



# People Matter IW Executive Report



## November 2021

**Charity Number: 1150937**

**Company Number: 7805451**

**PARES - CQC Rated Good**

**ISO 9001:2015 Certificated**

**Address: 1 and 2 Bernard Way, Newport, Isle of Wight, PO30 5YL**

**Telephone: 01983 241494      Website: [www.peoplesmatteriw.org](http://www.peoplesmatteriw.org)**



**People Matter IW is the Island's User Led Organisation. People Matter IW is here to support the Island's community in having a voice and to ensure that they are heard when there may be planned changes to services that they are provided with. This collating of Service Users' views is varied to ensure that there is opportunity for all members to get their concerns and voices heard.**

**As a User Led organisation People Matter IW is managed by a board of Directors and Trustees all of whom are either Service Users or Carers or have their own disability. This is a major requirement of the '21 ULO design criteria'.**

#### **Directors of People Matter IW:**

**John Roberts**

**John Phillips**

**Jane Lambert**

**Rodger Gray**

**Irene Burkett**

#### **Manager's Report**

I am delighted to say that People Matter IW has, in the last year, continued to grow and develop despite, as we all know, a continued pandemic and us all having to change our lives to adapt to working in a different way both for now and in to the future. As a staff team we have all helped to protect each other, our loved ones and the people we work for and with and represent. We continue to have continued additional safety measures in place to enable us to continue as best we can.

People Matter IW have the following as our shared values:

**People Matter IW: We listen, you decide**

- Led by you the users of local services
- Helps you to obtain person centred services to keep your independence
- A caring professional organisation working to national quality standards for you
- Providing you with relevant, unbiased easy to understand information, guidance and support
- We provide your link to making sure that service users voices are heard where decisions are made

I am proud that, with the support of our Directors and the fantastic staff team, all of whom understand and believe in supporting people with support needs within our community, People Matter IW are the key local organisation in ensuring the users of services are listened to. We have this year an additional Director and are delighted to welcome Irene into the People Matter IW team. Her knowledge, especially around employment law, has helped the team throughout the year and we thank her for that.

We have been successful in supporting consultations led by the Isle of Wight Council ensuring that the user voice is involved at every stage of the process. We also aim to ensure that all organisations will work co-productively in the future to help make the Isle of Wight a better place to live.

Earlier in the year we were successful in being awarded funding for People Matter IW being the Census Support Service for the Island. This involved staff being trained to a high standard for the Office of National Statistics. We were kept on our toes and were very busy. This is testament to People Matter IW working with others involved in the Census and getting the marketing right so that people knew where to access support. We thank all staff who went the extra mile to provide this service on top of their daily duties. We have also received funding from the Baily Thomas Foundation for one year. This will enable us to provide an additional member of staff to support the Learning Disability Partnership Group and give people, with a learning disability, who use services, a bigger say in what happens.

We are looking forward to another productive year supporting people who need a voice.

## **Finance Report**

Income for 2020 – 2021 - £474385.00

Expenditure 2020 – 2021 – £428794.00

Full accounts for viewing are on the Companies House and Charity Commission Website.

## **Terri Baker – Manager – People Matter IW**

### **Groups and Membership report**

People Matter IW is a membership organisation with over 240 individual members. We presently work with a number of mainly user-led groups for a wide range of Island residents with differing support needs. Most of the Groups traditionally operate in a similar fashion as People Matter IW actively promotes self-advocacy, peer advocacy and group advocacy although Covid-19 had a negative impact on our face-to-face meetings during much of 2020 and most of 2021. Despite this we have managed to regularly stay in touch with all of our members, mainly via e mail or by phone and also, most importantly, by posting information out to all of those who do not use a computer.

The various forums we work with include groups for people with Learning Disabilities, Autistic Spectrum Disorders, Older People, Carers, Long Term Conditions and Parents Voice IW. Under normal circumstances this involves a variety of People Matter IW staff and volunteers in about 100 meetings a year across the full range of groups. In a number of instances, we would normally provide a comprehensive and professional administrative support, follow-up and minute taking service also chasing-up and dealing with various 'action points' between meetings. During the various lockdowns we dealt with all such issues, as best we could, but now, fortunately, we are able to engage with our Groups and provide that much sought after personal, one-to-one contact.

We are always looking to see how we might help either existing groups or new groups and are keen to hold discussions with other user-led groups which we may be able to assist in the future. In previous years we have also hosted one-off 'focus groups' or 'task and finish' groups, on behalf of other organisations, such as the Isle of Wight Council or Isle of Wight Clinical Commissioning Group, for specific projects or purposes. These have always been well received by the members and

will, again, in the future, remain worthwhile avenues of ideas sharing, consultation and co-production.

Social Care and Health professionals are always invited along to most of our user group meetings, when they occur, where they can be held to account, in person, by our members and, most importantly, the people who use the services. The various professionals assist, where possible, with providing information and guidance on behalf of the council and the local NHS and CCG and the members are grateful for their continued presence.

Two-way communication has been maintained, despite Covid-19, and the professionals have been a good and ongoing source of information for our members.

As an organisation, we are mindful that, because of all the changes introduced over recent years, both nationally and locally, in the provision of both health care and social care, there is a real need for much more involvement from the people who use the services. People must be more fully consulted as they have a right to a direct say in any and all changes in service delivery that may affect them both as groups and as individuals. *"Nothing about me without Me"* is a wonderful motto and People Matter IW continue to embrace and assist this process known as *'Person Centred'*.

## **Graham Drudge, Membership, Quality and Communications Officer**

### **Quality Assurance and ISO 9001:2015**



ISO 9001 sets out very detailed criteria for a quality management system. It can be used by any organisation, large or small, regardless of its field of activity. It is important to note that ISO 9001 is a globally recognised standard. This

standard is based on several quality management principles including a strong customer focus, the motivation and implication of top management, the process approach and continual improvement. Using ISO 9001:2015 helps People Matter IW to ensure all of our customers get a consistently good, high quality service.

The Board of Directors of People Matter IW, our Charity Trustees, made the decision to work towards external certification, through the ISO 9001 standard, when the organisation was originally formed in 2011. From that time onwards, as a team of Directors and staff, we have worked very hard on our quality assurance and management systems,

within People Matter IW as an organisation and, particularly, The Independent Living Centre, the higher profile, public facing element of our business. This has involved both volunteers and all the staff in constantly refining our many processes and procedures. Due to the nature of what we do this type of work continues to this day and has also been amplified due to the Covid-19 pandemic over the last 20 months or so.

On the 27<sup>th</sup> November 2015 People Matter IW and The Independent Living Centre attained certification as an ISO 9001:2008 certificated charity and company. It was pointed out to us that this award was recognition of the dedication and the professionalism demonstrated by our Directors, Management, staff and volunteers and, we all feel it marked a coming of age for People Matter IW as an organisation.

Over time, and in order to retain our Certification, we had to fully transition to the more modern ISO 9001:2015 standard. We underwent our first, full external audit, to this standard, in September 2018. The transition work demanded a complete rewrite of our Quality Management Systems manual and reviews of all our processes and, for the first time, introduced a requirement to consider the context of the organisation and the requirements of all of our interested parties. Everything we do needs to be regularly reviewed and internally audited. This is now a regular and ongoing exercise built in to the way we work, think and operate as a business and charity.

