



West End Impact
4-10 Heysham Road
Morecambe
LA3 1DG

info@westendimpact.org.uk
www.westendimpact.org.uk

01524 888929

Charitable objects

The charity's objects ('objects') are for the public benefit to promote social inclusion for the public benefit by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society consistent with the Christian faith in Morecambe and in such other parts of the United Kingdom or the world as the trustees may from time to time think fit and to fulfil such other purposes which are exclusively charitable according to the law of England and Wales and are connected with the charitable work of the charity. For the purpose of this clause 'socially excluded' means being excluded from society, or parts of society, as a result of one or more of the following factors: unemployment; financial hardship; youth or old age; ill health (physical or mental); substance abuse or dependency including alcohol and drugs; discrimination on the grounds of sex, race, disability, ethnic origin, religion, belief, creed; poor educational or skills attainment; relationship and family breakdown; poor housing (that is housing that does not meet basic habitable standards; crime (either as a victim of crime or as an offender rehabilitating into society).

Report of the Chair of Trustees

West End Impact is based in the West End of Morecambe, Lancashire. This ward continues to be one of the poorest in the country with residents facing many issues. West End Impact seeks to address as many of those issues as it can with a two-pronged approach which we call Reacting and Rebuilding. The reacting takes the form of meeting the most pressing needs that are presented to us when we first meet people requiring help, the rebuilding comes about as we plan with them (usually in small achievable steps) a way out of their current problems and into a better place. This better place could be somewhere physically, emotionally, mentally, financially, or spiritually more secure and rewarding.

The trustees of West End Impact meet usually every 6-8 weeks with the founding managers who run the charity on a day-to-day basis. These regular meetings are both in-person and on Zoom. We also make use of technology to allow regular contact between trustees and staff between meetings and the trustees are kept up to date on developments.

During this report period West End Impact employed 7 staff.

Our Advice and Guidance sessions continue to provide much needed help and support to those with a range of issues from poor mental health, unemployment and unemployability, homelessness, addiction, low self-esteem, and poverty. Many of our clients have multiple issues.

Our new Parish Nurse has also proved to be an invaluable new resource helping many people to access healthcare who might otherwise have avoided getting help.

Our two shops, REStore and REStoration continue to grow, though income is limited due to the challenges facing smaller shops currently, including higher bills and lower footfall. The support given



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to local artists and unemployed clients taking part in learning opportunities and art therapy provided by the shops continues to have an important impact in our community.

It remains a challenging time for charities, with many funding bodies struggling following a fall in income over COVID and with that leaving to a fall in investment income to distribute., This means we have more difficulty securing funding for our activities.

The West End of Morecambe needs more support than ever before, and we strive to meet those needs with what we have available to us. We are seeing a continued growth in the need for support from our food bank, and I cannot see this need falling in the near future. Despite the challenges this was a very pleasing reporting year.

Our team continue to go above and beyond at West End Impact to help those most at need in difficult circumstances.

We continue to improve our admin and accounting processes and are making more use of available technology to streamline our day-to-day activities.

We need to ensure that our long-term strategy continues to allow continuation planning and we need to expand our volunteer workforce to help with funding bids and growth of our online presence to make us even more visible to our local community and to encourage donations.

I can confirm there is no serious incident to report.

Darren Philipps

Chair of Trustees

Treasurer's report 2022-2023

Now into the third year of using QuickBooks application for our accounting needs, the charity continues to explore and expand its uses. Having resolved an initial oversight, the system now provides all the necessary calculations for HMRC and Work Place Pensions for all of our ever increasing numbers of employees, and has allowed us to delegate its responsibility to our Accounts and Admin Support Worker. Throughout the year Quick Books now allows us to produce monthly reports showing our progress between Actual Income and Expenditure compared to the projected Budget for the year, a useful tool in maintaining our performance.

INCOME and EXPENSES

West End Impact again continues to be well supported with donations from individuals, churches, voluntary and charitable groups from the Morecambe and Lancaster area and further afield, which provides unrestricted income to cover running covers and general administration.

Where individuals can be identified as tax payers and the use of Gift Aid Small Donation Scheme, then Gift Aid is claimed which amounted to an extra income of £4952, this was aided at the start 2023 by a hike in bank interest rates.



