



## Trustees Annual Report March 2020 - 2021

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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

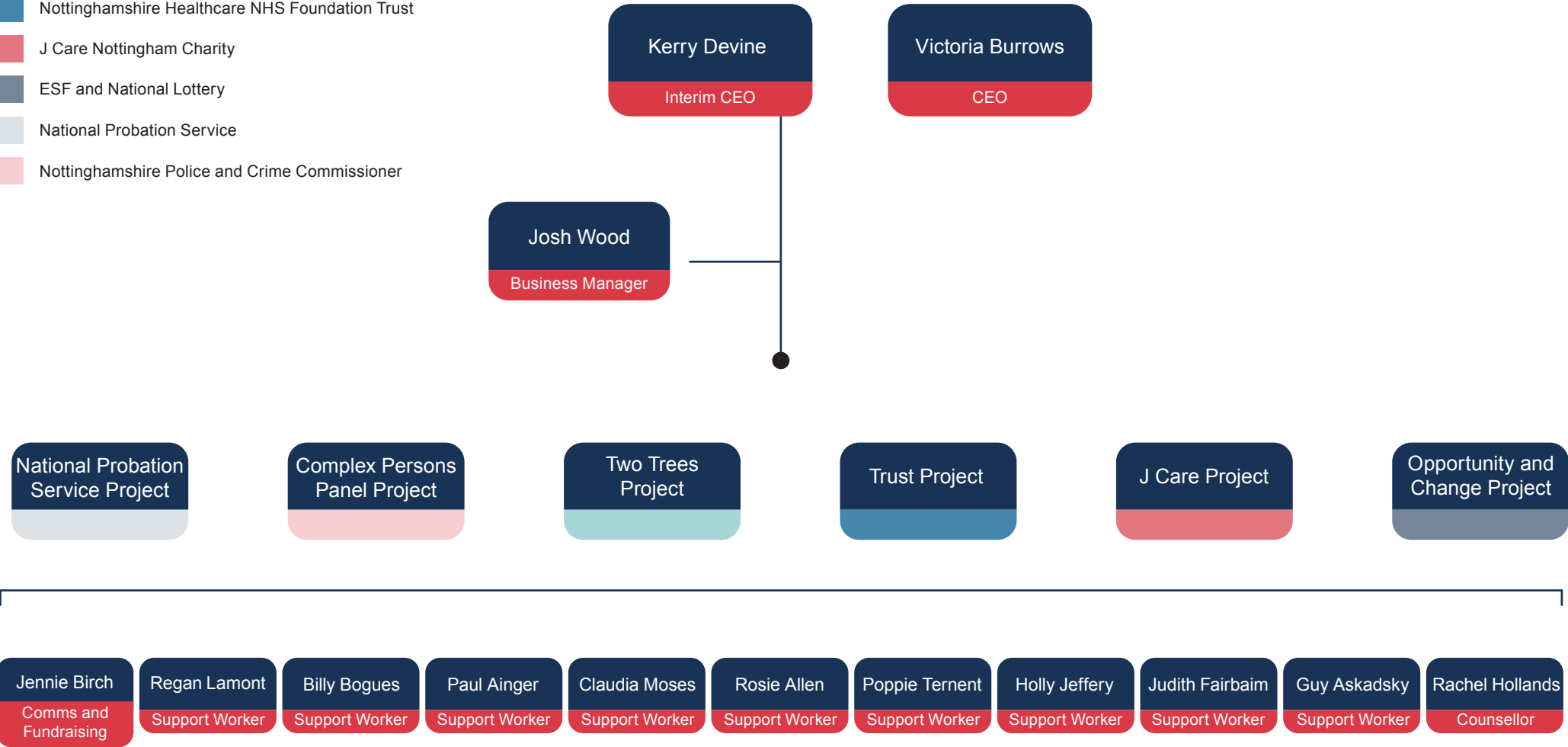
Our Vision is that people with complex needs are empowered to make positive changes in their lives and participate in their communities.