Since August 2015, People Matter IW have been externally audited, under ISO 9001, on seven separate occasions.

Our most recent Full, Recertification Audit took place on Wednesday 1<sup>st</sup> and Thursday the 2<sup>nd</sup> September 2021. I am glad to be able to report positive news and confirm that we have once more gained ISO 9001:2015 certification up until September 2022.

**Graham Drudge, Membership, Quality and Communications Officer and ISO 9001:2015 QA Lead**



## **Safe Places Scheme - People Matter IW, Inclusion Outright and Healthwatch IW**

Since Jane Hughes, from 'Making Connections', took over the co-ordination of Safe Places IW at the end of June 2020, our aim was to re-engage with existing locations, increase locations and raise awareness about the scheme. Over lockdown our location numbers dropped due to location closures. Unfortunately, some of these venues have remained closed or are now not open to the public.

This year we have added new locations to our listings. This brings our active locations to a total of 32. We have also designed an Island Website and Facebook page and continue to promote Safe Places IW. All locations receive a welcome letter, link to the information pack on the website, 2 Safe Place window stickers, badges and leaflets. In the last few months we have been sending out Safe Places cards and leaflets to new service users to raise awareness of Safe Places on the Isle of Wight. We have visited all Safe Place locations on the Island in order to meet and greet as well as to check they understand how to operate and to provide new window stickers etc. A group of service users from John's Club will also be undertaking some 'mystery shopper' visits shortly.

This financial support has now finished but we are regularly applying for funding to allow it to continue.

## **Autism Inclusion Matters and Sensory Library**



AIM has expanded dramatically over the last year. During that growth we have held on to our core identity and leadership as an entirely Autistic Peoples Organisation. We have kept to our aims and values and reflect regularly on our purpose to ensure that we continue in the right direction. We have 4 autistic members of staff, 2 autistic youth volunteers and are in the recruitment process for more volunteers.

## **Social and support groups**

This year we have received funding from the Children's CCG to run family support groups. These groups are Peer led, meaning that we can provide support to autistic young people, from an autistic perspective, and guidance to their families and Carers. The groups are split between 4-11 years and 11-17 years. The 4-11 years group is often fully booked. The 11-17 year is not so well attended, and we have recently changed the time following feedback which we hope will allow more young people to attend. 84 individuals have attended the 4-11 years group and, since April, 42 people have attended the 11-17 group. On the request of members of AIM we have also received funding for a 'Short Breaks' Dungeons and Dragons group for 13-19-year-olds. The group is for 4-6 people and runs once a week. This has mostly been fully booked since starting in the beginning of October. We run a Women and Girls Neurodiverse group every 4 weeks. In this group autistic women and girls can bring family members with them. This is a very popular group which was originally created using funding from the Tampon Tax and has been carried forward due to its success. Our Monday Adult support and Social group restarted on November 1<sup>st</sup> and is fully booked. We run other small groups based on what people want to do, including 'Zoom' groups.

### **Autism Partnership Board**

This Partnership Board is organised and run by Autistic people with additional support from People Matter IW. We currently have 4 autistic people who are core members and are currently recruiting more. We have continued to meet over 'Teams' during lockdown and are working on the refresh of the Autism Strategy.

### **Sensory Library**

The Sensory Library continues to be a very popular and highly praised service. We now make a portion of our loans out of the support groups, and continue to provide other loans via virtual appointment, then delivery and collection. We have made 34 loans since April 2021.

### **Flexible Peer Support**

We have been able to provide a number of 1:1 and small group sessions, as well as additional support to our social and support groups through a grant from HIWCF. Funding ends in November 2021.

### **Other Projects**

AIM is currently involved in a number of other projects as "experts by experience". We are providing training and advice and consulting with many organisations. We are currently struggling to keep up with demand. We have just become a local fundraising partner with the Co-



op. You can help us by choosing us as your cause when shopping at the Co-op. <https://membership.coop.co.uk/causes/59896>

**Claire Collins, AIM Co-ordinator**

### **The People Matter IW Independent Living Centre**

The Independent Living Centre (ILC) is located on Riverway in Newport. ILC staff offer advice to individuals enabling them to maximise their independence & improve their health & well-being and we support people to maintain their mobility & independence. Staff assist people to find & choose equipment, technology and aids & adaptations to help them live independently and in a safe environment. Staff ensure that Island residents are as well informed as possible about the ILC by publicising what we do when attending external events.

We have an open-door Policy; but we acknowledge that people get a better overall experience when they book to see a member of ILC staff for an Independent Living Skills Assessment (ILSA) during which clients are advised on where they can source equipment.

To book an ILSA appointment please call **01983 241494**

From 1<sup>st</sup> October 2020 to the 30<sup>th</sup> September 2021 5648 people contacted PMIW. On average either by face to face, email, telephone call or letter engaged with 109 people per week.

We are always looking for ways to maximise our income and we have calculated the Social Value of each Independent Living Skills Assessment to be £9.70. This equates to nearly a 10-fold return on every pound invested.

The ILC is open from 10.00 till 16.00 hrs Monday to Thursday & closed on a Friday. However, there is a phone service provided on Fridays from 10.00-13.00

We closed the doors of the ILC on the 25<sup>th</sup> March 2020 and PMIW staff then worked from home. Initially some admin' staff were furloughed for a while. We remodelled the way in which we worked, offering Independent Living Skills assessments over the phone, via email and posted materials to help to support clients who found themselves in a situation they had never experienced before.

We wrote risk assessments, rewrote our policies and processes, sometimes producing three versions of the same flow chart to demonstrate how we could be flexible in our approach and continue to offer a service to clients, especially those who were isolated, frightened and in need of support. This we did by using the telephone and

internet. A challenging time. We are now using version 21 of returning to using the ILC plan. Each time there has been a change in advice from the Government around safe working practice we have updated the plan. Throughout, all staff have been involved and consulted.

**Cathy Hayes – ILC Manager and ILSA, Sophie Reynolds – Administrator/Receptionist, Rebekah Brittan – Administrator and Trainee ILSA**

### **People Matter IW Advocacy**

PMIW Advocacy provides support to individuals by taking positive action to help people get their voice heard and to say what they want to say.

Advocacy helps to secure people's rights, to represent their interests and views and help people to get the type of services they need.

PMIW Advocacy was originally started up on a small grant from the improved Better Care Fund. This funded two PMIW staff - Cathy Hayes and Graham Drudge - to be trained as Advocates under the Care Act 2014. The funding is no longer available to provide Advocacy for free; however, the service has continued and is now chargeable. People can be sent an Advocacy self-referral form via email to complete online or if they prefer a paper copy by ringing the ILC on 01983 241494.

Issue based Advocacy can be provided if the person referred fits the service criteria. If someone is unsure as to whether they would satisfy the criteria Cathy and Graham are always happy to discuss any potential referral with a client.

We have been working in partnership with the South West Advocacy Network (SWAN) supporting clients who require Care Act Advocacy. At present we are working with two clients who require Advocacy support.