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Total of Unrestricted Income. Donations provided £26874 an increase of more than £3000 and Generated income achieved £21179; a decrease from the previous year primarily because the local Universities did not place any students in workplace training situations as part of their course. Also a decrease in sales from our shops ReStore and Restoration which may have been caused by the Cost of Living Crisis and lack of money generally. The hiring out of rooms at our main centre to other support groups and organisations increased again, rising a further 30% above last year's usage.

The major revenue source remains restricted funding from Charitable Trusts primarily to cover salaries of our employees though some this year did help with maintenance and running costs.

Funding this year was received from trusts such as, the Tudor Trust, Walney Trust, CRH, Cinnamon Trust, CVS Westminster Trust Fund, The Julia and Hans Reusing Trust, PLR Trust, Neighbourly Foundation, and Trusthouse. Support also came from organisations and government bodies including Lancaster City Council, Lancashire County Council, Jigsaw Homes, EDF Energy, and the National Garden Scheme. The latter helping to kick start a new garden therapy group "Growing Veg and People" on a nearby, long neglected piece of concreted land.

Total restricted income received from grants and awards this year was £115798 compared with £131,514 previously. More in the coming years will be needed cover the increasing cost of wages particularly in the areas that are expanding rapidly with our clients namely Advice and Guidance, Therapy Groups, Counselling and Parish Nursing.

The income for the year decreased from £186,851 to £164,436.

Whereas Expenditure increased from £140,790 up to £219,311.

Thus a year on year running loss of £54,875; which was absorbed by donations and funding obtained in previous years and held in our reserve account until required.

ASSETS & INVESTMENTS

West End Impact Centre (4 to 10 Heysham Road, Morecambe) was purchased in 2012 with a mortgage from Stewardship, at the end of the year the outstanding amount was £11350. But soon after this year's account were produced a large anonymous donation was sent to Stewardship that cleared our mortgage and we start the next year (2023/2024) mortgage free.

NEXT YEAR

The financial challenges for the coming year will be for new funding for existing roles and projects where the existing sources will expire as the arrangement and terms for the funding come to an end.

Ian Swash (Treasurer)



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General Report

West End Impact has seen another busy year. Demand on our services continue to grow and stretch our capacity. Thanks to our fabulous staff team and our volunteers, we are managing to keep up. We have added a few new volunteers this year, who have made a big difference.

We now operate over 4 sites: our main centre on Heysham Road, our 2 social enterprise shops, the ReStore and the Restoration and our brand new garden project Growing Veg & People, across the road from our main site.

Our impact of course goes far beyond the things we can count, but we do keep an eye on our stats and you can see the result on the next few pages. Between the lines of statistics and figures are real people with their real stories. We are privileged to be a part of their story for however long it may take.

We would be lying if we said it is easy work. It does take its toll on us, staff and volunteers. We are aware that while the trauma our clients share with us is immensely difficult and painful for them to live with and endure, it is also tough on us to be a witness to their trauma. Sometimes hearing one painful story after the other drains our emotional tanks. We are looking after one another as best as we can and manage our emotional resources. Our daily staff and volunteer prayer time at the beginning of the day is really important to us. Our weekly staff team meeting where we share how our working week has been a key component to manage our well-being long-term.

We look forward to the new working year with anticipation and excitement – after a little break in the summer. We are taking on a new social work student placement in September and our counsellor who has been on placement with us during his training is becoming part of the staff team.

It's been a good year and we are very grateful for all the support we have received from the community in Morecambe and beyond.

For the Team

Michael Kohl

Founding Manager





Over 2500
food parcels
gave people
3 days of food
when they had
nothing

We've signposted to
other agencies over
550 times




NHS, Council,
Jobcentre, Birchall
Trust, NA, AA, The
Well, Red Rose
Recovery, Inspire,
Social Services




Over 350 people received or kept their
benefits, because we helped


phone calls, emails,
form filling, advice & guidance,
computer access,
appointments, letters
and appeals



Over 30 people and families
could switch their lights on
or heat their home,
because we helped them with a top up



We've hosted over 300 sessions for
recovery Groups




Over 170 people received intensive
mental health support
through groups and individual counselling





Over 60 volunteers contributed
nearly 6000 hours

training, mentoring and support to help
build confidence, learn new skills and be
part of a community



The Restore and Restoration
our social enterprises

offered more than
25 volunteer opportunities in a therapeutic
space,
supported 10 people into employment and
5 into education

WEST END IMPACT

West End Impact was created in 2002 with a vision to be moulded to the needs of the community it serves. After 20 years West End Impact is still growing and finding the unique ability to adapt to how the needs of the community change. Through this, we are a consistent and reliable support network for the individuals who need us in Morecambe's West End.



