment

During the year, two of our Trustees have resigned, including Laura Pinkney who had been a valued member of our board since January 2020. We were very sorry to see her leave, but understand the impact of her other commitments on her time. We have been fortunate to recruit a new legal Trustee, Kayleigh Brown, who joined us April 2024

We are also grateful to have people who use the service attending our meetings, which take place online. They are able to offer feedback and ask questions about the governance of the service, keeping the organisation focused on the support that is offered.

Board meetings take place every 6 weeks and in between the Trustees work with the CEO and Business Manager, providing advice and support within their range of expertise including about recruitment, financial governance, fundraising, HR and the quality of the service.

The board conducts a review of major risks to the charity at every meeting. Policies and procedures are reviewed annually to keep up to date with current legislation.

A face to face strategy meeting is held annually to focus on developing the service in line with our charitable aims.

The Reserves Policy

The Board of Trustees have set a reserve policy of 3 to 6 month running costs. At the end of the year the reserves exceeded this but due to anticipated funding shortfalls in the 25-26, this is likely to reduce significantly.

Our full Reserves Policy can be found at **www.improvinglivesnotts.org.uk/policies.**

Public Benefit

The trustees have given due consideration to the Charity Commission's published guidance on the Public Benefit requirement under the Charities Act 2011.

Custodian Trusteeship

No assets were held as custodian trustee during the reporting period.

Improving Lives

Supporting people experiencing multiple disadvantage

Trustees' Report
Statement of Trustees' Responsibilities

The trustees (who are also the directors of Improving Lives Notts Ltd for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland". The report and accounts have been prepared in accordance with the provisions in the Companies Act 2006 relating to small companies.

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

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 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 business.

The trustees are responsible for keeping proper accounting records that can 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.
The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Small companies provision statement
This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

The annual report was approved by the trustees of the charity on 22nd June 2024 and signed on its behalf by:

Dr Michael Harris
Trustee

Independent Examiner's Report to the Trustees of Improving Lives Notts Ltd ('the Company')

Independent examiner's report to the trustees of Improving Lives Notts Ltd ('the Company')
I report to the charity trustees on my examination of the accounts of the company for the year ended 29 February 2024.

Responsibilities and basis of report
As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement
Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member and Fellow of the Association of Charity Independent Examiners, which is one of the listed bodies.
I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

.....
John O'Brien MSc, FCCA, FCIE, employee of Community Accounting Plus
Fellow of the Association of Charity Independent Examiners

Units 1 & 2 North West, 41 Talbot Street, Nottingham, NG1 5GL

Date: 08/07/24

Statement of Financial Activities for the Year Ended 29 February 2024
(Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Income and Endowments from:					
Donations and legacies	2	34,194	-	34,194	60,012
Charitable activities	3	3,645	404,765	408,410	314,955
Investment income	5	6,685	-	6,685	1,444
Total income		44,524	404,765	449,289	376,411
Expenditure on:					
Charitable activities	6	(33,863)	(374,030)	(407,893)	(398,324)
Total expenditure		(33,863)	(374,030)	(407,893)	(398,324)
Net income/(expenditure)		10,661	30,735	41,396	(21,913)
Transfers between funds		9,107	(9,107)	-	-
Net movement in funds		19,768	21,628	41,396	(21,913)
Reconciliation of funds					
Total funds brought forward		218,571	41,059	259,630	281,543
Total funds carried forward	19	238,339	62,687	301,026	259,630

All of the charity's activities derive from continuing operations during the above two periods.
The funds breakdown for the period is shown in note 19
.

Statement of Financial Activities for the Year Ended 29 February 2024

(Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

These are the figures for the previous accounting period and are included for comparative purposes

	Note	Unrestricted funds £	Restricted funds £	Total 2023 £
Income and Endowments from:				
Donations and legacies	2	60,012	-	60,012
Charitable activities	3	2,530	312,425	314,955
Investment income	5	1,444	-	1,444
Total income		63,986	312,425	376,411
Expenditure on:				
Charitable activities	6	(39,631)	(358,693)	(398,324)
Total expenditure		(39,631)	(358,693)	(398,324)
Net income/(expenditure)		24,355	(46,268)	(21,913)
Net movement in funds		24,355	(46,268)	(21,913)
Reconciliation of funds				
Total funds brought forward		194,216	87,327	281,543
Total funds carried forward	19	218,571	41,059	259,630

(Registration number: 05986266)
Balance Sheet as at 29 February 2024

	Note	2024 £	2023 £
Current assets			
Debtors	9	12,707	294
Cash at bank and in hand	10	297,470	268,786
		310,177	269,080
Creditors: Amounts falling due within one year	11	(9,151)	(9,450)
Net assets		301,026	259,630
Funds of the charity:			
Restricted income funds			
Restricted funds	19	62,687	41,059
Unrestricted income funds			
Unrestricted funds		238,339	218,571
Total funds	19	301,026	259,630

For the financial year ending 29 February 2024 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements on pages 35 to 50 were approved by the trustees, and authorised for issue on 22nd June 2024 and signed on their behalf by:

.....

Dr Michael Harris

Trustee

Notes to the Financial Statements for the Year Ended 29 February 2024

1. Accounting policies

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

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

Basis of preparation
Improving Lives Notts Ltd meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Going concern
The financial statements have been prepared on a going concern basis.

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

Exemption from preparing a cash flow statement
Under the exemption available to smaller charities the Board of Trustees has chosen not to include a Statement of Cash Flows within the financial statements.

Income and endowments
Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Donations and legacies
Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Expenditure
All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

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

Taxation
The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets
Individual fixed assets costing £500.00 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation
Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Computer equipment	25% reducing balance basis

Trade debtors
Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents
Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Fund structure
Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Restricted income funds are those grants for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations
The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

2. Income from donations and legacies

	Unrestricted Funds General £	Total 2024 £	Total 2023 £
Donations and legacies;			
Donations from companies, trusts and similar proceeds	33,133	33,133	58,810
Gift aid reclaimed	1,061	1,061	1,202
	34,194	34,194	60,012

3. Income from charitable activities

	Unrestricted Funds General £	Restricted funds £	Total 2024 £	Total 2023 £
Grants & donations	-	402,161	402,161	309,663
Reimbursements	124	2,604	2,728	2,762
Services/fees	3,512	-	3,512	2,409
Miscellaneous income	9	-	9	121
	3,645	404,765	408,410	314,955

4. Grants and Donations

	Unrestricted funds £	Restricted funds £	Total £
European Social Fund	-	12,312	12,312
Nottingham J Care	-	108,469	108,469
The Thomas Farr Charity	-	4,770	6,770
Notts HC Trust	-	99,200	99,200
National Lottery Community Fund	-	147,350	147,350
Leeds Building Society	-	960	960
Asda	-	600	600
Garfield Weston Foundation	-	25,000	25,000
The Lady Hind Trust	-	3,000	3,000
Brian Treffery & Joan Oliver	-	500	500
HMRC Gift Aid	1,061	-	1,061
Community fundraising donations	2,264	-	2,264
Corporate donations	8,485	-	8,485
Anonymous grants & donations	15,300	-	15,300
Sundry donations	7,084	-	5,084
	34,194	402,161	436,355

5. Investment Income

	Unrestricted Funds General £	Total 2024 £	Total 2023 £
Interest receivable and similar income;			
Interest receivable on bank deposits	6,685	6,685	1,444

6. Expenditure on charitable activities

	Unrestricted General Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Advertising & promotion	-	1,018	1,018	1,820
Dues & subscriptions	-	83	83	933
Mobile phone	30	1,233	1,263	1,757
Printing, postage & stationery	150	2,007	2,157	1,923
Software expenses	-	2,779	2,779	2,204
Training costs	-	4,248	4,248	2,777
Evaluation fees	-	3,550	3,550	-
Legal & professional	-	1,848	1,848	1,748
Liability & business insurance	-	2,023	2,023	1,896
Payroll fees	-	1,009	1,009	798
Recruitment costs	-	433	433	167
Bank charges	-	189	189	175
Rent & room hire	187	8,741	8,928	7,286
Equipment, repairs & renewals	-	4,740	4,740	4,616
Travel & subsistence	866	7,198	8,064	7,515
Wages & salaries	32,630	329,219	361,849	359,671
Volunteer costs	-	3,712	3,712	3,038
	33,863	374,030	407,893	398,324

7. Staff Costs

The aggregate payroll costs were as follows:

	2024 £	2023 £
Staff costs during the year were:		
Wages and salaries	329,907	326,456
Social security costs	21,005	23,027
Pension costs	10,937	10,188
	361,849	359,671

The monthly average number of persons (including senior management team) employed by the charity during the year was as follows:

	2024	2023
Average number of employees	16	16

13 (2023 - 13) of the above employees participated in the Defined Contribution Pension Schemes.

Contributions to the employee pension schemes for the year totalled £10,937 (2023 - £10,188).

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

The total employee benefits of the key management personnel of the charity were £85,686 (2023 - £82,395).

8. Tangible fixed assets

	Computer equipment £	Total £
Cost		
At 1 March 2023	2,224	2,224
At 29 February 2024	2,224	2,224
Depreciation		
At 1 March 2023	2,224	2,224
At 29 February 2024	2,224	2,224
Net book value		
At 29 February 2024	-	-
At 28 February 2023	-	-

9. Debtors

	2024 £	2023 £
Prepayments	307	294
Other debtors	12,400	-
	12,707	294

10. Cash and cash equivalents

	2024 £	2023 £
Cash on hand	576	499
Cash at bank	296,894	268,287
	297,470	268,786

11. Creditors: amounts falling due within one year

	2024 £	2023 £
Other taxation and social security	5,485	6,157
Accruals	3,666	3,293
	9,151	9,450

12. Charity status

The charity is a company limited by guarantee and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £10 towards the assets of the charity in the event of liquidation.

13. Taxation

The charity is a registered charity and is therefore exempt from taxation.

14. Fees payable to independent examiner

During the period, the fees payable (excluding VAT) to the charity's independent examiner are analysed as follows:

	2024 £	2023 £
Independent examination	1,320	1,130
	1,320	1,130

15. Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

16. Related party transactions

There were no related party transactions in the year.

17. Analysis of net assets between funds

	Unrestricted General £	Restricted £	2024 Total Funds £
Current assets	238,339	71,838	310,177
Current liabilities	-	(9,151)	(9,151)
Total net assets	238,339	62,687	301,026

	Unrestricted General £	Restricted £	2023 Total Funds £
Current assets	218,571	50,509	269,080
Current liabilities	-	(9,450)	(9,450)
Total net assets	218,571	41,059	259,630

18. 3rd party funds

	Opening balances £	Incoming resources £	(Resources expended) £	Total £
J Care	182	1,124	(849)	457
	182	1,124	(849)	457

19. Funds

	Balance at 1 March 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 29 February 2024 £
Unrestricted funds					
General					
General fund	218,571	44,524	(33,863)	9,107	238,339
Restricted funds					
Opportunity and Change Project (ESF funding)	2,593	12,312	(14,905)	-	-
J Care	9,087	111,073	(111,696)	-	8,464
Two Trees Project (Lottery funding)	3,775	147,350	(150,090)	-	1,035
Lloyds Foundation	20,438	-	(20,438)	-	-
Notts Victim Care	700	-	(700)	-	-
Asda	-	600	(600)	-	-
J F Mortimer Techmate	1,133	-	(1,133)	-	-
Your Own Journey (The Jones 1986)	3,333	-	(3,333)	-	-
Art Group (B Treffery & J Oliver)	-	500	(263)	-	237
Salaries (Garfield Weston)	-	25,000	-	-	25,000
Your Own Journey (Lady Hind)	-	3,000	-	-	3,000
Cost of Living (Leeds Building Society)	-	960	(960)	-	-
Trust Project	-	99,200	(65,293)	(9,107)	24,800
Cost of living (Thomas Farr)	-	4,770	(4,619)	-	151
Total restricted funds	41,059	404,765	(374,030)	(9,107)	62,687
Total funds	259,630	449,289	(407,893)	-	301,026

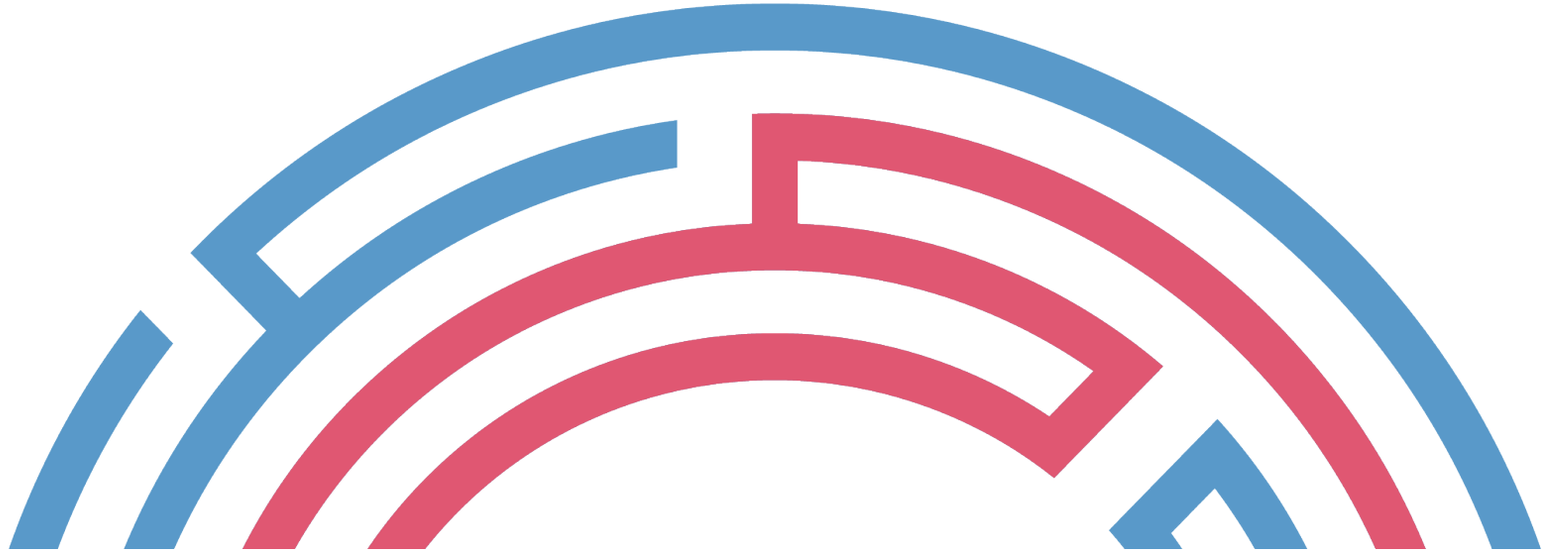
The transfer from the Notts HC Trust fund to the General fund represents the agreed amount to transfer to cover overheads.

19. Funds cont.

The specific purposes for which the funds are to be applied are as follows:
Opportunity and Change Project (ESF funding) - supports adults with multiple complex needs to move closer towards work or training.
J Care - to provide support to people connected to the Jewish community in Nottinghamshire.
Two Trees project (Lottery funding) - for those leaving mental health services, to prevent crises readmissions and support long term management of their mental health.
Notts Victim Care - to run a craft group for people who are victims of crime.
J F Mortimer Techmate - funding to provide items to save money on gas and electric bills (e.g. air fryers) for people who use the service.
Lloyds Foundation - contributing to core costs and providing an enhanced package of support including access to training and professional services such as volunteer recruitment and HR.
Trust Project - offering a service to people who are in or leaving secondary mental health services.
Your Own Journey (The Jones 1986) - funding to provide support to people in primary care - 5 referrals over the year.
Art Group (B Treffery & J Oliver) - funding to cover any costs relating to our Art Group.
Salaries (Garfield Weston) - funding to cover core salary costs.
Your Own Journey (Lady Hind) - funding for Your Own Journey Project one-to-one support for people experiencing multiple disadvantage referred from primary care.
Cost of living (Leeds Building Society) - funding to purchase heated throws to help people we support with reducing their bills during the cost-of-living crisis.
Cost of living (Thomas Farr) - funding to purchase energy-efficient equipment to help people we support with reducing their bills during the cost-of-living crisis.

These are the figures for the previous accounting period and are included for comparative purposes

	Balance at 1 March 2022 £	Incoming Resources £	Resources Expended £	Balance at 28 February 2023 £
Unrestricted funds				
General				
General fund	194,216	63,986	(39,631)	218,571
Restricted				
Opportunity and Change Project (ESF funding)	3,678	32,655	(33,740)	2,593
J Care	12,642	111,212	(114,767)	9,087
Two Trees Project (Lottery funding)	-	121,750	(117,975)	3,775
Lloyds Foundation	19,879	35,584	(35,025)	20,438
Trust Project	49,489	-	(49,489)	-
Notts Victim Care	1,639	-	(939)	700
Asda	-	500	(500)	-
J F Mortimer Techmate	-	5,000	(3,867)	1,133
Percy Bilton	-	724	(724)	-
Your Own Journey (The Jones 1986)	-	5,000	(1,667)	3,333
Total restricted funds	87,327	312,425	(358,693)	41,059
Total funds	281,543	376,411	(398,324)	259,630



Improving Lives Notts Ltd

England & Wales - Charity number 1146094

Accounts

Improving Lives

Supporting people experiencing multiple disadvantage

Trustees Annual Report March 2022 - 2023

Improving Lives is a trading name of Improving Lives Notts Ltd

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Foreword by Chair of Trustees

It is one of the privileges of chairing an organisation that you get to write an introduction to the annual report. This gives an opportunity to call out the successes of the organisation that you chair. It has been my privilege to chair Improving Lives Notts since it was founded and see the successes of the organisation as it has grown and developed. This last year has seen several changes for Improving Lives with changes in our funding grants which will be covered by our CEO and some changes in personnel both of staff and Trustees. Most importantly the last year has been one of providing more high-quality support for all the people we support with many appreciative comments of the help given both in writing and by word of mouth.

Most of our work is done with people referred to us by Nottinghamshire Healthcare and it has been helpful to receive some funding from the Trust for specific projects related to the Trust.
We have been fortunate to be supported both by large national funders but also more local charitable funders, individual members of the public and corporate sponsorship.

We have lost a small number of our staff as specific contracts came to an end. One, Rachel Hollands, had been with us since we started. Rachel has however developed herself and her career with our support and is moving on to provide independent counselling. We are sorry that the members of staff have moved on but also pleased that all have been for developmental reasons and improvement. Our Treasurer Bhaveen stood down during the year for health reasons and we have been lucky to recruit Ruth Ashburner as our new treasurer. We have also recruited Glyn Jacobs a chartered accountant as an additional trustee. I want to thank Ruth Hawkins one of our Trustees, an accountant by background for all the help she gave to Josh Wood during the interim. This was a fantastic intervention as Ruth is also the acting chair of Framework.

I want to thank our fantastic staff team and amazing volunteers who are the people responsible for providing our great input to the people we support. Especially I would like to thank Kerry Devine our CEO and Josh Wood our Business Manager for their great leadership.

I want to thank our great team of trustees each of whom has brought different aspects of professional help to the team. And finally, I would like to thank all of our funders without whom we could do nothing.

Thank You, Mike Harris, Chair of Trustees

Organisational Structure
Improving Lives

The directors of the company are known as charity trustees for the purposes of charity law. They give their time voluntarily and receive no benefits. In order to maintain a broad diversity of skills when a trustee wishes to retire, new members will be recruited according to the skills gap. There are currently seven trustees who meet every six to eight weeks and are in communication between official meetings.

The Chief Executive Officer reports directly to the Chair of the Board and the Business Manager has regular meetings with the Treasurer to ensure sound financial oversight.

The Chief Executive Officer, Victoria Burrows was on secondment to Lloyds Bank Foundation until January 2022 and resigned in March 2022. Kerry Devine was Interim Chief Executive Officer and then Joint Chief Executive Officer from December 2021. Day to day management of the service has been provided by Kerry Devine and the Business Manager, Josh Wood. There are a total of 15 members of staff working to benefit the wider community by providing people with complex health and social needs an individualised service to enable them to manage the challenges they face and believe that life can change for the better.

Trustees who served during the financial year

March 22 - February 23

Dr Mike Harris - Chair of the Board

Ben Staples

Bhaveen Jobanputra (resigned September 2022)

Ruth Ashburner – Treasurer (appointed November 2022)

Glyn Jacobs (appointed November 2022)

Laura Pinkney

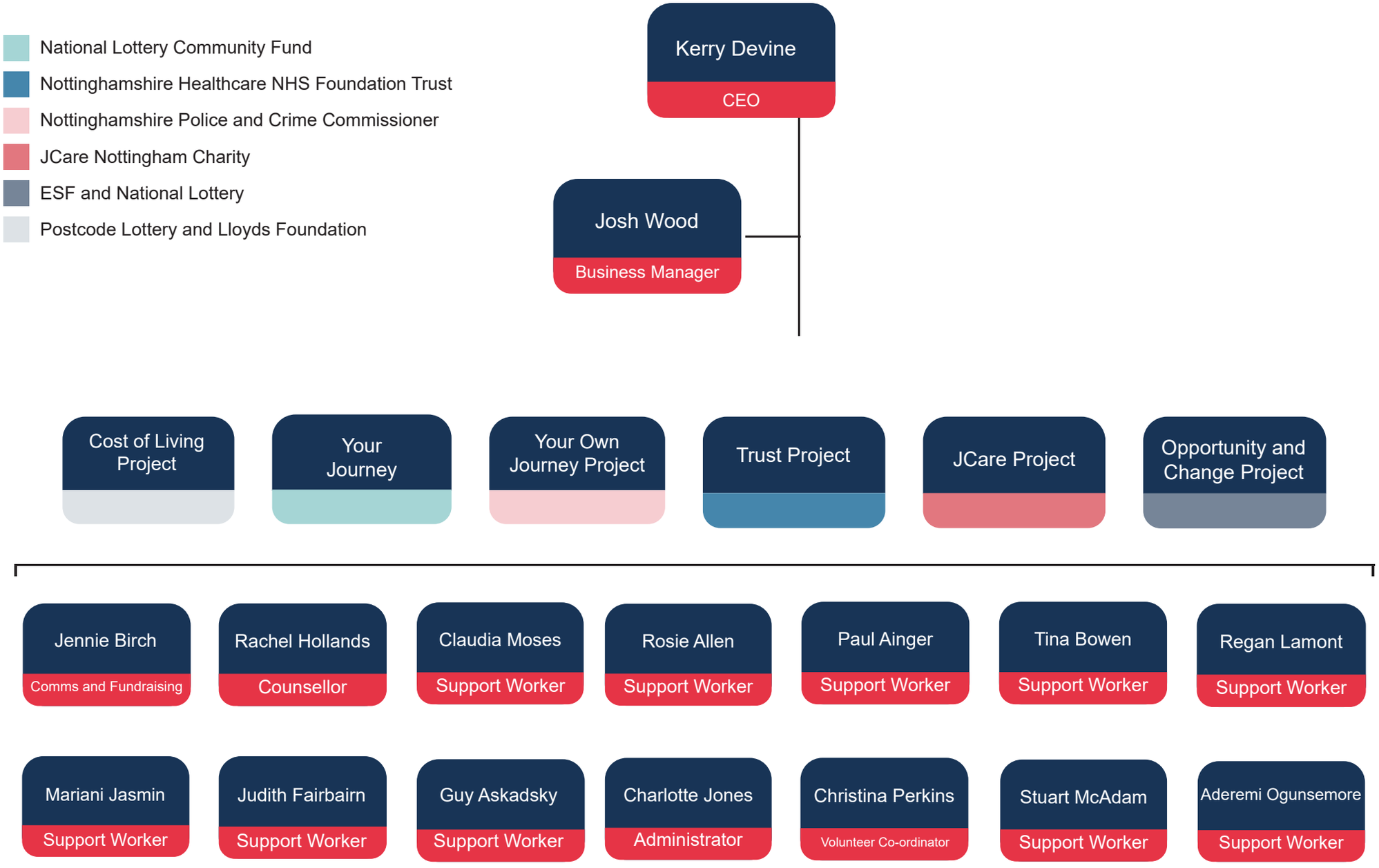
Sue Kernahan

Ruth Hawkins

Ola Junaid

Organisational Structure

- National Lottery Community Fund
- Nottinghamshire Healthcare NHS Foundation Trust
- Nottinghamshire Police and Crime Commissioner
- JCare Nottingham Charity
- ESF and National Lottery
- Postcode Lottery and Lloyds Foundation



Foreword by Kerry Devine, CEO

As the country has moved through the pandemic and into a cost of living crisis, the Improving Lives team has inevitably remained extremely busy with a range of different issues to address. I'm proud of how the team has risen to the challenges we have all had to face. In terms of practical support, we applied for money to provide items that use less electricity, such as electric throws, slow cooker, air fryers and wind up torcheshese proved very popular and were gratefully received by the people we support. There has also been assistance provided by the team to help people access household vouchers, food vouchers and to ensure that people had received the additional benefits for which they were eligible.

During 2022 there was an increased opportunity for people to meet together face to face and our groups have been more popular than ever before. As part of our new National Lottery Your Journey Project, we recruited a Volunteer Co-ordinator who has been able to increase number of volunteers with the service. This has signigicantly enhanced the befriending offer we are able to make to people, and has been an amazing asset to the organisation.

We have continued to offer one-to-one support to people and during this financial year we have supported 411 people. In spite of several of our projects coming to an end in the past year there have been 2,459 face to face meetings and 5,013 phone calls made to people and 104 people have attended our groups. We are trying to increase our financial stability and as part of that we have a paid for counselling service, Moving Minds, which began in a small way in April 2022. We hope this will continue to grow, along with other projects, which we hope will help us to continue to offer our service to as many people, experiencing multiple disadvantage, as possible.

The Team

Kerry Devine (f/t CEO)
Josh Wood (f/t Business Manager)
Rachel Hollands (p/t Counsellor on the Opportunity and Change Project until March 2023)
Paul Ainger (f/t Support Worker)
Guy Askadsky (p/t Support Worker for JCare Project)
Jennie Birch (p/t Fundraising and Communications Officer)
Claudia Moses (p/t Support Worker)
Judith Fairbairn (f/t Support Worker for JCare Project)
Rosie Allen (p/t Support Worker)
Regan Lamont (f/t Support Worker until April 2023)
Mariani Jasmin (p/t Support Worker)
Tina Bowen (f/t Support Worker)
Charlotte Jones (p/t Administrator)
Stuart McAdam (f/t Support Worker for JCare Project from April 2022)
Christina Perkins (p/t Volunteer Co-ordinator from April 2022)
Aderemi Ogunsemore (f/t Support Worker from September 2022)

(left to right, Christina, Kerry, Mariani, Rosie, Jennie, Claudia, Judith, Paul, Guy, Josh, Aderemi, Charlotte.)

The Support We Provide

Emotional Support

A place to ‘offload’, particulary in relation to some very sensitive issues such as coping with abuse or caring responsibilities for family members.

Promoting engagement in statutory services

Helping beneficiaries to access GP, Dentist, mental health services and hospital appointments; accessing housing providers and the Job Centre; attending Social Care assessments; accessing an Occupational Therapist; and applying for care packages.

Advocacy Support

In relation to a wide range of services and issues, including navigating ‘the system’ and gaining access to the right person or support service; addressing issues with medication; raising issues on the beneficiary’s behalf and acting as intermediary.