**Cathy Hayes and Graham Drudge – PMIW Advocates**

### **Personal Assistant Recruitment and Employment Service (PARES)**



#### **Personal Assistant Recruitment and Employment Service (PARES)**

2021 feels like it has been a year of sorting out and progression for PARES. Once the Covid restrictions allowed we moved forwards with a plan to get our paperwork into digital formats to make processes easier for us, PMIW staff, external partners and agencies using the same system. Working from

home proved that we do not need much paperwork at all for the service to run efficiently. We have embraced Zoom and Teams meetings as a normal method of meeting, although it has been lovely to be able to talk to people face to face again when appropriate.

Following the lockdowns and restrictions the PA's on furlough returned to work as soon as it was viable. Some hours changed as a result of clients reevaluating their needs and support requirements, but we still have many of our original client base. Our PA's have made sure our clients have been reassured and supported and, as always, have gone above and beyond to ensure their safety and welfare.

One of the biggest challenges this year has been the regular Lateral Flow and PCR testing for PARES staff. Testing is three times weekly with results being recorded by PARES. We have weekly check ins from Adult Social Care to report any cases and update on any help that may be needed. The national Capacity Tracker is updated daily with any reported cases of Covid along with Covid and flu vaccination take up. All PARES staff have had the Covid vaccinations with those in the most eligible groups starting to take the booster. We continue to monitor the correct use of PPE and infection prevention and control measures. The cases of Covid for PARES continue to remain low. This is a testament to the PA's who continue to follow the procedures put in place to protect their clients and themselves.

Training continues to be a priority and after only being able to access online training for over a year we now have all practical, face-to-face training such as First Aid, Moving and Handling and Medication in Care booked for the months ahead.

As we know the care sector in general is struggling to recruit at present and this has a knock-on effect in sourcing care and support locally and nationally. PARES has a pretty constant stream of new people wanting to use the service but not always enough PA's to fill the positions. Early in 2022 we are looking to invest time, as a team, in advertising and networking aimed at recruitment.

Advertising continues through the normal routes e.g. directly to PA's, website and Job Search and Facebook. We have added new policies and updates to existing policies. Additional competency checks, and risk assessments were introduced to ensure standards are consistently met.

New procedures for CQC inspections have been communicated and we receive monthly emails updates to show they are monitoring us.

In the month September to October we provided 675 hours of support to our service users (which is a 39% increase on the same time last year). Support packages range from 2-25 hours weekly.

Breakdown of funding sources:

6x Personal Budget – local Authority

2 x Continuing Healthcare Budget

6 x Self-Funding

1 x Another source

Some clients use a combination of sources

As always, our PARES PA's have shown commitment, flexibility and the ability to adapt to changing times, with their clients, to ensure that their life choices, wellbeing and safety are at the top of the list. A big thank you to all of them.

**Carla Evemy – PARES Officer and Alex Crilly – PARES Administrator**

### **Support for Parents Voice IW**



Parents Voice IW have had a productive year so far and are getting increasingly busy and involved in lots of projects as the community opens up again. There is still work to do to get back to Pre-Covid levels and we are gently encouraging people to come and join us for coffee mornings and outside meetings.

We have successfully applied to the Charity Commission and are now a registered charity. In the next couple of years, we hope, this means we have more funding opportunities and can broaden our reach to parent carers across the island.

The Hampshire and Isle of Wight CCG have found some funding for us and we are working more closely than ever with Catherine Barnard and her team who are ensuring that service users, parent carers and young people are at the heart of all the new initiatives they are developing. We are really pleased with how our involvement is valued and this shows a real improvement to past years.

We are working closely with the Islands SEN team who have also had some changes to processes around EHCP's. Again, Parents Voice IW were included in the discussions and developments of these changes and they appear to have been a success. There is now an EHCP Hub,

an online system for applying for and going through the process of getting an EHCP (Education Health and Care Plan).

We will be having a Christmas party for the children this year where we will officially announce that we are now a charity. We are feeling really enthused by all the work that we are being given and the conversations that we are being invited to have.

## **Joanne Lawlor – Parents Voice IW Participation Co-ordinator**

### **Team Around the Person – TAP**



The TAP team receive referrals from The Help Through Crisis team and are for those clients, with a physical or mental health issue, who have

found themselves in a crisis situation, causing food / fuel poverty. As part of the criteria, the applicants referred to TAP, should not have other support that may duplicate TAP.

TAP assists those clients to address immediate issues, to prevent further deterioration of their situation. TAP also coordinates other services that a client has been referred to. We also refer to other services, should the client agree. We enable them to navigate complex systems and processes more effectively.

The TAP team have managed to continue assisting throughout the lockdown of Covid 19. I think it surprised us how much can be done, and how much has been achieved by remote working. At this time the majority of clients were supported via telephone contact, text, email and letters. Obviously, there were those that required face to face contact and this was achieved, adhering to Covid restrictions.

We now receive referrals from applicants that have previously led a comfortable lifestyle, but loss of job, in some cases, loss of home, price increases to food and fuel, have resulted in these people requiring assistance. Some have never been in this position previously, so have no knowledge of Welfare Benefit entitlement and how to apply and also, no knowledge of other organisations that can assist. Most find the systems completely overwhelming and confusing.

The number of referrals vary. Each referral though generally has multiple issues to address and so clients are usually assisted for some time.

The majority of applicants have financial issues including debt.

We do our best to maximise income by undertaking Welfare Benefit checks. Some meet the criteria to apply for Personal Independence Payment or similar and limited capability for work through Universal Credit. If successful, it can boost income and enable client to manage their income and expenditure. Unfortunately, both of these applications take, anything from 5 months plus, to achieve outcome, so it is not a quick fix.

We also address other areas of their lives that they may wish to improve. We refer to appropriate organisations, for example, mental health services, primary and secondary health services. These, too, also have very long waiting times.

**To illustrate TAP involvement, here is an example:**

- I am assisting single person in private rented accommodation, he has work related back injury, no longer able to work.
- Client has no IT experience/ knowledge and has difficulty with application forms etc, due to being dyslexic.
- Is in receipt of UC including some housing costs. He has historic debts for IW Council, which is deducted from Universal Credits, also advance payments are being deducted. Although these deductions have been challenged and some reduced, significant amount is still deducted.
- Client also has travel costs to hospital, due to health issue, which are reimbursed, but this takes time.

When outgoings are paid, client has little money left each month. Personal Independence Payments and Limited Capability for work application were completed in June, client is still awaiting assessments for both. We contact both depts, on regular basis to advice of situation, but continue to wait. Client, therefore relies on monthly food bank vouchers, which has been allowed to continue, long term, due to circumstances. This client is aware that his income could increase in the future, he also has a legal case in motion due to work related back injury. However, because all these things take so much time, he is struggling in the here and now. TAP continues to network with Citizens Advice, Footprint Trust, Food Bank and Age UKIW and other organisations as required.

**Toni Flint, TAP Co-ordinator**

## **Improved Better Care Fund – Living Well Programme**



### **Brokerage Support Service**

As reported last year, the Brokerage service is now very much phone-based and we rarely see any clients face to face.

Referral numbers, since last November, have increased hugely. Unfortunately, alongside this, numbers of active PAs on the PA Noticeboard have decreased.

