

The impact of Impact

Annual report June 2023 - May 2024



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Reg Charity Nr. 1153736

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Hi and thank you for reading this



It's not easy to put into words what goes on at Impact. Faces of people spring to mind, with complex life stories, struggles and difficulties. Their lives are often on hold, until they get xyz sorted out, but powerless to do so on their own. It sometimes takes people several attempts to muster the courage to enter our building. There is the embarrassment of needing to ask for help, the anxiety of what it entails, the fear of being judged and the lack of hope that things can actually get sorted out and life can become a positive experience again.

And so we help people react to their crisis and rebuild their lives. We take people at face value, no one has to prove that they are deserving and when things don't go to plan, we're still here. Our resources of staff and time and food and everything else are limited but we stretch them as far as we can.

West End Impact has had another eventful year. The demand for our services continues to grow, stretching our capacity. Thanks to our amazing staff team and volunteers, we're managing to keep up - just. We've welcomed several new volunteers this year, who have made a significant impact and we are very thankful for the huge amount of hours and energy they contribute. Many of these hours are obvious and visible, but countless hours are hidden and happen week in - week out. All are absolutely crucial and Impact wouldn't be what it is without each one of you! THANK YOU.



*Our Annual Volunteer Appreciation Meal
Theme: Hilarious Hats*

Our staff team has grown to 8!

Emma, our Art & Mental health practitioner and ReStore Manager

Peter, our Restoration manager

Rachel, our advice & guidance worker and mental health practitioner

Kristina, our operations and accounts administrator

Wendy, our Parish Nurse

Richard, our counsellor

Tracy and Michael, our founding managers and advice & guidance workers.

Richard is a great addition to the team and you can read one of his case studies in this report. He provides one-to-one person centred counselling to complement our cognitive behaviour therapy based group work. As a staff team we meet once a week to pray, chat, debrief and collaborate to make sure the work stays joined up. These weekly meetings are really important for our mental hygiene and sustainability.

We operate from four locations: our main centre on Heysham Road, our two social enterprise shops—the ReStore and Restoration on Yorkshire street — and our garden project, Growing Veg & People, located across the street from our main site.

The ReStore and Restoration are part of our staples by now and you can read about these two amazing shops and workspaces in the following pages. They join the revival of local shopping in the West End of Morecambe and we're proud to be part of it.

Our growing Veg & people project, our community garden is - well, it's growing of course. Vegetables, fruit and fresh air, community and well-being for people. Our recycled plastic bottle greenhouse is amazing and we are transforming a derelict space in the middle of the West End.

As a Christian charity our faith is really important to us, as is getting the balance right between being open & honest about our faith and being welcoming & wholly inclusive. We started Impact because we wanted to be (com)passionate enough to take Faith AND Life seriously - Faith with guts and Life with all its grit. We're honest enough to admit that without our faith, we'd struggle to keep it all together at Impact. Our faith works itself out in many ways at Impact, but never to exclude anyone. We pray together as a staff and volunteer team most mornings and our staff team meets weekly to pray together. Sometimes people of other faiths or none join us for our morning prayers.

God promises to bless us with abundance and we find that our resources are usually just enough - which in today's money is abundance. We're very thankful to God for taking us through another year of faithful service to him and our community.

We take a quick breather in August, just running our food bank, one advice & guidance session, one take away lunch session, our two shops and look after the garden. It gives us a bit of time to have breaks, catch up and regroup before the busy autumn.

It has been a fulfilling year, and we are immensely grateful for the support we have received from the Morecambe community and beyond. We've obviously changed the names in this report to keep our clients' confidentiality, but we hope you get a flavour of what happens behind our big white shutters. Better still, come visit, the kettle is usually on!

For the Team,
Tracy and Michael Kohl
Founding Managers

Chair Report



West End Impact is based in the West End of Morecambe, Lancashire. This ward, sadly, continues to be one of the poorest in the country with residents facing a multitude of issues, made worse by the ongoing financial crisis. West End Impact seeks to address as many of those issues as it can with a two-pronged approach which we call Reacting to crisis and Rebuilding lives. 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 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.

Continued economic uncertainty has meant funding has been difficult to come by, but the work of West End Impact has proved to present a good return in terms of people helped.

We continue to provide help to our local community in the form of advice and guidance, food, medical triage and mental health support amongst other things.

The year 2023-2024 has seen a significant squeeze on people's finances and we have seen an increase in use of our Food Bank as a result.