Benefit and debt issues

Checking benefit entitlements and completing application forms or supporting letters for ESA, PIP and disabled student allowance; contacting the DWP to reschedule appointments; attending assessments, work coach appointments and appeal tribunals; completing financial statements and obtaining debt management plans.

Cost of living issues

Applying for reductions in rent or mortgage payments and Council Tax charges; contacting utilities companies and seeking warmer homes discounts and reductions in gas or water bills; obtaining payment plans; accessing small grants for household items; and providing help to improve budgeting and money management skills.

Meeting basic living needs and promoting independence

Helping beneficiaries clean and repair their homes, arranging bulky waste collections, and tackle hoarding; managing bills and tv licenses; applying for a mobility bus pass; establishing a daily routine, obtaining food, energy vouchers and clothing.

Accessing specialist advice and support

Including financial and legal advice, advocacy support, counselling, and specialist support for self-harm and eating disorders.

Digital Support

Supporting beneficiaries to reduce bill costs, supporting to purchase affordable broadband; providing guidance on browsing the internet safely and potential risks online; supporting beneficiaries to download and access Zoom, email and other digital services i.e online banking, deliver coproduced digital support group.

Accessing community services and activities

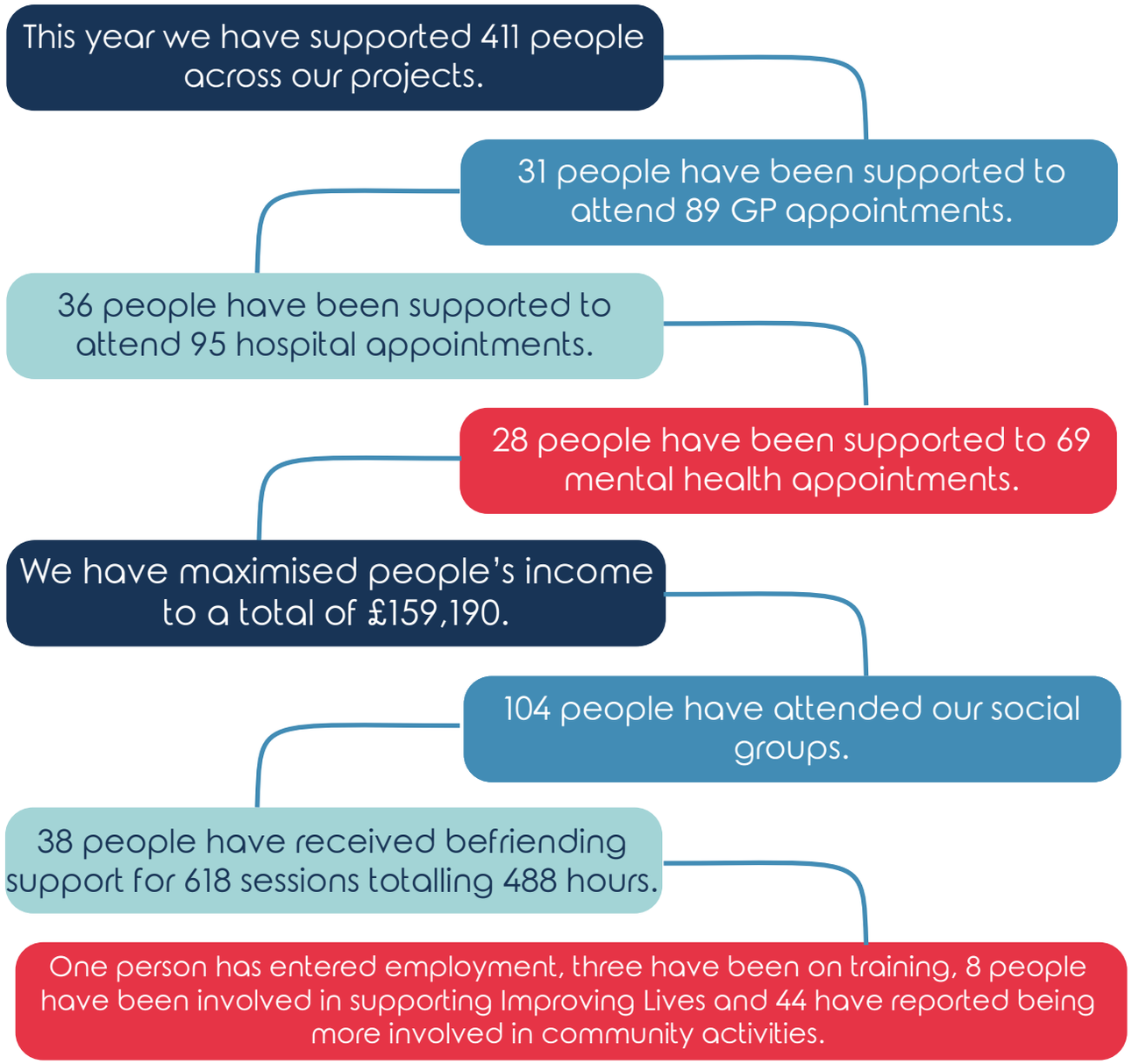
Such as attending community centres, gyms and local nature projects; going on trips; accessing befriending and parenting support; plus services that can help provide basic necessities such as food, clothing and household goods.

Having a voice/accessing basic rights

Empowering beneficiaries to report maintenance issues and make formal complaints about inadequate housing or anti-social neighbours. This can include contacting the Police or a beneficiary's MP.

Housing and Home Safety Issues

Helping beneficiaries to register for social housing, explore their options and bid for properties; achieving home repairs including new kitchen equipment and window replacement; accessing a home needs assessment and obtaining safety equipment and household adaptations such as handrails and gas safety assessments; dealing with pest infestations; accessing services such as boiler repair, garden clearance and fencing; supporting beneficiaries to donate unwanted items to charity.



What We Do and Our Achievements

Improving Lives Company Articles state that the Company's objects are:

The relief of those in need in particular but not limited to providing one-to-one support services to adults with complex health and social needs in Nottingham City and Nottinghamshire and nationwide advice.

Our main objective is to support adults experiencing multiple disadvantage. We achieve this by:

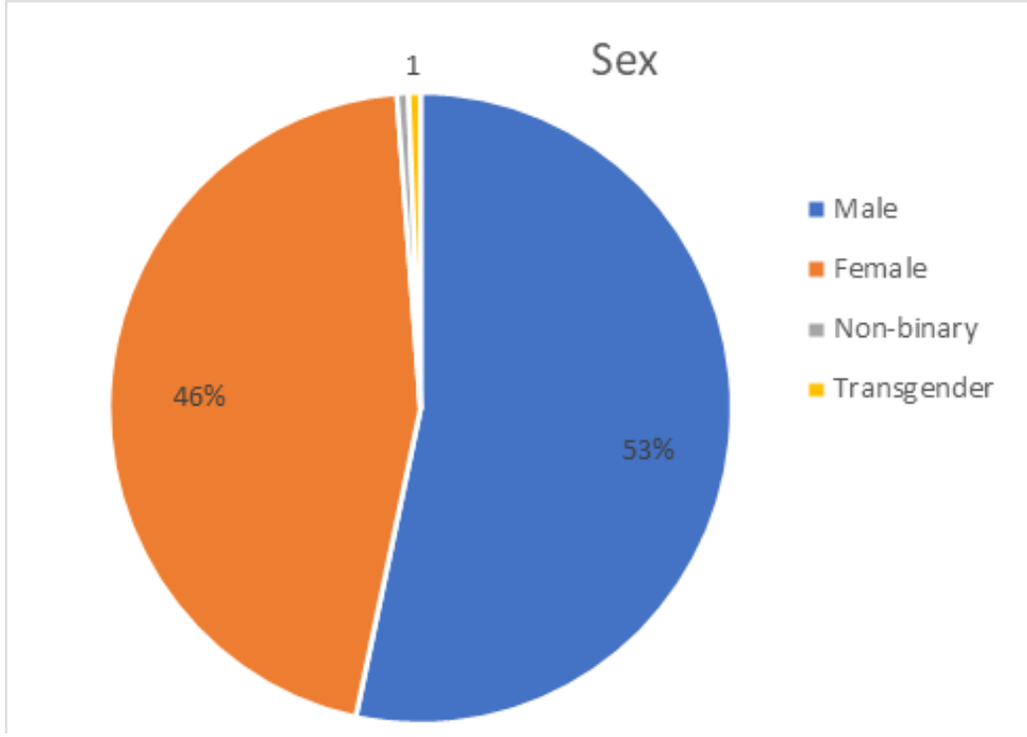
- Providing high quality one-to-one support focussed on reducing the risk of people having a mental health crisis
- Long term contact with the people who use the service in order to reduce social isolation by offering one-to-one support, social support groups facilitated by staff and volunteers and one-to-one phone or face to face befriending provided by volunteers.
- Access to technology to reduce digital exclusion and energy consumption

Who Benefited from our Service

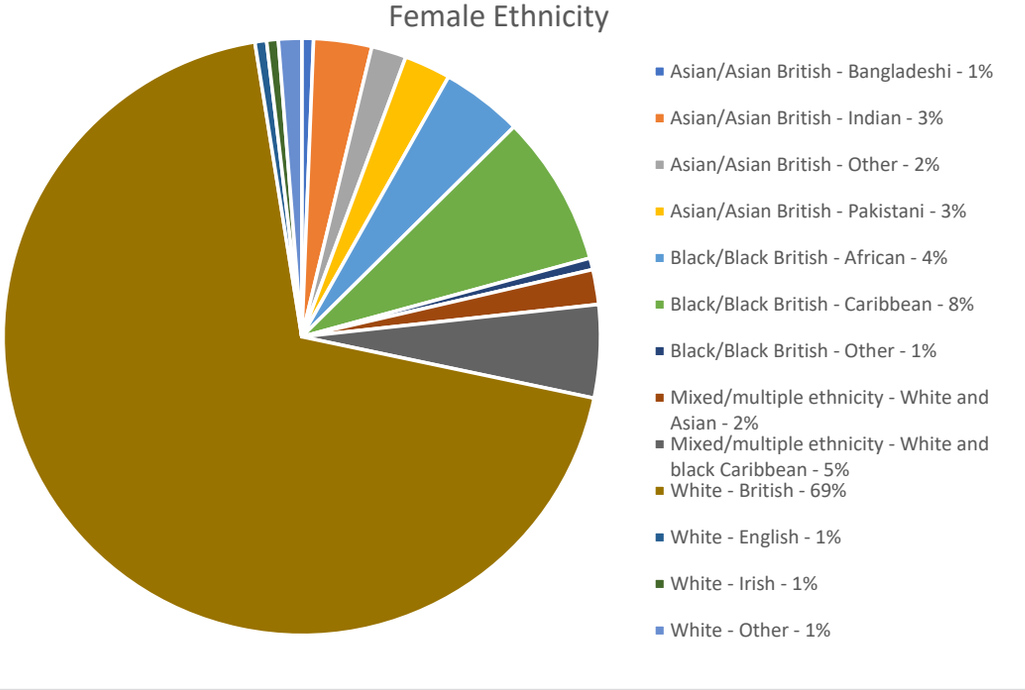
One of the four priorities of the Nottingham Health and Wellbeing Strategy 2022-2025 is working with people experiencing severe multiple disadvantage; that is people who experience three of the following five disadvantages: homelessness, mental health issues, substance misuse, domestic abuse or contact with the criminal justice system. At Improving Lives we work with people who experience these disadvantages; providing support and walking alongside them as they access the specialist services they need to address these issues.

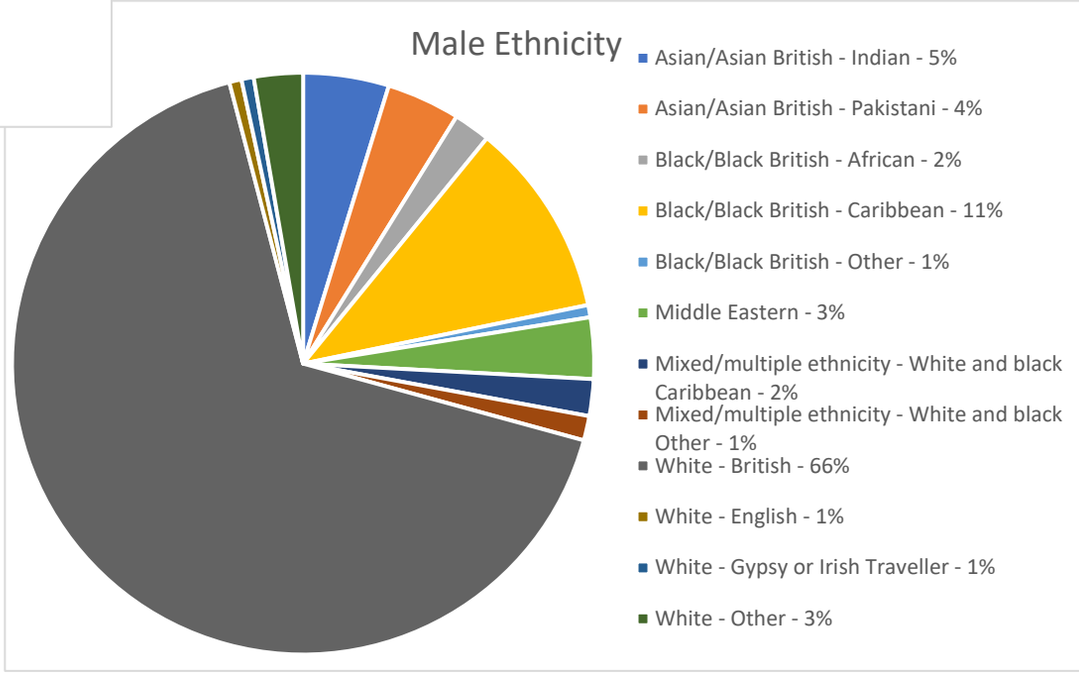
NHS Digital statistics on the use of the Mental Health Act from October 2022 showed that you are over 4 times more likely to be detained if you are Black or Black British and over 11 times more likely to be on a Community Treatment Order than white counterparts. We aim to offer a culturally competent service and we recognise the inequalities black men, in particular, experience. We work hard to engage people from ethnically diverse communities with the service to support them to address the issues that impact on their mental health.

In the last year 100% of the people referred to the service had mental health problems alongside a combination of other issues: 28% of people had experienced domestic abuse, 39% housing issues, 34% had physical health issues, 23% had alcohol or substance misuse problems, 14% identified having debt problems, 17% needed support with benefits, 11% had an offending history, 26% were struggling to manage their correspondence and 89% were referred as being social isolated.



Who Benefited from our Service Cont.





Partnership Working

During the past year we have had some great support from local organisations. HoldenCopley very kindly raised money for us by running a very challenging tough mudder event. Nottingham Outlaws invited us to watch them play rugby and also raised money for us. Savills staff very kindly offered their time to attend our social groups to meet the people we work with. They also held a raffle for us and one of their team ran the Robin Hood Marathon, along with several members of our team and their families. We've also received practical support from Briggs Equipment staff who came along and painted a room in our office. Arriva have also provided support in kind; we have been fortunate to have Richard Stabler attend several of our events to support the team, his tea making skills have become legendary.

This year we were voted a charity partner by the students at Nottingham College, High Pavement campus, as part of their social action project. We provided a mental health workshop for the students and another for their student mentors. In return they have organised events to raise money for us. We are also very lucky to have had a Nottingham College student on placement with us one day a week. It's lovely to have such a knowledgeable, enthusiastic young person as part of the team.

Nottingham Trent University have been involved in our work this year. Our Volunteer Co-ordinator has been working with the students to offer volunteering opportunities and we have had support from students on an MSc course to consider ways of improving the service for particular groups of people.

The people who use the service, as always, are our main partners. They have supported us by attending the board meetings and feeding back the views of other people who use the service. They have been part of the interview panel for recruiting staff, they have taken part in focus groups to evaluate the service and they have made suggestions about how to improve the service we offer. As a result we have a video to help prepare people for volunteering and we have provided cost of living equipment that people requested. People who use the service have also taken part in promoting the service at Nottingham Trent, taking part in a volunteer fair and also presenting to the health and social care students.

HoldenCopley
PREPARE TO BE MOVED

arriva
a DB company

Improving Lives
Supporting adults with complex health and social needs
We work together with people living with mental health issues in Nottingham and enable them to believe that life can change for the better
www.improvinglivesnatts.org.uk
ACTION TUTORING
Improving Lives
Supporting adults with complex health and soci

MAN OF THE MATCH
versus
NEW EARSWICK ALL BLACKS

Improving Lives

SULLY
20770

Cost of Living Project:

This year more than ever we wanted to find ways to support people to manage the cost of living challenges they were facing and we were successful in applying for a grant to purchase items that use less electricity. We were therefore able to provide 10 people with an air fryer, 10 people with a heated electric throw, 10 people with a slow cooker and 3 people with a wind-up torch/ radio.

Even providing one item has had a significant impact: Nel (not her real name) received an air fryer which she began to use frequently in order to save energy and ultimately keep her household bills to a minimum. Whilst saving money, it has also motivated her to clean and declutter her whole kitchen which she now takes pride in. She also has a healthier and more balanced diet as it has become quicker and easier to prepare meals for one. “Having an air fryer has changed my life” she said.

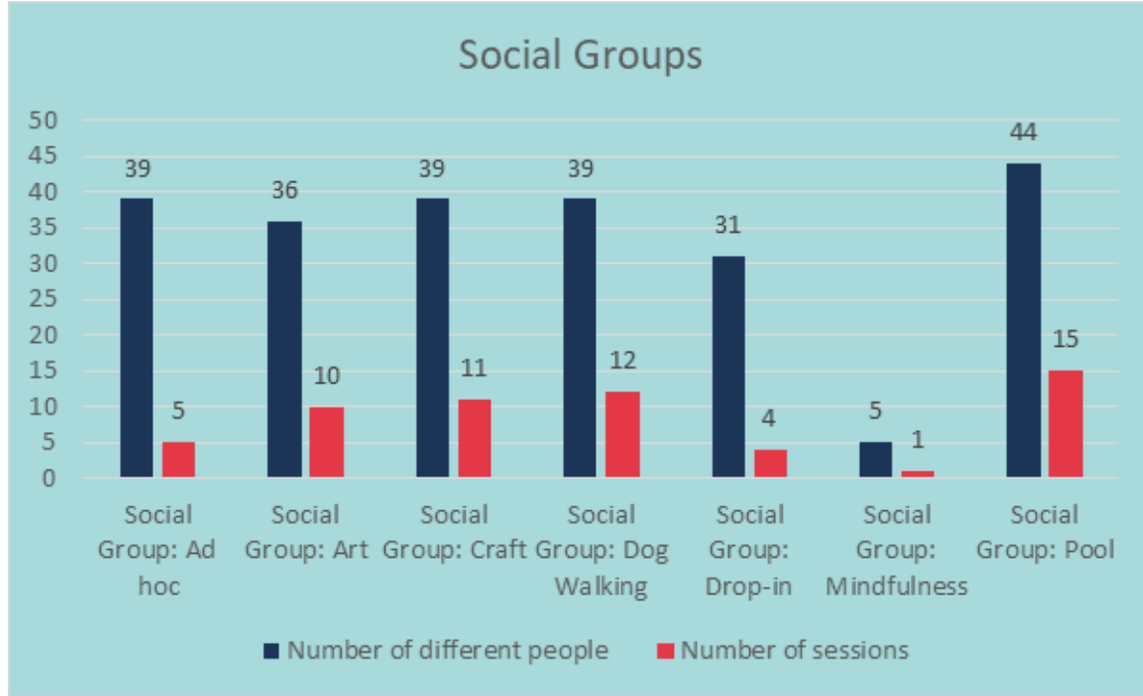
Other people have also given extremely positive feedback about the equipment they received:

“I’m only able to heat one room in my flat so having the heated blanket is a lifesaver”

“Thank you, the blanket is lovely, warm and cuddly. It’s not such a worry to use as it’s not costing so much electricity. I sit in the kitchen all the time where it’s colder, so the blanket is making it a lot more comfortable for me. It’s snuggly wuggly and I’m so thankful”

Groups

104 different people have attended our groups during the year. This is higher than in any previous year. In addition to our four main groups: playing pool, walking, craft and art there were also 9 ‘ad hoc’ and ‘drop-in’ groups which included our two Mental Health Awareness Week events in May and October. Held at our office these were well attended and enjoyable, as was our Christmas party, kindly funded by Asda. We also had a canal trip with Megan and Tinks which proved to have a great party atmosphere and in Christmas week courtesy of the Nottingham Playhouse, 23 people were able to attend the Pantomime, some with their children or grandchildren! It raised their spirits at what is often a difficult time of year for people: “It was really enjoyable. The kids love it - you forget where you are when you’re watching it”



“A big thank you, it’s so much fun. It’s a lovely wrap up for the New Year for the Pantomime and to see everyone at Improving Lives. Wonderful.”

“Everyone was lovely, I’m so happy I came”

This was the second production of the year The Playhouse had provided free tickets for, as we had also seen First Touch in May 2022.

Perhaps the most bittersweet group was the trip to Lakeside back in April 2022 which was funded by our corporate partners Shoosmiths, as an ending to the wonderful support they had offered us for the previous 4 yrs.

Volunteer Befriending

Thanks to our new Volunteer Co-ordinator we have grown the befriending service. 38 different people had a befriender this year and we have 29 active volunteers who have delivered 488 hours of befriending.

"I enjoy coming to Improving Lives groups as the team are friendly and welcoming. The environment is comfortable, there is always a staff member around to help. The training is quick and easy to understand and helped me feel prepared for helping. I meet interesting people at the groups and have lots of great conversations. The sessions are fun and enjoyable"
—Olita

"Volunteering as a befriender has been a revelation. I have been paired with a lovely person who is great company and who has lived a very interesting life. It is proving to be a life enhancing experience for me and I hope for my befriendee, too."
- Improving Lives volunteer

100% of the people receiving befriending support reported feeling less isolated and 100% agreed or definitely agreed that they felt better in themselves knowing there was someone they could talk to.

Your Journey

March 2022 brought to an end several of our projects: the Complex Persons Panel project, The Trust Discharge Project and the Trust Project all reached their conclusion.

However, we are very fortunate that the National Lottery Community Fund agreed to fund a three year project beginning in March 2023. This enabled us to provide ongoing support to people who continued to need us when other projects came to an end. It also ensured that we were able to continue taking new referrals.

As with our previous Lottery funded project the aim is to work with people with mental health issues who are experiencing multiple disadvantage, to enable them to manage the challenges they face more effectively, live as independently as possible and avoid readmission to hospital. We take referrals for people who are in secondary mental health services and the referrals have come from a range of professional including psychiatrists, psychologists, community psychiatric nurses, social workers and support workers.

During the year we aimed to work with 100 people. We actually accepted 126 referrals and worked with 220 people in total. We have provided 1247 face to face support sessions to 169 people. There have also been 2473 phone calls made to 202 people, totalling 713 hours.

In addition to our support work the National Lottery Community Fund has funded a part time Volunteer Co-ordinator who is developing our volunteer befriending offer: 37 people have received 450 phone calls and there have been 129 face to face meetings with 24 people.

COMMUNITY FUND

Case Study - Cheryl

Cheryl was referred to Improving Lives by her Occupational Therapist for practical support, social inclusion, and support to attend groups. She is a 67-year-old woman who lives alone in privately rented accommodation. Cheryl has a diagnosis of COPD, OCD, depression, and anxiety. She also has a history of alcohol misuse which caused some brain damage impacting her memory and finding words to use when communicating with others. Due to her struggles, Cheryl finds it difficult to attend to her daily tasks and leave her home.

Cheryl previously attended a social group a few years ago in her local area but stopped when it closed due to Covid and lack of funding. Since then, she rarely left her home due to panic attacks and began to feel socially isolated. One of her main goals was to feel confident to attend social groups again.

When Cheryl started to engage with support from Improving Lives she was overwhelmed by the amount of paperwork and utility bills she had received and did not want to look at them. She was also afraid to leave her home as she was receiving abusive calls and unwanted visits from her son who has issues with substance misuse.

Through weekly visits and regular contact with her Support Worker, Cheryl was helped to apply for an injunction to prevent her son from visiting her home. Her worker also helped her to apply for her state pension, and pension credit, reinstate housing benefit and set up a payment plan with her utility provider to reduce outstanding debt on her account.

Cheryl has since regained her confidence and fulfilled her goal to attend social groups. She frequently attends Improving Lives social groups and looks forward to meeting new people.

> "[I'm] thankful for having someone there to help me through the dark times".

Trust Project

We began a new one year pilot project funded by the Nottinghamshire Healthcare NHS Foundation Trust in December 2022.

This is similar to our NLCF funded project, to support people in secondary mental health services. During the first three months of the service we received 49 referrals.

NHS
Nottinghamshire Healthcare
NHS Foundation Trust

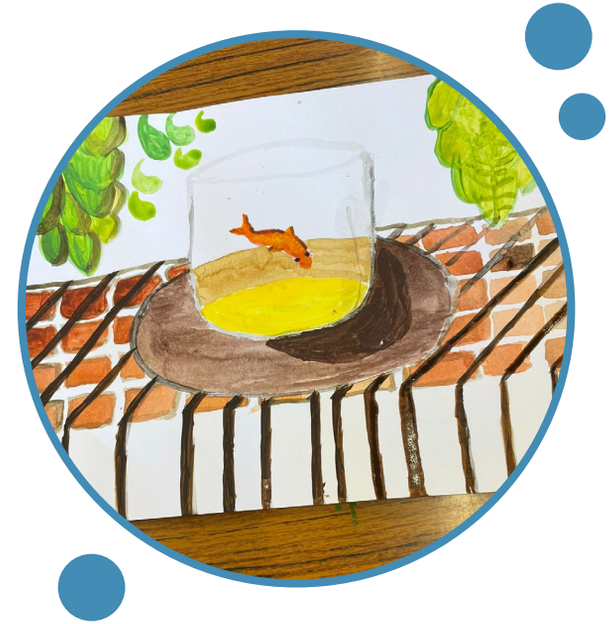
Case Study: Jess

Jess is a 53-year-old woman who lives alone. She was recently referred to Improving Lives from the local mental health team for support with her mental and physical health issues which includes a diagnosis of bipolar disorder and arthritis to her lower limbs. As such she has difficulty mobilising, particularly in the mornings and there are elements of social isolation and self-neglect. This manifests in a lack of motivation to leave her home, keep up with her medication regime, attend health appointments, and address her correspondence. Her home is cluttered and whilst she keeps a number of pets, she feels unable to keep her environment clean, safe and hygienic.

She also struggles with debt. Jess has a small care package for shopping and light cleaning duties. Short-term support from the mental health team is coming to an end.

At the initial assessment Jess stated that she felt ready for support and was keen to join a local knitting circle and attend our social events. Weekly appointments were negotiated with her, and she was referred to our social groups. It was agreed that she would be accompanied to attend by her Support Worker. Other activities were researched and located and a plan was made to visit these with her. Jess was already known to services to address her debt and benefit issues.

Unfortunately, Jess felt unable to keep to the subsequent appointments for a number of weeks and efforts to tackle her social isolation were thwarted. By continuing to liaise with her mental health team it was noted that she had missed a recent depot injection which was concerning. Through continuous contact with her by text - which was her preferred form of communication - Jess was eventually encouraged to meet at home and to be accompanied by her Support Worker to her local health centre to address this concern, where she



accepted her depot medication.

