



# Improving Lives

*Supporting people experiencing multiple disadvantage*

Trustees Annual Report March 2023 - 2024

Improving Lives is a trading name of Improving Lives Notts Ltd

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## Foreword by Chair of Trustees

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

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

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

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

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

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

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

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

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

Mike Harris, Chair of Trustees

# Organisational Structure

## Improving Lives

Trustees who served during the financial year

March 23 - February 24

Dr Mike Harris - Chair of the Board

Ben Staples

Ola Junaid

Ruth Ashburner – Treasurer

Glyn Jones (resigned October 2023)

Laura Pinkney (resigned December 2023)

Sue Kernahan

Ruth Hawkins

Kayleigh Brown (appointed April 2024)

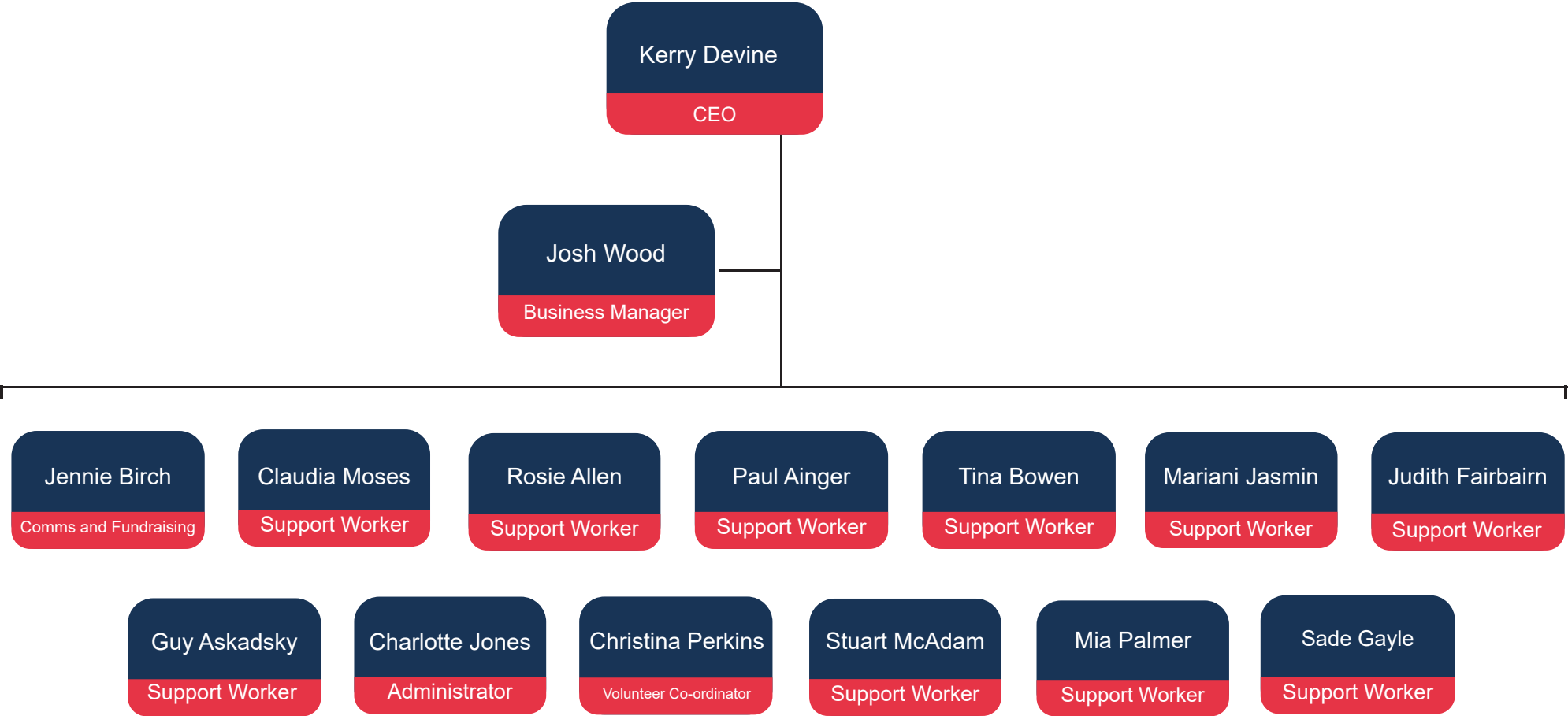
The directors of the company are known as charity trustees for the purposes of charity law. They give their time voluntarily and receive no benefits. In order to maintain a broad diversity of skills when a trustee wishes to retire, new members will be recruited according to the skills gap. There are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

