

A stylized rainbow logo composed of concentric, broken white arcs on a dark blue background. The arcs are arranged to form a semi-circular shape, with each arc having a small gap in the center. The logo is positioned behind the main title text.

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

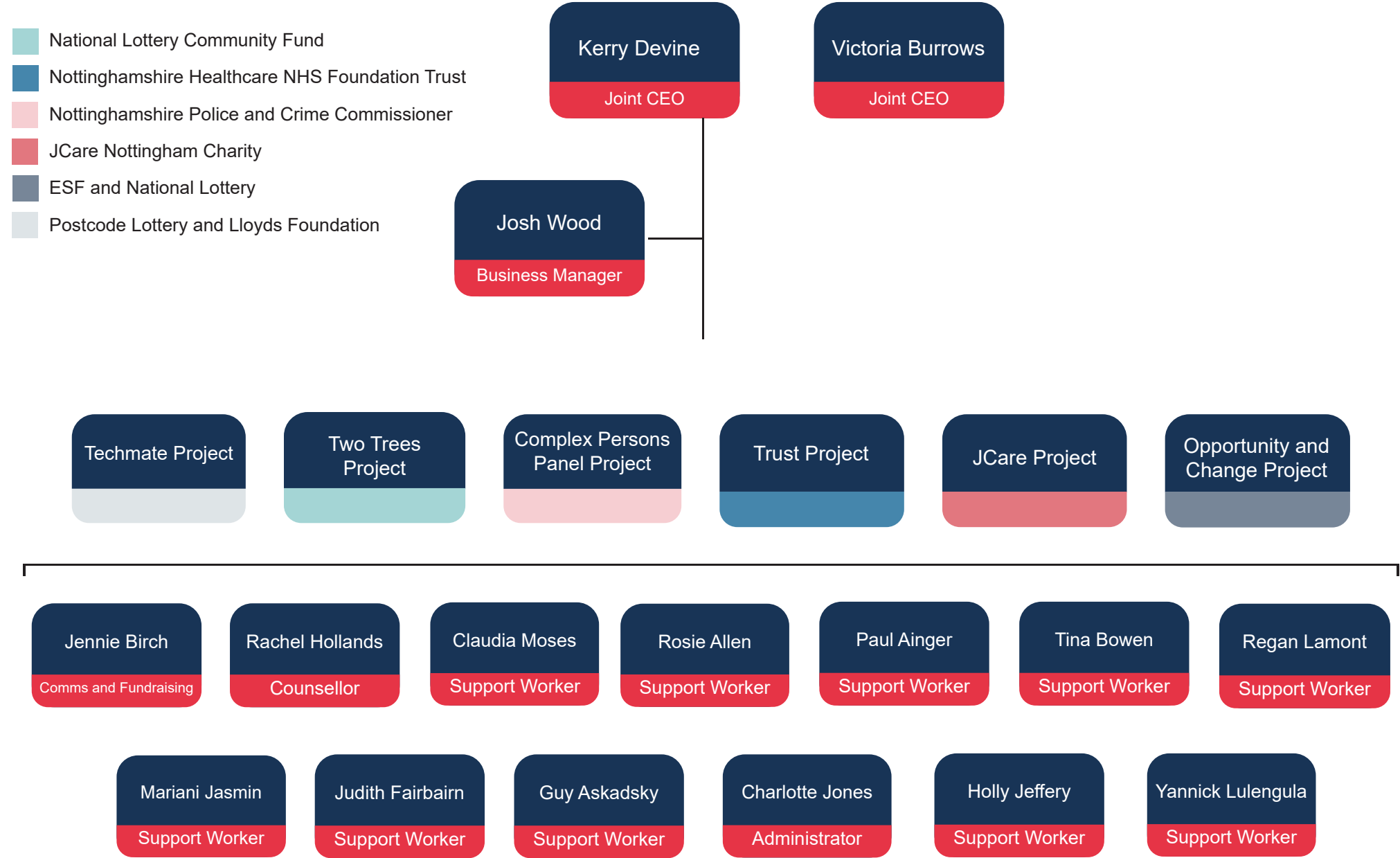
Laura Pinkney

Bhaveen Jobanputra

Ruth Hawkins

Ola Junaid

Organisational Structure



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', 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 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

This year we have supported a total of **328** people across all our projects.