Additionally, she was supported to register with a local NHS dentist alongside a visit to a café where she engaged with her Support Worker to build a rapport. Since then, she has been accompanied to attend our art group where she engaged well with others. A bus pass application has also been completed by her Support Worker and she has agreed to accept support to attend an eye test appointment and take part in our walking group.

JCare

Nottingham JCare is a charity that works in partnership with Improving Lives to provide a service to people from or connected with the Jewish Community in Nottingham city and Nottinghamshire. 80% of the people supported on the project are aged over 65yrs. Only 3% of people are under 30yrs. The one-to-one support offered is individualised and ranges from emotional support to helping people to arrange complex care packages. The team regularly offer information to carers as well as practical support whether that's supporting people to attend hospital and GP appointments or emergency shopping when their carer is away.

During the year 80 people received support from the service: 52 people received 588 face to face appointments and 71 people were supported by 1022 phone calls. There have also been 9 social events during the year which members of the community enjoy attending, particularly when it involves homemade food and the opportunity to chat.

Support from the JCare team is provided through regular visits, shopping trips and minor domestic tasks although it is felt that the opportunity for company and to share a bit more about their former family life is equally appreciated.

Case Study: Les

The following case study reflects the type of work undertaken with a number of people the service supports.

Recently bereaved, Les has led an active life and has mental and physical capacity. However, their relationship with their partner meant that a division of responsibilities in their household left them devoid of experience in regard to some elements of domestic management. Top that off with a natural deterioration in their physical health that led to a propensity for a ‘one-off’ neurological event (which means they can’t travel too far within the community, for at least a temporary period), and Les finds themselves in a situation whereby they are more reliant on others than ever before. Unfortunately, they do not have family locally.

The reliance on others, outside themselves and immediate family, is something which clearly effects Les psychologically. They have had to become increasingly self-sufficient throughout their life in a number of ways, but the duties taken on by their deceased partner were perhaps not always fully understood, although very appreciated now. Since their partner’s passing, they have not really spoken about their grief and have become increasingly isolated since the medical event last year. They are now awaiting information on whether they will be able to return to their prior social activities without the reliance on old friends and JCare.

Support from the JCare team is provided through regular visits, shopping trips and minor domestic tasks although it is felt that the opportunity for company and to share a bit more about their former family life is equally appreciated.

All participants were people with multiple and complex needs in the following areas: Housing Stability, Mental Health, Substance Misuse, Offending and Domestic Abuse/Abuse from others. As well as receiving support from Improving Lives, and other partnership agencies, all participants across D2N2 were able to take part in a single, bespoke training programme Skills Plus for Change. This service came to an end in March 2023. Over the 6 ½ years of the project 1595 people were supported across the D2N2 area. Improving Lives provided the counselling service for the project, with Rachel Hollands providing long term counselling for 131 people.

OPPORTUNITY AND CHANGE

"In fact, it's a unique opportunity to build a healthy attachment bond with a therapist, which then serves as personal evidence to know that we're capable of building and committing to new healthy bonds. That's what I call HEALING"

Case Study: Jenna

Jenna was referred to counselling through an organisation which works with people with multiple disadvantage. She had been diagnosed with anxiety and depression. The sessions have been focused on allowing her the time and space to reflect on the impact on her wellbeing and to find ways to manage her emotions.

Jenna suffered many traumatic experiences in the past and more recently coercive control, during her relationship (with now ex) and this has led to trauma responses which continue to impact her.

She experienced a difficult time growing up. Her parents had their own difficulties, and were unable to care for her properly, instead relying on her to help care for them. She was unable to express what she felt as a young person and found it hard to put boundaries in place as an adult as a result of her difficult upbringing.

A few years ago she moved to the UK via two different countries. She experienced multiple challenges: culture shock, learning a new language, loss of friends and family, the upheaval of moving home as well as ongoing financial strains. She has struggled to feel 'good enough' and has at times had suicidal ideation. Jenna has a safety plan in place should she feel in crisis, with what to do and who to contact on it.

She has reached out for support from her GP and friends, which has helped her manage this. The medication she was taking seemed to be making her feel worse and so she stopped taking it, monitored by her GP. Her GP has also referred her to secondary mental health services for an assessment.

She has engaged well with therapy and has been committed to the sessions. Despite her ongoing mental health struggles has joined groups to use her creativity for expression. She has completed all the therapy sessions offered. She worked with her counsellor to challenge her negative thoughts, replacing them with more positive ones, so she is not further punishing herself.

They role played difficult conversations she wanted to have (she had previously been avoidant of this – fearing confrontation). They also explored her 'adult' part to encourage her to this to help her put boundaries in place, and worked with this to make sure she is looking after herself. They integrated the mind/ body/ breath connection; at times they practiced this (breathing, mindfulness, yoga stretches) rather than 'talking therapy' alone. She has found some calm in creativity: she found 'flow' in doing jigsaws: an activity she finds brings some peace. This has supported her the self-regulate her emotions which can become overwhelming at times.

Jenna has a young son, who is her priority, but she now has awareness that looking after her wellbeing is not selfish, and that practising self-care enables her to care for him well. She has been able to see the positives in her parenting and develop a more compassionate approach to herself. This has enabled her to acknowledge some of her positives and strengths.

"I would like to add for my part the importance of the accompaniment that therapy gave me with you, as a fundamental pillar to move forward in the midst of my difficulties… I see the enormous difference between going through this long and deep process of almost 1 year versus the 6-session therapies that are usually offered. Having the possibility of accessing a long therapeutic follow-up like this can make a huge (vital) difference for people who are in a situation similar to mine. In fact, it's a unique opportunity to build a healthy attachment bond with a therapist, which then serves as personal evidence to know that we're capable of building and committing to new healthy bonds.
That's what I call HEALING.
Jenna.

Your Own Journey

We began a small project this year, taking referrals for people in primary care, that is people cared for by their GP, not in secondary mental health services. We have taken 7 referrals to date.

> “Marina is progressing well and the hope is that she will continue to do so in the future with necessary intervention if needed. Her needs are currently being met and she has found a good balance in life.”

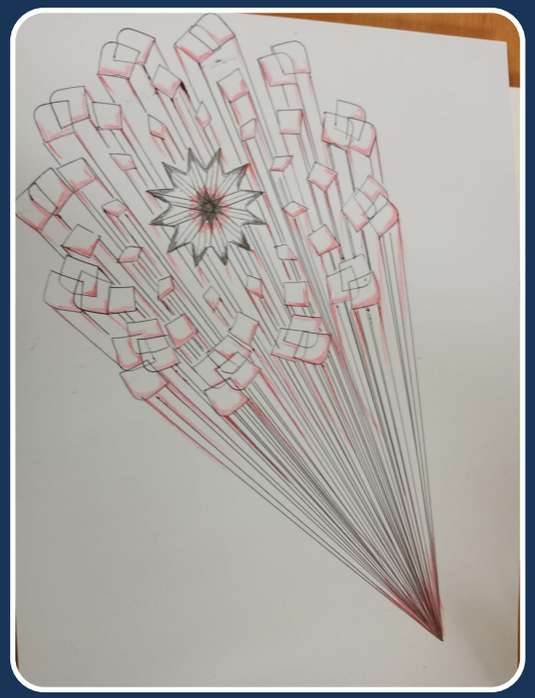
Case Study: Marina

Marina was referred to us via social worker, she is currently under primary health care (her GP) and was referred due to social isolation low mood and depression. When her Support Worker first met Marina she was quite low in mood and presented quite low in confidence. The first few times they met at her property and agreed there was some work that needed completing in her home.

They discussed at length what Marina needs in the way of support and how she would best benefit from the service. At this point Marina wasn't getting out much and her Support Worker encouraged her to attend the Improving Lives groups which she was most interested in, to build her confidence.

Once she had attended one, she started to flourish and wanted to attend groups more regularly. She enjoyed getting out and engaging with new people.

She was also in a routine with her property: she had decorated and had new carpets laid so that it was feeling much cosier.



Her Support Worker also supported her in contacting energy companies as she had received an extremely high bill and guided her to the warmer homes discount scheme as she wasn't yet enrolled on this. She was also experiencing difficulties with her finance, so the Support Worker referred her to a food bank. The Support Worker collected and dropped off the food parcel to her as she did not have transport to do so herself.

She was in need of furniture: her support worker referred her to the Arches, which provides furniture at low cost or free of charge.

Marina is progressing well and the hope is that she will continue to do so in the future with necessary intervention if needed. Her needs are currently being met and she has found a good balance in life.

Counselling Service

We began a small counselling service in April 2022. This is a paid for service provided by two of our support workers who are also trained counsellors. The proceeds go directly into the service. Five people accessed the service during the year.

Our Funding

The National Lottery Community Fund: Your Journey: For those in secondary mental health services, to prevent crises readmissions and support long term management of their mental health.

Lloyds Bank Foundation: Became a funder for the service in April 2019, contributing to core costs and providing an enhanced package of support including access to training and professional services such as volunteer recruitment and HR. This comes to an end in April 2023.

Garfield Weston: Generously gave a two, year long, grants towards core costs for the years 2021 and 2022, coming to an end in May 2023.

European Social Fund and the National Lottery Community Fund: We are the specialist mental health partner on the Building Better Opportunities project – Opportunity and Change, jointly funded by the ESF and lottery, which supports adults with multiple complex needs to move closer towards work or training. This comes to an end in March 2023.

JCare: We have a contract with another charity to provide support to people connected to the Jewish community in Nottinghamshire.

The Jones 1986: Your Own Journey project, funding to support people experiencing multiple disadvantage who are not in secondary mental health services.

JF Mortimer: Funding for our cost of living project.

Nottinghamshire Healthcare NHS Foundation Trust: Trust project for one year from December 2022.

In this year we have received more individual donations than ever before, thank you to all those people who wish to remain anonymous and have been so generous with their time as well as with their money, it has been humbling, and a privilege to have you become part of the Improving Lives community.

We would also like to thank the following for their generous contributions: The Blakemore Foundation, Arnold Clark, Co-op Community Fund, The Star Trust, Jessie Spencer, St Marys, Savills Estate Agents and the students at Nottingham College High Pavement Campus.

Future Plans

Our aim is to continue to offer our free service to as many people as possible who are experiencing multiple disadvantage. We would like to work towards increasing our offer to people who are in primary care (under the care of their GP) not just people in secondary mental health services (who have support from a mental health team). We are therefore seeking further funding for our Your Own Journey project so that we are able to accept self referrals and primary care referrals.

As with all charities we are always looking to grow our financial sustainability and we are hoping to increase our counselling service and consider other options for raising funds during the coming year.

The number of people we support is continually growing and the introduction of our Volunteer Co-ordinator has been invaluable to help us increase our volunteer befriending offer both for one-to-one support and groups. This will undoubtedly continue to grow and develop during the coming year.

Trustee Involvment

There has been a significant change during the year as our Treasurer unfortunately had to resign due to ill health. We thank him for his support to our service and wish him well. We have welcomed a new Treasurer who has taken on the role very quickly and efficiently and we have another new board member with knowledge in business.

Virtual board meetings have continued to take place due to the ease and accessibility of these over face to face meetings. There has been a strategy meeting, held face to face, to focus on developing the service in line with our charitable aims.

People who use the service have been invited to the virtual board meetings to give feedback directly to the trustees and we are now fortunate to have an Expert By Experience who regularly attends our meetings. She has undertaken a survey with people who attend our groups and she has fed this back to the board to ensure they are aware of what people would like from the organisation and their views on the service.

Board meetings are held every 6 weeks and in between these the trustees work with the CEO and Business Manager, providing advice and support within their range of expertise including providing information on HR issues including recruitment, legal matters, financial governance, the quality of service and risk management.

One of our trustees continues to volunteer in the service as a phone and face to face befriender.

The board conducts a review of major risks to the charity and this is discussed at least annually with financial risks discussed at every meeting. Policies and procedures are reviewed annually to keep up to date with current legislation.

The Reserves Policy

The Board of Trustees have set a reserve policy of 3 to 6 month running costs. At the end of the year the reserves exceeded this but due to anticipated funding shortfalls in the year ahead this is likely to reduce significantly.

Our full Reserves Policy can be found at www.improvinglivesnotts.org.uk/policies.

Public Benefit

The trustees have given due consideration to the Charity Commission's published guidance on the Public Benefit requirement under the Charities Act 2011.

Custodian Trusteeship

No assets were held as custodian trustee during the reporting period.

Trustees' Report
Statement of Trustees' Responsibilities

The trustees (who are also the directors of Improving Lives Notts Ltd for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland". The report and accounts have been prepared in accordance with the provisions in the Companies Act 2006 relating to small companies.

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

- Select suitable accounting policies and apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable accounting standards, comprising FRS 102 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 business.

The trustees are responsible for keeping proper accounting records that can 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.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Small companies provision statement

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

The annual report was approved by the trustees of the charity on 25th July 2023 and signed on its behalf by:

.....

Dr Michael Harris

Trustee

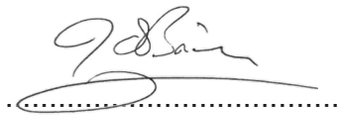
Independent Examiner's Report to the Trustees of Improving Lives Notts Ltd ('the Company')

I report to the charity trustees on my examination of the accounts of the company for the year ended 28 February 2023.
Responsibilities and basis of report
As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.
Independent examiner's statement
Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act.
I confirm that I am qualified to undertake the examination because I am a member and Fellow of the Association of Charity Independent Examiners, which is one of the listed bodies.
I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



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John O'Brien MSc, FCCA, FCIE, employee of Community Accounting Plus
Fellow of the Association of Charity Independent Examiners

Date: 31/07/23

Statement of Financial Activities for the Year Ended 28 February 2023
(Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Income and Endowments from:					
Donations and legacies	2	60,012	-	60,012	78,376
Charitable activities	3	2,530	312,425	314,955	329,301
Investment income	5	1,444	-	1,444	14
Total income		63,986	312,425	376,411	407,691
Expenditure on:					
Charitable activities	6	(39,631)	(358,693)	(398,324)	(377,501)
Total expenditure		(39,631)	(358,693)	(398,324)	(377,501)
Net income/(expenditure)		24,355	(46,268)	21,913	30,190
Net movement in funds		24,355	(46,268)	21,913	30,190
Reconciliation of funds					
Total funds brought forward		194,216	87,327	281,543	251,353
Total funds carried forward	20	218.571	41,059	259,630	281,543

All of the charity's activities derive from continuing operations during the above two periods.
The funds breakdown for the period is shown in note 20.

Statement of Financial Activities for the Year Ended 28 February 2022

(Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

These are the figures for the previous accounting period and are included for comparative purposes

	Note	Unrestricted funds £	Restricted Funds £	Total 2022 £
Income and Endowments from:				
Donations and legacies	2	78,376	-	78,376
Charitable activities	3	61	329.240	329,301
Investment income	5	14	-	14
Total income		78,451	329,240	407,691
Expenditure on:				
Charitable activities	6	(2,262)	(375,239)	(377,501)
Total expenditure		(2,262)	(375,239)	(377,501)
Net income/(expenditure)		76,189	(45,999)	30,190
Transfers between funds		(99)	99	-
Net movement in funds		76,090	(45,900)	30,190
Reconciliation of funds				
Total funds brought forward		118,126	133,227	251,353
Total funds carried forward	20	194,216	87,327	281,543

(Registration number: 05986266)
Balance Sheet as at 28 February 2023

	Note	2023 £	2022 £
Current asset			
Debtors	10	294	239
Cash at bank and in hand	11	268,786	289,298
		269,080	289,537
Creditors: Amounts falling due within one year	12	(9,450)	(7,994)
Net assets		259,630	281,543
Funds of the charity:			
Restricted income funds			
Restricted funds	20	41,059	87,327
Unrestricted income funds			
Unrestricted funds		218,571	194,216
Total funds	20	259,630	281,543

For the financial year ending 28 February 2023 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.
Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements on pages 31 to 46 were approved by the trustees, and authorised for issue on and signed on their behalf by:

.....

Dr Michael Harris
Trustee

1. Accounting policies

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

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

Basis of preparation
Improving Lives Notts Ltd meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Going concern
The financial statements have been prepared on a going concern basis.
The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

Exemption from preparing a cash flow statement
The charity opted to adopt Bulletin 1 published on 2 February 2016 and have therefore not included a cash flow statement in these financial statements.

Income and endowments
Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Donations and legacies
Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable
Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Expenditure
All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

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

Government grants
Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

Taxation
The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets
Individual fixed assets costing £500.00 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation
Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Computer equipment	25% reducing balance basis

Trade debtors
Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents
Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors
Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure
Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.
Restricted income funds are those grants for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations
The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

2. Income from donations and legacies

	Unrestricted funds General £	Total 2023 £	Total 2022 £
Donations and legacies;			
Donations from companies, trusts and similar proceeds	58,810	58,810	76,004
Gift aid reclaimed	1,202	1,202	1,785
Grants, including capital grants;			
Government grants	-	-	587
	60,012	60,012	78,376

3. Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2023 £	Total 2022 £
Grants & donations	-	309,663	309,663	327,261
Reimbursements	-	2,762	2,762	1,979
Services/fees	2,409	-	2,409	-
Miscellaneous income	121	-	121	61
	2,530	312,425	314,955	329,301

4. Grants and Donations

	Unrestricted funds £	Restricted Funds £	Total £
European Social Fund	-	32,655	32,655
Nottingham J Care	-	108,450	108,450
Lloyds Bank Foundation	-	35,584	35,584
J F Mortimer	-	5,000	5,000
National Lottery Community Fund	-	121,750	121,750
The Jones 1986 Charitable Trust	-	5,000	5,000
The Percy Bilton Charity	-	724	724
Asda	500	500	1,000
Garfield Weston Foundation	20,000	-	20,000
HMRC Gift Aid	1,202	-	1,202
Co-op	2,081	-	2,081
Anonymous grants & donations	18,500	-	18,500
Sundry donations	17,729	-	17,729
	60,012	309,663	369,675

5. Investment Income

	Unrestricted funds General £	Total 2023 £	Total 2022 £
Interest receivable and similar income;			
Interest receivable on bank deposits	1,444	1,444	14

6. Expenditure on charitable activities

	Unrestricted General Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Advertising & promotion	1,776	44	1,820	2,971
Dues & subscriptions	-	933	933	1,408
Mobile phone	213	1,544	1,757	4,208
Printing, postage & stationery	90	1,833	1,923	1,659
Software expenses	-	2,204	2,204	2,535
Training costs	-	2,777	2,777	1,530
Evaluation fees	-	-	-	1,750
Legal & professional	-	1,748	1,748	3,792
Liability & business insurance	-	1,896	1,896	1,346
Payroll fees	-	798	798	216
Recruitment costs	-	167	167	597
Motor expenses	-	-	-	28
Bank charges	-	175	175	165
Rent & room hire	328	6,958	7,286	7,476
Equipment, repairs & renewals	659	3,957	4,616	8,805
Staff expenses	-	-	-	1,376
Travel & subsistence	625	6,890	7,515	6,376
Wages & salaries	35,940	323,731	359,671	330,977
Volunteer Costs	-	3,038	3,038	-
Sundry expenditure	-	-	-	111
Depreciation	-	-	-	175
	39,631	358,693	398,324	377,501

7. Net incoming/outgoing resources

Net (outgoing)/incoming resources for the year include:

	2023 £	2022 £
Depreciation of fixed assets	-	175

8. Staff Costs

The aggregate payroll costs were as follows:

	2023 £	2022 £
Staff costs during the year were:		
Wages and salaries	326,456	304,321
Social security costs	23,027	21,426
Pension costs	10,188	5,230
	359,671	330,977

The monthly average number of persons (including senior management team) employed by the charity during the year was as follows:		
	2023 No	2022 No
Average number of employees	16	13

13 (2022 - 11) of the above employees participated in the Defined Contribution Pension Schemes.

Contributions to the employee pension schemes for the year totalled £10,188 (2022 - £5,230).
No employee received emoluments of more than £60,000 during the year.
The total employee benefits of the key management personnel of the charity were £82,395 (2022 - £114,749).

9. Tangible fixed assets

	Computer equipment £	Total £
Cost		
At 1 March 2022	2,224	2,224
At 28 February 2023	2,224	2,224
Depreciation		
At 1 March 2022	2,224	2,224
At 28 February 2023	2,224	2,224
Net book value		
At 28 February 2023	-	-
At 28 February 2022	-	-

10. Debtors

	2023 £	2022 £
Prepayments	294	239
	294	239

11. Cash and cash equivalents

	2023 £	2022 £
Cash on hand	499	225
Cash at bank	268,287	289,073
	268,786	289,298

12. Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	-	66
Other taxation and social security	6,157	5,419
Accruals	3,293	2,509
	9,450	7,994

13. Charity status

The charity is a company limited by guarantee and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £10 towards the assets of the charity in the event of liquidation.

14. Taxation

The charity is a registered charity and is therefore exempt from taxation.

15. Fees payable to independent examiner

During the period, the fees payable (excluding VAT) to the charity's independent examiner are analysed as follows:

	2023 £	2022 £
Independent examination	1,130	1,100
Other financial services	-	120
	1,130	1,220

16. Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

17. Related party transactions

During the year the charity made the following related party transactions:
Susan Kernahan Ltd
(During this period, the charity paid £300 (2022: £541) to the trustee Susan Kernahan for professional services - Mindfulness sessions.)
At the balance sheet date the amount due to/from Susan Kernahan Ltd was £Nil (2022 - £Nil).

18. Analysis of net assets between funds

	Unrestricted		28th February 2023
	General £	Restricted £	Total Funds £
Current assets	218,571	50,509	269,080
Current liabilities	-	(9,450)	(9,450)
Total net assets	218,571	41,059	259,630

	Unrestricted		28th February 2022
	General £	Restricted £	Total Funds £
Current assets	194,216	95,321	289,537
Current liabilities	-	(7,994)	(7,994)
Total net assets	194,216	87,327	281,543

19. 3rd party funds

	Opening balances £	Incoming resources £	(Resources expended) £	Total £
J Care	387	1,339	(1,544)	182
	387	1,339	(1,544)	182

15. Funds

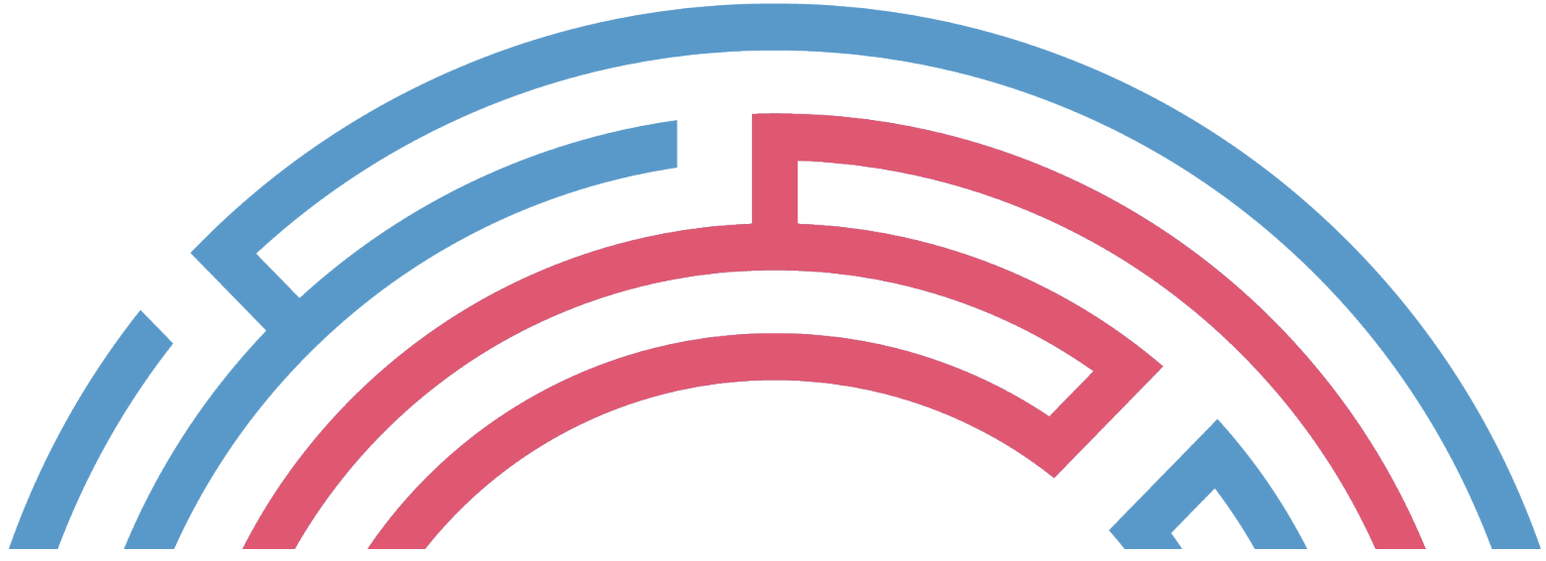
	Balance at 1 March 2022 £	Incoming Resources £	Resources expended £	Balance at 28 February 2023 £
Unrestricted funds				
General				
General fund	194,216	63,986	(39,631)	218,571
Restricted funds				
Opportunity and Change Project (ESF funding)	3,678	32,655	(33,740)	2,593
J Care	12,642	111,212	(114,767)	9,087
Two Trees Project (Lottery funding)	-	121,750	(117,975)	3,775
Lloyds Foundation	19,879	35,584	(35,025)	20,438
Trust Project	49,489	-	(49,489)	-
Notts Victim Care	1,639	-	(939)	700
Asda	-	500	(500)	-
J F Mortimer Techmate	-	5,000	(3867)	1,133
Percy Bilton	-	742	(742)	-
The Jones 1986	-	5,000	(1,667)	3,333
Total restricted funds	87,327	312,425	(358,693)	41,059
Total funds	281,543	376,411	(398,324)	259,630

15. Funds cont.

The specific purposes for which the funds are to be applied are as follows:
Opportunity and Change Project (ESF funding) - supports adults with multiple complex needs to move closer towards work or training.
J Care - to provide support to people connected to the Jewish community in Nottinghamshire.
Your Journey Project (Lottery Funding) - for those leaving mental health services, to prevent crises readmissions and support long term management of their mental health.
Lloyds Foundation - contributing to core costs and providing an enhanced package of support including access to training and professional services such as volunteer recruitment and HR.
Trust Project - offering a service to people who are in or leaving secondary mental health services
Notts Victim Care - to run a craft group for people who are victims of crime.
Asda - funding to provide a Christmas get together for people who use our service.
J F Mortimer Techmate - funding to provide items to save money on gas and electric bills (e.g. air fryers) for people who use the service.
Percy Bilton - funding to purchase furniture for counselling space in office.
The Jones 1986 - funding to provide support to people in primary care - 5 referrals over the year.