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

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



# Organisational Structure



## Foreword by Kerry Devine, CEO

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

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



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

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

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

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

# The Team

**Kerry Devine** (f/t CEO)

**Josh Wood** (f/t Business Manager)

**Paul Ainger** (f/t Support Worker)

**Guy Askadsky** (p/t Support Worker for J Care Project)

**Jennie Birch** (p/t Fundraising and Communications Officer)

**Claudia Moses** (p/t Support Worker)

**Judith Fairbairn** (f/t Support Worker for J Care Project)

**Rosie Allen** (p/t Support Worker)

**Mariani Jasmin** (p/t Support Worker)

**Tina Bowen** (f/t Support Worker)

**Charlotte Jones** (p/t Administrator)

**Stuart McAdam** (f/t Support Worker for J Care Project)

**Christina Perkins** (p/t Volunteer Co-ordinator)

**Aderemi Ogunsemore** (f/t Support Worker until January 2024)

**Sade Gayle** (f/t Support Worker from July 2023)

**Mihaela Palmer** (p/t Support Worker from July 2023)

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



# The Support We Provide

## Emotional Support

A place to 'offload', 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, Dentist, mental health services and hospital appointments; accessing housing providers and the Job Centre; attending Social Care assessments; accessing an Occupational Therapist; and applying for care packages.



## Advocacy Support

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



## Benefit and debt issues

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



## Cost of living issues

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





## Meeting basic living needs and promoting independence

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



## Accessing 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 can include contacting the Police or a beneficiary's MP.



## Digital Support

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



## Housing and Home Safety Issues

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



## What We Do

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

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

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

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

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

-Access to technology to develop skills and reduce energy consumption

## Our Achievements

478 people have received support

2798 face to face meetings with support workers

4345 phone calls with people

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

123 different people have attended social groups

Maximised income to a total of £66,538

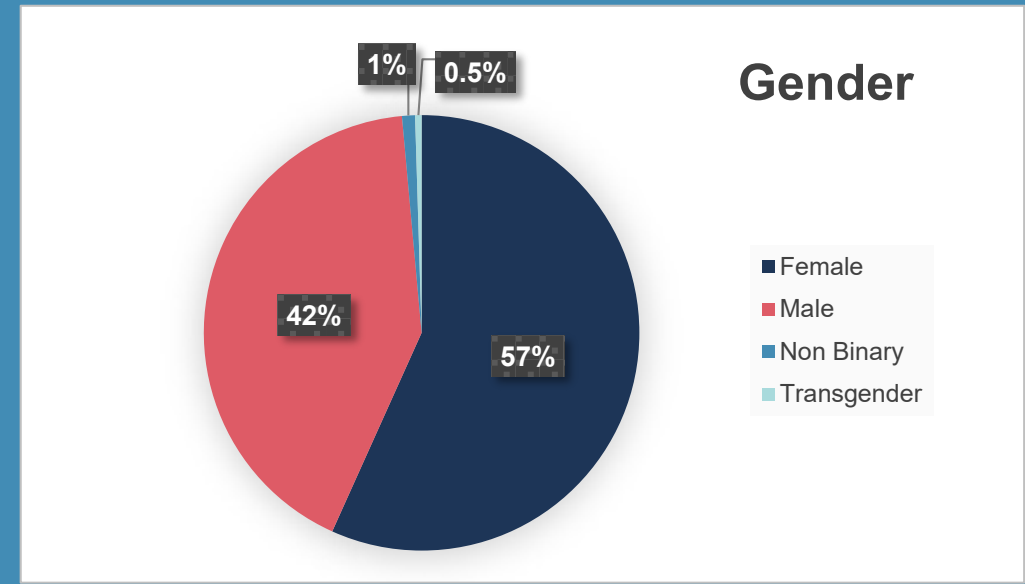
Support provided to attend a wide range of health appointments including 36 people to 94 GP appointments, 30 people to 54 hospital appointments, 24 people to 35 mental health appointments