'...West End Impact has been sent to Morecambe from Heaven, thank you for all your amazing work.' – Margaret

We provide advice and guidance, a foodbank, free hot and cold meals throughout the week, well-being courses - using cognitive behavioural therapy principles to help people manage their mental health, emotional support and counselling; welcoming anyone with unprejudiced and warmth.

DID YOU KNOW?



West End Impact is a vital charity in the heart of Morecambe's West End and has been supporting the homeless community for the past 20 years.

OUR COLLABORATORS

'I now work for West End Impact! Someone who felt like they had nothing to offer, had no direction and little to no hope. Now I try to share hope with everyone who comes into the building.' – Rachel



Parish Nursing Ministries UK

citizens advice

North Lancashire

ldcvs

supporting you to support your communities

CELEBRATING 50 YEARS

Our multi-agency working within the local area ensures we have many reliable and experienced routes of contact. This benefits our clients and their often diverse needs, whilst allowing other agencies to refer clients to us for our support and expertise too. This care and support network has proven to be effective as our client's needs are at the centre of decision making.

As a team we have supported individuals off the streets, into rehabilitation, into housing, into counselling or therapy, and to appropriate health care professionals. Some individuals require only a small amount of time with us, whilst others benefit from a longer period of support and help through complex issues with a holistic approach. Some also remain with us as members of our congregation.

Our Parish Nurse and NHS and City Council connections have enabled us to provide routine vaccines and health screening in the local community, which most people would ordinarily not attend. With the More Music team, we've added an additional therapeutic medium: somatic movement, to support mental health and wellbeing along side our existing therapy courses every Wednesday. Morecambe Town Council and Morecambe Bay continue to support Yorkshire Street (the location of our social enterprise) to entice shoppers and maintain the upkeep of a once forgotten area of Morecambe's West End. Amongst others collaborators, we also connect with the local Morrisons, Sainsbury's Garstang, and the Co-op who support our foodbank, working to address and fight against food poverty.

BMG

BAY MEDICAL GROUP
For Happier, Healthier People



Morecambe Town Council

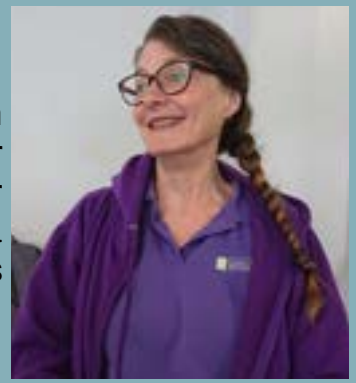
NHS

LANCASTER CITY COUNCIL
Promoting City, Coast & Countryside

More Music

OUR PARISH NURSE

We have recently appointed a Parish Nurse who is fantastic; instilling a holistic approach to her work and nurturing the spiritual side of all her patients; offering prayer if they would like it. She is essential to all our homeless clients, but also any of our clients who require a professional opinion, confidential appointments without the wait, and medical referrals directly to an NHS doctors surgery we collaborate with.



RESTORE AND RESTORATION



Our social enterprise is two shops on Yorkshire St, one for art and crafts, the other for furniture restoration; teaching skills, and restoring lives through creativity, offering AQA qualifications and ongoing mental health support.

Many of the people who have found help through the shops, have also started attending our Sunday church services. Since the shops opened almost all our referred clients have gone on to find employment or education opportunities, others are working towards AQA qualifications with us, and some continue to volunteer in the shops.



DID YOU KNOW?

Throughout 2022 we supported 1700 individuals in 4500 unique ways. This means on average each West End Impact client accessed 2 to 3 of the services we provide.