These are the figures for the previous accounting period and are included for comparative purposes

	Balance at 1 March 2021 £	Incoming Resources £	Resources expended £	Transfers £	Balance at 28 February 2022 £
Unrestricted funds					
General					
General fund	118,126	78,451	(2,262)	(99)	194,216
Restricted					
Opportunity and Change Project (ESF funding)	3,500	43,334	(43,156)	-	3,678
Postcode Lottery	12,786	-	(12,786)	-	-
J Care	6,321	86,445	(80,124)	-	12,642
Two Trees Project (Lottery funding)	29,538	39,274	(68,844)	32	-
Lottery Covid 19 Uplift	5,087	-	(5,087)	-	-
Lloyds Foundation	24,583	70,629	(75,333)	-	19,879
Lloyds 'Techmate' Adaption	6,435	-	(6,435)	-	-
National Probation Service	13,902	-	(13,902)	-	-
Trust Project	25,278	82,758	(58,547)	-	49,489
Notts Police	1,685	4,800	(6,485)	-	-
Notts Victim Care	2,000	-	(361)	-	1,639
Mindfulness (Awards for All)	2,112	-	(2,179)	67	-
Media Trust	-	2,000	(2,000)	-	-
Total restricted funds	133,227	329,240	(375,239)	99	87,327
Total funds	251,353	407,691	(377,501)	-	281,543



Improving Lives Notts Ltd

England & Wales - Charity number 1146094

Accounts

Improving Lives

Supporting adults with complex health and social needs

Trustees Annual Report March 2021-2022

Improving Lives is a trading name of Improving Lives Notts Ltd

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Foreword by Chair of Trustees

This last year has been every bit as busy as the previous year, challenging, rewarding but different. Last year we reported on Improving Lives progress during the Covid pandemic, this year I want to update our progress.

The charity has gone from strength to strength and in February 2022 we celebrated our 10th anniversary with a tea party at the Council House where we were joined by those using our services, our patrons, funders, trustees, staff and the Lord Mayor and Sheriff of Nottingham.

During the year Victoria, our joint Chief Executive, finished her 2 year secondment and made the decision to move on to pastures new. We want to wish Victoria well in all her future endeavours and reflect our gratitude for all she contributed to Improving Lives and the people who use the service, from the very start of the organisation. We are pleased that Kerry Devine has agreed to take up the CEO role substantively. Kerry has of course been running the organisation since January 2020.

We have moved back to far more face to face contacts which is good but does put more pressure on the workers' time. The charity has finally moved its base to the ICC building on Mansfield Rd where we are slowly bringing the office into the state we wish it to be and as Kerry has said it also has outdoor space allowing a gardening group. My thanks to Kerry and our business manager Josh Wood who facilitated all this allowing us still to have an easily accessible base. As always with small charities funding is an ever present issue and a number of our grants came to an end this year.

We were very fortunate to get another National Lottery Community Fund grant to enable us to continue our work with people with mental health problems in Nottingham but are waiting to hear about funding from Nottinghamshire Healthcare NHS Foundation Trust. They are the main source of referrals and Improving Lives has been providing enormously important support for some of the most vulnerable people in our society.

The last year has seen the resignation of one of our Trustees, Naomi Roose who was one of our longer serving trustees. I am truly grateful for the input of all of our Trustees and our staff and for our patrons and funders, especially those who have actively participated with us over the last few years.

.

Thank You, Mike Harris Chair of Trustees

Organisational Structure
Improving Lives

The directors of the company are known as charity trustees for the purposes of charity law. They give their time voluntarily and receive no benefits. In order to maintain a broad diversity of skills when a trustee wishes to retire, new members will be recruited according to the skills gap. There are currently seven trustees who meet every six to eight weeks and are in communication between official meetings.

The Chief Executive Officer reports directly to the Chair of the Board and the Business Manager has regular meetings with the Treasurer to ensure sound financial oversight. The Chief Executive Officer, Victoria Burrows was on secondment to Lloyds Bank Foundation until January 2022 and resigned in March 2022. Kerry Devine was Interim Chief Executive Officer and then Joint Chief Executive Officer from December 2021. Day to day management of the service has been provided by Kerry Devine and the Business Manager, Josh Wood. There are a total of 15 members of staff working to benefit the wider community by providing people with complex health and social needs an individualised service to enable them to manage the challenges they face and believe that life can change for the better.

Trustees who served during the financial year

March 21 - February 22

Dr Mike Harris - Chair of the Board

Ben Staples

Naomi Roose (Resigned November 2021)

Sue Kernahan

Laura Pinkney

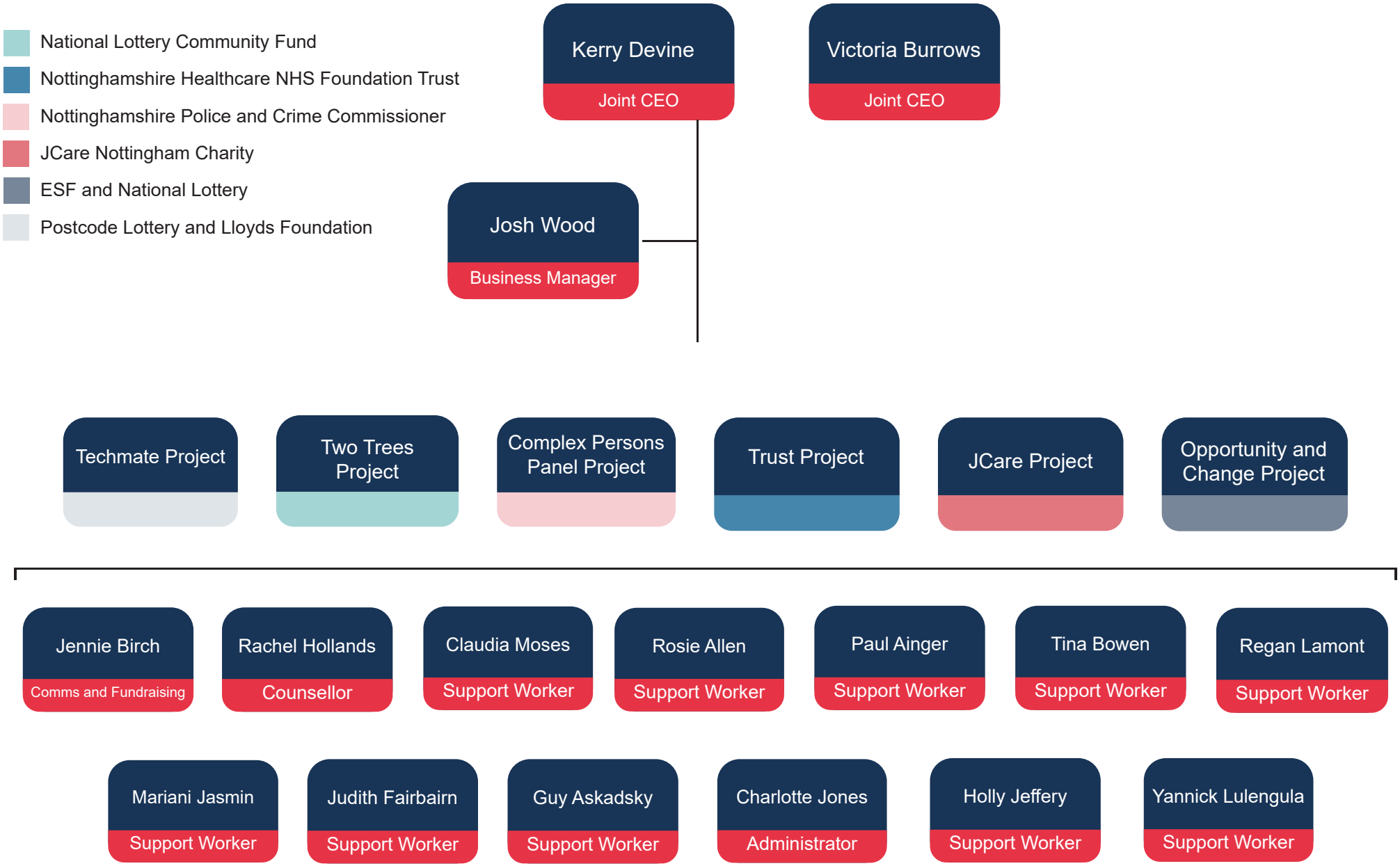
Bhaveen Jobanputra

Ruth Hawkins

Ola Junaid

Organisational Structure

- National Lottery Community Fund
- Nottinghamshire Healthcare NHS Foundation Trust
- Nottinghamshire Police and Crime Commissioner
- JCare Nottingham Charity
- ESF and National Lottery
- Postcode Lottery and Lloyds Foundation



Foreword by Kerry Devine, CEO

This year marked our 10th anniversary as a charity and we were proud to be able to celebrate that landmark with an event at the Council House on the 24th February 2022. We were joined by a wide range of people who have become part of the extended Improving Lives community during that time; from people who use the service to grant managers and people from local voluntary sector organisations as well as from local businesses. We were fortunate that the Lord Mayor and Sheriff were able to be present to help us celebrate and look forward to another successful 10 years of supporting the people of Nottingham.

In contrast to 2020 the world gradually began to open up again in 2021 and with it the Improving Lives team grew and developed, becoming busier than ever before. We supported 328 people throughout the year and the team made even more phone calls than in 2020: 4510, together with 2,027 face to face meetings. With the introduction of the Covid-19 vaccination, we supported people to book and attend their Covid vaccination appointments and we were relieved and pleased to note that very few people we support contracted Covid. As soon as it was an option for people to meet, there was a transition from online to face to face groups starting with a monthly walking group from March 2021 and our other groups began again in August and September. Our phone befriending service has also expanded and we now have 18 volunteers supporting us. It has been a very busy year for us as we also managed to fit in an office move at the beginning of November 2021 and now that we have access to an outside space we are hoping to start a gardening group as well!

Whilst our 5 year Lottery funded project came to an end we are extremely fortunate to have been granted the funding for a new Lottery project, Your Journey, and this will begin in April 2022. The future remains challenging as the funding for two of our other projects came to an end during the year, but we remain optimistic that we will be able to continue to offer the best possible support to the people who need it the most in our community.

The Team

Kerry Devine (f/t Joint CEO)
Victoria Burrows (p/t Joint CEO -resigned March 2022)
Josh Wood (f/t Business Manager)
Rachel Hollands (p/t Counsellor on the Opportunity and Change Project)
Paul Ainger (f/t Support Worker)
Guy Askadsky (p/t Support Worker for JCare Project)
Jennie Birch (p/t Fundraising and Communications Administrator / Officer)
Claudia Moses (p/t Support Worker)
Judith Fairbairn (f/t Support Worker for JCare Project)
Rosie Allen (p/t Support Worker
Holly Jeffrey (f/t Support Worker Nov 2020-March 2022)
Regan Lamont (f/t Support Worker)
Mariani Jasmin (p/t Support Worker from May 2021)
Tina Bowen (f/t Support Worker from July 2021)
Yannick Lulengula (f/t Support Worker July 2021-Jan 2022)
Charlotte Jones (p/t Administrator from January 2022)

Pictured (left to right): Rosie, Holly, Jennie, Claudia, Judith, Charlotte, Regan, Rachel, Mariani, Paul, Kerry and Josh

The Support We Provide

Emotional Support

A place to 'offload', particulary in relation to some very sensitive issues such as coping with abuse or caring responsibilities for family members.

Promoting engagement in statutory services

Helping beneficiaries to access GPs, Dentists, mental health services and hospital appointments; accessing housing providers and the Job Centre; attending Social Care assessments; accessing an Occupational Therapist; and applying for care packages.

Advocacy Support

In relation to a wide range of services and issues, including navigating 'the system' and gaining access to the right person or support service; addressing issues with medication; raising issues on the beneficiary's behalf and acting as intermediary.

Benefit and debt issues

Checking benefit entitlements and completing application forms or supporting letters for ESA, PIP and disabled student allowance; contacting the DWP to reschedule appointments; attending assessments, work coach appointments and appeal tribunals; completing financial statements and obtaining debt management plans.

Cost of living issues

Applying for reductions in rent or mortgage payments and Council Tax charges; contacting utilities companies and seeking warmer homes discounts and reductions in gas or water bills; obtaining payment plans; accessing small grants for household items; and providing help to improve budgeting and money management skills.

Meeting basic living needs and promoting independence

Helping beneficiaries clean and repair their homes, arranging bulky waste collections, and tackle hoarding; managing bills and tv licenses; applying for a mobility bus pass; establishing a daily routine, obtaining food, energy vouchers and clothing.

Accessing community services and activities

Such as attending community centres, gyms and local nature projects; going on trips; accessing befriending and parenting support; plus services that can help provide basic necessities such as food, clothing and household goods.

Accessing specialist advice and support

Including financial and legal advice, advocacy support, counselling, and specialist support for self-harm and eating disorders.

Having a voice/accessing basic rights

Empowering beneficiaries to report maintenance issues and make formal complaints about inadequate housing or anti-social neighbours. This included contacting the Police and a beneficiary's MP.

Digital Support

Purchasing digital devices for beneficiaries, where required, and setting up devices with appropriate software installed, supporting beneficiaries to reduce bill costs, supporting to purchase affordable broadband, provide guidance on browsing the internet safely and potential risks online, supporting beneficiaries to download and access Zoom, email and other digital services i.e. online banking, promote and facilitate virtual support groups.

Housing and Home Safety Issues

Helping beneficiaries to register for social housing, explore their options and bid for properties; achieving home repairs including new kitchen equipment and window replacement; accessing a home needs assessment and obtaining safety equipment and household adaptations such as handrails and gas safety assessments; dealing with pest infestations; accessing services such as boiler repair, garden clearance and fencing; supporting beneficiaries to donate unwanted items to charity.

What We Do and Our Achievements

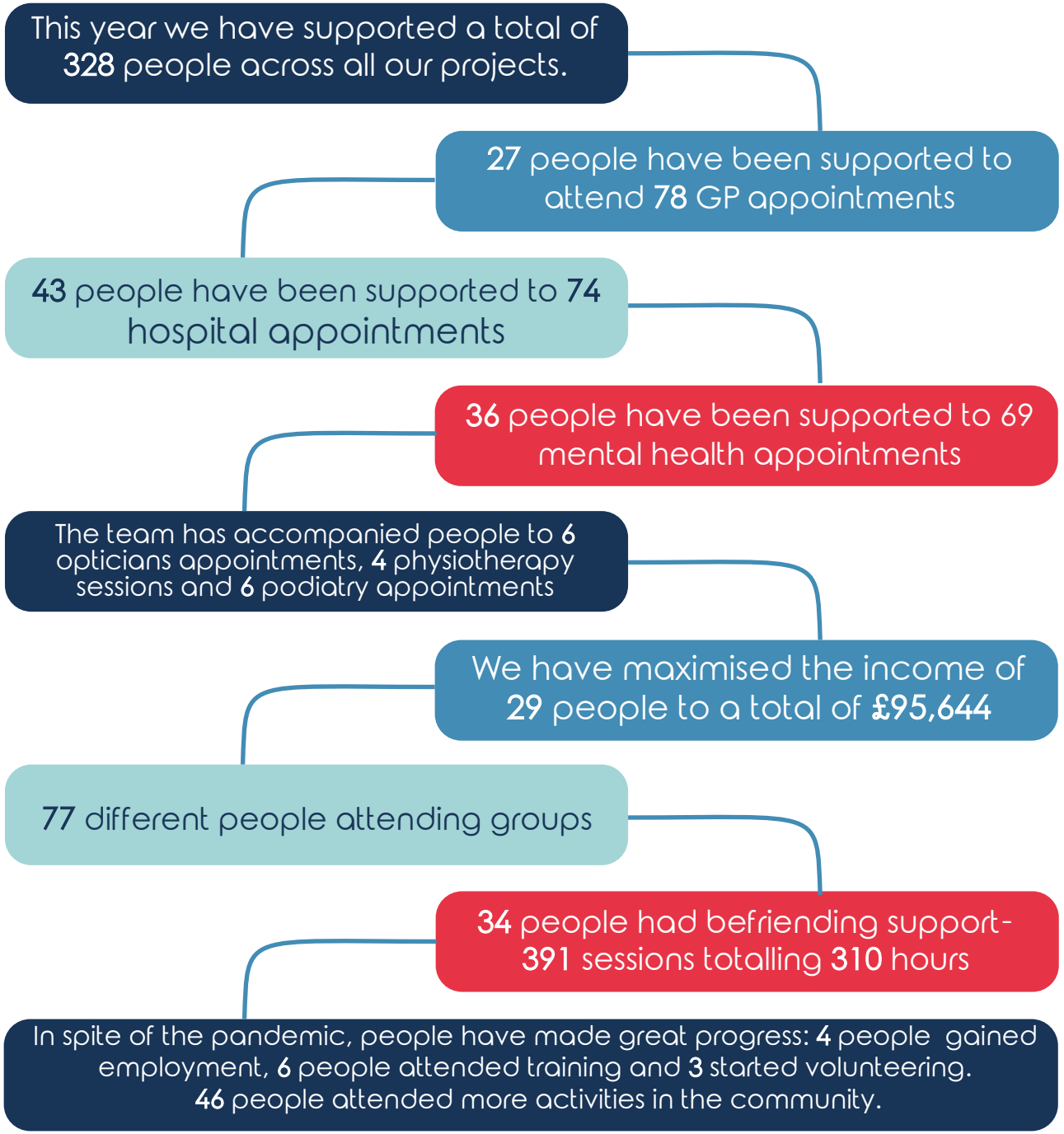
Improving Lives Company Articles state that the Company's objects are:

The relief of those in need in particular but not limited to providing one-to-one support services to adults with complex health and social needs in Nottingham City and Nottinghamshire and nationwide advice.

Our main objective is to support adults with complex health and social needs.

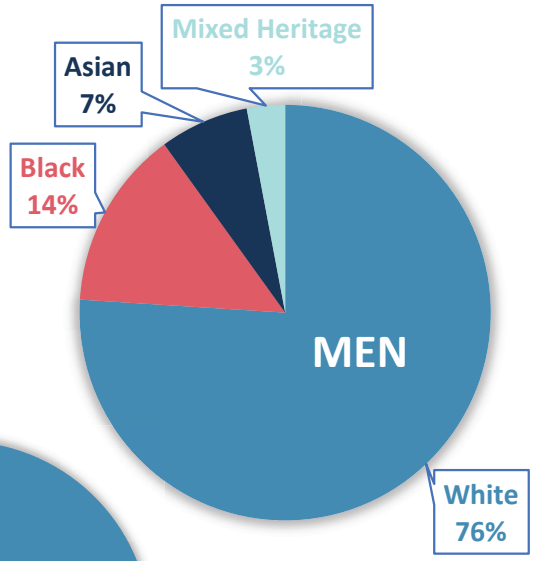
We achieve this by:

- Providing high quality one-to-one support focussed on reducing the risk of people having a mental health crisis
- Long term contact with the people who use the service in order to reduce social isolation by offering one-to-one support, social support groups facilitated by staff and volunteers and one-to-one phone or face to face befriending
- Access to technology to reduce digital exclusion

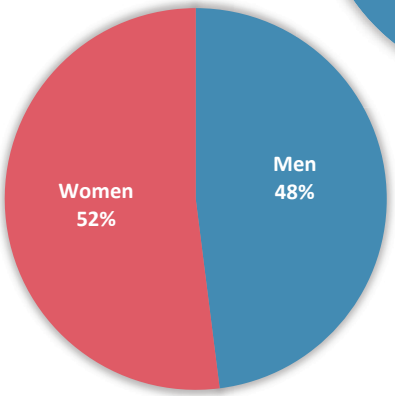


Who Benefited from our Service

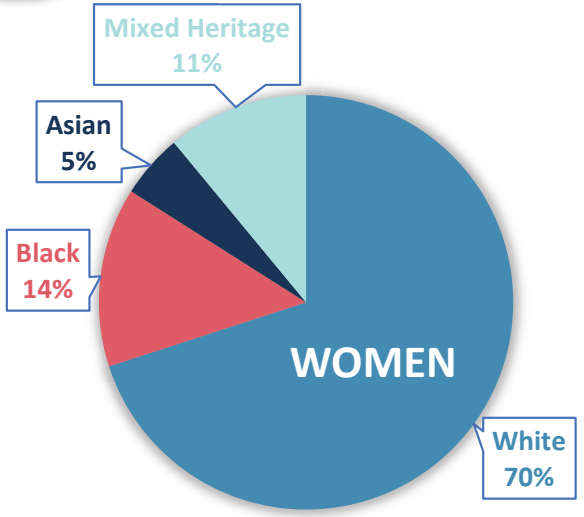
People with severe mental illness in Nottingham have an extremely high premature mortality rate compared with the national average: 145 per 100,000, compared with a National Average of 90 (PHE 2017). In addition, in Nottingham City, only 2.8% of people are in contact with mental health services compared to a National Average of 12.2% (PHE 2020). Whereas numbers of people detained under the Mental Health Act in Nottingham are almost double the national average (PHE 2020). It is uncontroversial to say that we're facing a mental health crisis and Nottingham City is facing an extremely high level of need.



The Everyone's Different Everyone's Equal report, (2019 - 2024) highlights the aims for local mental health services in Nottingham and these include reducing inequalities and narrowing the gap between life expectancy for people with serious mental illness and the rest of the population by three years, ensuring everyone can access mental health services in the right place, at the right time and delivering parity of esteem – so that mental health is placed on a par with physical health.



Our community aims to address the challenges faced by people with mental health issues. The people we support face multiple challenges which impact on their mental health and wellbeing. In the last year of those people who were referred to the service 100% had mental health problems alongside a combination of other issues: 26% of the people had physical health problems, 33% had experienced domestic abuse and 77% were socially isolated. 46% had housing issues, 19% had substance or alcohol misuse problems and 10% identified debt issues they needed to address, 13% requested support with benefits, 14% had offended.



Partnership Working

Improving Lives partnership working has grown over the past year, always maintaining at its heart the partnership with the people who use the service and ensuring their voices are heard. They have been involved this year in attending board meetings, staff recruitment, choosing a name for the new Lottery project - Your Journey - and supporting each other in groups. We have also had people agree to be filmed for a video to promote the service and one person has even taken part in interviews on the radio and television to support the service.

Our CEO has continued to attend the Public and Patient Engagement Committee, which reports into the local Integrated Care System. We are thereby ensuring that the views and needs of people with mental health problems and multiple disadvantage are heard and taken into consideration at the highest level of service provision.

Staff and people who use the service have also taken part in a social research project with Nottingham Trent University, commissioned by the Arts and Humanities Research Council, aimed at identifying future research priorities in the area of law and social justice.

Our service is known locally for supporting people with mental health problems who face multiple disadvantage. We work closely with Local Mental Health Teams, Adult Social Care Teams, the multi-agency Complex Person's Panel and we regularly attend SMD (Severe Multiple Disadvantage) meetings held with a wide range of local organisations who also support people in Nottingham.

We consider ourselves privileged to be able to work in partnership with a wide range of organisations who want to support Improving Lives. We have been very fortunate that Shoosmiths Solicitors remained our corporate partner throughout the past 4 years. They have continued to fundraise for us including their staff putting forward a team of six who ran the Robin Hood Half Marathon! We have also had invaluable support from Cartwright Communications who have supported us with marketing and communications and helped us to promote the service and the positive work that is being achieved.

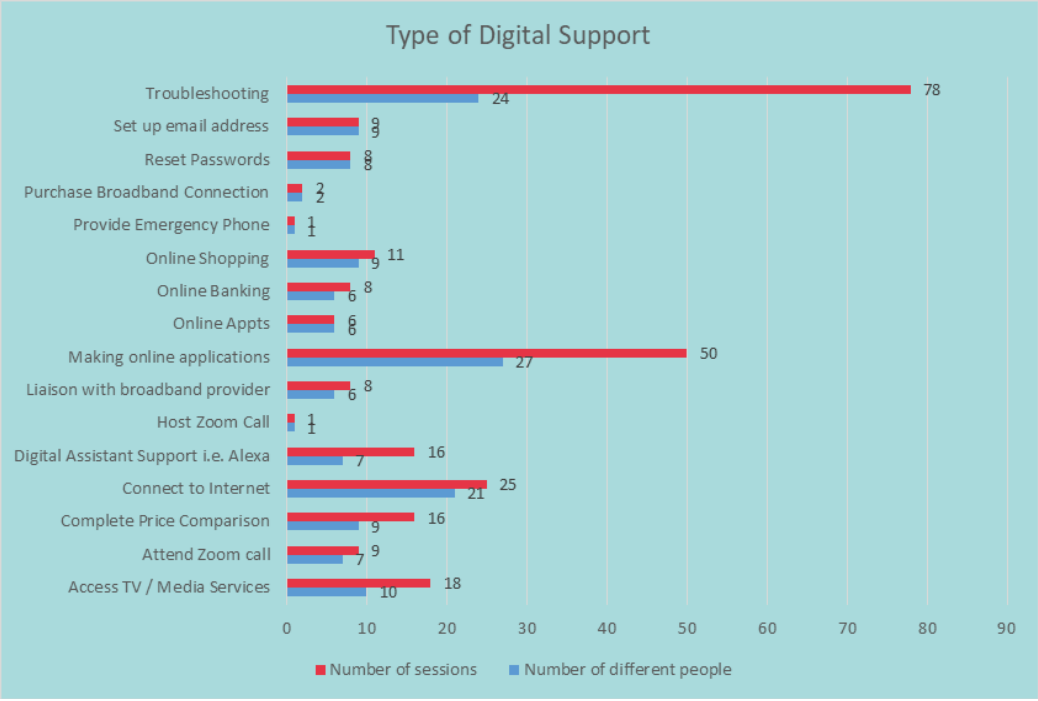
SHOOSMITHS

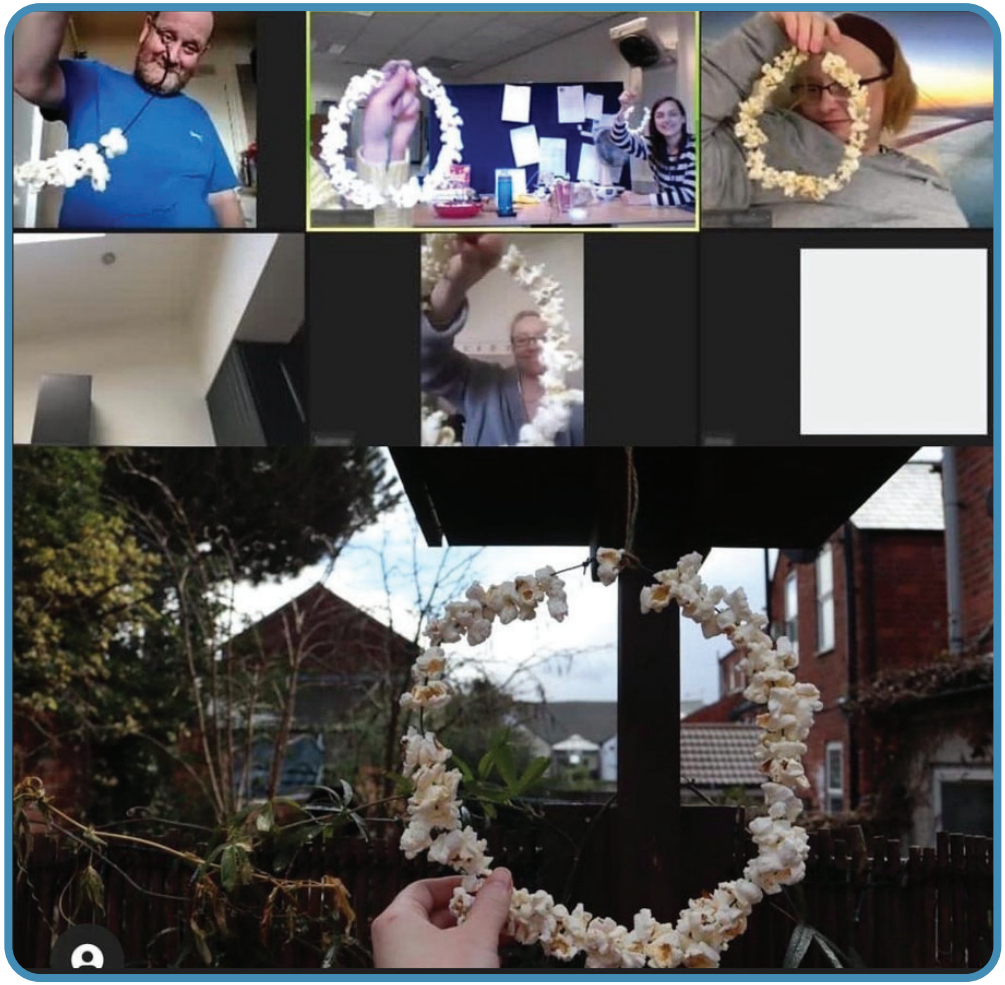
ROBIN HOOD
MINI MARATHON
26TH SEPTEMBER 2021
CLAUDIA
20762
GOLDLINE
EVENTS
SANTINO
20205

Beauty
and the
Beast

Techmate:

With funding from Lloyds Bank Foundation and Postcode Lottery a project was developed to promote digital inclusion. People have been loaned a tablet or laptop and many more have been provided with digital support.