# Who Benefited from our Service

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

We are also very conscious of a range of health inequalities that the people we support face, which intersect with their mental health issues. Most inequalities in health outcomes, such as life expectancy and years lived in good health are

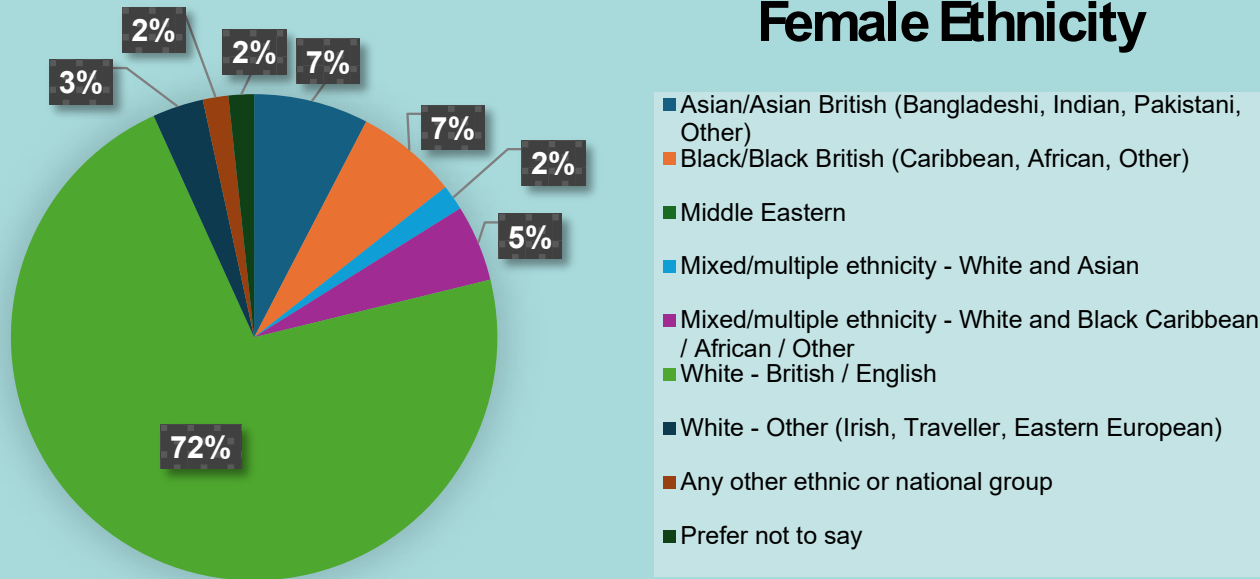
related to the wider social determinants of health i.e. income, education, employment, housing, environmental factors like pollution, access to green spaces and digital exclusion. Poor outcomes are often exacerbated for people from ethnically diverse communities who are disproportionately affected by these factors. We are using the Race Health Inequalities Maturity Matrix assessment tool which is helping us to improve our cultural competence and responsiveness and address structures and processes that can exacerbate inequalities.