Care agencies are also experiencing difficulty in finding care staff. This means the Brokerage team have been finding it increasingly difficult to source the support our clients need. Between November 2020 and October 2021 Brokerage received almost 600 referrals, 46% of which were referred by Adult Social Care; during the same period the previous year there were just under 400, with 28% coming from Adult Social Care. The team have worked very hard to respond to all these requests for help but we currently have a waiting time of around a month. We continue to work closely with colleagues at Age UKIW to provide broad support as part of the Living Well project.

Despite the current difficulties in the care sector, over the last year the Brokerage team has supported 144 clients to find a package of care and has provided information, advice and guidance to many more. Feedback from clients remains positive and the project continues to have an important role to play in supporting the more vulnerable members of our community. Funding for the future of the project is currently under consideration by the Isle of Wight Council and it is hoped that People Matter IW can go on providing this support into the future.

**Brokerage Support Co-Ordinator – Alison Ings, Andrew Milford-Wood/ Lea Fairclough – Brokerage Support Officers**

### **Learning Disabilities Housing Support Officer**

For much of the last year, supported living facilities have been closed to new residents because of the Covid-19 pandemic. This led to the LD Housing Support Officer being furloughed for much of the year. Things have opened up since the early summer, however, and we now have a new LDHSO in place, Kate Hopkins. Kate has been working closely with the social work team at the Isle of Wight Council as well as with



organisations such as 'Shared Lives' and other housing providers. Over the last few months there have been around 30 referrals, and the LDHSO has found new accommodation for 6 clients with 5 pending being finalised. Generally, the LDHSO is providing support over the phone rather than in a face-to-face meeting. This arrangement is flexible, however, and if a client's needs dictate that a meeting should be face-to-face, the LDHSO will attend in person.

### **Learning Disability Housing Support officer – Kate Hopkins**

#### **Short Term Intervention Project/ Dementia Day Care Project**



We have worked with Carers IW to provide up to 24 hours of support for Carers who were struggling and who needed a bit of additional support to help stop them going into crisis.

This entailed putting an advertisement onto the council's Personal Assistant Noticeboard to source Personal Assistants who were able to provide the support. We introduced the parties and the support was carried out. This could include: sitting with the cared for person so that the carer could shop, go out or have some space to helping with gardening or day-to-day things that the Carers are struggling with.

We received over 70 referrals for this support. We supported Carers IW to get feedback on the service from those who had benefitted from getting the support and assisted with a report on the findings.

This process was then extended to support Carers to access Dementia Training with PAs being sourced to stay at home with the Cared for person so that the Carer could attend training. This was also successful. This funding has now finished.

### **Emma Simmons and Lea Fairclough – STIP Co-ordinators**

**census2021** Census 2021 proved to be quite a challenging experience but also strangely enjoyable and we are really pleased that People Matter IW was able to be a part of it both for our own members and the wider Island community. Our efforts, assisting local people, publicised heavily in advance, from February onwards, in all local media outlets, via social media and through multiple local charities and voluntary organisations, proved more than worthwhile. This was borne out by the fact we were the busiest GTF Support Centre in the country as of May 6<sup>th</sup>. (Source: GTF Census Regional Manager).



In total we had 574 enquiries from members of the public and, very positively, 110 of these resulted in successful completions of Census returns.

Whilst accepting that, quite naturally, we were always more likely to be hearing about people's negative experiences and reactions to Census 2021, as opposed to their positive feedback, the most frequent comment received, by the Census Support Advisors at People Matter IW, was that Census 2021 was so cold and impersonal.

The attempt to take the project online de-personalized it and the face-to-face, human contact, from previous Censuses, had, in the main, been removed completely. Older people, and people with disabilities in particular do not appreciate this style of approach at all as they really do like to know exactly who they are dealing with and get clear answers to their questions, clear instructions and sound advice in person. Locally there was a very real danger that, if it was not for our Support Centre, the people who got in touch with us could not and would not have engaged with Census 2021.

Rightly or wrongly we publicised the service very widely. Whilst this did have the extremely positive effect of letting people who needed us know that they could ring us for assistance it also attracted numerous other types of calls, from the general public, with a wide range of questions, complaints and queries. This was something that we were never really expecting, set-up to do or to be dealing with. However, we stuck with it and persisted with our efforts on behalf of the Island residents. We did get to see the results of our influence and our endeavours through an improvised and informal reporting process that we suggested then introduced and put in place here on the Island. This enabled us to keep an anonymous log of all the various types of enquiries that came to us and, at the time it also gave us an audit trail as to when everything was passed on from People Matter IW and to whom.

In conclusion: becoming involved in Census 2021, through The Good Things Foundation, gave us a very clear focus in a difficult time for many. It was absolutely the right thing for People Matter IW to do as an organisation that speaks up for and advocates on behalf of the people of the Isle of Wight and the staff involved did so positively and cheerfully.

Operating a Census Support Centre, for Census 2021, positively increased our profile within the local community and we received nothing but praise for our efforts on behalf of residents who could not

navigate the system for themselves. This, of course, sits perfectly with our ethos. Throughout the exercise we did our very best both for the Census itself and, just as importantly, for those local residents who contacted us and made use of the responsive, quality service we offered. We are very pleased to have been a small but definitely highly effective part of Census 2021.

**Graham Drudge, Membership, Quality and Communications Officer**

**Thank you for reading our 2021 Executive Report  
and for your continued support.**

**The People Matter IW team and Directors.**

Company number: 07805451

Charity number: 1150937

PEOPLE MATTER (IW)  
(A COMPANY LIMITED BY GUARANTEE)

ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2021

PEOPLE MATTER (IW) (A COMPANY LIMITED BY GUARANTEE)

ACCOUNTS

for the year ended 31 March 2021

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LEGAL AND ADMINISTRATIVE INFORMATION

for the year ended 31 March 2021

Directors/Trustees      S R Gray  
                                 J H Lambert  
                                 J D Roberts  
                                 J Phillips  
                                 I Burkett

The Registered Office:    Independant Living Centre  
                                 1 and 2 Bernard Way  
                                 Riverway  
                                 Isle of Wight  
                                 PO30 5YL

Company Number:        07805451

Charity Number:         1150937

Independent Examiner:   A H Cross & Co Limited  
                                 Chartered Certified Accountants  
                                 16 Quay Street  
                                 Newport  
                                 Isle of Wight  
                                 PO30 5BG

Bankers:                 Lloyds Bank plc  
                                 22 St Thomas Square  
                                 Newport  
                                 Isle of Wight  
                                 PO30 1SQ

DIRECTORS' REPORT

for the year ended 31 March 2021

The directors present their report and the accounts for the period ended 31 March 2021.

The accounts have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with applicable law and the requirements of the Statement of Recommended Practice, "Accounting and Reporting by Charities" (SORP 2005) issued by the Charity Commission for England and Wales (revised in June 2008) and are in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008).

Structure Governance and Management

The company was incorporated as a company limited by guarantee on 11 October 2011 and is registered with the Charity Commission number 1150937.

The appointment of trustees is carried out by method of election by the trustees of the company.