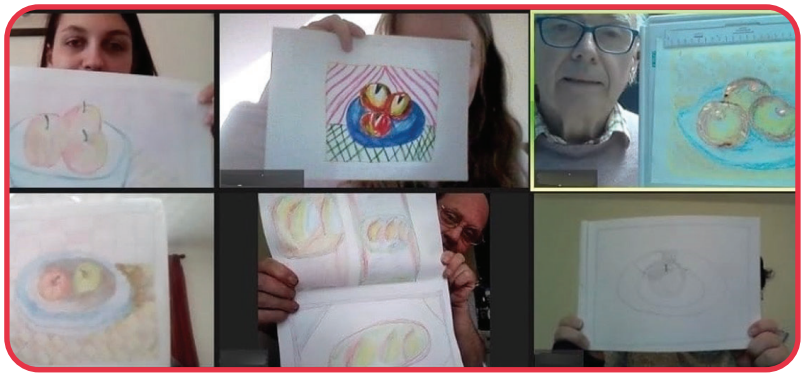


Case Study - Michael

Michael is a 57 year old man who has been supported by Improving Lives since 2015. Initially he was allocated a support worker to support with debts, benefits and emotional support after losing his wife. He now regularly attends our social groups and has done so since 2016: even meeting his fiancée at one of our groups!

As our face-to-face groups were postponed at the start of the pandemic, Michael would have been isolated without the group support we provided. We started a virtual group over Zoom however Michael was initially unable to access it without an internet phone.

Michael was provided with a Techmate tablet and an affordable broadband provider was sourced. His support worker negotiated with the provider to install an internet line more quickly given Michael's isolation. Michael was taught how to access a Zoom call through his emails. In addition, he has attended one of our Board Meetings on Zoom, and has accessed free games and films on his tablet for the times he is on his own. We are now able to offer Michael remote support as he is able to send us pictures of benefits reviews and letters he would like help with.



Michael said:

"I'd only ever done very basic things on computers, at work a long time ago. I was learning from scratch when Improving Lives got me the tablet."

"[My support worker] really helped me to learn what to do. It's been a massive help. Seeing people on the Art Group [Art Group was delivered on Zoom] and the Quizzes were great. I live on my own, so in the pandemic it helped keep my mind occupied. It was fantastic to see everyone."

"It's small so I can carry it around even with my health conditions. I can get on Zoom, use Voice Control to get film times and watch films and programs. There's still more I want to learn. [My fiancée] doesn't use computers so I can help her look information up too."

"Now I've got it, I'll be able to keep in touch in case there are lockdowns in the future. It's not just helping me, it's helping [my fiancée] too."

Two Trees

Funded by the National Lottery Community Fund

This project ran for 5 years and came to an end in December 2021. It has been highly successful and developed hugely over the 5 years starting with only one-to-one-work, and then moving on to include groups, the number of which increased over the years. A befriending service has also developed to help to reduce social isolation and provide a continuing connection with the service.

The aim is to work with people who are in or leaving secondary mental health services to enable them to address the challenges they face with day to day living and to live more independently and avoid re-admission to hospital. We took referrals for this project from community psychiatric nurses, psychiatrists, psychologists and social workers.

We aimed to work with up to 45 people a year, for up to 18 months on a one-to-one basis with ongoing access to groups and befriending. We far exceeded this goal. We worked with 81 people this year, 53 of them have been seen one-to-one in person, for a total of 718 hours and we have made phone calls to 67 people, to a total of 414 hours. This does not include the befriending offered to 16 people and 27 different people from this project who attended our groups.

As other projects closed, where the need for support remained, people were transferred to our Lottery funded project. The Lottery funding has thereby enabled Improving Lives to offer the consistent, long term support that so many people need.

COMMUNITY FUND

Lily - in her own words

I started working with my support worker in September 2020. I'd been released from prison; I was homeless with my 2 year old son, and was at the time being assessed by social services to determine whether my child was at any risk just by being around me. I've come so far in 9 months, and my support worker has been there to support me every step of the way. She attended every meeting with the social workers and gave them vital feedback as to how well I was doing; even just the fact that they knew she was on board and supporting me made a huge difference in their decision. I'm pleased to say that ,within a couple of months, they closed our case and left us in the capable hands of my support worker, knowing what a great job she was doing.

It's not just the moral support of being there during this uncertain time in my life but the practical advice she's given me, the meeting up with us at the park when I just needed to get out, the emotional support of having someone to vent to and the way she would always have a solution to any problems I was facing. When I first met my support worker I was living in a bedsit on the 5th floor of a homeless accommodation.

My support worker arranged a van to help me with my move. She got me a great price and wouldn't settle until they gave me a quote which was affordable to me. On moving day, she met me at my old property and assisted me with everything from carrying my things downstairs, loading the van and even gave me and my son a lift to our new home. We arrived at my new property and it was in an awful condition, it was filthy, there was rubbish everywhere, no gas, electricity or hot water.

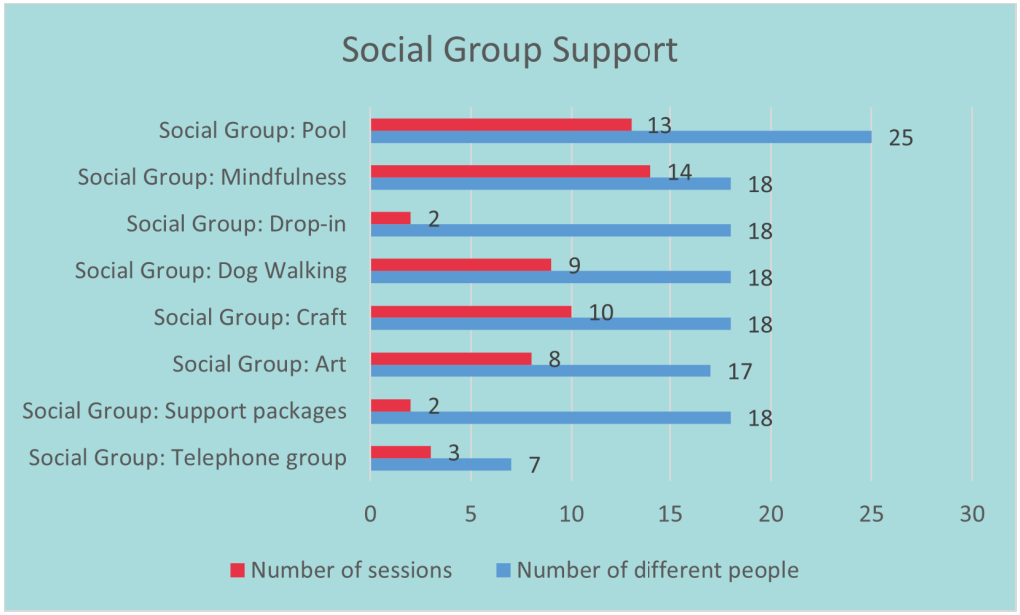
> "We need more organisations like Improving Lives, that make a positive impact on people's lives.
> I cannot stress how beneficial this service is to me and my children."

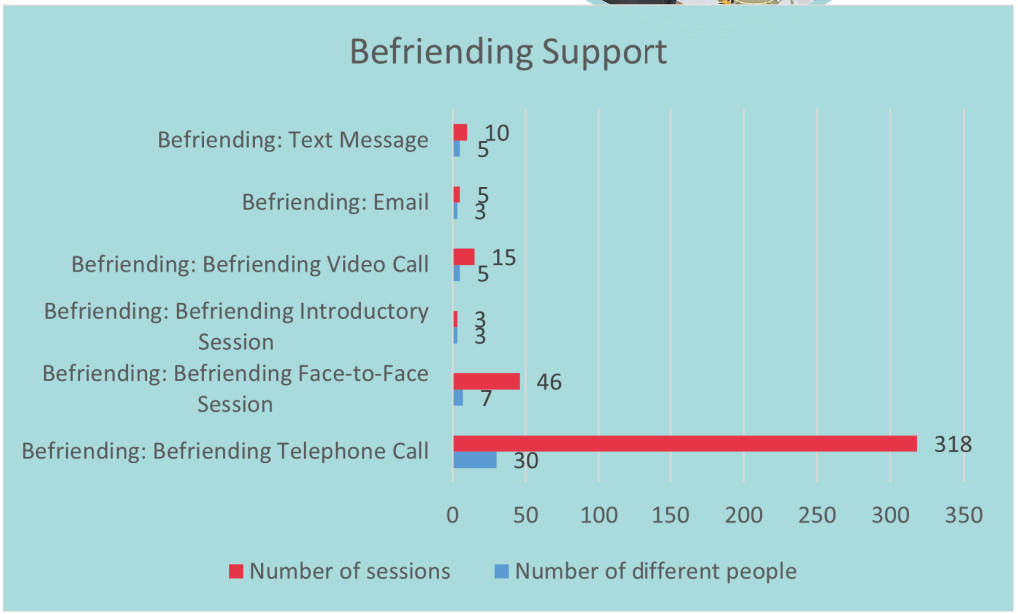
My support worker went straight upstairs and cleaned my bathroom and separate toilet before I even had chance to see it I can only imagine the state it was in and this is just one example of her going the extra mile for me. She drove me back to my old property and demanded they sort the gas and electricity out ASAP which they did thanks to her. She also made sure I had healthy nutritious food as she was worried I wouldn't have time and energy to make sustainable meals for myself and my son due to all the work I had to do sorting out the new property, again going extra miles for us.

If my support worker knows I've had a lot going on she checks in on me, which shows me that she genuinely cares about her service users. She tries to arrange our appointments in line with my little boy's nursery hours so she can give us a lift to/from school which really helps me out especially now we have moved a little further away. I feel that although me and my support worker always keep our relationship professional I can talk to her about absolutely anything that's bothering me. She helps me with all kinds of things from chasing my prescriptions to attending appointments with me. Out of all the services I work with my support worker is my first point of call if I have any problems, often before my own friends and when other organisations have failed me, she has been there to fight my corner for the service that I'm entitled to. It's hard to put into words what a great asset she is to mine and my son's life, I suffer with mental health issues and my support worker's support and encouragement has given me my independence back as well as my confidence.

Social Support Groups

A total of 77 different people attended groups during the year. Before restrictions were lifted we kept in touch with people online, with phone groups once a month and we sent nature 'support packages' to people who we thought might appreciate them. Everyone was so pleased to be able to meet in person again and the groups have become increasingly popular, particularly the pool group.
Not only have we had the five face to face groups we also had a Mental Health Awareness week event, in October, which we held in St Johns church hall in Carrington: a wellbeing afternoon with exercise, Reiki, art and good food. In December the Nottingham Playhouse gifted us tickets to the Pantomime, Beauty and the Beast, and 23 people were able to attend. Some people brought their children or grandchildren to enjoy an experience that they otherwise wouldn't have been able to afford or have the confidence to attend.





Befriending

As well as our groups our befriending service has offered a range of support to 34 different people. Predominantly it is a phone befriending service but there have also been video calls, emails and 7 people have been seen face to face by a volunteer befriender.

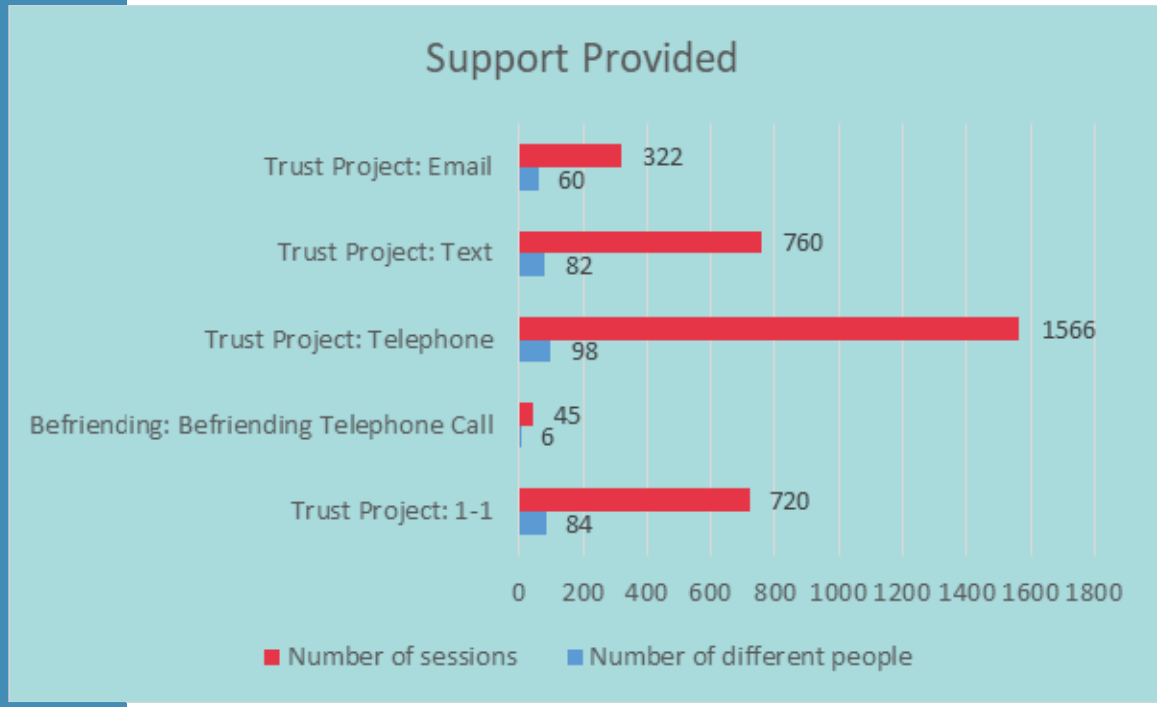
Trust Project

Our contract with the Nottinghamshire Healthcare NHS Foundation Trust was originally to support approximately 33 people during the 12 months period from 1 October 2020 until 30 September 2021. The project was extended for a further six months to the end of March 2022 (for an additional 17 people, therefore a total of 50 people).

We accepted 104 referrals for people who were in or leaving secondary mental health services before closing our waiting list in the first week of January. During this year 98 people were provided with phone support totalling over 604 hours and 84 people received face to face support for a total of over 1000 hours.

NHS
Nottinghamshire Healthcare
NHS Foundation Trust

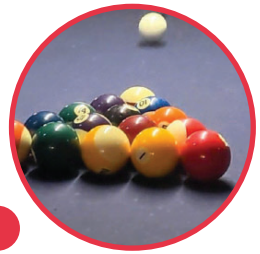
> "[it's] helpful to have someone checking in on me. I don't feel so alone."



Case Study: James

James is a twenty-four-year-old man with a diagnosis of psychosis. He experiences auditory hallucinations daily. This is triggered by overhearing conversations from neighbours who live in the flat below. James believes his neighbour is deliberately trying to provoke a reaction from him. He spends his days trying to avoid his neighbour and uses earplugs to fall asleep at night. Due to negative experiences in his past, mixing with other people causes James significant distress.

James was referred to Improving Lives by his CPN in October 2021 for support to expand his social network and help to manage his home environment. Since then, he has worked with his



Support Worker to identify some goals such as returning to college and employment. One of his main goals was to build confidence to leave his home independently and to feel comfortable mixing with other people in a group setting.

James initially met with his Support Worker at his home every week. With some encouragement he started to feel confident to leave his home with his Support Worker for short trips to the city centre. James found this particularly helpful, as he was “able to get away from home for a bit”.

James has been supported to achieve his goals, one of which includes building

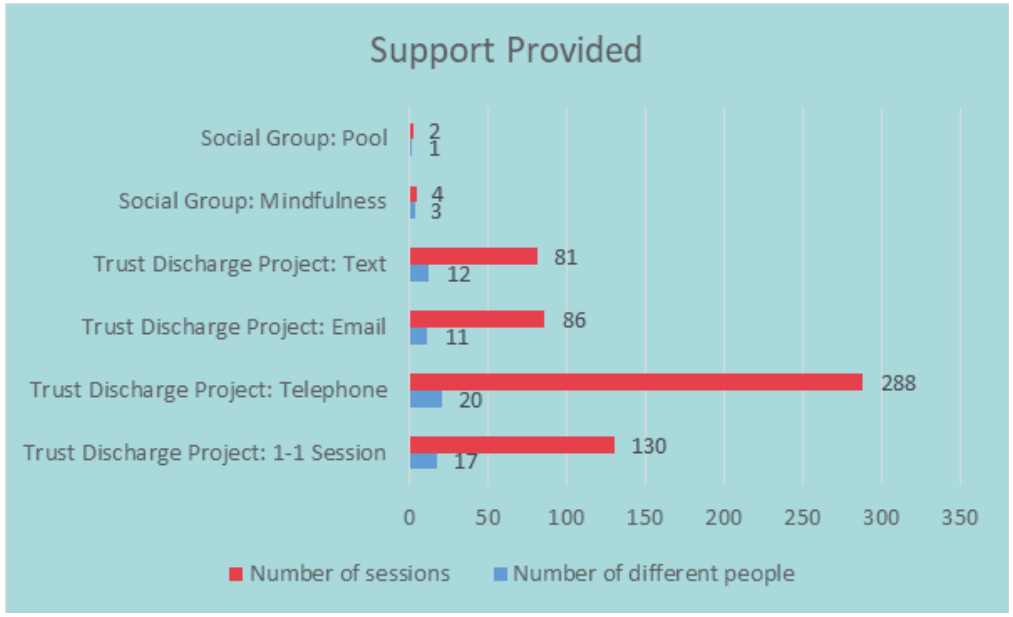
the confidence to mix with other people. This can be seen as he now attends our monthly pool group at Rileys. He has also attended a pantomime with other service users in December 2021 and more recently attended Improving Lives’ 10th-anniversary event at the Council House in February 2022. James will be starting a Level One Plumbing course at Nottingham College in September and has recently started part-time work in a local charity shop, both of which were also goals he wished to achieve.

James commented about the support he receives from Improving Lives as *“helpful to have someone checking in on me. I don’t feel so alone”.*

Trust Discharge Project

Our contract with Nottinghamshire Healthcare NHS Foundation Trust was to offer 6 weeks of support post-discharge to people leaving the Rowan and Redwood wards at Highbury Hospital. The Trust Discharge Project ran from July 2021 until March 2022. The project was not as popular as anticipated and therefore staff resources were transferred to the long-term work Trust Project to help meet the needs identified. However, the work on the discharge project was effective and the case study shows how well it was received by the people who were referred.

Twenty people were supported on this project with 17 people having face to face support.



"Working with Improving Lives and getting support has helped me find my positivity again."

Case Study: Louise

Improving Lives began supporting Louise, a 36-year-old woman, through the Trust Discharge Project, on 30th July 2021 following her recent discharge from Highbury Hospital. Louise had initially been detained under section 136 due to an attempt to end her own life by jumping off the balcony from her third-floor flat. Thankfully, Louise's foot got stuck on a lower-level balcony which prevented her from hitting the floor.

Initially on working with Louise, the main areas of support were based around emotional support and motivation to maintain self-care and gain a sense of self compassion. Louise lives with depression and anxiety which impacts on her day to day living. Her low moods can result in Louise struggling to leave her flat and subsequently leads to social isolation. She also lives with physical health issues and experiences a lot of anxiety at night times due to fearing she may not wake up due to the damage alcohol has caused to her body.

At the time of meeting Louise she was on police bail for assaulting her partner. Whilst Louise took full responsibility for her actions, the remorse and guilt were crippling for her and the fear of losing both the relationship and her positive future as a Youth Peer Worker were very difficult for her to come to terms with. Louise has many positive qualities: honesty, empathy, kindness and is intelligent with a wonderful sense of humour, so a lot of the work was around non-judgmental listening, to increase Louise's sense of self-worth and self-esteem and to not lose hope of a bright future.

Louise broke her bail conditions and was unfortunately remanded in custody and ,although this was hard for her, it has allowed her to become 'unstuck' from the fear of what may happen and has resulted in her having a renewed level of strength and determination. Whilst in custody, Improving Lives provided written supporting evidence for the Court and on release, support moved to maintaining Louise's motivation and to to increase her level of social inclusion. We were able to refer her to Nature in Mind where she has enjoyed taking part in outdoor activities such as attending the allotments. Although support was initially only meant to be for 6 weeks, this was extended due to Louise's situation and one-to-one support ended in late November 2021. Whilst Louise found this disappointing, it has also spurred her on to attend our social groups, including mindfulness and she also hopes to attend the pool group.

Currently, Louise is doing very well in attending all her appointments with Probation, Women's Centre and alcohol support. Louise is managing to continue taking care of both her physical and mental health by starting physiotherapy, eating well, reducing her alcohol intake, and involving herself in community events, such as walks, tai-chi and mindfulness yoga. Louise also was nominated for an Inspire Award for her learning excellence. Louise stated:
"Working with Improving Lives and getting support has helped me find my positivity again."

JCare

Nottingham JCare is a charity that provides funding to Improving Lives to provide a service to people from or connected with the Jewish Community in Nottingham City and Nottinghamshire. Primarily this is for people aged over 65yrs but over the past year more people under 65yrs have been referred. In addition, Improving Lives helps to organise and support people to attend monthly social events, which resumed in August 2021. More than 60 people have received support during the year. The one-to-one support offered is individualised and ranges from emotional support to helping people to arrange complex care packages. The team regularly offer information to people in the community as well as practical support whether that's taking people for their Covid vaccinations, completing a census form, or going with people to their hospital appointments.

> *"As her Support Worker learned more about her life, her needs, and her values she was able to provide relevant information to Mrs Marsh so that she could make her own decisions and keep control of how she chose to live her life."*

Case Study: Mrs Marsh

The following case study reflects the type of work undertaken with a number of people the service supports.

Mrs Marsh received support from the service for three years. At 90+ years of age, Mrs Marsh was a very independent woman, who is proud of her family, and committed to her faith.

Following the death of her husband and a decline in her own health Mrs Marsh began to feel that she wanted a little more help so she could remain living independently, in her flat in a supported housing complex. Her consideration of others meant that it was very important to her not to feel a burden on her family, and she wanted to do all she could do for herself.

Our initial involvement with Mrs Marsh was as a befriender. She was visited her at home and support was also provided to accompany her to health-related appointments. As her Support Worker learned more about her life, her needs, and her values she was able to provide relevant information to Mrs Marsh so that she could make her own decisions and keep control of how she chose to live her life.

Together, they put in place the necessary support at home including home help and equipment and mobility aids. They assessed her finances, and claimed the financial support she was entitled too such as council tax reduction and attendance allowance. They also renewed her Bluebadge licence so that she could travel with family and friends more conveniently. After experiencing a fall that resulted in hospital treatment Mrs Marsh was advised by medical staff to spend a few weeks in a care home to recover and rest. Her Support Worker liaised with her and her family providing information on care home options, and funding. With ongoing support from her family, Mrs Marsh decided that she would like to move to long term care. She successfully moved to the care home of her choice, where she continues to live a happy and fulfilled life knowing that she has full support on offer around her if she needs it.

OPPORTUNITY AND CHANGE

"Previously she said that she was fearful of the future... "what next...?" but now says she is "excited for the future"."

Opportunity and Change

All participants are people with multiple and complex needs in the following areas: Housing Stability, Mental Health, Substance Misuse, Offending and Domestic Abuse/Abuse from others. As well as receiving support from Improving Lives, and other partnership agencies, all participants across D2N2 can take part in a single, bespoke training programme Skills Plus for Change. This service is open for self-referrals, by contacting Framework, as long as the person has the right to live and work in the UK, is not currently in work and is motivated to move towards work or training.

The counselling service has continued to be successful and our counsellor adapted her service to provide phone and virtual counselling, which has continued since lockdown eased, but with the option of face to face counselling if requested.

Case Study: Joanne

Joanne was referred to counselling at Improving Lives by her navigator through the Opportunity and Change project.
She attended 25 sessions, from January 2021 until September 2021.
Joanne had a long history of misuse of drugs and had been 'on and off methadone.'
She had previously been in a physically and emotionally abusive relationship, where she was controlled and manipulated. She had, as she said, 'no voice and no choice.'
She felt that her emotions were overwhelming and that she was unable to manage them-this led to her pushing people away for fear of hurting them.
She was aware of what she called her 'stroppy tantrums' and that it was a pattern that kept repeating.
She felt a lot of anger and had never really felt able to express it, apart from through these outbursts and was not able to put in healthy boundaries for herself, trying to please others all the time, but ultimately leaving no time to look after herself. She said she did not know what self-care was or how to do it at the beginning of therapy.
We rehearsed what she might say to others to practice putting some boundaries in place and she began to explore what she found helpful, and what she really enjoyed.
Joanne wrote down some positives each day despite feeling deep sadness for lost relationships in the past.
She felt like she was 'hiding herself' and showing a 'false self' and using drugs had helped her 'escape' from reality, which she described as 'boring and scary.'
Through self-exploration and increasing curiosity she began to accept all of herself and was able to be kind to herself, putting in boundaries with others so that she could pace herself and have energy to do the things that brought calm and joy. She was able to be honest with people about what she was willing and not willing or able to do, developing her self-efficacy.
Her GP has referred her for an ADHD assessment for which she is still waiting but recognises that, label, or not, she is learning how to express and manage her emotions in a healthy way.
She has learnt to pace herself, recognise when she is overstimulated and give herself time to recharge her batteries.

"Therapy is helping me to improve myself. I have become more self-compassionate, been dealing with feelings I haven't before-it has been a roller-coaster, but using drugs to blank it all out was a million times worse……I used to think I was broken but I love the way I am now, I want to take care of me and I haven't had a proper meltdown for 5 months."
Previously she said that she was fearful of the future... "what next...?" but now says she is "excited for the future."

She no longer bottles things up, uses more positive self-talk and has joined a peer support group and feels she is now looking forward.

Nottinghamshire
POLICE & CRIME COMMISSIONER

> "I very much value all that my Support Worker paid attention to for me, she made sure that I was getting all the help that I needed from welfare rights to mental health support and so much more. She has done all that she could to provide and find support for me in a variety of ways."