27 people have been supported to attend **78** GP appointments

43 people have been supported to **74** hospital appointments

36 people have been supported to **69** mental health appointments

The team has accompanied people to **6** opticians appointments, **4** physiotherapy sessions and **6** podiatry appointments

We have maximised the income of **29** people to a total of **£95,644**

77 different people attending groups

34 people had befriending support- **391** sessions totalling **310** hours

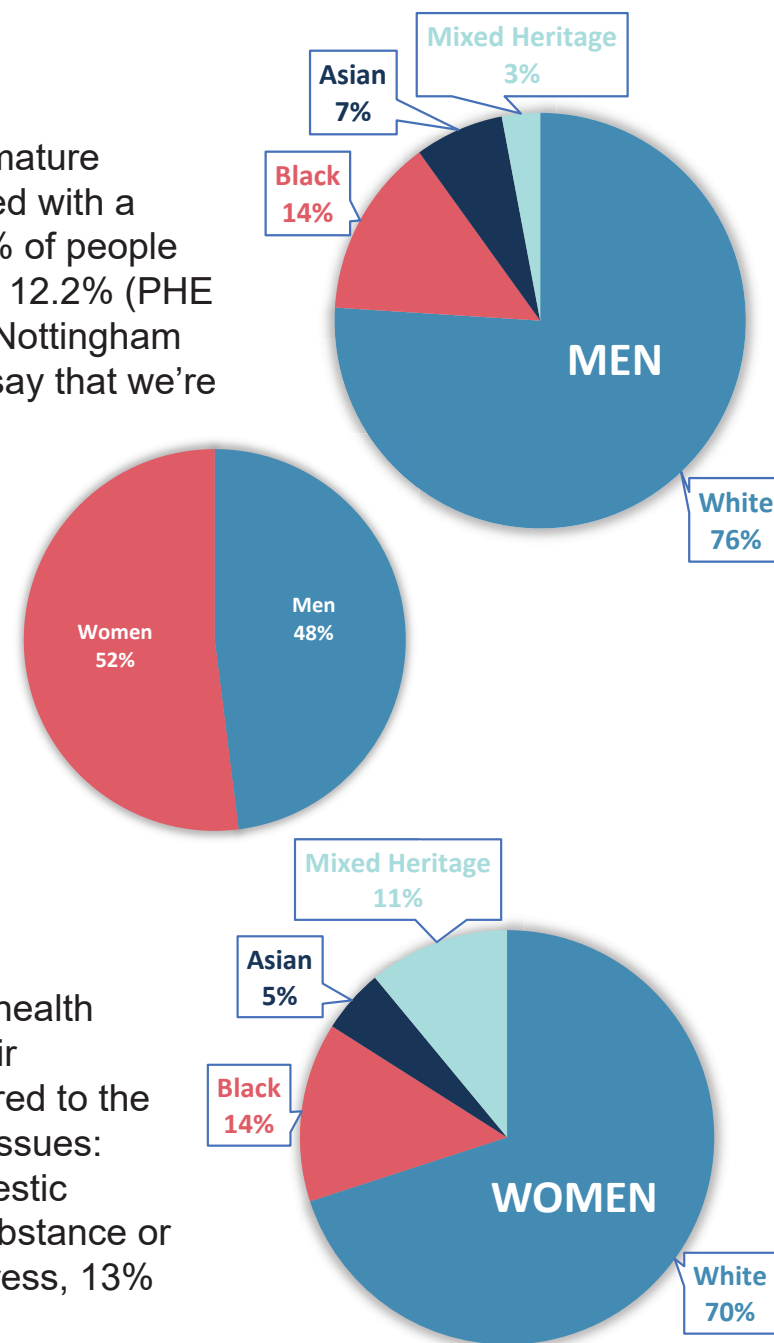
In spite of the pandemic, people have made great progress: **4** people gained employment, **6** people attended training and **3** started volunteering. **46** people attended more activities in the community.