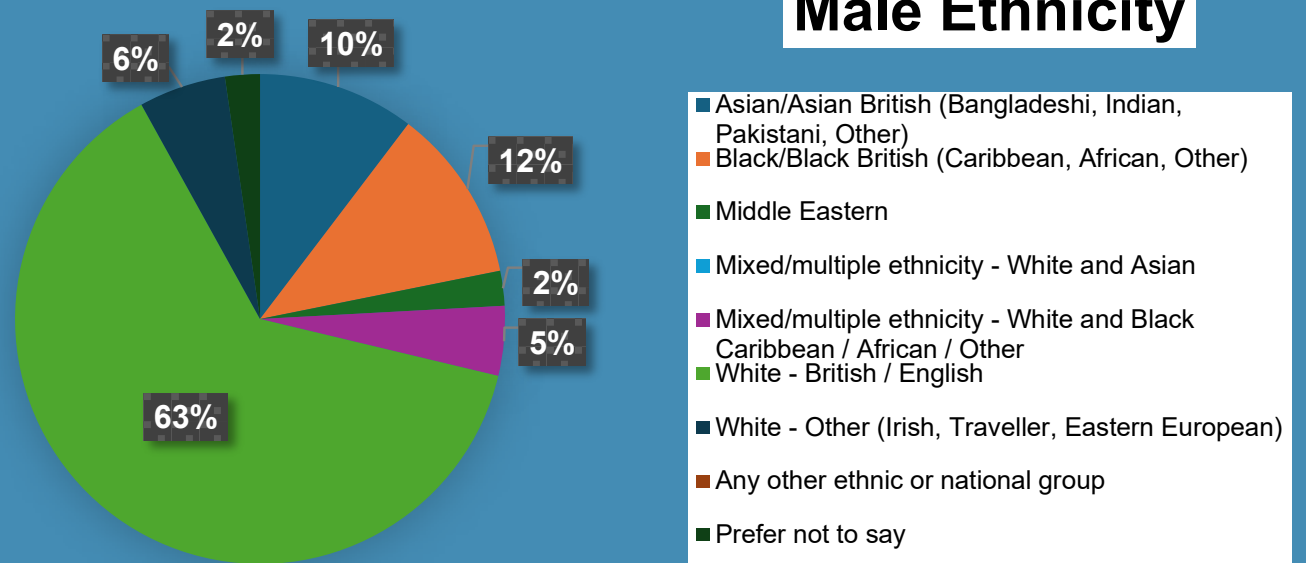
In the last year 100% of the people referred to the service had mental health problems alongside a combination of other issues: 30% of people had experienced domestic abuse, 38% housing issues, 33% had physical health issues, 21% had alcohol or substance misuse problems, 15% identified having debt problems,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