Complex Persons Panel

This was a small project funded by the Police and Crime Commissioner to take referrals from the Complex Persons Panel. The Complex Person's Panel (CPP) exists to ensure that agencies are aware of individuals considered vulnerable and assessed as at risk of harm, as identified by any partner agency. The sharing of information aims to increase the safety and overall wellbeing of vulnerable adults with complex needs within the community and to reduce repeat victimisation. It also aims to ensure that agency decision making is appropriately informed and considered, such as in cases when enforcement action may be taken against the person. A referral to CPP would occur where the individual's needs are greater than can be met by current provision and would therefore benefit from a wider multi-agency approach to form a risk management plan.

The aim of the CPP is to provide support for vulnerable adults in Nottingham City who have enduring complex needs which affects them or their community. Complex needs may include mental health issues, substance misuse, dual diagnosis, self-neglect, disability, hoarding and homelessness for example. During the year there were ten people referred to the service. The following case study highlights the journey for one of those people.

Case Study: Maria

Maria was referred to Improving Lives in January 2021 by her Housing Patch Manager, following discussion at the Complex Persons Panel, for support with social isolation and issues with neighbours. Initially, Maria was feeling frustrated around her housing situation and inability to move. She was experiencing very low periods with her mental health and could not understand what was causing this. Throughout our work with Maria, we uncovered that a significant cause of her frustrations was the Covid-19 pandemic and her physical health difficulties. Maria accepted a referral for talking therapy and began acknowledging these issues, allowing her to develop healthy coping mechanisms and refocus her energy on creating positive wellbeing plans. As of March 2022, Maria's 1-1 support with Improving Lives came to an end, but Maria now attends the Arts and Crafts social groups which she is thoroughly enjoying and is making a conscious effort integrate herself back into the community.

Maria has kindly provided a statement to sum up her experience with Improving Lives:
"Thank you to Improving Lives for accepting my referral from my Housing Patch Manager. I was a total mess before I was referred to Improving Lives. The name of your charity is very apt and my life has certainly been improved greatly thanks to you.
My case was handled by my Support Worker, she is an angel. My Support Worker helped me to make sense of a lot of things and also helped me to find ways to deal with nuisance neighbours who were making life incredibly difficult for me until I was referred to Improving Lives.

I very much value all that my Support Worker paid attention to for me, she made sure that I was getting all the help that I needed from welfare rights to mental health support and so much more. She has done all that she could to provide and find support for me in a variety of ways.

There is much more I could thank you for, much more which I am grateful for. Due to feeling so much gratitude for your service, I've needed time to gain some composure before typing this statement as I kept becoming emotional each time I'd attempt to write this statement. My Support Worker's kindness, help and support has been so priceless that it is difficult for me to keep my statement short. I value Improving Lives, I value my Support Worker, all the work that you do and the hugely uplifting difference you have made to my life thank you.
I shall write here loosely along the lines of what I told my Support Worker during our final few days of working together on my case :

"My case has been closed and we are no longer going to be in regular communication but please…just know… what a huge difference you have made to my life, I will always cherish and value all your kind help, I will not forget this kind help from Improving Lives and from my Support Worker. You have made an incredibly positive difference to my life and it is something that will always remain with me, thank you for leaving a positive imprint in my life, thank you very much."
Thank you for your time, I wish Improving Lives all the best."

Our Funding

The National Lottery Community Fund: Funded our five year Two Trees project – for those leaving mental health services, to prevent crises readmissions and support long term management of their mental health. This funding came to an end in December 2021.

Lloyds Bank Foundation: Became a funder for the service in April 2019, for 3 years, contributing to core costs and providing an enhanced package of support including access to training, professional services such as volunteer recruitment, financial resilience and reporting and HR.

Garfield Weston: Generously gave a two, year long, grants towards core costs for the years 2021 and 2022.

European Social Fund and the National Lottery Community Fund: We are the specialist mental health partner on the Building Better Opportunities project – Opportunity and Change, jointly funded by the ESF and National Lottery, which supports adults with multiple complex needs to move closer towards work or training. We employ a Counsellor for the Opportunity and Change project. The overall project has been extended until March 2023.

JCare: We have a contract with another charity to provide support to people connected to the Jewish Community in Nottinghamshire.

Police and Crime Commissioner: We received a small grant from March 2021- 2022 to provide a service to people referred by the Complex Persons Panel.

Victim Care: Provided a small grant to support victims of crime to attend our craft group.

Donations: We must not forget the kindness shown by individuals and groups who have generously donated to Improving Lives, for which we are very grateful. These include **St Mary's Relief in Need, The Blakemore Trust, Arnold Clark, The Bramley Trust and Gwyneth Forrester Trust** and a number of other kind and generous people and organisations who wished to remain anonymous.

Future Plans

Our new National Lottery Community Fund project, Your Journey, includes funding for a Volunteer Co-ordinator and we are excited to be able to expand our volunteer befriending to not only continue by phone, as this has been very successful, but also to develop the face to face volunteering option. We also hope to be able to increase our offer of groups, to include a gardening group and also potentially others as well.

Our support from the local community has grown with the support of our Fundraising and Communications Officer and we look forward to working in partnership with more businesses and individuals over the coming year, enabling them to join us as part of the extended Improving Lives community. With their help we would like to develop the service further and return to our roots by employing a support worker whose role it is to work with people who self refer to the service.

To this end we have also started a paid for counselling service with the aim of enabling the support service to be more sustainable. We hope the counselling service will go from strength to strength in the year to come.

Trustee Involvement

This year has provided a period of relative stability and consolidation for the Board of Trustees. Only, one board member resigned, after 7yrs and she commented that it had been a rewarding experience to be part of such a committed organisation. Virtual board meetings have continued to take place due to the ease, safety and accessibility of these over face to face meetings. The organisation has taken part in an externally facilitated development day involving staff and trustees to focus on developing the service in line with our charitable aims.

People who use the service have been invited to the virtual board meetings to give feedback directly to the trustees and have attended five of the seven meetings during the year, to give a greater understanding of their needs and their experience of the organisation as well as to be more involved in the governance of the organisation. Board meetings are held every six weeks and in between these the trustees work with the CEO and Business Manager, providing advice and support within their range of expertise including providing information on HR issues including recruitment, legal matters, financial governance and the quality of service. They have also been involved in feasibility studies for the future development of the service aimed at increasing its sustainability.

This year one of our trustees became involved in reviewing the quality of the service for men from culturally diverse communities; interviewing the men the team are working and discovering the positive work that had been achieved and where improvements could be made, including ensuring that the new website is more representative of the people who are supported.

News

'Without them, I'd still be in a slump'

BIRTHDAY CHARITY THAT HELPED LAURA-JAYNE GET BACK ON HER FEET

By KEIMAE BLAKE

A WOMAN helped by a Nottingham charity has praised its support during one of the toughest times of her life as it celebrates its 10th anniversary.

"I have anxiety and panic attacks and last year I had a psychotic episode. To deal with this, I turned to alcohol and had issues with my ex-partner."

After the break-up of her relationship ending in January, Laura still has contact with a support worker from time to time.

Without Improving Lives' support, Laura fears that she'd still be in a dark place.

"If it wasn't for

at CT Skills Nottingham.

"I can definitely relate to young people about addiction and homelessness and I know about the law.

"I can signpost them to different areas.

of it.

"Improving Lives, they bring you out of your shell and boost your confidence."

Improving Lives art teacher Eddie Keon has volunteered there for five years.

Laura-Jayne Lee was helped by the charity Improving Lives

One of our trustees continues to volunteer in the service: both in terms of contacting people for feedback when their one-to-one support comes to an end and also offering a befriending service. The board conducts a review of major risks to the charity and this is discussed at least annually with financial risks discussed at every meeting. Policies and procedures are reviewed annually to keep up to date with current legislation.

The Reserves Policy

The Board of Trustees have set a reserve policy of £196,000 which is the equivalent of six months running costs for the charity. This has increased from the previous financial year, on account of the growth in the staff team of the organisation. Our Reserves Policy has nearly been met this year through planned operating surpluses. However, the Management Committee is well aware that it is unlikely that the target will be maintained in the coming year, given the budget for unrestricted spend.

Public Benefit

The trustees have given due consideration to the Charity Commission's published guidance on the Public Benefit requirement under the Charities Act 2011.

Custodian trusteeship

No assets were held as custodian trustee during the reporting period.

Trustees' Report
Statement of Trustees' Responsibilities

The trustees (who are also the directors of Improving Lives Notts Ltd for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations. The report and accounts have been prepared in accordance with the provisions in the Companies Act 2006 relating to small companies.

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

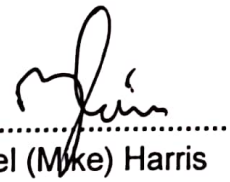
- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed 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 business.
-

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and 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.

Small companies provision statement

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

The annual report was approved by the trustees of the charity on 13/06/2022 and signed on its behalf by:



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Dr Michael (Mike) Harris
Trustee

Independent Examiner's Report to the Trustees of Improving Lives Notts Ltd ('the Company')

I report to the charity trustees on my examination of the accounts of the company for the year ended 28 February 2022.

Responsibilities and basis of report

As the charity's trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

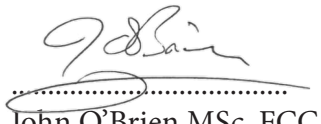
Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member and Fellow of the Association of Charity Independent Examiners, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].
5.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



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John O'Brien MSc, FCCA, FCIE, employee of Community Accounting Plus
Fellow of the Association of Charity Independent Examiners

Date:01/07/2022.....

Statement of Financial Activities for the Year Ended 28 February 2022
(Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Income and Endowments from:					
Donations and legacies	2	78,376	-	78,376	14,807
Charitable activities	3	61	329,240	329,301	382,336
Investment income	5	14	-	14	170
Total income		78,451	329,240	407,691	397,313
Expenditure on:					
Charitable activities	6	(2,262)	(375,239)	(377,501)	(302,410)
Total expenditure		(2,262)	(375,239)	(377,501)	(302,410)
Net income/(expenditure)		76,189	(45,999)	30,190	94,903
Transfers between funds		(99)	99	-	-
Net movement in funds		76,090	(45,900)	30,190	94,903
Reconciliation of funds					
Total funds brought forward		118,126	133,227	251,353	156,450
Total funds carried forward	15	194,216	87,327	281,543	251,353

All of the charity's activities derive from continuing operations during the above two periods.
The funds breakdown for the period is shown in note 15.

Statement of Financial Activities for the Year Ended 28 February 2022

(Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

These are the figures for the previous accounting period and are included for comparative purposes

	Note	Unrestricted funds £	Restricted Funds £	Total 2021 £
Income and Endowments from:				
Donations and legacies	2	14,807	-	14,807
Charitable activities	3	5,589	376,747	382,336
Investment income	5	170	-	170
Total income		20,566	376,747	397,313
Expenditure on:				
Charitable activities	6	(15,776)	(286,634)	(302,410)
Total expenditure		(15,776)	(286,634)	(302,410)
Net income		4,790	90,113	94,903
Transfers between funds		24,820	(24,820)	-
Net movement in funds		29,610	65,293	94,903
Reconciliation of funds				
Total funds brought forward		88,516	67,934	156,450
Total funds carried forward	15	118,126	133,227	251,353

(Registration number: 05986266)
Balance Sheet as at 28 February 2022

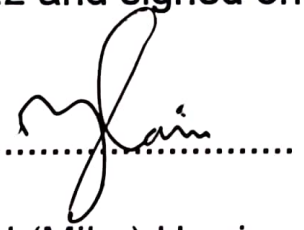
	Note	2022 £	2021 £
Fixed assets			
Tangible assets	9	-	175
Current asset			
Debtors	10	239	3,624
Cash at bank and in hand	11	289,298	255,755
		289,537	259,379
Creditors: Amounts falling due within one year	12	(7,994)	(8,201)
Net current assets		281,543	251,178
Net assets		281,543	251,353
Funds of the charity:			
Restricted income funds			
Restricted funds	15	87,327	133,227
Unrestricted income funds			
Unrestricted funds		194,216	118,126
Total funds	15	281,543	251,353

For the financial year ending 28 February 2022 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.
Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements on pages 33 - 49 were approved by the trustees, and authorised for issue on 13/06/2022 and signed on their behalf by:



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Dr Michael (Mike) Harris
Trustee

1. Accounting policies

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

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

Basis of preparation
Improving Lives Notts Ltd meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Going concern
The financial statements have been prepared on a going concern basis.
The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

Exemption from preparing a cash flow statement
The charity opted to adopt Bulletin 1 published on 2 February 2016 and have therefore not included a cash flow statement in these financial statements.

Income and endowments
Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Donations and legacies
Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable
Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Expenditure
All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

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

Government grants
Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

Taxation
The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets
Individual fixed assets costing £500.00 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation
Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Computer equipment	25% reducing balance basis

Trade debtors
Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents
Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors
Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure
Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.
Restricted income funds are those grants for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations
The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

2. Income from donations and legacies

	Unrestricted funds General £	Total 2022 £	Total 2021 £
Donations and legacies;			
Donations from companies, trusts and similar proceeds	76,004	76,004	11,384
Gift aid reclaimed	1,785	1,785	574
Grants, including capital grants;			
Government grants	587	587	2,849
	78,376	78,376	14,807

3. Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2022 £	Total 2021 £
Grants & donations	-	327,261	327,261	376,747
Reimbursements	-	1,979	1,979	-
Miscellaneous income	61	-	61	-
Charitable activities	-	-	-	5,589
	61	329,240	329,301	382,336

4. Grants and Donations

	Unrestricted funds £	Restricted Funds £	Total £
European Social Fund	-	43,334	43,334
Nottingham J Care	-	84,466	84,466
Lloyds Bank Foundation	-	70,629	70,629
Media Trust	-	2,000	2,000
National Lottery Community Fund	-	39,274	39,274
Notts Healthcare NHS Foundation Trust	-	82,758	82,758
Notts Office of the Police and Crime Commissioner	-	4,800	4,800
Garfield Weston Foundation	20,000	-	20,000
HMRC JRS	587	-	587
HMRC Gift Aid	1,785	-	1,785
Shoosmiths	8,988	-	8,988
Anonymous grants & donations	17,500	-	17,500
Sundry donations	29,516	-	29,516
	78,376	327,261	405,637

5. Investment Income

	Unrestricted funds General £	Total 2022 £	Total 2021 £
Interest receivable and similar income;			
Interest receivable on bank deposits	14	14	170

6. Expenditure on charitable activities

	Unrestricted General Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Advertising & promotion	38	2,933	2,971	575
Dues & subscriptions	20	1,388	1,408	1,766
Mobile phone	10	4,198	4,208	3,853
Printing, postage & stationery	248	1,411	1,659	2,209
Software expenses	34	2,501	2,535	1,282
Training costs	25	1,505	1,530	489
Evaluation fees	-	1,750	1,750	1,750
Legal & professional	-	3,792	3,792	1,753
Liability & business insurance	-	1,346	1,346	1,465
Payroll fees	-	216	216	216
Recruitment costs	-	597	597	224
Motor expenses	-	28	28	147
Bank charges	-	165	165	152
Rent & room hire	760	6,716	7,476	6,193
Equipment, repairs & renewals	426	8,379	8,805	2,425
Staff expenses	-	1,376	1,376	-
Travel & subsistence	415	5,961	6,376	4,433
Wages & salaries	-	330,977	330,977	273,419
Sundry expenditure	111	-	111	-
Depreciation	175	-	175	59
	2,262	375,239	377,501	302,410

7. Net incoming/outgoing resources

Net incoming resources for the year include:

	2022 £	2021 £
Depreciation of fixed assets	175	59

8. Staff Costs

The aggregate payroll costs were as follows:

	2022 £	2021 £
Staff costs during the year were:		
Wages and salaries	304,321	252,586
Social security costs	21,426	16,996
Pension costs	5,230	3,837
	330,977	273,419

The monthly average number of persons (including senior management team) employed by the charity during the year was as follows:		
	2022 No	2021 No
Average number of employees	13	11

11 (2021 - 11) of the above employees participated in the Defined Contribution Pension Schemes.

Contributions to the employee pension schemes for the year totalled £5,230 (2021 - £3,837).
No employee received emoluments of more than £60,000 during the year.
The total employee benefits of the key management personnel of the charity were £114,749 (2021 - £114,416).

9. Tangible fixed assets

	Computer equipment £	Total £
Cost		
At 1 March 2021	2,224	2,224
At 28 February 2022	2,224	2,224
Depreciation		
At 1 March 2021	2,049	2,049
Charge for the year	175	175
At 28 February 2022	2,224	2,224
Net book value		
At 28 February 2022	-	-
At 28 February 2021	175	175

10. Debtors

	2022 £	2021 £
Trade debtors	-	2,333
Prepayments	239	500
Other debtors	-	791
	239	3,624

11. Cash and cash equivalents

	2022 £	2021 £
Cash on hand	225	538
Cash at bank	289,073	255,217
	289,298	255,755

12. Creditors: amounts falling due within one year

	2022 £	2021 £
Trade creditors	66	180
Other taxation and social security	5,419	5,945
Accruals	2,509	2,076
	7,994	8,201

13. Obligations under leases and hire purchase contracts

Operating lease commitments
Total future minimum lease payments under non-cancellable operating leases are as follows:

	2022 £	2021 £
Land and buildings		
Within one year	4,200	-

14. Charity status

The charity is a company limited by guarantee and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £10 towards the assets of the charity in the event of liquidation.

15. Funds

	Balance at 1 March 2021	Incoming Resources £	Resources expended £	Transfers £	Balance at 28 February 2022 £
Unrestricted funds					
General					
General fund	118,126	78,451	(2,262)	(99)	194,216
Restricted funds					
Opportunity and Change Project (ESF funding)	3,500	43,334	(43,156)	-	3,678
Postcode Lottery	12,786	-	(12,786)	-	-
J Care	6,321	86,445	(80,124)	-	12,642
Two Trees Project (Lottery funding)	29,538	39,274	(68,844)	32	-
Lottery Covid 19 Uplift	5,087	-	(5,087)	-	-
Lloyds Foundation	24,583	70,629	(75,333)	-	19,879
Lloyds 'Techmate' Adaption	6,435	-	(6,435)	-	-
National Probation Service	13,902	-	(13,902)	-	-
Trust Project	25,278	82,758	(58,547)	-	49,489
Notts Police	1,685	4,800	(6,485)	-	-
Notts Victim Care	2,000	-	(361)	-	1,639
Mindfulness (Awards for All)	2,112	-	(2,179)	67	-
Media Trust	-	2,000	(2,000)	-	-
Total restricted funds	133,227	329,240	(375,239)	99	87,327
Total funds	251,353	407,691	(377,501)	-	281,543

The transfer from the General fund to the Lottery Funding and Mindfulness (Awards for All) funds is to cover the deficit on these activities.

15. Funds cont.

The specific purposes for which the funds are to be applied are as follows:
Opportunity and Change Project (ESF funding) - supports adults with multiple complex needs to move closer towards work or training.
Postcode Lottery - a project to promote digital inclusion.
J Care - to provide support to people connected to the Jewish community in Nottinghamshire.
Two Trees project (Lottery funding) - for those leaving mental health services, to prevent crises readmissions and support long term management of their mental health.
Lloyds Foundation - contributing to core costs and providing an enhanced package of support including access to training and professional services such as volunteer recruitment and HR.
Lloyds 'Techmate' Adaption - a project to promote digital inclusion.
National Probation Service - 1 year project of partnership work with NPS to support people under their service in Nottingham who are experiencing mental illness.
Trust Project - offering a service to people who are in or leaving secondary mental health services.
Notts Police - to provide a service to the Complex Persons Panel.
Notts Victim Care - to run a craft group for people who are victims of crime.
Mindfulness (Awards for All) - providing therapeutic mindfulness activities and sessions.
Media Trust - providing support with marketing and promotion for charities as part of the Headlining Mental Health Project.

These are the figures for the previous accounting period and are included for comparative purposes

	Balance at 29 February 2020 £	Incoming Resources £	Resources expended £	Transfers £	Balance at 28 February 2021 £
Unrestricted funds					
General					
General fund	88,516	20,566	(15,776)	24,820	118,126
Restricted					
Opportunity and Change Project (ESF funding)	13,828	43,305	(46,319)	(7,314)	3,500
Postcode Lottery	-	14,458	(1,672)	-	12,786
J Care	17,884	78,387	(72,444)	(17,506)	6,321
Two Trees Project (Lottery funding)	27,323	77,459	(75,244)	-	29,538
Lottery Covid 19 Uplift	-	16,364	(11,277)	-	5,087
Lloyds Foundation	4,986	80,467	(60,870)	-	24,583
Lloyds 'Techmate' Adaption	-	9,878	(3,443)	-	6,435
National Probation Service	1,667	16,667	(4,432)	-	13,902
Trust Project	-	32,962	(7,684)	-	25,278
Notts Police	-	4,800	(3,115)	-	1,685
Notts Victim Care	-	2,000	-	-	2,000
Mindfulness (Awards for All)	2,246	-	(134)	-	2,112
Total restricted funds	67,934	376,747	(286,634)	(24,820)	133,227
Total funds	156,450	397,313	(302,410)	-	251,353

16. Analysis of net assets between funds

	Unrestricted		28th February 2022
	General £	Restricted £	Total Funds £
Current assets	194,216	95,321	289,537
Current liabilities	-	(7,994)	(7,994)
Total net assets	194,216	87,327	281,543

	Unrestricted		28th February 2022
	General £	Restricted £	Total Funds £
Tangible fixed assets	175	-	175
Current assets	117,951	141,428	259,379
Current liabilities	-	(8,201)	(8,201)
Total net assets	118,126	133,227	251,353

17. 3rd party funds

	Opening balances £	Incoming resources £	(Resources expended) £	Total £
J Care	111	890	(614)	387
	111	890	(614)	387

18. Fees payable to Independent Examiner

During the period, the fees payable (excluding VAT) to the charity's independent examiner are analysed as follows:

	Year ended 28 February 2022 £	29 February 2020 to 28 February 2021 £
Independent examination	1,100	1,704
Other financial services	120	216
	1,220	1,920

19. Taxation

The charity is a registered charity and is therefore exempt from taxation.

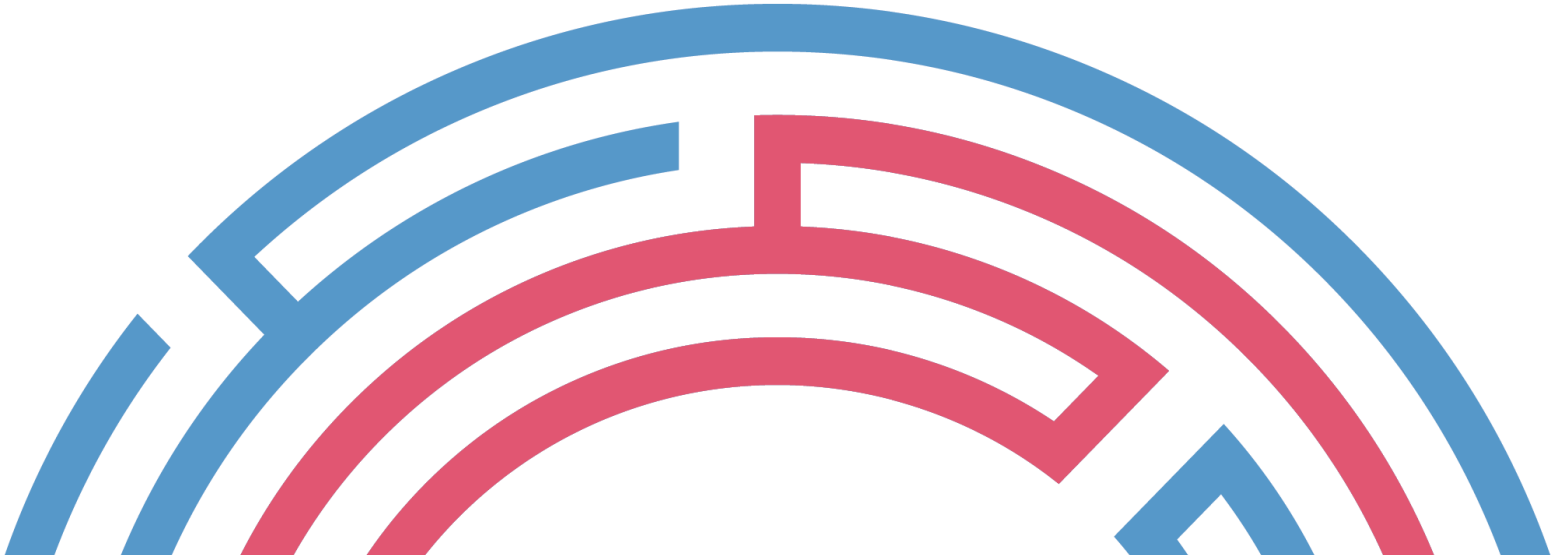
20. Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

21. Related party transactions

During the year the charity made the following related party transactions:
Susan Kernahan Ltd
During this period, the charity paid £541 (2021: £nil) to the trustee Susan Kernahan for professional services - Mindfulness sessions.
At the balance sheet date the amount due to/from Susan Kernahan Ltd was £Nil (2021 - £Nil).



Improving Lives Notts Ltd

England & Wales - Charity number 1146094

Accounts

Improving Lives

Supporting adults with complex health and social needs

Trustees Annual Report March 2020 - 2021

Improving Lives is a trading name of Improving Lives Notts Ltd

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Foreword by Chair of Trustees

2020/2021 has been an incredibly challenging year across the whole world with the Covid 19 pandemic taking up much of our lives and energy. It has challenged all of us and led to some very sad and difficult outcomes for many people. However, among the many issues there have also been some positives, the reduction in pollution at the start of lockdown with much reduced traffic, the massive widening of the use of social media allowing us to communicate with others from laptops, tablets, and smartphones. It showed us and challenged us to find ways to ensure that we kept in touch with others despite the social restrictions.

However, for some groups this was more challenging than for others. For the financially disadvantaged who were unable to afford the equipment to use social media, for those with ongoing physical or mental health problems who struggled with the increased social isolation and the sheer difficulties of not being able to see people, get food or get out. For the elderly who struggled with the use of technology and who lost many of their essential services. The most vulnerable were also the most deprived.

Amongst this the staff team at Improving Lives led by our interim CEO and business manager, Kerry Devine and Josh Wood performed near miracles. Getting the service functioning to provide support in a safe manner but continuing to provide help not just to our usual number of clients but to an increased number of people. They managed almost instantly to get the staff team working from home; ensuring they had access to the right technology and continued to have more frequent team meetings to ensure their mental and physical health and continuing to provide supervision to the staff.

The staff team also rose to the challenge finding new and innovative ways to make sure the people who use the service continued to be well looked after. They used the opportunities of having less travelling time to take on additional people while still visiting those for whom face to face contact and assistance was essential.

Our funders helped us to provide technology to those of our clients who needed it as well as helping us to provide the right resources to our staff team. We have been fortunate in gaining support to provide a continuing service to the additional people we took on during the covid crisis.

Inevitably as we come towards the end of some of our contracts, the team has been working hard to ensure we remain funded in order to continue the essential service that we provide. We have also just taken on an exciting new project for the Healthcare Trust locally.

So, in all although a very challenging year the whole team and the managers have risen to this challenge.