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.

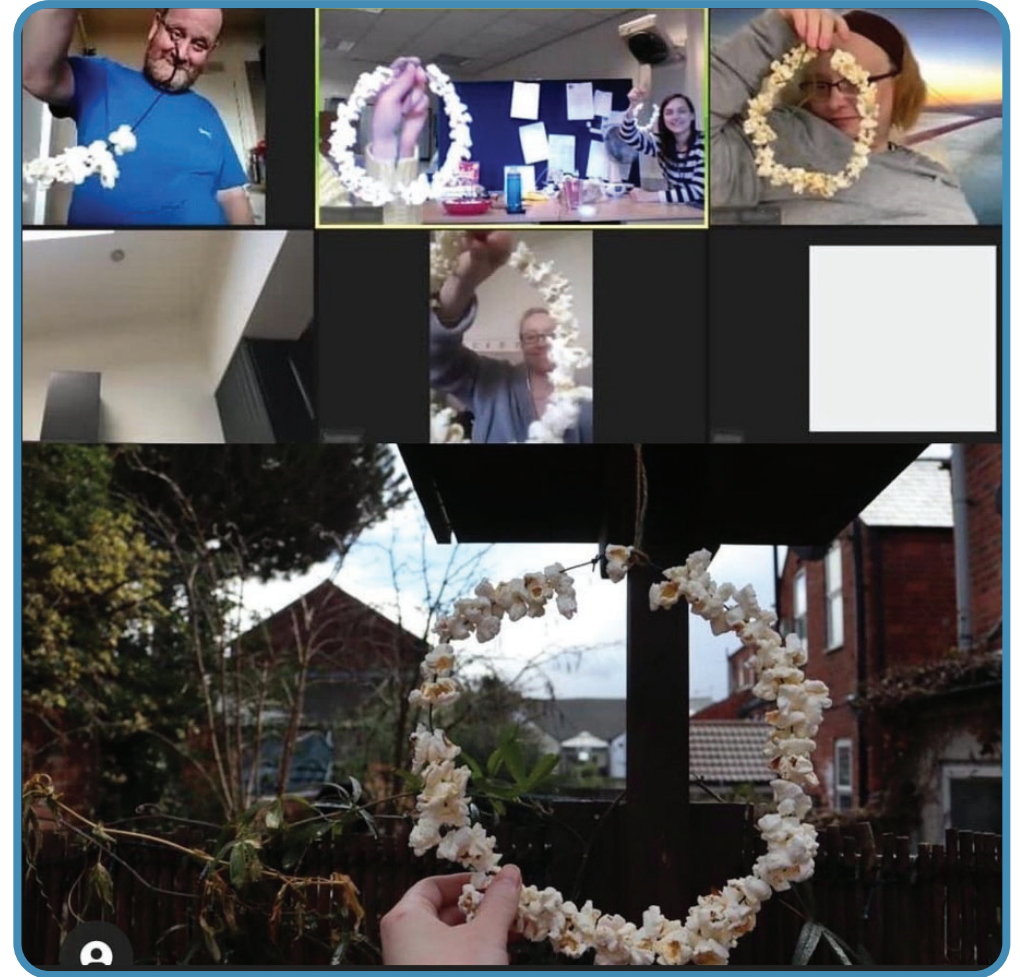
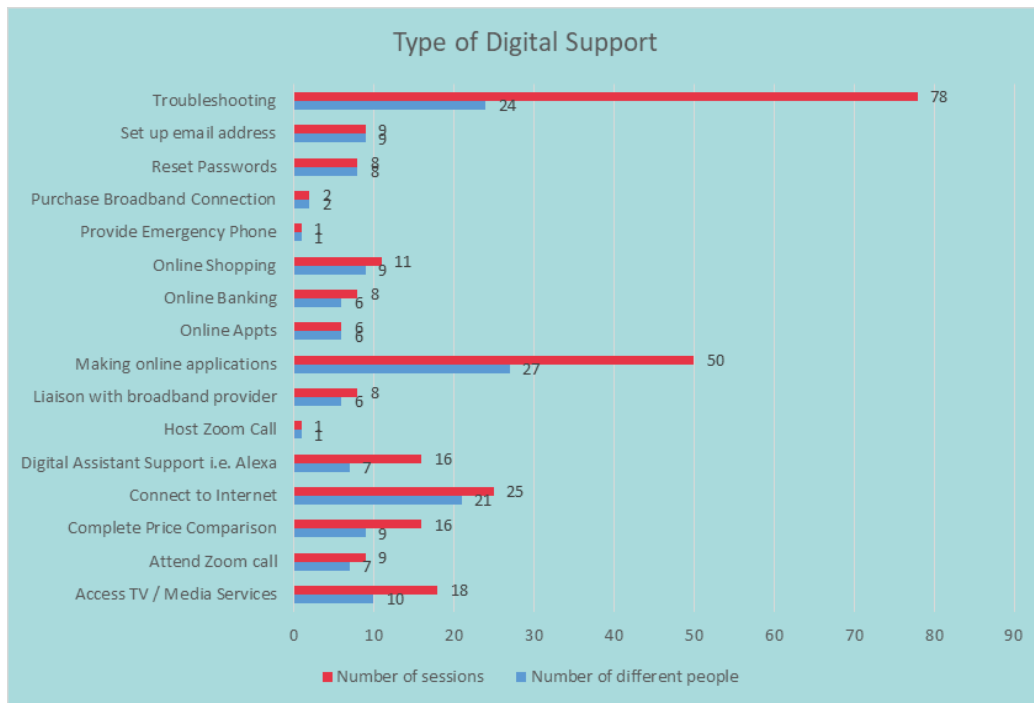
SHOOSMITHS