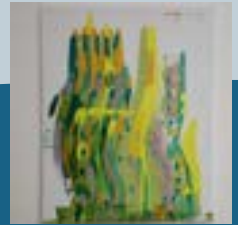
THE IMPACT OF RESTORE AND RESTORATION

Mark came to Restoration after a long period of unemployment. He gained confidence when he designed his own bird boxes and planters, which he then made himself and sold in the store, and earned his own commission. He went on to college, and started working in Sainsbury's bakery as a trained baker. The time with our charity was invaluable to Mark's mental health and provided the step up to find work and a place to continue to learn.



Caleb was referred by the NHS services at Victoria House. He lacked confidence and found it hard to leave his house. He started to help with our Shopify system and website, and then volunteered in administration and data entry, which he really enjoyed. He went on to employment in Animal Care doing admin work. The time with the Restore allowed Caleb to develop his skills and confidence in administration and then find a job he loves.

Katy came to the Restore for a year after being referred by NHS services at Victoria house. We firstly worked with her over zoom as she was too anxious to leave her house. After a few months of zoom engagement she came to the shop for short periods of time with her support worker from the NHS. She then built up the confidence to lead children's art clubs, which she did very successfully and went on to get a job in a school as a teaching assistant, and is now soon getting married! With our support and a safe space to grow, Katy found her confidence again.



POVERTY IN MORECAMBE

We support many individuals who do not live locally, however our outreach is predominantly individuals who live in this area; within the top 1% most deprived places of the UK, according to the indices of multiple deprivation. These areas include: St Barnaba's Ward, Heysham North Ward, Harbour Ward and surrounding areas.

The increase in living costs and the impact of real-term inflation has seen homelessness in the local area increase tremendously. This is seen in the increase in our advice and guidance clients seeking help to find housing, and our foodbank usage tripling.

We helped 148 clients to find and secure housing in 2022, compared to 92 clients in 2021. Projections suggest we will assist roughly 216 individuals in 2023, who are either rough sleeping, or at risk of homelessness.

When indicators of poverty are considered, a higher than average proportion of the population of Morecambe are living in situational and generational poverty. Morecambe has a lower than average attainment rate for education, lower than average income per household, and less opportunities for work.

OUR FOODBANK

Our very busy foodbank is the beating heart of West End Impact. It is our busiest service and becomes the route many clients take to find out more about the other services we offer and ways we can help them. We do not ask questions or take personal details and no one is asked to prove they are deserving when they come for a food parcel.



**DID YOU
KNOW?**

We give out 70 food parcels every week. Our food parcels consist of essentials and meal provisions, with enough food to last around 3 days, costing on average £20 a parcel.



VISION FOR THE FUTURE

Our vision for the future is vast. We work with and reach people from many walks of life and pray that for even a fleeting moment, each individual is able to feel the positive impact of the work we do. Specifically, we want to see lives changed!

Our wish is to see poverty and homelessness eradicated, for people to be seen and heard, understood and loved, and supported in a way that is appropriate and fair.

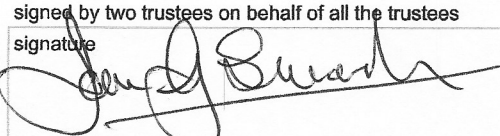

We want to continue to see the impact of our classes, CBT courses, support groups and social enterprise on individuals. To help break the mould, enable growth and provide opportunities to move away from learned behaviours, bad habits and defeatist mentality. To see people gain the confidence, self-esteem and qualifications to be self-sufficient and have a more positive outlook. To stop the effects of suicidal thoughts, and support families in these situations. To provide the support, help and the community needed for individuals to flourish; particularly for minority groups such as refugees and the Romani gypsy travelling community, and those living with physical or mental disabilities.

Reacting to crisis - rebuilding lives.