Organisational Structure Improving Lives

The directors of the company are known as charity trustees for the purposes of charity law. They give their time voluntarily and receive no benefits. In order to maintain a broad diversity of skills when a trustee wishes to retire, new members will be recruited according to the skills gap. There are eight trustees who meet every six to eight weeks and are in communication between official meetings.

The Chief Executive Officer reports directly to the Chair of the Board and the Business Manager has regular meetings with the Treasurer to ensure sound financial oversight. The Chief Executive Officer, Victoria Burrows is currently on secondment to Lloyds Bank Foundation until January 2022. In her absence the day to day provision of services rests with the Interim Chief Executive officer, Kerry Devine, and the Business Manager, Josh Wood. There are a total of 11 members of staff working to benefit the wider community by providing people with complex health and social needs an individualised service to help them achieve their full potential and to live as independently as possible.

Trustees who served during the financial year Mar 20 - Feb 21

Dr Mike Harris – Chair of the Board
David Blackie (resigned May 2020)
Ben Staples
Naomi Roose
Holly Bligh (resigned November 2020)
Sue Kernahan
Laura Pinkney
Amanda Howard (resigned October 2020)
Bhaveen Jobanputra (appointed August 2020)
Ruth Hawkins (appointed August 2020)
Ola Junaid (appointed October 2020)

There have been no changes since February 2021.

Annual Report

Foreword by Interim CEO Kerry Devine

No one could have predicted the year we have had. The restrictions as a result of the pandemic dramatically affected the service Improving Lives was able to offer and impacted the mental health not only of the people we supported, but of the entire nation. Throughout the year the team worked incredibly hard to maintain their own mental health as well as of the people we support. One thing that didn't change during the year was our commitment to offering the best possible service to the most people.

During the course of the year we had a number of staff and board changes with three new staff members and three new board members bringing a new energy and dynamism to the team. Our CEO remains on secondment with Lloyds Bank Foundation for a further year and I am privileged to remain in post with Josh Wood remaining as Business Manager. I'm proud to say that Josh, and the impressive adaptability of the whole team, ensured we were able to move to home working virtually overnight when lockdown began in March 2020. Not only do we have new staff but also new fantastic volunteers. Prior to the pandemic we had four volunteers, by the end of February 2020 we had 14 befrienders offering phone support. They have added a new dimension to the team and enabled us to extend our support to people who no longer need regular contact with a member of staff.

With support from several funders we not only increased our staff team but we also started a project loaning out technology to people who use the service to reduce their digital exclusion. Our one to one work with people has continued undeterred by the pandemic: we attended urgent health appointments, made shopping trips, supported people with online benefit medicals and made 4,267 phone calls to people to ensure they weren't left in isolation.

Our plans for the coming year are dependent on our funding situation as one of our main sources of funding comes to an end in September 2021. That said, we are a resilient and committed team of people and we will do our utmost to continue to support the people of Nottingham. We are working with more people than ever before and we will strive to continue to offer the best service possible.

About Us

Improving Lives Notts Ltd is a charitable organisation registered with the Charity Commission/ (charity number 1146094) and with Companies House (registered number 05986266) The company is registered in England and Wales. The principle place of business and registered office is, 7 Mansfield Road, Nottingham, NG1 3FB.

Our main objective for the year continued to be supporting adults with complex health and social needs. We achieved this by:

- Providing high quality one to one support focussed on preventing mental health crisis by offering early intervention
- Long term contact with the people who use the service in order to reduce social isolation by offering one to one support and social support groups facilitated by staff and volunteers.
- Introducing technology to reduce digital exclusion

Our Vision

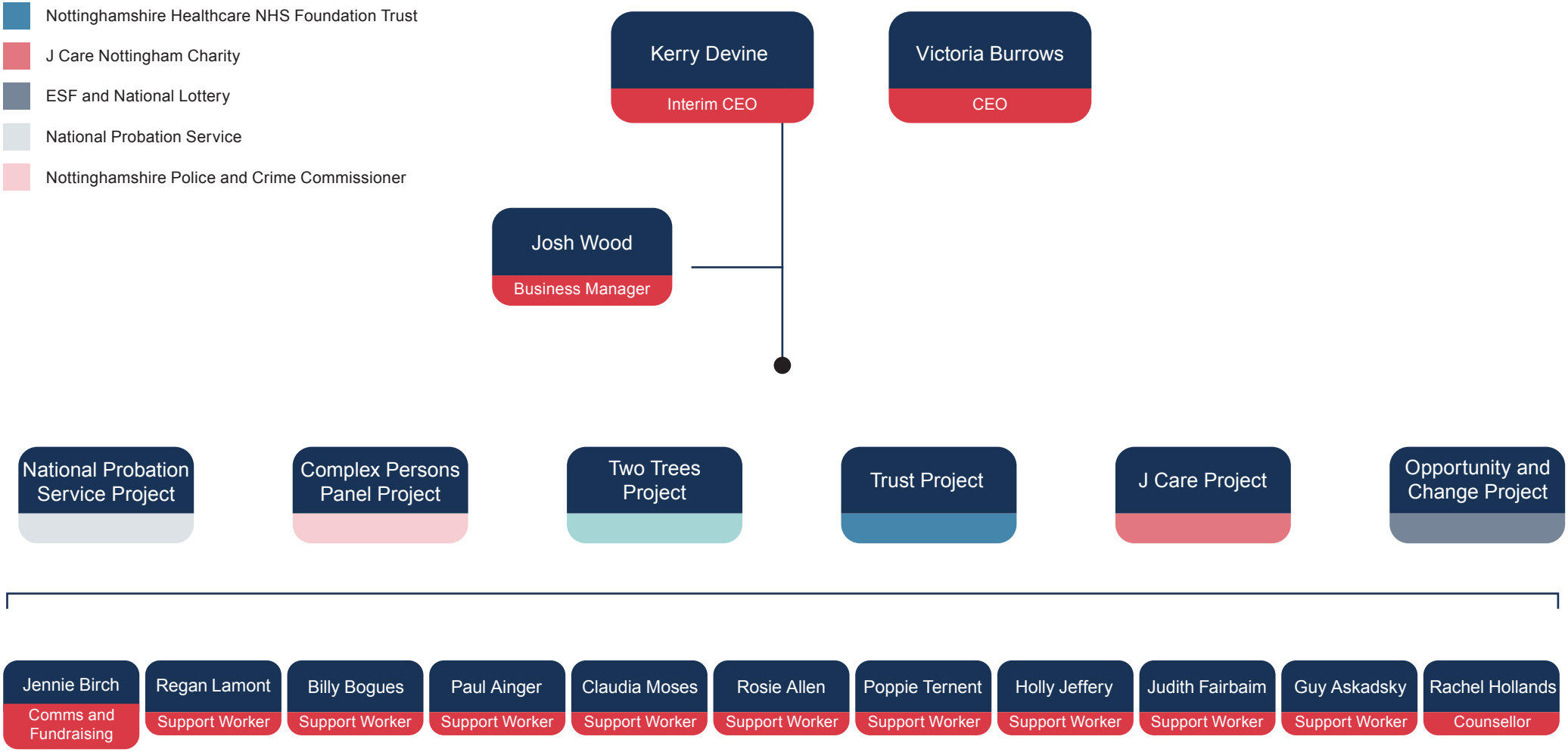
Our Vision is that people with complex needs are empowered to make positive changes in their lives and participate in their communities.

Our Mission

Improving Lives Notts is the local charity supporting adults with complex health and social needs. We offer an individualised service to enable people to manage the challenges they face more effectively.

Organisational Structure

- National Lottery Community Fund
- Nottinghamshire Healthcare NHS Foundation Trust
- J Care Nottingham Charity
- ESF and National Lottery
- National Probation Service
- Nottinghamshire Police and Crime Commissioner



Meet the Team

Kerry Devine (f/t Interim CEO)

Josh Wood (f/t Business Manager)

Rachel Hollands (p/t counsellor on the Opportunity and Change Project)

Paul Ainger (f/t Support Worker)

Billy Bogues (p/t contingency Support Worker across all the projects resigned December 2020)

Judith Fairbairn (f/t Support Worker for JCare)

Jennie Birch (p/t Team Administrator)

Guy Askadsky (p/t Support Worker for the JCare Project)

Regan Lamont (f/t Support Worker from December 2020)

Poppie Ternent (p/t Support Worker resigned August 2020)

Rosie Allen (p/t Support Worker from October 2020)

Victoria Burrows (f/t CEO seconded to the Lloyds Foundation until January 2022)

Claudia Moses (p/t Navigator for Opportunity and Change until August 2020 then Support Worker)

Holly Jeffrey (f/t Support Worker from November 2020)

Kerry Devine

Josh Wood

Rachel Hollands

Paul Ainger

Billy Bogues

Judith Fairbairn

Jennie Birch

Guy Askadsky

Regan Lamont

Poppie Ternent

Rosie Allen

Victoria Burrows

Claudia Moses

Holly Jeffery

The Support We Provide

Emotional support

A place to ‘offload’, particularly in relation to some very sensitive issues such as coping with abuse or caring responsibilities for family members.

Promoting engagement in statutory services

Helping beneficiaries to access GP’s, dentists, mental health services and hospital appointments; accessing housing providers and the Job Centre; attending Social Care assessments; accessing an occupational therapist; and applying for care packages.

Advocacy support

In relation to a wide range of services and issues, including navigating ‘the system’ and gaining access to the right person or support service; addressing issues with medication; raising issues on the beneficiary’s behalf and acting as intermediary.

Benefit and debt issues

Checking benefits entitlements and completing application forms or supporting letters for ESA, PIP and disabled student allowance; contacting the DWP to reschedule appointments; attending assessments, work coach appointments and appeal tribunals; completing financial statements and obtaining debt management plans.

Cost of living issues

Applying for reductions in rent or mortgage payments and Council Tax charges; contacting utilities companies and seeking warmer homes discounts and reductions in gas or water bills; obtaining payment plans; accessing small grants for household items; and providing help to improve budgeting and money management skills.

Meeting basic living needs and promoting independence

Helping beneficiaries clean and repair their homes, arrange bulky waste collections, and tackle hoarding; managing bills and TV licenses; applying for a mobility bus pass; establishing a daily routine; obtaining food, energy vouchers and clothing.

Accessing community services and activities

Such as attending community centres, gyms and local nature projects; going on trips; accessing befriending and parenting support; plus, services that can help provide basic necessities such as food, clothing and household goods.

Accessing specialist advice and support

Including financial and legal advice, advocacy support, counselling, and specialist support for self-harm and eating disorders.

Housing and home safety issues

Helping beneficiaries to register for social housing, explore their options and bid for properties; achieving home repairs including new kitchen equipment and window replacement; accessing a home needs assessment and obtaining safety equipment and household adaptations such as handrails and gas safety assessments; dealing with pest infestations; accessing services such as boiler repair, garden clearance and fencing; and supporting beneficiaries to donate unwanted items to charity.

Digital Support

Purchasing digital devices for beneficiaries, where required, and setting up devices with appropriate software installed, supporting beneficiaries to reduce bill costs, supporting to purchase affordable Broadband, provide guidance on browsing the internet safely and potential risks online, supporting Beneficiaries to download and access Zoom, Email and other digital services i.e. online banking, promote and facilitate virtual support groups.

Having a voice/ accessing basic rights

Empowering beneficiaries to report maintenance issues and make formal complaints about inadequate housing or anti-social neighbours. This included contacting the Police and a client's MP.

Achievements

We made **4267** phone calls following lockdown and social distancing restrictions

This year we have supported a total of **232** people across all our projects.

19 people have been supported to **58** hospital appointments

In spite of **3** lockdowns **28** people have been supported to attend **68** GP appointments

27 people have been supported to their mental health appointments

8 people have been accompanied to the dentist

14 people have been taken to their Covid vaccinations

We have maximised the income of **27** people raising a total of **£50,872**

A virtual quiz group ran once a fortnight for those who wanted to connect digitally

Who Benefited from our Service

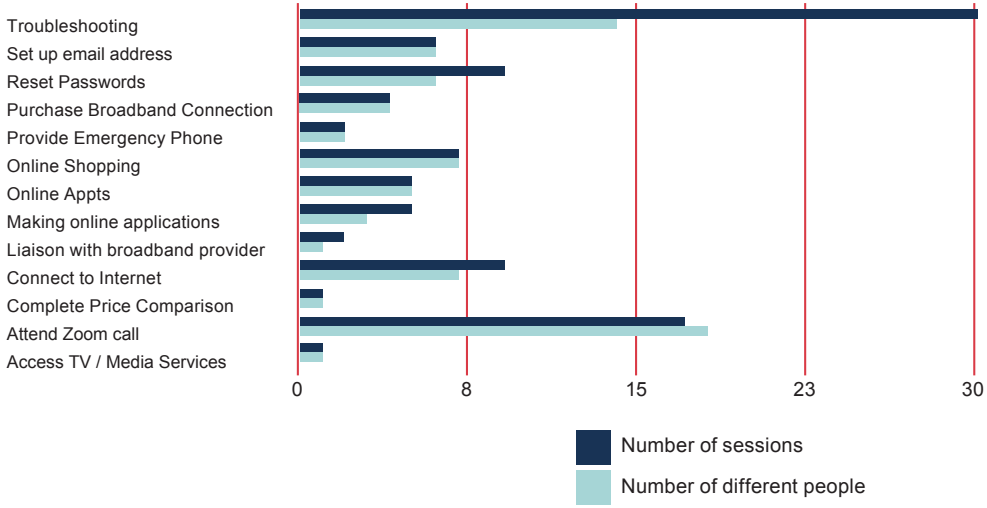
The challenge facing people with enduring mental ill health in Nottingham is stark. On average Nottingham ranks 11th most deprived out of the 317 districts in England according to the Indices of Deprivation (Nottingham Insight 2019).

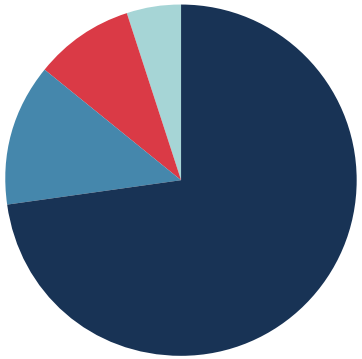
People with severe mental illness in Nottingham have an extremely high premature mortality rate compared with the national average: 145 per 100,000, compared with a National Average of 90 (PHE 2017. Poor mental health is being exacerbated by pandemic restrictions. Nationwide, people are feeling more anxious, hopeless, lonely and having suicidal thoughts, even prior to the January 2021 lockdown (Mental Health Foundation 2020). People with pre-existing mental health problems are experiencing these feelings in significantly greater numbers: up to 30% had suicidal thoughts in the last lockdown compared with 12% of the general population (Mental Health Foundation 2020.

Our community reflects these challenges: last year, 100% had mental health problems alongside a combination of other issues. 30% of the people had physical health problems, 30% had experienced domestic abuse and 74% were socially isolated. 53% had housing issues, 13% had substance or alcohol misuse problems and 13% identified debt issues they needed to address

In this 12 month period we supported a total of 232 people – all of whom had complex health and social needs or frailty. The following figures are for people supported in our complex needs service.

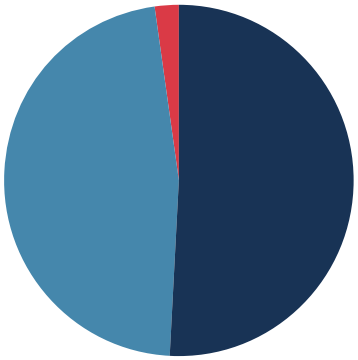
We also include outcomes from our new Techmate project, which provides people we support, who are digitally excluded, with the equipment and support to be able to access digital services like email and Zoom in lockdown and beyond.





Ethnicity

73% white
13% black
9% Asian
5% mixed heritage



Gender

51% men
47% women
2% preferred not to say

Partnership Working

Improving Lives has gained a wealth of experience of partnership working and providing a voice for people with mental health problems. As a result of that our Interim CEO has a place on the Public and Patient Engagement Committee, which reports into the local Integrated Care System. We are thereby ensuring that the views and needs of people with mental health problems and multiple disadvantage are heard and taken into consideration at the highest level of service provision.

Our service is known locally for supporting people with mental health problems who face multiple disadvantage. We work alongside other third sector services in the city such as Opportunity Nottingham and Emmanuel House, both of whom have referred people to Improving Lives, to try to offer services to fill the gaps in other service provision. We also work closely with Local Mental Health Teams, Adult Social Care Teams, the multi-agency Complex Person's Panel and during this year with the National Probation Service.

We consider ourselves privileged to be able to work in partnership with a wide range of organisations who want to support Improving Lives. We have been very fortunate that Shoosmiths Solicitors remained our corporate partner throughout the pandemic. They have continued to fundraise for us and their staff and friends even ran a virtual marathon for us, organised by Do Running, who also ran and made very generous donations. The event raised £1500 for Improving Lives.

Shoosmiths also provided funding for us to send out art packs in the summer to 70 people (along with a donation of masks from Masks by Corkers) and winter warmer packs in the winter to over 100 people as well as making other very generous donations!

From small to large contributions the pandemic has brought out the best in many individuals and organisations and of course the people we work with in partnership most closely are the people who use our service. They have continued to support us throughout the pandemic- helping with recruitment of new staff, attending virtual board meetings, helping us choose a new logo and a name for a potential new project, supporting each other in virtual groups.

Two Trees Project

Funded by the National Lottery Community Fund

The aim of the project is to work with people who are in or leaving secondary mental health services to enable them to address the challenges they face with day to day living and to live more independently and avoid re-admission to hospital. We take referrals for this project from community psychiatric nurses, psychiatrists, psychologists and social workers. The service is free at the point of delivery service for those without support in place or whose support needs are not being met by their current care package.

We aim to work with up to 45 people a year and continue to work with them for up to 18 months. They can continue attending the social support groups thereafter. Throughout the pandemic we have offered telephone support and socially distanced walks where possible. We have worked with 69 people this year, 56 of them have been seen face to face and we have made 2417 phone calls and texts.

Case Study: Fred

Fred is a 67yr old man with longstanding, complex mental health issues, including hearing voices, anxiety and clinical depression, arising from a sustained period of trauma and abuse, as a child.

He also has a number of serious physical health issues: he's had a stroke, he has arthritis and diabetes as well as other long term conditions which all limit his mobility and adversely affect all aspects of his daily life.

Fred has been supported by our service since January 2018, when he was referred to us from Secondary Mental Health Services. His support worker, Paul, has offered both emotional and practical support to ensure that his physical and mental health needs are met. This has predominantly been around helping him to prioritise all of his physical and mental health appointments, managing his intense isolation and tackling a long standing addiction to gambling.

His addiction came about as it provided him with the only respite to his auditory hallucinations and he initially took great comfort in this. However, as his addiction worsened, he lost whatever savings he had and had serious debts which also impacted on his mental health.

He was in danger of losing his tenancy when we first met him and we completed a debt relief order application and helped him to engage with a counselling agency specialising in gambling addiction, as well as agencies such as Gamstop, which helped to eradicate the online targeting from the various gambling companies that were affecting his life. To Fred's credit and dogged determination, he grasped all the support he was given and stopped his gambling. The support from Improving Lives has made a huge difference to Fred's life. He said: "I can sleep at night, I am not so worried and scared in the head, a lot of mental relief, it's been a total de-stress".

As time has gone by Fred has needed less practical one to one support and since October 2020 he has had weekly contact with a volunteer who he either speaks to over Zoom or they meet in the community, of whom he said: "Waseem is a genuinely nice young man, who wants to help people with their problems." Having the weekly contact whilst knowing that if there is a problem he can access further support if needed is important to Fred:

"I do not like people, but Paul kept chipping away, like you do at a brick wall, and he grows on you, and before you know it there is a rapport going on. Paul has an exceptional talent for diversity, he can sort anything out, rent, health, council tax, and if he can't, he knows a man that can."

"It's quite odd how much Improving Lives have affected my life." We take that as a compliment.

Social Support Groups

During the lockdowns we were unable to meet together face to face and so we began a virtual quiz group once a fortnight, with a plan to increase the virtual and face to face groups in the coming year.

In order to ensure that people weren't left in isolation we kept in contact by phone with the 33 people who would have been attending groups, 16 of whom were allocated to a volunteer befriender.

One of our volunteers has maintained contact with several people continuing with one to one art sessions in the open air. Completing some fabulous art work:

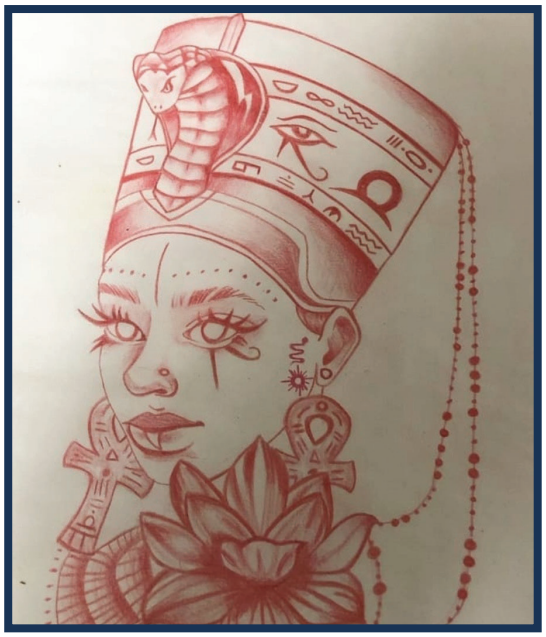
And other people who use the service have shared with us their beautiful lockdown creations:

The art group began again in February 2021 on Zoom, which people have really enjoyed:

In October 2020 we were able to have a walking group to celebrate Nottingham's mental health awareness week, thoroughly enjoyed by those that attended, as the smiles testify:

"I absolutely love it. It's been a big help as I live alone. During lockdown I was totally isolated. We can still have a group meeting. It's given me something to look forward to, to keep my morale up."

Lockdown Art



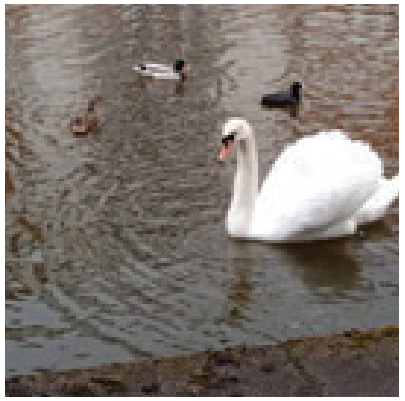
Nottinghamshire Healthcare
NHS Foundation Trust

Trust Project

Funded by Nottinghamshire Healthcare NHS Foundation Trust

From October 2020 we began a new one year long pilot project with the Nottinghamshire Healthcare NHS Foundation Trust offering a service to people who are in or leaving secondary mental health services. We are able to support 34 people during the year on a one to one basis, and as with the other projects people are welcome to attend the social groups and befriending can be offered. In the first three months of the project we had taken 28 referrals. As restrictions were in place and had increased during that period the majority of contact was via telephone: 230 phone sessions and 97 text conversations.

There has been some face to face contact: 4 people had been seen (a total of 14 times). This included accompanying people on shopping trips when, due to anxiety, they were unable to go alone, and socially distanced walks to reduce social isolation and improve the person's mental state. Recognising the importance of nature walks have taken place in the green spaces around the city including Wollaton Park:



Case Study: Katherine

Katherine lived peacefully in her property for several years up until her neighbours moved in next-door; at which point, both herself and her children have been subject to ongoing victimisation – in the form of verbal and physical abuse. This left them feeling vulnerable and anxious, and as a result of their increased self-isolation, led to missing important education and healthcare appointments.

Katherine has several enduring physical health issues and sustained injuries to her neck and back from a recent car accident. Katherine also has mental health issues and has diagnoses of personality disorder and depression and has support from a CPN at her LMHT. Originally Katherine had applied, with support from her Adult Social Care OT, for adaptions to her Nottingham City Home's (NCH) property – but as relations disintegrated between Katherine and her neighbours – it was felt that the best thing for both her and her children's mental wellbeing would be to move altogether.

The Adult Social Care team provided short-term support for Katherine to help her address hoarding issues, but needed to close her case and refer her on. In September 2020 they referred her to Improving Lives to provide continuing support for Katherine's physical and mental wellbeing, and to support her in securing a new NCH property.

Katherine was facing difficulties in communicating with her NCH Housing Patch Manager, who had been uncontactable for over five months. She had worked hard to engage NCH, by writing to her local MP, who informed the Chief Constable of Nottinghamshire Police – but they remained unable to move forward in getting the information required to bid on new properties. Katherine's Improving Lives Support Worker liaised with Katherine's wider support team: her OT and her CPN at the LMHT. She also made connections with NCH's Anti-Social Behaviour and Mediation Manager –gaining the information necessary to progress Katherine's case as a matter of urgency.

By December 2020, Improving Lives and NCH were able to move Katherine to Band 2 (allowing for priority housing access) and provide her with a new Housing Patch Manager and Bidding Number. Katherine's OT has also since written an updated letter of recommendation – so that Katherine may find a property that is suited to her physical needs.

Katherine wished to share her experience of working with Improving Lives: *"You've been absolutely amazing – and I feel so lucky for how things worked out with my CCO passing me on to you. If it weren't for you, nothing would have changed. Your support has been invaluable".*

JCare Project

Funded by Nottingham J Care

Nottingham JCare is a charity which funds Improving Lives to provide a service to people from or connected with the Jewish Community in Nottinghamshire, primarily people aged over 65yrs. Additionally, we organise and help people attend monthly social events, although it has not been possible to offer this during the pandemic. The one to one support offered is individualised and ranges from emotional support to helping people to arrange complex care packages. The following case studies reflect the diversity of support the team is able to provide.

"They've been very supportive. (My support worker) used to come round or go out for a walk. Their positivity, just speaking to people gives you a lift. Just chatting to people on the phone keeps your head above the water."

Case Study: Daniel

Daniel first came into contact with the JCare project two years ago. He was living in a B&B and was on the verge of becoming homeless. A friend, who knew he was struggling and recognised his Jewish heritage, suggested that he contact the synagogue. He did so and was referred to the JCare project.

The project quickly got in touch and helped him to secure new accommodation. The team also helped him to resolve issues with his benefits and to set up a bank account. Daniel was very grateful for the support provided at that critical time in his life. He said, "They have been brilliant. (My support worker) supported me when I moved into this flat. She took me shopping to help me buy stuff for the flat, a microwave and a bed, everything I needed. (My support worker) would come round and have a chat. It was more like a mate really as we share the same interests. It was dead supportive."

Daniel has struggled over the last year as a result of the lockdown and the devastating impact this has had on his social support network. He noted, "I have a serious alcohol problem and that's been a major issue over the last year. I was doing quite well. I was going to AA and spending time with my family. My alcohol was much less, and I felt better. But because of Covid-19 I've become dependent again. It's been a nightmare to be honest. I live alone and I've always been okay on my own. It's just when I need to see someone, to go to AA, it's not there. I've lost touch with lots of people, friends, because of the pandemic. I can't do anything." The project has helped him through this very difficult time, playing a critical role in supporting his mental health and well-being. He said, "They've been very supportive. (My support worker) used to come round or go out for a walk. Their positivity, just speaking to people gives you a lift. Just chatting to people on the phone keeps your head above the water."