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.

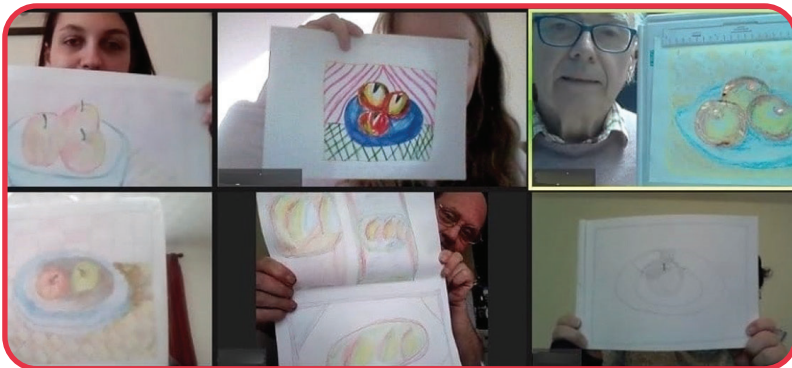


Case Study - Michael

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

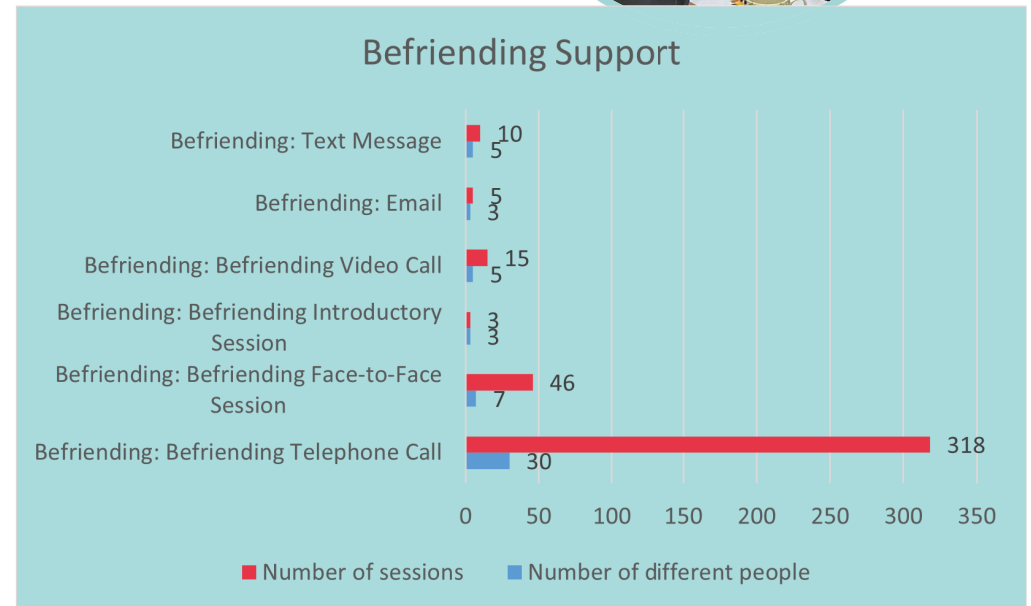
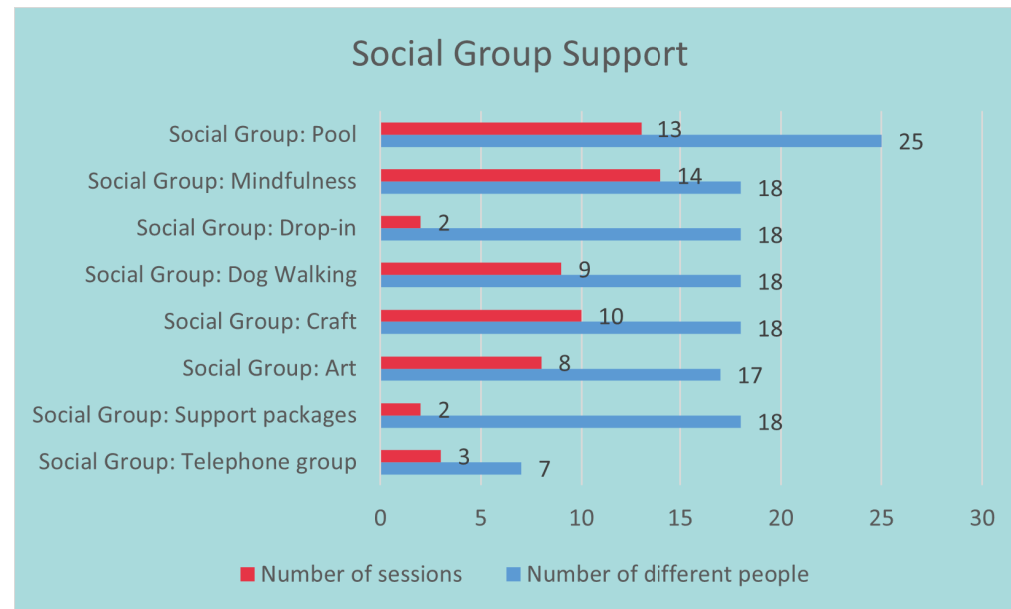
made sure I had healthy nutritious food as she was worried I wouldn't have time and energy to make sustainable meals for myself and my son due to all the work I had to do sorting out the new property, again going extra miles for us.