Our two shops, REStore and REStoration continue to grow. Income continues to be limited due to the challenges facing smaller shops including higher bills and lower footfall. The support given to local artists and unemployed clients taking part in learning opportunities and art therapy provided by the shops has an important benefit to our community.

Our team of staff and volunteers continue to be an unmatched resource in our local area.

This year, although a challenge, has shown how much our services are desperately needed in Morecambe's West End.

We continue to plan for the future, and we are updating our Risk Register to ensure we are still complying with all of the requirements of a Board of Trustees.

I can confirm that there is no serious incident to report this year.

Darren Phillips

Chair of Trustees

Treasurer Report



It has always been our hope that the income we need to maintain our charity would come equally from three sources namely DONATIONS - gifts from the general public or groups, GENERATED INCOME - from room hires or the sale of goods from our shops and finally GRANTS from charitable trusts or government agencies. But as the need has grown particularly in the last few years for more trained and experienced employees to cope with the increased counselling, advice and guidance, both in financial and mental issues the balance of donation, generate income and grants has not been equal.

This last year 2023-2024 the ratio of income has been 21% donations 11% generated and 68% reliant on grants. Due to the difficult financial atmosphere, new grants are becoming more restricted and difficult to obtain.

The good news however, is that at the beginning of this year the charity received an anonymous donation to pay-off in full the outstanding mortgage with Stewardship of £11351; which in turn allowed us to make a saving in our budget of around £6500 per annum.

Towards the end of the year the Charity has been approved for a substantial 12-month United Kingdom Shared Prosperity Fund (UKSPF) via Lancaster City Council to be paid quarterly in arrears.

We started the year with cash brought forward from the previous year of £107,781 and ended the year with £110,502 to be carried forward into the next; an almost balanced account between Income and expenditure for this year!

Thank you to Kristina for taking over much of the legwork of bookkeeping and payroll this year!

Ian Swash

Treasurer

Thank you to all our funders during this financial year!



THE DOWAGER COUNTESS
ELEANOR PEEL TRUST

the
Tudortrust



Westminster
Foundation

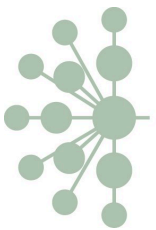


**Funded by
UK Government**



Morecambe
Town Council

**LANCASTER
CITY COUNCIL**
Promoting City, Coast & Countryside



CRH
Charitable
Trust



neighbourly
FOUNDATION

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County Council

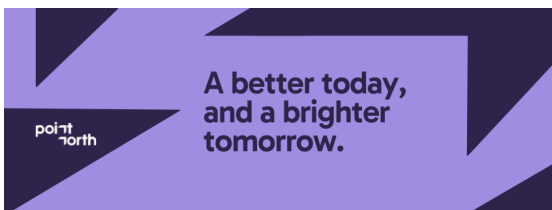


**FOOD
FUTURES**

**COMMUNITY
FOUNDATION**
For Lancashire



DUCHY of LANCASTER



The
Hedley Foundation
A Grant Giving Charity



THE
LEATHERSELLERS



Garfield Weston
FOUNDATION



THE
ALBERT HUNT
TRUST

FS
Francis Scott
Trust

Advice & Guidance



Some of our amazing Advice & Guidance team, January 2024

In the last year we have worked with over 1700 clients in many ways, from telephone calls to emails, housing advice to benefit advice. Most of the people are struggling with housing issues and benefit applications and managing their Universal Credit accounts due to digital exclusion. A lot of people are struggling to make ends meet as Universal Credit isn't enough to pay the bills. Rents have gone up in the area, making it easier to get in rent arrears in the cost-of-Living Crisis and Housing Crisis.

We had a lot more referrals from Citizens Advice and the NHS especially around filling out forms for benefits such as Personal Independence Payment (PIP). The forms are time consuming and the whole telephone process is very difficult for vulnerable people. We help clients through the process of Mandatory Reconsideration and Tribunal if they receive an unfair benefit decision. This is a long painful ordeal and too much for people with long term illness or conditions to face alone.


We invite agencies to our Advice & Guidance sessions, for example Calico, who are contracted to do floating support for the entrenched homeless via the council. It has been a great base for them to meet the clients who would come to us for a food parcel or the free meal we provide on Tuesday and Thursday prospectively. Our local drug and alcohol charity the Well have also met with clients at our sessions as have probation and Re-connect. Re-connect help people to settle after a time in prison.