Over the last year, in addition to emotional support, the project has offered practical support, helping Daniel to engage with services that he might not have been able to access with on his own. For example, he said, "(My support worker) took me to get my Covid jab. I don't think I would have gone without her, because I don't feel that well and I wouldn't have been able to make the effort to get there."

Daniel is being supported by a drug and alcohol service and is on a waiting list to go to a rehab unit in Birmingham. However, this has been delayed because of the pandemic. Daniel is longing for this next step in his journey. His JCare support worker is helping to facilitate this process, liaising with the various services involved, and helping him to access funding to cover the travel costs to Birmingham. Daniel wants to come back to Nottingham once he has completed rehab and knows that the project will be there to support him when he does, offering crucial continuity of care. Daniel is very grateful for everything the project has given him. He said, "If they hadn't been around, God knows what would have happened. I'm just really grateful for the help I received."

Case Study: Joanna

Joanna's first contact with the Nottingham JCare project was through the Leisure and leasure L groups. Members of the community had encouraged her to take part, however, she was hesitant at first, feeling that these activities were for "old ladies", which she most definitely was not! However, she went along and found that she very much enjoyed the sessions. She said, "It was ever so interesting and everyone has their own story whether they realise it or not. The volunteers and staff are all really, really nice."

Joanna has a long-term health condition that causes vision problems, unsteady walking and frequent falls. One day she blacked out in the synagogue. A member of the community suggested that she contact the JCare project. Joanna had already developed a friendship with one of the project staff team, who regularly gave her lifts to the L&P groups, and so he got in touch to see how the project might be of help.

Joanna is an intelligent, resilient and independent woman, who feels that age and illness are not sufficient reason to abandon one's values or sense of personal responsibility. As a result, she was not keen to accept outside help. Over the years her JCare support worker offered gentle but respectful encouragement and support, suggesting ideas of services that might be of benefit to Joanna, but giving her the space to make her own decisions and choices. For example, he encouraged her to get a cleaner. Whilst she did not think this was necessary, it did encourage her to buy a battery-operated hoover. At times he suggested making referrals to other support services, including occupational therapy to make adaptations in her home, but only doing so with her explicit permission. She noted, "I wanted to do as much as I could. I like to be independent but there are times when you have to call on people. (My support worker) would make suggestions. He was always very respectful, he was so respectful like that. Even if I didn't do what he suggested, it made me think about ways to make things easier for myself. I found him very safe."

Like many people, Joanna worries about her children and what the future holds. Joanna was diagnosed with cancer in September 2020 and has had some issues with getting the right information from the hospital. Her JCare support worker offered to accompany her to appointments, but unfortunately, he wasn't allowed to do so due to Covid restrictions. Whilst Joanna does not mind travelling to appointments on her own, she is grateful to have someone independent to share her concerns with. Over the lockdown, her JCare support worker kept in regular contact via Zoom sessions, and other members of the team kept in touch by email which she appreciated. She noted, "(My support worker) is such a help to me. I know I can get support at any time. They're really very nice, all the volunteers and staff. They have been really good about the cancer. I trust them. That's a big thing."

In addition to providing support, Joanna's JCare support worker recognised Joanna's interests and abilities, reminding her that she has skills to offer and things that only she can do, inviting her to volunteer with the project. Joanna very much welcomed the opportunity to be involved. She said, "If I can help and I'm capable, then I want to help. They're letting me write cards on behFred of the project. I'm not on the scrapheap just yet!"

Overall, Joanna has nothing but praise for the support she has received. She said, "I'm really grateful for everything, I think you would call it holistic care. I am a sort of critical person, but I can't think of any negatives! I've been really impressed!"

NPS Project

Funded by the National Probation Service

The contract with the National Probation Service was to accept 20 referrals during the 12 months. There were 21 referrals from 14 different Offender Managers.

19 of the 21 referrals were made in the first 6 months of the project, which may have impacted on Offender Managers' motivation to complete the survey. A comment from an Offender Manager in the survey monkey reflects this:

"Thank you. My only disappointment is that I have not been able to refer a number of clients to the service as the capacity has been reached. I had several clients who would have benefitted greatly from this service. Unfortunately, other support services do not provide the same level of support required for clients who more complex health and social needs."

We continued to support people who were referred in a previous NPS project which ended in March 2019. We are proud to say that one of those people has gone on to become a volunteer for us. Here's his story:

"It helped me to interact with others socially. It helped me fit back into society."

Case Study: Samir

Samir has been supported by Improving Lives for two years. He has longstanding mental health issues arising from a sustained period of trauma and abuse as a child growing up in care. Samir went to prison as a teenager where he stayed for 12 years. Coming out of prison was a huge culture shock. He had no support over the first few months and felt that he had been set up to fail. However, his offender manager referred him to Improving Lives, a pivotal moment in his journey.

When he was first released Samir was anxious and hypervigilant when interacting with others. He struggled to make eye contact and would look everywhere else rather than at the person he was talking to. He noted that in prison you only socialise with a very small group of people, but in the wider community "you have to be able to interact with a lot of different people at a moment's notice."

Samir paid close attention to his Improving Lives Support Worker and used him as a role model for how to engage with the wider world. He said, "I watched the (Support Worker) and saw how he would do things. It helped me to interact with others socially. It helped me fit back into society. Every three years you spend in prison you only mature one year. You can go in at 17 and come out 12 years later still thinking like a 17-year-old. It helped me to mature a lot."

Samir was deeply motivated to help others and had embraced opportunities whilst he was in prison to develop his skills. This included volunteering as a mentor to other young men. In recent months, Improving Lives introduced a telephone befriending role, to provide additional support for isolated service users during the coronavirus lockdown. The Improving Lives team recognised that Samir had the right qualities and attitudes to deliver this important role. Samir took part in an induction training session for the role, and he then completed some online training courses covering mental health awareness, gambling and online gaming.

Samir was matched with a service user and began to offer befriending support. He noted that it took a little time to settle into the role, "It was very difficult at first, talking on the phone, not knowing them, trying to get them to trust me. They had more complex issues than I've experienced. But I tried to find common ground. It took about a month, but now it's going excellent." Samir is very happy as a telephone befriender and has taken on a second mentee. Moreover, he is grateful to Improving Lives for giving him this opportunity to develop his skills and support others. He said "Not many organisations would have given me the chance due to my criminal record. I'm grateful that they allow me to volunteer. It gives me a purpose."

Opportunity and Change Project

Funded by the European Social Fund and The National Lottery Community Fund

All participants are people with multiple and complex needs in the following areas: Housing Stability, Mental Health, Substance Misuse, Offending and Domestic Abuse/ Abuse from others. As well as receiving support from Improving Lives, and other partnership agencies, all participants across D2N2 can take part in a single, bespoke training programme Skills Plus for Change. This service is open for self-referrals from potential participants and agencies as long as the person has the right to live and work in the UK, is not currently in work and is motivated to move towards work or training.

During the pandemic it was not possible to verify participants on the project.
Our navigator tried hard to engage with potential participants with a view to them becoming formal participants when this was permitted but this proved difficult and the work ended in August 2020. However, the counselling service has continued to be successful and our counsellor has adapted her service to provide phone and virtual counselling during the pandemic.

The service has been very well received. The feedback from the 16 participants who received counselling this year includes:

> Counselling helped me to forgive myself and others and accept myself for who I am

> I think it is the best counselling I have had and it can't be improved

> It helped me go through crisis easier and find understanding and ways to deal with the trauma and dissociation. Tactile objects are very helpful, as well as hand outs

> Counselling guided me to find the answers I needed for myself

> I was sceptical as how this could help me at the start but as sessions progressed I found my self-assurance increase which helped me manage my anxiety and depression better

> I learned sleeping techniques, breathing techniques and I learned a lot about myself. I would definitely recommend you to anyone else

> I struggled with the phone sessions, but engaged better when we switched to zoom

CPP Project

Funded by Nottinghamshire Police and Crime Commissioner

This is a small project funded by the Police and Crime Commissioner to take referrals from the Complex Persons Panel. The Complex Person's Panel (CPP) presents a solution for vulnerable adults who have enduring complex needs which affects them or their community in Nottingham City. Complex needs may include mental health issues, substance misuse, dual diagnosis, self-neglect, disability, hoarding and homelessness for example.

The CPP exists to ensure that agencies are aware of individuals considered vulnerable and assessed as at risk of harm, as identified by any partner agency. The sharing of information aims to increase the safety and overall wellbeing of vulnerable adults with complex needs within the community and to reduce repeat victimisation. It also aims to ensure that agency decision making is appropriately informed and considered, such as in cases when enforcement action may be taken against the person. A referral to CPP would occur where the individual's needs are greater than can be met by current provision and would therefore benefit from a wider multi-agency approach to form a risk management plan.

Case Study: James

James is a thirty-seven-year old man with a diagnosis of ADHD and he has difficulty in managing his emotions, as a result he struggles to communicate with services and this can be interpreted as aggressive and offensive. He has been involved with, and discharged from, local mental health services as he did not want treatment following his diagnosis.

He was supported by Improving Lives after being referred to our service for practical and emotional support following a number of convictions and coming to the attention of the Counter Terrorism Team and CAFCASS.

He engaged very well with face-to-face contact, telephone and email contact. His support worker formed a good working relationship with him and is working alongside him to address the issues he has identified are causing him stress, which could lead to him struggling to manage his communication effectively. For example, he was supported to appeal a court conviction for a driving offence. One of his main challenges has been the lack of contact with his children over a number of years and his difficulties in dealing with authorities to enable him to move the situation forward. Since being supported by Improving Lives there has also been some progress regarding this and a move towards possible contact with his children.

Improving Lives worker has been in regular contact not only with James but with the counter terrorism team, with whom he has had a positive relationship. Support was offered to James to enable him to attend his appointments with various agencies and help him to improve his personal situation not only with regard to his mental health and contact with his children but also to access education and to consider his housing options.

The names of all the people in the case studies have been changed.

Our Funding

Lloyds Bank Foundation:

Became a funder for the service in April 2019, for 3 years, contributing to core costs and providing an enhanced package of support including access to training and professional services such as volunteer recruitment and HR.

The National Lottery Community Fund:

Funds our five year Two Trees project – for those leaving mental health services, to prevent crises readmissions and support long term management of their mental health. This funding comes to an end in September 2021.

Garfield Weston:

Very generously gave a one off grant towards core costs for the year ending in September 2020.

European Social Fund and the National Lottery Community Fund:

We are the specialist mental health partner on the Building Better Opportunities project – Opportunity and Change, jointly funded by the ESF and lottery, which supports adults with multiple complex needs to move closer towards work or training. We employ a counsellor for the Opportunity and Change project. Our navigator transferred to one of our other projects in August 2020. The project overall project has been extended until June 2023.

JCare:

We have a contract with another charity to provide support to people connected to the Jewish community in Nottinghamshire.

National Probation Service:

We had a 1 year project of partnership work with NPS to support people under their service in Nottingham who are experiencing mental illness. This was from February 2020 to February 2021.

Police and Crime Commissioner:

We received a small grant from March 2020- 2021 and we were successful in bidding for a second year's funding to March 2022 to provide a service to the Complex Persons Panel.

Victim Care:

Funding has been provided for us to run a craft group for people who are victims of crime.

Techmate:

With funding from Lloyds Bank Foundation and Postcode Lottery we have been able to begin a project to promote digital inclusion. 11 people have been loaned a tablet or laptop and many more have been provided with digital support.

Shoosmiths:

We're delighted to say that Shoosmiths law firm agreed to support us for an unprecedented fourth year consecutively.

Small Grants and Donations:

We must not forget the kindness shown by individuals and groups who have generously donated to Improving Lives, for which we are very grateful. The following Trusts kindly donated towards Improving Lives' work:

Souter Charitable Trust
50 Fund
Little Fair Trust
S Harwood Trust
Gwyneth Forrester Trust

Future Plans

Since March 2021 the service has begun to offer more social groups including art, craft and walking groups. In May the craft group started face to face for the first time, but also with a virtual option for those who do not feel able to join a face to face group. We will keep this option for the art group as well, to enable more people to attend. The pool group is to resume in July 2021 and there are plans to offer trips out in the summer, restrictions permitting.

The plan is for the volunteer befriending to continue by phone as this has been very successful and has enabled people who would not previously have had the time to volunteer to get involved and offer support. Some volunteers may also be able to offer face to face support and the plan is for this to increase.

We also have another pilot project beginning in July 2021 working with the Trust to facilitate safe discharges from the mental health wards; offering short term support to people leaving hospital.

Given the funding situation with the NLCF grant coming to an end in September 2021, the emphasis is on replacing this funding to enable the service to continue offering support to the people who are currently attending groups and have one to one support, and to enable us to continue to take new referrals and support more people. The impact of the pandemic has had a significant effect on mental health and the need for services such as Improving Lives has never been greater. We will continue to work in partnership with others wherever possible to enable us to grow the service to meet the needs of the people who use it.

Trustee Involvement

During this year three trustees resigned and three new trustees joined us. Whilst it wasn't possible for them to meet the team face to face new members of the team have joined virtual board meetings so that introductions could take place. The new board members have been given the opportunity to take part in training for trustees and they have received information about the organisation and their role within it, appropriate to their skills and experience to ensure they truly understand the charitable aims.

People who use the service have been invited to the virtual board meetings to give feedback directly to the trustees and three people have attended this year to give a greater understanding of their needs and their experience of the organisation. Our trustees attend board meetings every 6 weeks and work with the Interim CEO and Business Manager outside of these meetings within their range of expertise. They have been involved in providing advice and support when requested on HR issues including recruitment, legal matters and quality of service. The Treasurer has provided significant support to ensure the financial governance of the organisation.

One of our trustees remains a volunteer: both in terms of contacting people for feedback when their one to one support comes to an end and also offering a befriending service to two of our beneficiaries. The board conducts a review of major risks to the charity and this is discussed at least annually with financial risks discussed at every meeting. There are solid risk management strategies in place for staff and given the current funding situation this is reviewed at every meeting. Policies and procedures are reviewed annually to keep up to date with current legislation. Both staff and volunteers receive inductions and training including professional boundaries, safeguarding, recording and lone working. Staff and volunteers receive clinical supervision between weekly and not less than 6 weekly, depending on experience, with the Interim CEO or experienced team member and weekly team meetings are held to negate risks in practice.

The Reserves policy

The Board of Trustees have examined the risks associated with funding and in light of this set a reserve policy of £180,000 which is the equivalent of six months running costs for the charity. This has increased from the previous financial year, on account of the growth in the staff team of the organisation. Although the strategy is to continue to build reserves through planned operating surpluses, the Management Committee is well aware that it unlikely that the target range can be reached for at least five years. In the short term the Management Committee has also considered the extent to which existing activities and expenditure could be curtailed, should such circumstances arise.

Public Benefit

The trustees have given due consideration to the Charity Commission's published guidance on the Public Benefit requirement under the Charities Act 2011.

Custodian trusteeship

No assets were held as custodian trustee during the reporting period. With thanks to the organisations and individuals who supported us this year.

The directors present their report and the financial statements for the year ended 28 February 2021.

Statement of Directors' Responsibilities

The directors are responsible for preparing the Directors' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the directors to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). The financial statements are required by law to give a true and fair view of the state of affairs of the company and of the profit or loss for that period. In preparing the financial statements the directors are required to:

- **select suitable accounting policies and then apply them consistently;**
- **make judgments and accounting estimates that are reasonable and prudent;**
- **prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.**

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

Principal Activity

The principal activity of the company continued to be providing support services to vulnerable people including those with mental health issues, offenders and older people.

Small Company Rules

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

On Behalf of the Board

Dr Mike Harris Date 13/9/21

INDEPENDENT EXAMINER'S REPORT TO THE MEMBERS OF IMPROVING LIVES NOTTS LTD

I report on the accounts of the Charity for the year ended 28th February 2021 which are set out on the following pages.

Respective Responsibilities of Trustees and Examiner.

The charity's trustees (who are also the Directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

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

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

Basis of Independent Examiner's Statement

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

Independent Examiner's Statement

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

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

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

have not been met; or

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

Helen Harrison FMAAT
CBS (Accounting) Ltd
Oak Business Centre
79-93 Ratcliffe Road
Sileby
Loughborough
LE12 7PU

Statement of Financial Activities, including Income and Expenditure

	Unrestricted Funds	Restricted Funds	Endowment Funds	Total Funds	Prior Period Total Funds
Income from					
Donations and legacies	14,233	427	0	14,660	28,695
Charitable activities	5,590	376,319	0	381,909	288,173
Other trading activities	0	0	0	0	0
Investments	170	0	0	170	357
Other	574	0	0	574	41
Total	**20,566**	**376,746**	**0**	**397,313**	**317,266**
Expenditure on					
Raising Funds	0	0	0	0	0
Charitable activities	15,775	286,633	0	302,409	274,864
Other			0	0	0
Total	**15,775**	**286,633**	**0**	**302,409**	**274,864**
Net gains/(losses) on investments	0	0	0	0	0
Net income/(expenditure)	**4,791**	**90,113**	**0**	**94,904**	**42,402**
Transfers between funds	24,820	-24,820	0	0	0
Other recognised gains/ losses	0	0	0	0	0
Gains/losses on revaluation of fixed assets	0	0	0	0	0
Actuarial gains/(losses) on defined benefit pension schemes	0	0	0	0	0
Other gains/(losses)	0	0	0	0	0
Net movement in funds	**29,611**	**65,293**	**0**	**94,904**	**42,402**
Reconciliation of funds					
Total funds B/F	**88,517**	**67,934**	**0**	**156,451**	**114,049**
Total funds C/F	**118,128**	**133,227**	**0**	**251,355**	**156,451**

Balance Sheet

	Note	Total funds	Prior year funds
Fixed assets:			
Intangible assets		0	0
Tangible assets	8	175	234
Heritage assets		0	0
Investments		0	0
Total fixed assets		**175**	**234**
Current assets:			
Stocks	9	0	0
Debtors	10	3,624	500
Investments		0	0
Cash at bank and in hand	11	255,755	165,139
Total current assets		**259,379**	**165,639**
Liabilities:			
Creditors; Amounts falling due within one year	12	8,201	9,423
Net current assets or liabilities		**251,178**	**156,216**
Total assets less current liabilities		**251,353**	**156,450**
Creditors: Amounts falling due after more than one year		0	0
Provision for liabilities		0	0
Net asset or liabilities excluding pension asset or liability		**251,353**	**156,450**
Defined benefit pension scheme asset or liability		0	0
Total net assets or liabilities		**251,353**	**156,450**
The funds of the charity			
Endowment funds		0	0
Restricted income funds		133,227	67,934
Unrestricted funds		118,128	88,516
Revaluation reserve		0	0
Pension reserve		0	0
Total unrestricted funds		118,128	88,516
Total charity funds		**251,355**	**156,450**

For the year ending 28 February 2021 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.
Directors' responsibilities:

- **The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.**
- **The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.**
- **These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with the Financial Reporting Standard for Smaller Entities (effective 2008).**

On behalf of the board

Dr Mike Harris

Date 13/9/21

Statement of Cash Flows

	Total Funds	Prior Year Funds
Cash flows from operating activities		
Net cash provided by (used in) operating activities	**95,844**	**45,184**
Cash flows from investing activities		
Dividends, interest and rents from investments	170	357
Proceeds from the sale of property, plant and equipment	**0**	**0**
Purchase of property, plant and equipment	**0**	**0**
Proceeds from sale of investments	0	0
Purchase of investments	0	0
Net cash provided by (used in) investing activities	**170**	**357**
Cash flows from financing activities	0	0
Repayments of borrowing	**0**	**0**
Cash inflows from new borrowing	**0**	**0**
Receipt of endowment	0	0
Net cash provided by (used in) financing activities	**96,014**	**45,541**
Change in cash and cash equivalents in the reporting period	**90,616**	**45,905**
Cash and cash equivalents at the beginning of the reporting period	**165,139**	**119,234**
Change in cash and cash equivalents due to exchange rate movements	**0**	**0**
Cash and cash equivalents at the end of the reporting period	**255,755**	**165,139**

Reconciliation of net income/(expenditure) to net cash flow from operating activities

	2020/21	2019/20
	£	£
Net income/(expenditure) for the reporting period (as per the statement of financial activities)	**94,904**	**42,402**
Adjustments for		
Depreciation charges	0	0
(Gains)/losses on investments	0	0
Dividends, interest and rents from investments	-170	-357
Loss/(profit) on the sale of fixed assets	0	0
(increase)/decrease in stocks	0	0
(increase)/decrease in debtors	2,333	-143
(increase)/decrease in creditors	-1,223	3,282
Net cash provided by (used in) operating activities	**95,844**	**45,184**

Analysis of cash and cash equivalents

	2020/21	2019/20
	£	£
Cash in hand	255,755	165,139
Notice deposits (less than 3 months)	0	0
Overdraft facility repayable on demand	0	0
Total cash and cash equivalents	**255,755**	**165,139**

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 28 FEBRUARY 2021

1 ACCOUNTING POLICIES

The principal accounting policies adopted in the preparation of the financial statements are set out below and have remained unchanged from the previous year and also have been consistently applied within the same accounts.

a) Basis of Preparation of Financial Statements

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard 102 (effective January 2016) and the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" in accordance with Financial Reporting Standard 102 (FRS102) effective January 2016.

b) Company Status

The charity is a company limited by guarantee. The members of the company are the directors named on page 3. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

c) Fund Accounting

Fund name	Fund Balances B/F	Income	Expenditure	Transfers	Gains and losses	Fund balances C/F
	£	£	£	£	£	£
ESF Funding	13,828	43,305	46,318	-7,314	0	3,500
Postcode Lottery	0	14,458	1,672	0	0	12,786
J Care	17,884	78,387	72,445	-17,506	0	6,321
Lottery Funding	27,323	77,459	75,243		0	29,538
Lottery Covid 19 Uplift	0	16,364	11,277			5,087
Lloyds Foundation	4,986	80,467	60,870			24,583
Lloyds 'Techmate' Adaption	0	9,878	3,443	0	0	6,435
National Probation Service	1,667	16,667	4,432	0	0	13,902
Notts HC Trust	0	32,962	7,684			25,278
Notts Police	0	4,800	3,115			1,685
Notts Victim Care	0	2,000	0			2,000
Mindfulness (Awards for All)	2,247	0	135	0	0	2,112
Unrestricted	88,517	20,566	15,775	24,820	0	118,128
Total Funds	**156,451**	**397,313**	**302,409**	**0**	**0**	**251,354**

Undesignated general funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes. The funds which have been designated for specific purposes have been so designated either:-

• To meet the risk of the charity failing to meet performance targets and as a consequence being required to repay part of its funding or,

• To ensure that the charity has sufficient funds to meet anticipated future financial needs which cannot be achieved out of normal recurring income.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising administering such funds are charged against the specific fund. The aim of each restricted fund is set out in the notes to the financial statements.

d) Incoming Resources

All incoming resources are included in the Statement of Financial Resources (SOFA) when the charity is legally entitled to the income and the income can be quantified with reasonable accuracy.

e) Resources Expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of those resources.

Activity or programme	Activities undertaken directly	Grant funding activities	Support costs	Total
	£	£	£	£
Raising Funds	0	0	0	
Charitable activities	289,026	0	13,382	302,409
Other	0	0	0	
Total	289,026	0	13,382	302,409

2. INCOME

Income is recognised in The Statement of Financial Activities (SOFA) when a transaction or other event results in an increase in the charity's assets or a reduction in the charity's liabilities. Recognition in the accounts does not occur until all of the following criteria are met:

a. Control over the rights or other access to the economic benefit has passed to the charity
b. It is more likely than not that the economic benefits associated with the transaction or gift will flow to the charity
c. The monetary value or amount of the income can be measured reliably and the costs incurred for the transaction and the costs to complete the transaction can be measured reliably

Income is reported gross when raised by the charity (or by volunteers working at the charity's direction) or its agents.
Income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
The delivery of the service depends heavily on volunteers. This takes the form primarily of advisers but also as receptionists, fund raising and publicity. In addition the trustees support the charity both by their governance function and operationally.

3. TRUSTEES
None of the trustees have been paid any remuneration or received any other benefits from an employment with their charity or a related entity.

4. INDEPENDENT EXAMINER AND ACCOUNTANCY FEES
Fees paid in respect of independent examination and preparation of statutory financial statements - £1,704.
Fees paid in respect of payroll services - £216

5. RELATED PARTY TRANSACTIONS
There were no related party transactions during the period.

6. STAFF COSTS

	2021	2020
	£	£
Wages and Salaries	266,494	220,522
National Insurance	16,996	14,487
Defined Contribution Pension Costs	3,837	3,135
	287,326	**238,144**

No staff were working for the charity whose contracts are with and/or paid by a related party
The total number of staff employed during the period was 13
The average number of employees during the period was 11

No employee received employee benefits (excluding employer pension costs) of more than £60,000

7. DEFINED CONTRIBUTION PENSION PLAN

The total of contributions made to Defined Contribution pension schemes was £3837.

Contributions are allocated as expenses to the various funds by apportioning the expense in relation to the overall expenditure on the fund.

8. FIXED ASSETS

Tangible Fixed Assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of the fixed asset, less their estimated residual value, over the expected useful lives on the following bases
Computer equipment 25% reducing balance

Tangible Assets

	Computer Equipment
	£
Cost	
As at 1 March 2020	2,224.14
As at 28 February 2021	2,224.14
Depreciation	
As at 1 March 2020	1990.14
Provided during the period	59.00
As at 28 February 2019	2049.14
Net Book Value	
As at 29 February 2021	175
As at 1 March 2020	234

9. STOCK

The charity does not hold any stock

10. DEBTORS

	2021	2020
	£	£
Trade Debtors	2333	0
Amounts owed by group and associated undertakings	0	0
Prepayments and accrued income	1291	500
Other debtors	0	0
TOTAL	**3624**	**500**

Trade debtors represents money owed to the charity which has been identified as being owed
No debtor balances have been outstanding for more than one year and all debtor balances are due within one year

11. CASH AT BANK AND IN HAND

This represents money deposited with regulated financial institutions in current accounts or short term notice accounts.

12. CREDITORS AND PROVISIONS

Amounts falling due within one year	2021	2020
	£	£
Accruals for grants payable	0	0
Bank loans and overdrafts	0	0
Trade creditors	180	2,486
Amounts owed to group and associated undertakings	0	0
Payments received on account for contracts or performance related grants	0	0
Accruals and deferred income	970	970
Taxation and social security	5,945	5,263
Other creditors	1,107	704
	8,201	**9,423**

Creditors and accruals are recognised in the accounts when the trustees and management of the charity are satisfied that the amounts included represent amounts actually due to be paid by the charity. For accruals the amount shown may be an estimate of the amount due.

13. ANALYSIS OF SUPPORT COSTS

Support costs	Raising Funds	Charitable Activities	Other	Grand Total	Basis of Allocation
Governance	0	12,816	0	12,816	Either allocated to a specific fund or apportioned across relevant funds
Finance	0	0	0	0	
Information Technology	0	567	0	567	Either allocated to a specific fund or apportioned across relevant funds
Human Resources	0	0	0	0	
Function/Activity Total	**0**	**13,382**	**0**	**13,382**	

14. PUBLIC BENEFIT

The charity is a Public Benefit Entity

15. POST BALANCE SHEET EVENTS

There have been no post balance sheet events which are material to these accounts

16. CONTROL

The charity is controlled by the Trustees