Objects and Activities

Objects

The objects of the company shall be to give relief to those in need by reason of, in particular but not exclusively, the elderly and those with physical mental disability or developmental impairment; in particular by enhancing the everyday lives of beneficiaries and their carers, on the Isle of Wight by any means, including:

- i) delivering a range of high quality (personalised) services, projects and programmes which can facilitate independent living, health and well-being by information and sign posting to all the available organisations which offer help and support
- ii) working in partnership with a range of stakeholders
- iii) actively involving and engaging with beneficiaries and their carers
- iv) building collective approaches to strengthening a strong representative user voice
- v) shaping and influencing strategy, policy and practice of existing legislation and raising awareness of disability issues by delivering disability equality training and assisting organisations to meet their obligations under the disability equality act 2010 and subsequent related legislation.

DIRECTORS' REPORT

for the year ended 31 March 2021

Activities

People Matter IW is a User Led Organisation with a strong ethos of partnership working. We define ourselves as supporting any adult with support needs and the carers of those who support them.

We are a membership organisation and develop, facilitate and support local User Led Groups.

People Matter IW also has developed an Independent Living Centre which is a demonstration site so that people can stay at home with the help of aids as long as possible and provides information and advice and assessment on where to access aids to help them.

In addition to the Centre we have multiple projects which support, Personal Assistants (PARES), people needing to find Care and Support in the Community in a Brokerage Support Service (Living Well), support for people with Learning Disability to live in the best place for them, and action plans for people in crisis for people with disabilities (Team Around the Person) as well as training opportunities for self employed Personal Assistant and Employers who employ Personal Assistants and supporting people coming out of hospital with short term support.

Financial Review

The financial statements are set out on pages 6 to 10 and show the state of the company's finances at 31 March 2021. The Statement of Financial Activities show a net surplus for the year of £208,328.00

STATEMENT OF DIRECTORS' RESPONSIBILITIES

for the year ended 31 March 2021

The Charities Act and the Companies Act require the board of trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity as at the end of the financial year and of the surplus or deficit of the charity. In preparing those financial statements the board is required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charity will continue in business; and
- state whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departure disclosed and explained in the financial statements.

The trustees are also responsible for maintaining adequate accounting records which disclose with reasonable accuracy at any time the financial position of the charity and which are sufficient to show and explain the charity's transactions and enable them to ensure that the financial statements comply with the Companies Act 2006 and comply with regulations under the Charities Act. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are also responsible for the contents of the Trustees' Report, and the responsibility of the Independent Examiner in relation to the Trustees' Report is limited to examining the report and ensuring, on the face of the report, there are no inconsistencies with the figures disclosed in the financial statements.

Method of preparation of accounts

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

On behalf of the Directors

.....  


Date :



INDEPENDENT EXAMINERS REPORT

for the year ended 31 March 2021

We report on the accounts of the company for the year ended 31 March 2021 which are set out on pages 6 to 10.

Respective Responsibilities of trustees and examiner

The trustees (who are also directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(1) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. Having satisfied ourselves that the charity is not subject to an audit under company law and is eligible for independent examination, it is our responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down by the General Directions given by the Charity Commissioners under section 145(5) (b) of the 2011 Act; and
- to state whether particular matters have come to our attention.

Basis of Independent Examiner's Report

Our examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set in the statement below.

Independent Examiner's Statement

In connection with our examination, no matter has come to our attention:

(1) which gives us reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare accounts which accord with accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

(2) to which, in our opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

A H Cross & Co limited  
Chartered Certified Accountants  
16 Quay Street  
Newport  
Isle of Wight  
PO30 5BG

Date :

PEOPLE MATTER (IW) (A COMPANY LIMITED BY GUARANTEE)

STATEMENT OF FINANCIAL ACTIVITIES

for the year ended 31 March 2021

	<u>Unrestricted</u> <u>Funds</u> £	<u>Restricted</u> <u>Funds</u> £	<u>Total</u> £
INCOMING RESOURCES			
Incoming resources from charitable activities	435,735	38,650	474,385
Investment income	-	-	-
Total incoming resources	<u>435,735</u>	<u>38,650</u>	<u>474,385</u>
COSTS OF GENERATING FUNDS			
Cost of charitable activities	413,043	15,751	428,794
Total resources expended	<u>413,043</u>	<u>15,751</u>	<u>428,794</u>
Net incoming resources	22,692	22,899	45,591
Gross transfers between funds	-	-	-
Other recognised gains/losses	-	-	-
Net movement in funds	<u>22,692</u>	<u>22,899</u>	<u>45,591</u>
Total funds brought forward	131,860	30,877	162,737
Total funds carried forward	£ <u>154,552</u>	£ <u>53,776</u>	£ <u>208,328</u>

All activities derive from continuing operations.

PEOPLE MATTER (IW) (A COMPANY LIMITED BY GUARANTEE)

BALANCE SHEET

at 31 March 2021

	<u>Notes</u>	<u>At 31 March</u> <u>2021</u> £
FIXED ASSETS		
Tangible assets	5	<u>2,722</u>
CURRENT ASSETS		
Sundry debtors	6	16,224
Cash at bank and in hand		<u>204,327</u>
		220,551
CREDITORS:- Amounts falling due within one year	7	<u>14,945</u>
NET CURRENT ASSETS		<u>205,606</u>
NET ASSETS		£ <u>208,328</u>
THE FUNDS OF THE CHARITY		
Restricted funds	8	53,776
Unrestricted funds	8	<u>154,552</u>
		£ <u>208,328</u>

The directors are satisfied that the company is entitled to exemption from the requirement to obtain an audit under section 477 of the Companies Act 2006 and that members have not required the company to obtain an audit in accordance with section 476 of the Act. However, in accordance with section 145 of the Charities Act 2011, the accounts have been examined by an Independent Examiner whose report appears on page 5.

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

The accounts have been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008).

.....  
Director

Date :

NOTES TO THE ACCOUNTS

for the year ended 31 March 2021

1 ACCOUNTING POLICIES

Basis of Preparation

The financial statements have been prepared in accordance with the Financial Reporting Standard for Smaller Entities (FRSSE) effective April 2008, and all other applicable accounting standards, as modified by the Statement of recommended Practice for Accounting and Reporting issued by the Charity Commissioners for England and Wales (revised June 2008) (the SORP). The accounts have been drawn up in accordance with the provisions of the Charities (Accounts and Reports) Regulations 2008 and the Companies Act 2006 and include the results of the charity's operations which are described in the Trustees' Report, all of which are continuing.

Accounting Convention

These accounts have been prepared under the historical cost convention and in accordance with the Financial Reporting Standards for Smaller Entities (effective April 2008).

Incoming Resources

Incoming resources represents the total amount receivable by the company in the form of rents, local council funding and other generated funds.

Resources Expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all the cost relating to the charity's main activities.

Resources expended include attributable VAT which cannot be recovered.

Fixed Assets and Depreciation

All tangible fixed assets are stated at cost less depreciation. Depreciation has been provided at the following rate in order to write off the assets (less their residual value) over their estimated useful economic lives.

Office equipment	20% reducing balance basis
------------------	----------------------------

Fund Accounting

The charity maintains a general unrestricted fund which represents funds which are expendable at the discretion of the trustees in furtherance of the objects of the charity.