F.O.A Charity Commission	charity name	WEST END IMPACT (CIO)			
	charity No.	1153736			
	period from	01/06/2022	(start date)		
				2022-23	2021-22
A1 Receipts	unrestricted funds	restricted funds	endowment funds	total	last year's
	nearest £	nearest £	nearest £	nearest £	nearest £
2000 Donations					
2100 Gift-Aid Donations	£13,502	£60		£13,562	£15,654
2200 Non-Gift Aid Donations	£5,502			£5,502	£3,310
2300 Group Donations	£6,925			£6,925	£4,280
2400 GASDS Donation	£944			£944	£630
Total 2000 Donations	£26,874	£60		£26,934	£23,874
2500 Restricted Funds					
2505 Tudor Trust (Manager)		£25,000		£25,000	
2516 VAN Fund		£40		£40	
2527 Walney		£7,125		£7,125	
2534 LCC Parish Nurse		£33,750		£33,750	
2536 CRH		£7,508		£7,508	
2537 Jigsaw Homes		£6,000		£6,000	
2538 Cinnamon		£2,000		£2,000	
2539 EDF Energy		£2,000		£2,000	
2540 mens group		£5,000		£5,000	
2541 Warm space grant LancsCounty Council		£500		£500	
2542 CVS Westminster Food Grant		£1,500		£1,500	
2543 The Julia and Hans Rausing Trust		£4,080		£4,080	
2544 PLR Trust		£2,000		£2,000	
2545 Neighbourly Foundation (Food)		£500		£500	
2546 Trusthouse 2023		£10,000		£10,000	
2547 NGS		£4,795		£4,795	
2548 UKSPF Cost of Living		£4,000		£4,000	
Total 2500 Restricted Funds	£0	£115,798		£115,798	£131,514
2800 Non-Restricted Grants	£600	£0		£600	£5,735
3000 Generated Income					
3100 Room Hire	£7,940			£7,940	£6,088
3200 Other Generated Income		£115		£115	£21
3300 Interest gained & Gift Aid	£4,952			£4,952	£4,324
3400 Fundraisers	£2,220			£2,220	£1,982
3500 Uni payment				£0	£2,800
3600 Restore income from sales	£3,432			£3,432	£4,367
3700 Restoration income from sales	£2,500			£2,500	£5,176
3800 Van deliveries & Rental	£20			£20	£0
Total 3000 Generated Income	£21,064	£115		£21,179	£25,728
Total Income	£47,863	£116,573		£164,436	£186,851
A2 Asset and Investment sales,etc..	£0	£0	£0	£0	£0

				2022-2023	2021-2022
A3 Payments	unrestricted funds	restricted funds	endowment funds	total	last year's
	nearest £	nearest £	nearest £	nearest £	nearest £
4000 Buildings					
Total 4100 Impact	£19,377	£25,293		£44,670	£23,721
Total 4300 The Restore	£3,059	£5,614		£8,673	£4,563
Total 4500 Restoration	£260	£3,022		£3,282	£3,689
Total 4000 Buildings	£22,696	£33,929		£56,625	£31,973
Total 5000 Admin	£1,796	£1,561		£3,357	£5,023
Total 6000 Projects	£6,274	£18,625		£24,899	£10,049
7000 Staff					
Total 7010 Manager	£0	£30,997		£30,997	£27,106
Total 7060 Youth & Community Worker	£0	£11,103		£11,103	£10,783
Total 7090 Project Manager	£0	£23,502		£23,502	£22,046
Total 7100 Art & Mental Health practitioner	£0	£14,293		£14,293	£13,974
Total 7110 Restoration Manager	£112	£14,027		£14,139	£13,810
Total 7120 Secretary/Admin support	£68	£9,318		£9,386	£1,491
Total 7130 parish nurse Wendy	£0	£27,025		£27,025	£3,135
Total 7140 parish nurse Rosie	£0.00	£3,646		£3,646	£572
7200 Staff Expenses (Well-being)		£260		£260	£827
7300 Staff Training		£79		£79	
Total 7000 Staff	£180	£134,249		£134,429	£93,745
Total Expenses	£30,946	£188,365		£219,311	£140,790
A4 Asset and investment purchases,etc..	£0	£0	£0	£0	£0
A5 Transfers between funds	£0	£0	£0	£0	£0
A6 Cash funds last year end					£119,229
9000 Funds brought forward into 2021/22					
9001 Eleanor Peel		£55		£55	£4,820
9005 Tudor Trust (Manager)		£5,974		£5,974	£14,077
9010 Wakeham Trust		£164		£164	£164
9016 VAN fund		£1,415		£1,415	£8,238
9019 Donations allocated Parish Nurse		£6,083		£6,083	£6,250
9020 Wage Reserve Fund		£20,593		£20,593	£20,593
9023 Arnold Clark (hardship)		£137		£137	£629
9024 Bay ICC and PCN investment fund 2021/22		£395		£395	£1,680
9026 Edward Gostling		£392		£392	£454
9029 Morrisons		£2,261		£2,261	£13,000
9031 LCC Parish Nurse		£7,583		£7,583	£11,250
9032 PCN Parish Nurse		£3,351		£3,351	£26,290
9034 Unrestricted Funds	£45,945			£45,945	£28,977
9035 Cinnamon		£1,868		£1,868	
9036 EDF		£1,262		£1,262	
9037 Jigsaw		£2,482		£2,482	
9038 NGS		£3,396		£3,396	
9039 PLR		£877		£877	
9040 Trusthouse		£836		£836	
9041 UKSPF Cost of Living		£2,712		£2,712	
Total 9000 Funds brought forward	£45,945	£61,837		£107,781	£119,229