We have made over 300 referrals to other charities and statutory agencies for our clients to receive further help. Our Advice & Guidance sessions are also a point of referral to all the other services we provide, for example our counsellor, nurse or the AA groups or mental health support groups.

There are no appointments necessary to access our support. It works, as many of our clients struggle to keep appointments and therefore often fall off the list of statutory agencies. Sometimes that means there is a bit of a wait, but that leaves room for other conversations, tea and coffee.

Food Bank & Drop In

Our food bank is relatively small, but extremely busy. We are open once a week on Tuesday morning for around 50 weeks a year. On average we give out over 50 parcels per session, although recently it has been more like 65. The parcels are made up in crates and clients can choose what they need and ask for additional items such as toiletries, pet food etc depending on what we have in. We source the food from two supermarket drop offs (Morrisons in Morecambe and Sainsbury's in Garstang). Many thanks for Garstang Sainsbury's who have supported us for many years, but as they see the need increasing in their local area, they are now redirecting their donations to a charity in Garstang.



Due to the cost-of-living crisis our food donations have not been able to keep up with demand and we had to start buying food for our food bank. We spend an average of £200 per week on food. We go to local supermarkets and purchase a van full and also access Fairshare, a charity in Preston, who specialises in food redistribution. We are grateful to various food donations from local companies and small grants from Neighbourly, Westminster foundation and many individual donors who instead of buying food, donate money to help us shop more strategically.



One of our cooking teams

We also serve a cooked 2 course dinner at Thursday lunch time. Many people stay in and eat the meal together, creating and enjoying community, as many live alone. Quite a few however, take the meal out, which is one of the aftereffects of COVID, when all our meals were takeaways. We have a different cooking team each week and our menu varies, depending on what we can source. Our local butcher (Kennedy's) donates a meal once a month and we are very grateful for their support.

On Sundays we offer take away sandwiches, as there is no other food provision in Morecambe. We have different teams who cover one Sunday per month. Thank you to all who contribute !

Statistics

Numbers don't tell the full story of our Impact, but they do tell part of the story. Behind and between each statistic are real life people with whom we work with consistently. Some come for a short while, others are with us for years.

In the last 12 months (June 23 - May 24)...

...over 1700 individuals collectively received help over 6500 times

...over 190 people received intense support for their depression & anxiety

...over 2600 food parcels gave people and families 5 days of food when they had absolutely nothing

...more than 300 times we helped people find a home or keep their tenancy

...35 people and families could switch their lights on and heat their home

...over 350 people received or kept the benefits they are entitled to because we supported them with advice, phone calls, computer access, letters, form filling, appointments and appeals

...15 people have said that without West End Impact they wouldn't be alive anymore.

... 8 people sold their artwork at the Re-Store, earning money for the first time in their lives

... over 65 volunteers contributed more than 6500 hours as part of our volunteer program with training, mentoring and support to help people build confidence, self-esteem, new skills and become more employable.

...our Parish Nurse organised over 250 health assessments including Hep C tests, Liver scans, eye tests, blood pressure tests and countless health conversations including urgent interventions

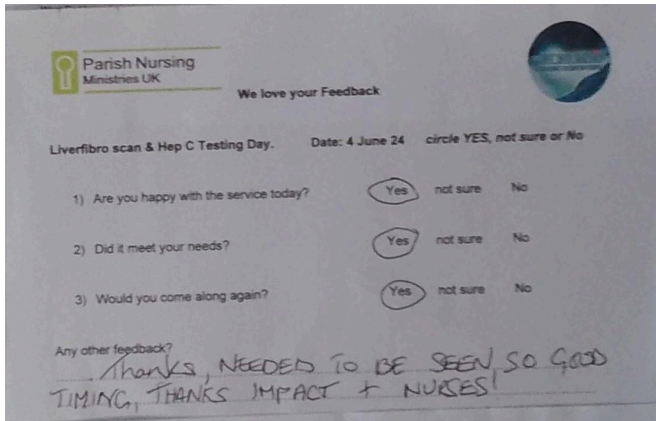
we served...

over 3200 meals to vulnerable adults and families, and Christmas Dinner for 140 people

Parish Nursing

As a Parish Nurse I support numerous vulnerable and homeless people who come into the West End Impact Charity. I use my professional skills and experience to help people improve their health and wellbeing. I work in targeted ways that help them help themselves, advocate, adapt to each individual's needs, access statutory and third sector services.