## 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

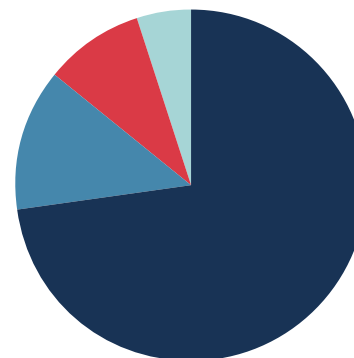
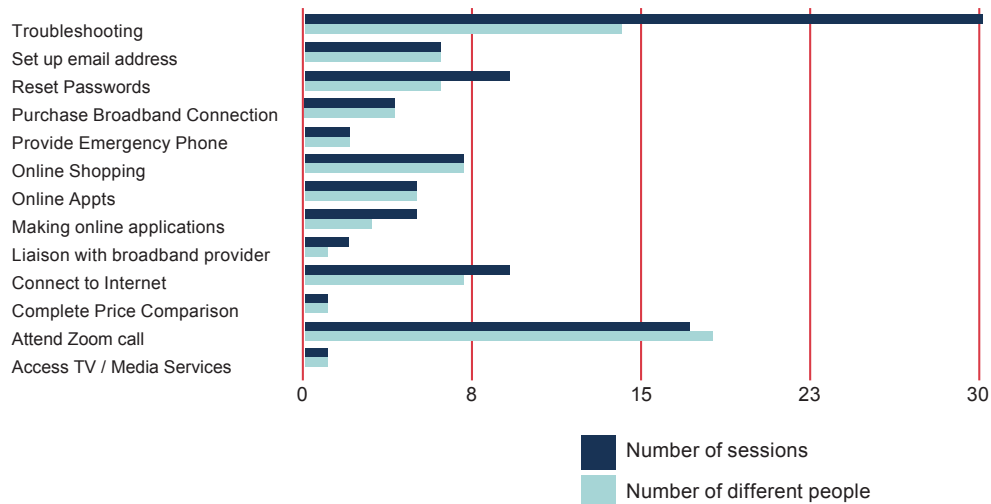
The challenge facing people with enduring mental ill health in Nottingham is stark. On average Nottingham ranks 11th most deprived out of the 317 districts in England according to the Indices of Deprivation (Nottingham Insight 2019).

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).

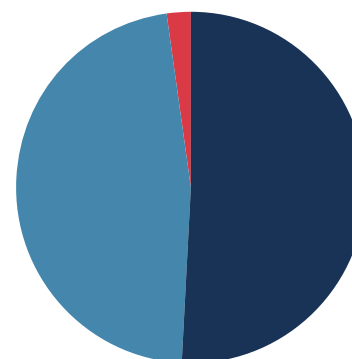
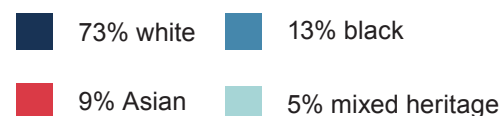
Our community reflects these challenges: last year, 100% had mental health problems alongside a combination of other issues. 30% of the people had physical health problems, 30% had experienced domestic abuse and 74% were socially isolated. 53% had housing issues, 13% had substance or alcohol misuse problems 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.

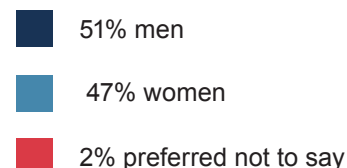
We also include outcomes from our new Techmate project, which provides people we support, who are digitally excluded, with the equipment and support to be able to access digital services like email and Zoom in lockdown and beyond.