# Who Benefited from our Service Cont.

## Female Ethnicity



## Male Ethnicity







# Partnership Working

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

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

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

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

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

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

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



# Partnership Working Cont.

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

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

# MHR









# Cost of Living Project

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

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

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

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

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

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

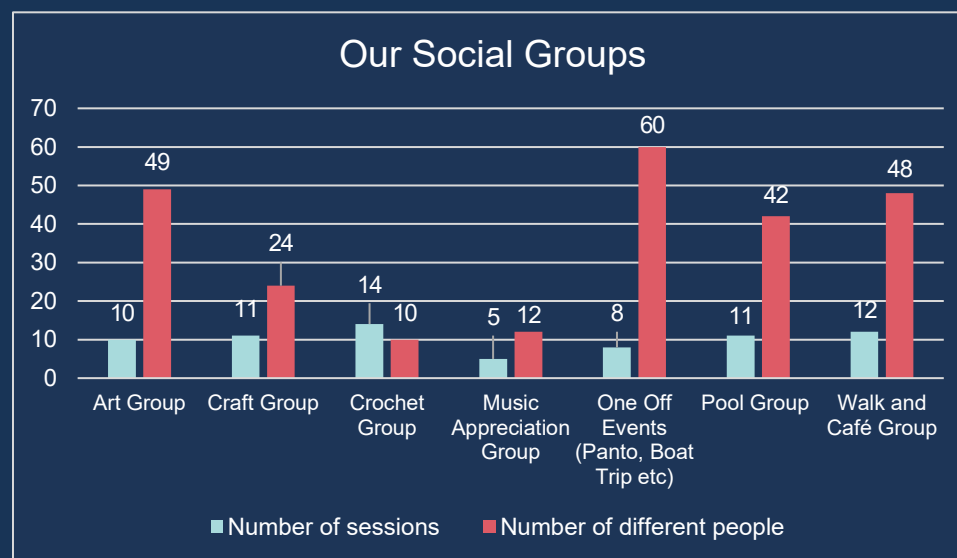
# Groups

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

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



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









# Volunteer Befriending

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

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

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

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

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

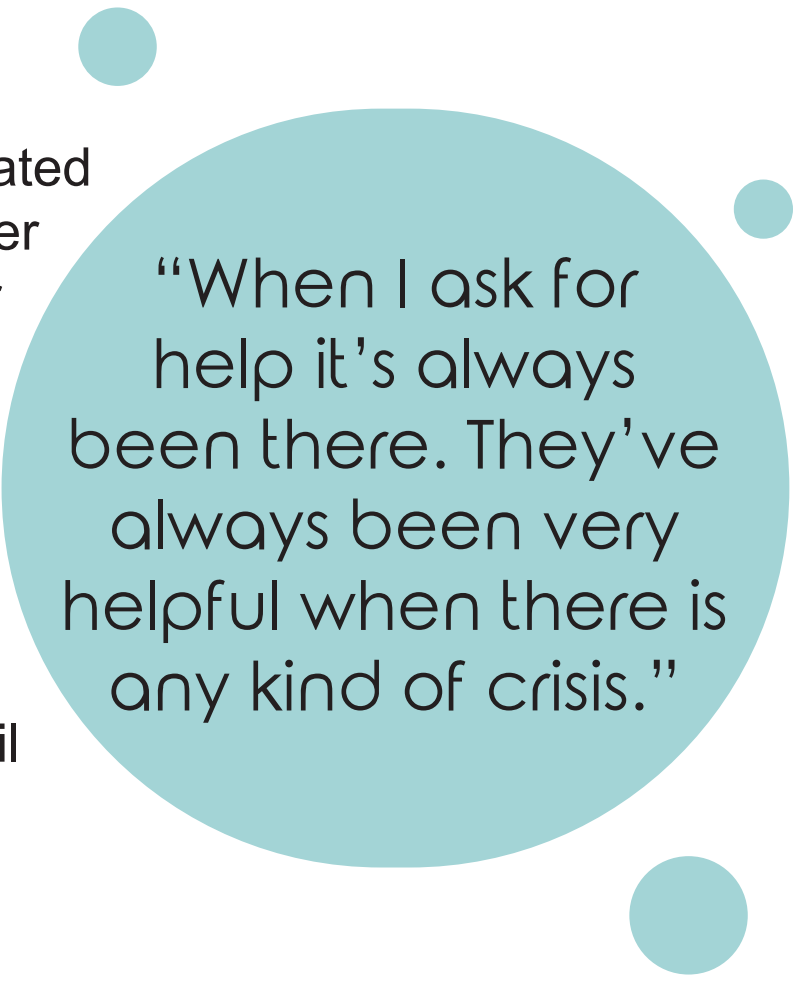




# Safety Net Support

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

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



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

# Your Journey

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

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

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



# Rachael's Story: Overcoming Adversity and Embracing Independence

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

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

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

\*name has been changed.

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

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

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

including a wheelchair for accessing the community, and a wheeled stool for moving around the home.

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



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

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

of care from Autistic Nottingham.

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

**Looking to the Future:** By tailoring support to Rachael's unique needs and circumstances, she now feels able to look forward to the future, and to pursue her interests and aspirations. Rachael is a university

graduate. Now, having built up her self-confidence and being better able to manage physical health needs, she's exploring college courses and taking up new hobbies that align with her passions in life as well as her abilities, and her wish to be able to give back to others in the community.

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



## Trust Project

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

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

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



## Nottinghamshire Healthcare NHS Foundation Trust



# Case Study: Andy

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

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

I was willing to give things one more chance but had an attitude of I will believe it when I see it. I have mostly been labelled as aggressive, so people have said they don't want to deal with me, but this is the way I have had to be to survive. Things started to change when I met my Support Worker as she would listen to me and was able to see it for what it is. She would understand things from my point of view and didn't treat me like someone with an attitude or aggressive problem. My support worker was the first person to come into

my life and do what she said she would do. This has included organizing my flat to be deep cleaned and arranging support to help me maintain it; supporting me to address my health issues and attend appointments including being referred to a dietician, because I'm struggling to eat, and for hearing aids. She would walk Viper with me giving me chance to talk about things. This has increased my confidence and helped me express myself better to the point of recognizing I deserve better health care than I had been receiving and was able to voice this in a letter of complaint to my surgery.

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



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

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

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

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



# Improving safety at home: including case studies

There is a variety of options available to improve safety within the home.

Many are free or low cost for people aged over 60, or who are experiencing long term physical or mental health difficulties.