Restricted funds have been provided to the charity for particular purposes, and it is the policy of the board of trustees to carefully monitor the application of those funds in accordance with the restrictions placed upon them.

NOTES TO THE ACCOUNTS

for the year ended 31 March 2021

Taxation

As a registered charity, the company is exempt from income and corporation tax to the extent that the income and gains are applicable to charitable purposes only. Value Added Tax is not recoverable by the company, and therefore included in the relevant costs in the Statement of Financial Activities.

2 WINDING UP OR DISSOLUTION OF THE CHARITY

If upon winding up or dissolution of the charity there remain any assets, after the satisfaction of all debts and liabilities, the assets represented by the accumulated fund shall be transferred to some other charitable body or bodies having similar objects to the charity.

3 SURPLUS FOR THE FINANCIAL YEAR

	£
This is stated after crediting:-	
Revenue turnover from ordinary activities	474,385
and after charging:-	
Depreciation of owned fixed assets	680
Independent examiner's fees	1,020

4 STAFF COSTS AND EMOLUMENTS

Gross salaries	338,311
----------------	---------

There were no fees or other remuneration paid to the trustees.

There were no employees with emoluments in excess of £60,000 per annum.

5 TANGIBLE FIXED ASSETS

	<u>Total</u>
<u>Cost</u>	
At 01 April 2020	9,118
Additions in year	-
At 31 March 2021	<u>9,118</u>
<u>Depreciation</u>	
At 01 April 2020	5,716
Charged in year	680
At 31 March 2021	<u>6,396</u>
<u>Net book value</u>	
At 31 March 2021	£ <u>2,722</u>

PEOPLE MATTER (IW) (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

for the year ended 31 March 2021

6 DEBTORS

	<u>Total</u>
Trade debtors	16,224
	£ <u>16,224</u>

7 CREDITORS: amounts falling due within one year

	<u>Total</u>
Trade creditors	6,425
Accruals	8,520
	£ <u>14,945</u>

8 MOVEMENT IN FUNDS

	<u>Balance</u>	<u>Net movement</u>	<u>At 31 March</u>
	<u>brought forward</u>	<u>in funds</u>	<u>2021</u>
<u>Unrestricted fund</u>			
General fund	131,860	22,692	154,552
<u>Restricted fund</u>			
Team Around the Person	30,877	22,899	53,776
	£ <u>162,737</u>	£ <u>45,591</u>	£ <u>208,328</u>

PEOPLE MATTER (IW) LIMITED (A COMPANY LIMITED BY GUARANTEE)

SCHEDULE TO THE STATEMENT OF FINANCIAL ACTIVITIES

for the year ended 31 March 2021

<u>Unrestricted</u>	<u>Restricted</u>	
<u>Funds</u>	<u>Funds</u>	<u>Total</u>
£	£	£

INCOMING RESOURCES

Incoming resources from charitable activities

User Led Organisation	53,819	-	53,819
Independant Living Centre	31,138	-	31,138
Team Around the Person	-	38,650	38,650
Personal Assistant recruitment	69,783	-	69,783
Parents Voice	9,143	-	9,143
Census	6,708	-	6,708
Autism Inclusion matter	39,832	-	39,832
Living Well/Improved Better Care	120,790	-	120,790
Safe places	-	-	0
Delayed Transfer of Care	38,061	-	38,061
Other	16,716	-	16,716
IOW council covid grants	15,955	-	15,955
HMRC furlough scheme	33,790	-	33,790
	<u>435,735</u>	<u>38,650</u>	<u>474,385</u>
TOTAL INCOMING RESOURCES	<u>435,735</u>	<u>38,650</u>	<u>474,385</u>

RESOURCES EXPENDED

Cost of charitable activities

Costs of activities in furtherance of the charity's objectives

User Led Organisation	3,673	-	3,673
Independant Living Centre	3,033	-	3,033
Team Around the Person	-	866	866
Personal Assistant recruitment	7,959	-	7,959
Parents Voice	238	-	238
Census	768	-	768
Autism Inclusion matter	18,124	-	18,124
Living Well/Improved Better Care	2,382	-	2,382
Safe places	4,800	-	4,800
Delayed Transfer of Care	11,424	-	11,424
Other	1,550	-	1,550
Room Hire	20	-	20
Volunteers expenses	-	-	0
Sub-Group expenses	-	-	0
Training	95	-	95
Travel expenses	1,723	-	1,723
	<u>55,789</u>	<u>866</u>	<u>56,655</u>

Support costs

Gross wages and national insurance	323,426	14,885	338,311
	<u>323,426</u>	<u>14,885</u>	<u>338,311</u>

Premises costs

Rent	18,000	-	18,000
Light and heat	1,380	-	1,380
Repairs and renewals	2,365	-	2,365
Cleaning	314	-	314
	<u>22,059</u>	<u>0</u>	<u>22,059</u>

PEOPLE MATTER (IW) (A COMPANY LIMITED BY GUARANTEE)

SCHEDULE TO THE STATEMENT OF FINANCIAL ACTIVITIES (continued)

for the year ended 31 March 2021

	<u>Unrestricted</u>	<u>Restricted</u>	
	<u>Funds</u>	<u>Funds</u>	<u>Total</u>
	£	£	£
<u>General administrative expenses</u>			
Insurance	2,167	-	2,167
Telephone	1,645	-	1,645
Stationery and printing	4,389	-	4,389
Bank charges	133	-	133
Sundry expenses	1,084	-	1,084
Depreciation of fixed assets	680	-	680
	<u>10,098</u>	<u>0</u>	<u>10,098</u>
<u>Professional fees in support of charitable activities</u>			
CRB checks	-	-	0
Accountancy	-	-	0
	<u>0</u>	<u>0</u>	<u>0</u>
<u>Governance costs</u>			
<u>Costs that are not direct management functions inherent in generating funds</u>			
Independent examiner's fees	1,020	-	1,020
Professional and legal fees	651	-	651
	<u>1,671</u>	<u>0</u>	<u>1,671</u>
 TOTAL RESOURCES EXPENDED	 <u>413,043</u>	 <u>15,751</u>	 <u>428,794</u>
 NET MOVEMENT IN FUNDS	 £ <u>22,692</u>	£ <u>22,899</u>	£ <u>45,591</u>
 <u>RECONCILIATION OF FUNDS</u>			
 TOTAL FUNDS CARRIED FORWARD	 £ <u>154,552</u>	£ <u>53,776</u>	£ <u>208,328</u>



Company number: 07805451

Charity number: 1150937

PEOPLE MATTER (IW)  
(A COMPANY LIMITED BY GUARANTEE)

ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2021

PEOPLE MATTER (IW) (A COMPANY LIMITED BY GUARANTEE)

ACCOUNTS

for the year ended 31 March 2021

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Statement of Financial Activities	6
Balance Sheet	7
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Schedule to the Statement of Financial Activities	11 to 12

LEGAL AND ADMINISTRATIVE INFORMATION

for the year ended 31 March 2021

Directors/Trustees      S R Gray  
                                 J H Lambert  
                                 J D Roberts  
                                 J Phillips  
                                 I Burkett

The Registered Office:    Independant Living Centre  
                                 1 and 2 Bernard Way  
                                 Riverway  
                                 Isle of Wight  
                                 PO30 5YL

Company Number:        07805451

Charity Number:         1150937

Independent Examiner:   A H Cross & Co Limited  
                                 Chartered Certified Accountants  
                                 16 Quay Street  
                                 Newport  
                                 Isle of Wight  
                                 PO30 5BG

Bankers:                 Lloyds Bank plc  
                                 22 St Thomas Square  
                                 Newport  
                                 Isle of Wight  
                                 PO30 1SQ

DIRECTORS' REPORT

for the year ended 31 March 2021

The directors present their report and the accounts for the period ended 31 March 2021.