Ethnicity



Gender



# 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:

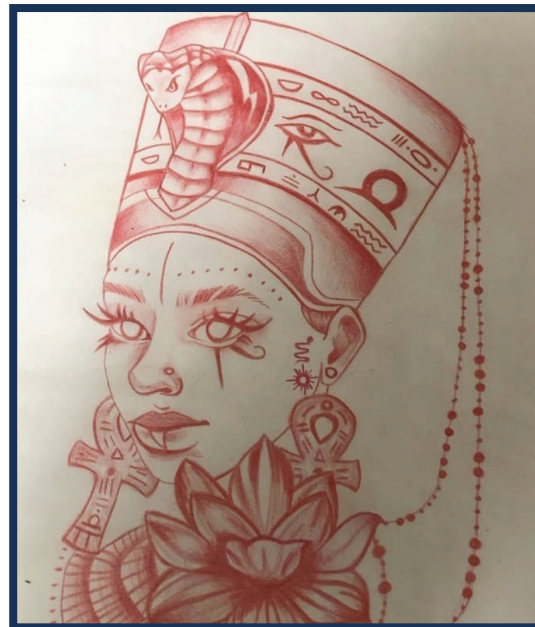
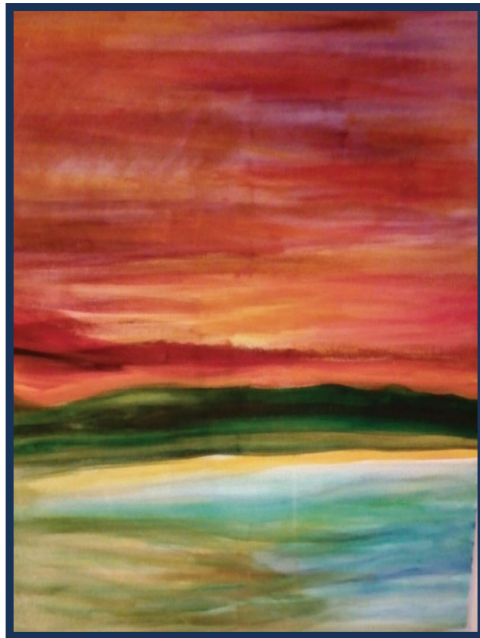
The art group began again in February 2021 on Zoom, which people have really enjoyed:



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



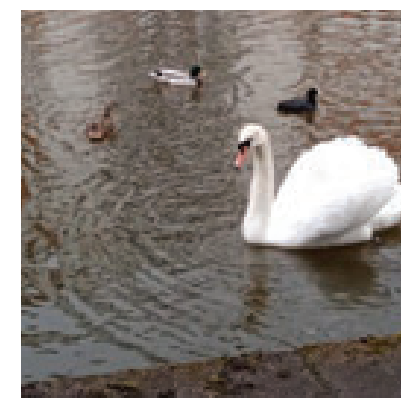
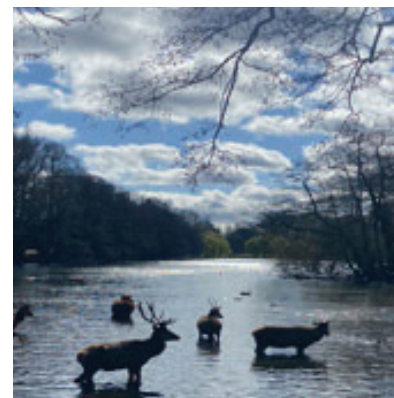


## Trust Project

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 adaptations 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 Leisure 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 behalf 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 is 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
<b>Total</b>	<b>20,566</b>	<b>376,746</b>	<b>0</b>	<b>397,313</b>	<b>317,266</b>
Expenditure on					
Raising Funds	0	0	0	0	0
Charitable activities	15,775	286,633	0	302,409	274,864
Other			0	0	0
<b>Total</b>	<b>15,775</b>	<b>286,633</b>	<b>0</b>	<b>302,409</b>	<b>274,864</b>
Net gains/(losses) on investments	0	0	0	0	0
<b>Net income/(expenditure)</b>	<b>4,791</b>	<b>90,113</b>	<b>0</b>	<b>94,904</b>	<b>42,402</b>
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
<b>Net movement in funds</b>	<b>29,611</b>	<b>65,293</b>	<b>0</b>	<b>94,904</b>	<b>42,402</b>
Reconciliation of funds					
<b>Total funds B/F</b>	<b>88,517</b>	<b>67,934</b>	<b>0</b>	<b>156,451</b>	<b>114,049</b>
<b>Total funds C/F</b>	<b>118,128</b>	<b>133,227</b>	<b>0</b>	<b>251,355</b>	<b>156,451</b>