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

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

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

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

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

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

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



# Your Own Journey - Case Study

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

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

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

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

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



## Counselling Service



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





# Our Funding

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

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

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

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

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

**Thomas Farr:** Funding for our cost of living project.

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

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

# Future Plans

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

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



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

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



# Trustee Involvement

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

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

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

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

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



### The Reserves Policy

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

Our full Reserves Policy can be found at [www.improvinglivesnotts.org.uk/policies](http://www.improvinglivesnotts.org.uk/policies).

### Public Benefit

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

### Custodian Trusteeship

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



# Trustees' Report

## Statement of Trustees' Responsibilities

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

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

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

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

### **Small companies provision statement**

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

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



Dr Michael Harris  
Trustee



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

## Independent examiner's report to the trustees of Improving Lives Notts Ltd ('the Company')

I report to the charity trustees on my examination of the accounts of the company for the year ended 29 February 2024.

### Responsibilities and basis of report

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

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

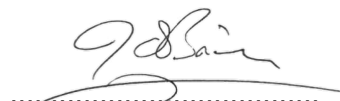
### Independent examiner's statement

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

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

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

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



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

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

Date: 08/07/24



# Statement of Financial Activities for the Year Ended 29 February 2024

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

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

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

# Statement of Financial Activities for the Year Ended 29 February 2024

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

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

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

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

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



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

Directors' responsibilities:

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

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

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



.....  
Dr Michael Harris  
Trustee

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

## 1. Accounting policies

### **Summary of significant accounting policies and key accounting estimates**

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

### **Statement of compliance**

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

### **Basis of preparation**

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

### **Going concern**

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

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

### **Exemption from preparing a cash flow statement**

Under the exemption available to smaller charities the Board of Trustees has chosen not to include a Statement of Cash Flows within the financial statements.

### **Income and endowments**

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

### **Donations and legacies**

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

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

### Expenditure

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

### Charitable activities

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

### Taxation

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

### Tangible fixed assets

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

### Depreciation and amortisation

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

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

### Trade debtors

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

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

### Cash and cash equivalents

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

### Fund structure

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



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

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

## Pensions and other post retirement obligations

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

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

## 2. Income from donations and legacies

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

## 3. Income from charitable activities

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

## 4. Grants and Donations

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

## 5. Investment Income

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

## 6. Expenditure on charitable activities

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



7. Staff Costs

The aggregate payroll costs were as follows:

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

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

	2024	2023
Average number of employees	16	16

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

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

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

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

## 8. Tangible fixed assets

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

## 9. Debtors

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

## 10. Cash and cash equivalents

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

## 11. Creditors: amounts falling due within one year

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

## 12. Charity status

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

## 13. Taxation

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

## 14. Fees payable to independent examiner

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

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

## 15. Trustees remuneration and expenses

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

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



## 16. Related party transactions

There were no related party transactions in the year.

## 17. Analysis of net assets between funds

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

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

## 18. 3rd party funds

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

## 19. Funds

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

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

## 19. Funds cont.

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

Opportunity and Change Project (ESF funding) - supports adults with multiple complex needs to move closer towards work or training.

J Care - to provide support to people connected to the Jewish community in Nottinghamshire.

Two Trees project (Lottery funding) - for those leaving mental health services, to prevent crises readmissions and support long term management of their mental health.

Notts Victim Care - to run a craft group for people who are victims of crime.

J F Mortimer Techmate - funding to provide items to save money on gas and electric bills (e.g. air fryers) for people who use the service.

Lloyds Foundation - contributing to core costs and providing an enhanced package of support including access to training and professional services such as volunteer recruitment and HR.

Trust Project - offering a service to people who are in or leaving secondary mental health services.

Your Own Journey (The Jones 1986) - funding to provide support to people in primary care - 5 referrals over the year.

Art Group (B Treffery & J Oliver) - funding to cover any costs relating to our Art Group.

Salaries (Garfield Weston) - funding to cover core salary costs.

Your Own Journey (Lady Hind) - funding for Your Own Journey Project one-to-one support for people experiencing multiple disadvantage referred from primary care.

Cost of living (Leeds Building Society) - funding to purchase heated throws to help people we support with reducing their bills during the cost-of-living crisis.

Cost of living (Thomas Farr) - funding to purchase energy-efficient equipment to help people we support with reducing their bills during the cost-of-living crisis.



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

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