The accounts have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with applicable law and the requirements of the Statement of Recommended Practice, "Accounting and Reporting by Charities" (SORP 2005) issued by the Charity Commission for England and Wales (revised in June 2008) and are in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008).

Structure Governance and Management

The company was incorporated as a company limited by guarantee on 11 October 2011 and is registered with the Charity Commission number 1150937.

The appointment of trustees is carried out by method of election by the trustees of the company.

Objects and Activities

Objects

The objects of the company shall be to give relief to those in need by reason of, in particular but not exclusively, the elderly and those with physical mental disability or developmental impairment; in particular by enhancing the everyday lives of beneficiaries and their carers, on the Isle of Wight by any means, including:

- i) delivering a range of high quality (personalised) services, projects and programmes which can facilitate independent living, health and well-being by information and sign posting to all the available organisations which offer help and support
- ii) working in partnership with a range of stakeholders
- iii) actively involving and engaging with beneficiaries and their carers
- iv) building collective approaches to strengthening a strong representative user voice
- v) shaping and influencing strategy, policy and practice of existing legislation and raising awareness of disability issues by delivering disability equality training and assisting organisations to meet their obligations under the disability equality act 2010 and subsequent related legislation.

DIRECTORS' REPORT

for the year ended 31 March 2021

Activities

People Matter IW is a User Led Organisation with a strong ethos of partnership working. We define ourselves as supporting any adult with support needs and the carers of those who support them.

We are a membership organisation and develop, facilitate and support local User Led Groups.

People Matter IW also has developed an Independent Living Centre which is a demonstration site so that people can stay at home with the help of aids as long as possible and provides information and advice and assessment on where to access aids to help them.

In addition to the Centre we have multiple projects which support, Personal Assistants (PARES), people needing to find Care and Support in the Community in a Brokerage Support Service (Living Well), support for people with Learning Disability to live in the best place for them, and action plans for people in crisis for people with disabilities (Team Around the Person) as well as training opportunities for self employed Personal Assistant and Employers who employ Personal Assistants and supporting people coming out of hospital with short term support.

Financial Review

The financial statements are set out on pages 6 to 10 and show the state of the company's finances at 31 March 2021. The Statement of Financial Activities show a net surplus for the year of £208,328.00

STATEMENT OF DIRECTORS' RESPONSIBILITIES

for the year ended 31 March 2021

The Charities Act and the Companies Act require the board of trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity as at the end of the financial year and of the surplus or deficit of the charity. In preparing those financial statements the board is required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charity will continue in business; and
- state whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departure disclosed and explained in the financial statements.

The trustees are also responsible for maintaining adequate accounting records which disclose with reasonable accuracy at any time the financial position of the charity and which are sufficient to show and explain the charity's transactions and enable them to ensure that the financial statements comply with the Companies Act 2006 and comply with regulations under the Charities Act. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are also responsible for the contents of the Trustees' Report, and the responsibility of the Independent Examiner in relation to the Trustees' Report is limited to examining the report and ensuring, on the face of the report, there are no inconsistencies with the figures disclosed in the financial statements.

Method of preparation of accounts

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

On behalf of the Directors

.....  


Date :

INDEPENDENT EXAMINERS REPORT

for the year ended 31 March 2021

We report on the accounts of the company for the year ended 31 March 2021 which are set out on pages 6 to 10.

Respective Responsibilities of trustees and examiner

The trustees (who are also directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(1) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. Having satisfied ourselves that the charity is not subject to an audit under company law and is eligible for independent examination, it is our responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down by the General Directions given by the Charity Commissioners under section 145(5) (b) of the 2011 Act; and
- to state whether particular matters have come to our attention.

Basis of Independent Examiner's Report

Our examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set in the statement below.

Independent Examiner's Statement

In connection with our examination, no matter has come to our attention:

(1) which gives us reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and

- to prepare accounts which accord with accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

(2) to which, in our opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

A H Cross & Co limited  
Chartered Certified Accountants  
16 Quay Street  
Newport  
Isle of Wight  
PO30 5BG

Date :

PEOPLE MATTER (IW) (A COMPANY LIMITED BY GUARANTEE)

STATEMENT OF FINANCIAL ACTIVITIES

for the year ended 31 March 2021

	<u>Unrestricted</u> <u>Funds</u> £	<u>Restricted</u> <u>Funds</u> £	<u>Total</u> £
INCOMING RESOURCES			
Incoming resources from charitable activities	435,735	38,650	474,385
Investment income	-	-	-
Total incoming resources	<u>435,735</u>	<u>38,650</u>	<u>474,385</u>
COSTS OF GENERATING FUNDS			
Cost of charitable activities	413,043	15,751	428,794
Total resources expended	<u>413,043</u>	<u>15,751</u>	<u>428,794</u>
Net incoming resources	22,692	22,899	45,591
Gross transfers between funds	-	-	-
Other recognised gains/losses	-	-	-
Net movement in funds	<u>22,692</u>	<u>22,899</u>	<u>45,591</u>
Total funds brought forward	131,860	30,877	162,737
Total funds carried forward	£ <u>154,552</u>	£ <u>53,776</u>	£ <u>208,328</u>

All activities derive from continuing operations.



PEOPLE MATTER (IW) (A COMPANY LIMITED BY GUARANTEE)

BALANCE SHEET

at 31 March 2021

	<u>Notes</u>	<u>At 31 March</u> <u>2021</u> £
FIXED ASSETS		
Tangible assets	5	<u>2,722</u>
CURRENT ASSETS		
Sundry debtors	6	16,224
Cash at bank and in hand		<u>204,327</u>
		220,551
CREDITORS:- Amounts falling due within one year	7	<u>14,945</u>
NET CURRENT ASSETS		<u>205,606</u>
NET ASSETS		£ <u>208,328</u>
THE FUNDS OF THE CHARITY		
Restricted funds	8	53,776
Unrestricted funds	8	<u>154,552</u>
		£ <u>208,328</u>

The directors are satisfied that the company is entitled to exemption from the requirement to obtain an audit under section 477 of the Companies Act 2006 and that members have not required the company to obtain an audit in accordance with section 476 of the Act. However, in accordance with section 145 of the Charities Act 2011, the accounts have been examined by an Independent Examiner whose report appears on page 5.

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

The accounts have been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008).

.....  
Director

Date :

NOTES TO THE ACCOUNTS

for the year ended 31 March 2021

1 ACCOUNTING POLICIES

Basis of Preparation

The financial statements have been prepared in accordance with the Financial Reporting Standard for Smaller Entities (FRSSE) effective April 2008, and all other applicable accounting standards, as modified by the Statement of recommended Practice for Accounting and Reporting issued by the Charity Commissioners for England and Wales (revised June 2008) (the SORP). The accounts have been drawn up in accordance with the provisions of the Charities (Accounts and Reports) Regulations 2008 and the Companies Act 2006 and include the results of the charity's operations which are described in the Trustees' Report, all of which are continuing.