# Balance Sheet

	Note	Total funds	Prior year funds
<b>Fixed assets:</b>			
Intangible assets		0	0
Tangible assets	8	175	234
Heritage assets		0	0
Investments		0	0
<b>Total fixed assets</b>		<b>175</b>	<b>234</b>
<b>Current assets:</b>			
Stocks	9	0	0
Debtors	10	3,624	500
Investments		0	0
Cash at bank and in hand	11	255,755	165,139
<b>Total current assets</b>		<b>259,379</b>	<b>165,639</b>
<b>Liabilities:</b>			
Creditors; Amounts falling due within one year	12	8,201	9,423
<b>Net current assets or liabilities</b>		<b>251,178</b>	<b>156,216</b>
<b>Total assets less current liabilities</b>		<b>251,353</b>	<b>156,450</b>
Creditors: Amounts falling due after more than one year		0	0
Provision for liabilities		0	0
<b>Net asset or liabilities excluding pension asset or liability</b>		<b>251,353</b>	<b>156,450</b>
Defined benefit pension scheme asset or liability		0	0
<b>Total net assets or liabilities</b>		<b>251,353</b>	<b>156,450</b>
<b>The funds of the charity</b>			
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
<b>Total unrestricted funds</b>		<b>118,128</b>	<b>88,516</b>
<b>Total charity funds</b>		<b>251,355</b>	<b>156,450</b>



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
<b>Cash flows from operating activities</b>		
<b>Net cash provided by (used in) operating activities</b>	<b>95,844</b>	<b>45,184</b>
<b>Cash flows from investing activities</b>		
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
<b>Net cash provided by (used in) investing activities</b>	<b>170</b>	<b>357</b>
<b>Cash flows from financing activities</b>		
Repayments of borrowing	0	0
Cash inflows from new borrowing	0	0
Receipt of endowment	0	0
<b>Net cash provided by (used in) financing activities</b>	<b>96,014</b>	<b>45,541</b>
<b>Change in cash and cash equivalents in the reporting period</b>	<b>90,616</b>	<b>45,905</b>
<b>Cash and cash equivalents at the beginning of the reporting period</b>	<b>165,139</b>	<b>119,234</b>
<b>Change in cash and cash equivalents due to exchange rate movements</b>	<b>0</b>	<b>0</b>
<b>Cash and cash equivalents at the end of the reporting period</b>	<b>255,755</b>	<b>165,139</b>

## Reconciliation of net income/(expenditure) to net cash flow from operating activities

	2020/21	2019/20
	£	£
<b>Net income/(expenditure) for the reporting period (as per the statement of financial activities)</b>	<b>94,904</b>	<b>42,402</b>
<b>Adjustments for</b>		
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
<b>Net cash provided by (used in) operating activities</b>	<b>95,844</b>	<b>45,184</b>

## 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
<b>Total cash and cash equivalents</b>	<b>255,755</b>	<b>165,139</b>

# 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
<b>Total Funds</b>	<b>156,451</b>	<b>397,313</b>	<b>302,409</b>	<b>0</b>	<b>0</b>	<b>251,354</b>

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	
<b>Total</b>	<b>289,026</b>	<b>0</b>	<b>13,382</b>	<b>302,409</b>

## 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
	<b>287,326</b>	<b>238,144</b>



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
	£
<b>Cost</b>	
As at 1 March 2020	2,224.14
As at 28 February 2021	2,224.14
<b>Depreciation</b>	
As at 1 March 2020	1990.14
Provided during the period	59.00
As at 28 February 2019	2049.14
<b>Net Book Value</b>	
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
<b>TOTAL</b>	<b>3624</b>	<b>500</b>

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
	<b>8,201</b>	<b>9,423</b>

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	
<b>Function/Activity Total</b>	<b>0</b>	<b>13,382</b>	<b>0</b>	<b>13,382</b>	

#### 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