Statement of assets and liabilities at end of the period

	unrestricted funds	restricted funds	endowment funds		
B1 cash funds	nearest £	nearest £	nearest £		
current account	£14,251			£14,251	£55,020
deposit account		£100,118		£100,118	£107,012
pay-pal account	£280			£280	£263
treasurer's petty cash	£237			£237	£310
total cash funds	£14,768	£100,118		£114,886	£162,605
B2 other monetary assets	£0	£0	£0		
B3 investment assets	funds to which		current		
	assets belong	cost	value		
	"unrestricted"	£0	£0		
B4 assets retained for the charity's own use	n/a	£0	£0		
	funds to which				
	liability relates	amount due	when due		
B5 liabilities					
payroll (tax)	"restricted"	£6,418.28	1 July 2023		
payroll (pension)	"restricted"	£686.55	7 June 2022		
outstanding mortgage	"unrestricted"	£11,350.97	01 October 2026		
outstanding loan	"unrestricted"	£5,745.00	01 October 2026		
B6 Debtors					
room hire invoices	"unrestricted"	£24.00			
signed by two trustees on behalf of all the trustees					
signature	printed name	date of approval			
	Mr. Ian George Swash (Treasurer)	13/07/2023			
	DARREN PHILL, PS (CHAIR)	13/7/23			



CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Report to the trustees/
members of

Charity Name
West End Impact

On accounts for the year
ended

31/05/2023

Charity no
(if any) 1153736

Set out on pages

1-3

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended DD / MM / YYYY.

Responsibilities and
basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent
examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

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

* Please delete the words in the brackets if they do not apply.

Signed:

Date: 07/07/2023

Name:

Philip Leslie Blundell

Relevant professional
qualification(s) or body
(if any):

Fellow Member of the Association of Accounting Technician's F.M.A.A.T

Address:

31 Wildman Street, Plungington

Preston Lancashire

PR1 7QH

Section B

Disclosure

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

Having seen the accounts and from the explanations' give in response of my questions I am content to sign the above accounts as a true and fair reflection of the work carried by this organisation

Printed with Office Suite

Examiner's name: Philip Leslie Binfield

Address: 37 Midway Street, Buntingford

(if any): Chartered Member of the Association of Accounting Technicians F.A.A.T

Signature: [Signature] Date: 01/01/2023

Please delete the words in the brackets if they do not apply

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

- the accounts do not accord with the accounting records
- the accounts were not kept in accordance with section 130 of the Act
- the examination which gives me cause to believe that in any material matter to which attention (other than that disclosed below) in connection with the examination I have completed my examination I consider that no material matters have been followed the applicable directions given by the Charity Commission under section 142 of the 2011 Act and in carrying out my examination I have not in respect of my examination of the Trust's accounts carried out

2011 (the Act)

of the accounts in accordance with the requirements of the Charities Act 2011

As the Charities Act 2011 requires of the Trust you are responsible for the preparation and the Trust's accounts for the year ended

subject to the findings on my examination of the accounts of the above

31/02/2023

(if any) Charity no 1123139