Accounting Convention

These accounts have been prepared under the historical cost convention and in accordance with the Financial Reporting Standards for Smaller Entities (effective April 2008).

Incoming Resources

Incoming resources represents the total amount receivable by the company in the form of rents, local council funding and other generated funds.

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All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all the cost relating to the charity's main activities.

Resources expended include attributable VAT which cannot be recovered.

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All tangible fixed assets are stated at cost less depreciation. Depreciation has been provided at the following rate in order to write off the assets (less their residual value) over their estimated useful economic lives.

Office equipment	20% reducing balance basis
------------------	----------------------------

Fund Accounting

The charity maintains a general unrestricted fund which represents funds which are expendable at the discretion of the trustees in furtherance of the objects of the charity.

Restricted funds have been provided to the charity for particular purposes, and it is the policy of the board of trustees to carefully monitor the application of those funds in accordance with the restrictions placed upon them.

NOTES TO THE ACCOUNTS

for the year ended 31 March 2021

Taxation

As a registered charity, the company is exempt from income and corporation tax to the extent that the income and gains are applicable to charitable purposes only. Value Added Tax is not recoverable by the company, and therefore included in the relevant costs in the Statement of Financial Activities.

2 WINDING UP OR DISSOLUTION OF THE CHARITY

If upon winding up or dissolution of the charity there remain any assets, after the satisfaction of all debts and liabilities, the assets represented by the accumulated fund shall be transferred to some other charitable body or bodies having similar objects to the charity.

3 SURPLUS FOR THE FINANCIAL YEAR

	£
This is stated after crediting:-	
Revenue turnover from ordinary activities	474,385
and after charging:-	
Depreciation of owned fixed assets	680
Independent examiner's fees	1,020

4 STAFF COSTS AND EMOLUMENTS

Gross salaries	338,311
----------------	---------

There were no fees or other remuneration paid to the trustees.

There were no employees with emoluments in excess of £60,000 per annum.

5 TANGIBLE FIXED ASSETS

Total

Cost

At 01 April 2020	9,118
Additions in year	-
At 31 March 2021	<u>9,118</u>

Depreciation

At 01 April 2020	5,716
Charged in year	680
At 31 March 2021	<u>6,396</u>

Net book value

At 31 March 2021	£ <u>2,722</u>
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PEOPLE MATTER (IW) (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

for the year ended 31 March 2021

6 DEBTORS

	<u>Total</u>
Trade debtors	16,224
	£ <u>16,224</u>

7 CREDITORS: amounts falling due within one year

	<u>Total</u>
Trade creditors	6,425
Accruals	8,520
	£ <u>14,945</u>

8 MOVEMENT IN FUNDS

	<u>Balance</u>	<u>Net movement</u>	<u>At 31 March</u>
	<u>brought forward</u>	<u>in funds</u>	<u>2021</u>
<u>Unrestricted fund</u>			
General fund	131,860	22,692	154,552
<u>Restricted fund</u>			
Team Around the Person	30,877	22,899	53,776
	£ <u>162,737</u>	£ <u>45,591</u>	£ <u>208,328</u>

PEOPLE MATTER (IW) LIMITED (A COMPANY LIMITED BY GUARANTEE)

SCHEDULE TO THE STATEMENT OF FINANCIAL ACTIVITIES

for the year ended 31 March 2021

<u>Unrestricted</u>	<u>Restricted</u>	
<u>Funds</u>	<u>Funds</u>	<u>Total</u>
£	£	£

INCOMING RESOURCES

Incoming resources from charitable activities

User Led Organisation	53,819	-	53,819
Independant Living Centre	31,138	-	31,138
Team Around the Person	-	38,650	38,650
Personal Assistant recruitment	69,783	-	69,783
Parents Voice	9,143	-	9,143
Census	6,708	-	6,708
Autism Inclusion matter	39,832	-	39,832
Living Well/Improved Better Care	120,790	-	120,790
Safe places	-	-	0
Delayed Transfer of Care	38,061	-	38,061
Other	16,716	-	16,716
IOW council covid grants	15,955	-	15,955
HMRC furlough scheme	33,790	-	33,790
	435,735	38,650	474,385
TOTAL INCOMING RESOURCES	435,735	38,650	474,385

RESOURCES EXPENDED

Cost of charitable activities

Costs of activities in furtherance of the charity's objectives

User Led Organisation	3,673	-	3,673
Independant Living Centre	3,033	-	3,033
Team Around the Person	-	866	866
Personal Assistant recruitment	7,959	-	7,959
Parents Voice	238	-	238
Census	768	-	768
Autism Inclusion matter	18,124	-	18,124
Living Well/Improved Better Care	2,382	-	2,382
Safe places	4,800	-	4,800
Delayed Transfer of Care	11,424	-	11,424
Other	1,550	-	1,550
Room Hire	20	-	20
Volunteers expenses	-	-	0
Sub-Group expenses	-	-	0
Training	95	-	95
Travel expenses	1,723	-	1,723
	55,789	866	56,655

Support costs

Gross wages and national insurance	323,426	14,885	338,311
	323,426	14,885	338,311

Premises costs

Rent	18,000	-	18,000
Light and heat	1,380	-	1,380
Repairs and renewals	2,365	-	2,365
Cleaning	314	-	314
	22,059	0	22,059

PEOPLE MATTER (IW) (A COMPANY LIMITED BY GUARANTEE)

SCHEDULE TO THE STATEMENT OF FINANCIAL ACTIVITIES (continued)

for the year ended 31 March 2021

	<u>Unrestricted</u>	<u>Restricted</u>	
	<u>Funds</u>	<u>Funds</u>	<u>Total</u>
	£	£	£
<u>General administrative expenses</u>			
Insurance	2,167	-	2,167
Telephone	1,645	-	1,645
Stationery and printing	4,389	-	4,389
Bank charges	133	-	133
Sundry expenses	1,084	-	1,084
Depreciation of fixed assets	680	-	680
	<u>10,098</u>	<u>0</u>	<u>10,098</u>
<u>Professional fees in support of charitable activities</u>			
CRB checks	-	-	0
Accountancy	-	-	0
	<u>0</u>	<u>0</u>	<u>0</u>
<u>Governance costs</u>			
<u>Costs that are not direct management functions inherent in generating funds</u>			
Independent examiner's fees	1,020	-	1,020
Professional and legal fees	651	-	651
	<u>1,671</u>	<u>0</u>	<u>1,671</u>
 TOTAL RESOURCES EXPENDED	 <u>413,043</u>	 <u>15,751</u>	 <u>428,794</u>
 NET MOVEMENT IN FUNDS	 £ <u>22,692</u>	£ <u>22,899</u>	£ <u>45,591</u>
 <u>RECONCILIATION OF FUNDS</u>			
 TOTAL FUNDS CARRIED FORWARD	 £ <u>154,552</u>	£ <u>53,776</u>	£ <u>208,328</u>