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).

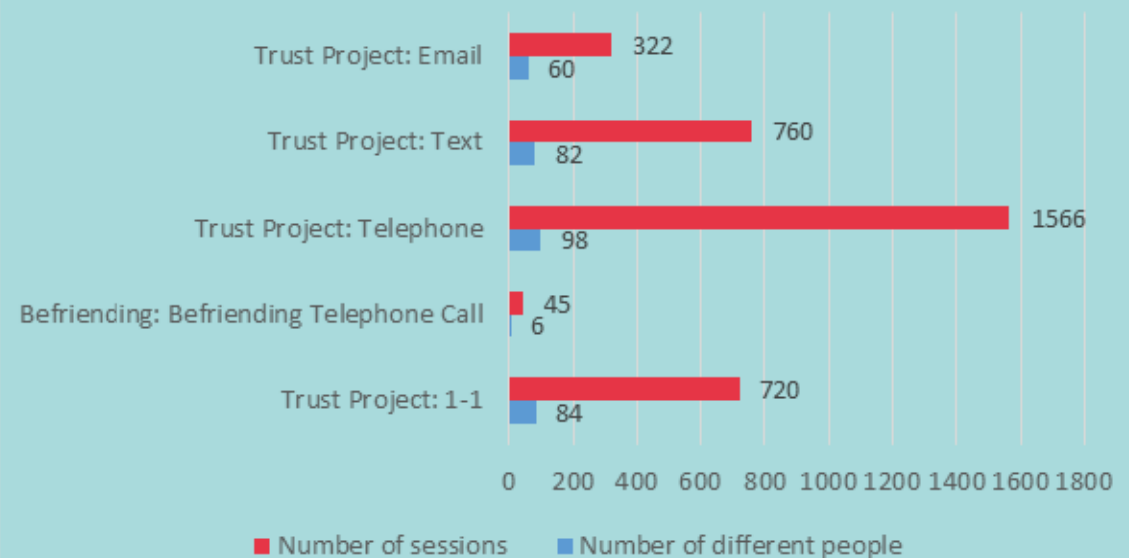
We accepted 104 referrals for people who were in or leaving secondary mental health services before closing our waiting list in the first week of January. During this year 98 people were provided with phone support totalling over 604 hours and 84 people received face to face support for a total of over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



Nottinghamshire Healthcare NHS Foundation Trust

“[it’s] helpful to have someone checking in on me. I don’t feel so alone.”

Support Provided



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.

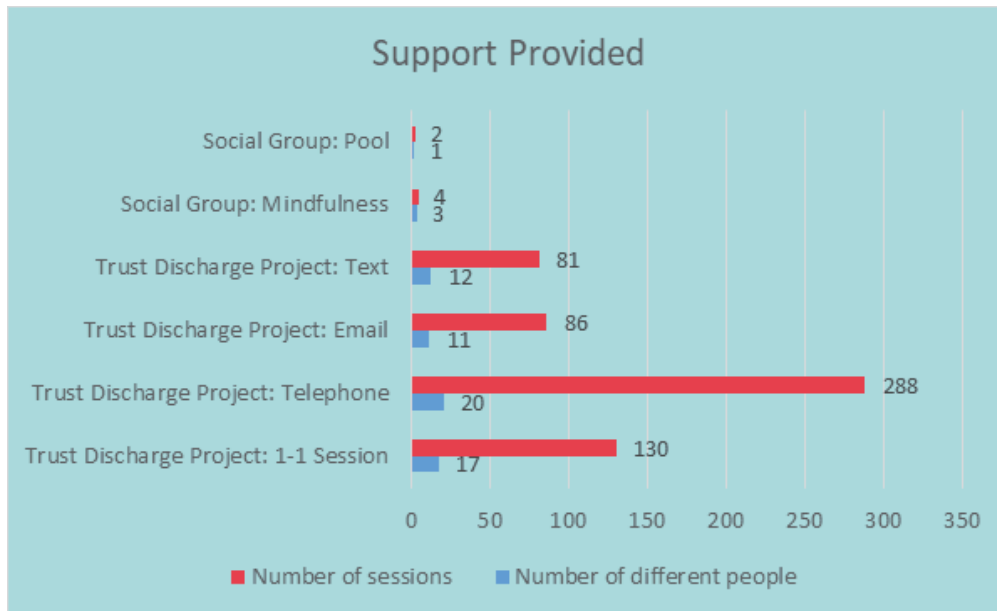
James commented about the support he receives from Improving Lives as *“helpful to have someone checking in on me. I don’t feel so alone”*.



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."





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.



“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 'stropmy 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.



“ 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.



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:



.....
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.

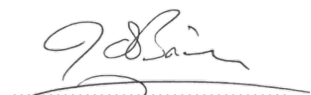
Independent examiner's statement

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.



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

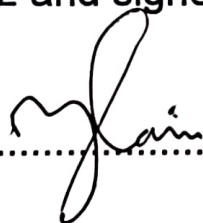
For the financial year ending 28 February 2022 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

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:



.....

Dr Michael (Mike) Harris
Trustee

Notes to the Financial Statements for the Year Ended 28 February 2022

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.

Notes to the Financial Statements for the Year Ended 28 February 2022

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.

Notes to the Financial Statements for the Year Ended 28 February 2022

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).