Eighteen months ago, I found a peripatetic optician whom I now host in the charity building during one of our Drop in sessions. Amongst the people the optician tested this visit was one person who had not been able to access any optician for the past 7 years. This past year has been particularly painful and difficult for her. She cried, laughed and hugged us when she received the prescribed glasses - so happy to be able to see clearly, read again and that this opportunity was created for her.



Parish Nursing
Ministries UK

We love your Feedback

Liverfibro scan & Hep C Testing Day. Date: 4 June 24 circle YES, not sure or No

1) Are you happy with the service today? ☒ Yes ☐ not sure ☐ No

2) Did it meet your needs? ☒ Yes ☐ not sure ☐ No

3) Would you come along again? ☒ Yes ☐ not sure ☐ No

Any other feedback?
THANKS, NEEDED TO BE SEEN SO GOOD
TIMING, THANKS IMPACT + NURSES!

One older couple tentatively came into the charity asking for me. Their daughter whom I began supporting last year had suggested I might help. The gentleman talked desperately about the cancer running through his family and was visibly scared. After listening to them both, with their agreement, I took them into the local health centre where, amongst other things, helped arrange relevant appointments for them both. The wife also had other unmanaged symptoms of chronic ill health. I saw them a couple more times over 6 weeks, the most recent time the gentleman repeatedly said I had saved his life. It is likely that they were from one of the Gypsy, Roma, and Travelling communities.

Additionally, I helped host Liver scans and Hepatitis C tests, also on a drop in basis. The feedback has been exceptional and the staff who run the tests are delighted with the uptake. I also have a trainee GP from Bay medical group shadowing my work once a week. They are listening and learning how we work outside a clinical setting without appointments and with more time to get to know clients.



Well Being Wednesday



We have been very busy on Wellbeing Wednesday. On our Living Life to the Full course people are gaining great confidence and we are getting referrals from the Jobcentre, Social services, the GP practise and social prescribing.

In the last year 2 people have gone on to start their own business after a long stretch of unemployment.

6 people who were referred due to stress at work are back to full time employment after a phased return that we worked up to.

2 people came after burnout from their jobs in the NHS and are now successfully back at work.

One young lady has gained her first job after a long period of depression and is now working full time.

2 people referred from social services as part of a child in need package have now been reunited with their children and one has full time custody, the other is having regular unsupervised visits.

We have also supported a man to get treatment for his psychosis, we have referred 3 people to a menopause support group. And many others have gone on to join social groups in the community from theatre groups to gardening groups, which has greatly built up their confidence.

One man with severe PTSD has now had the confidence to train as a dog handler and is also studying for a mental health qualification.

We have referred 4 people to the Birchall Trust to gain support from sexual abuse and also referred 8 people for person centred counselling.

We have also referred one person to 'cleansheet' who work with ex offenders.

We have accompanied 6 people to back to work meetings and 5 to hospital appointments and we have worked with social services to help 2 clients get support through direct payments.

Many other clients have gained more confidence, started new groups and feel that their mental health has improved.



Wellbeing Wednesday is a great day! We offer a fabulous CBT course - Living Life To The Full, in which we support people who are experiencing low mood, depression, anxiety, isolation and other mental health difficulties.

The amazing thing about Wellbeing Wednesday is that not only does it help people learn techniques to understand their own mental health, it also builds some amazing friendships and a wider support network outside the building!

Some of the people who join wellbeing wednesday have had very traumatic experiences in their past but also a wealth of knowledge that they are able to share with the group. Peer support is extremely important for understanding your mental health, because suddenly you realise it's not just you and you're not alone.

Being a neurodiverse person who sometimes still experiences anxiety has helped me gain a deeper understanding of the material and how to present this to a very mixed group of people. Often we have undiagnosed neurodiverse people who have struggled with other CBT courses they have done in the past and this can be extremely damaging but luckily Living Life To The Full is adaptive and can be used to meet numerous people's needs.

I use art as part of the sessions and people often say this is something they enjoy. I also use adult colouring, fidget toys and other self soothing techniques in all sessions. One of my favourite parts of wellbeing Wednesdays is when we share the high and low of the week. This gives people the opportunity to share what has happened during the week and I find that this is important as people engage and learn more when they feel listened to!

As part of wellbeing Wednesdays there is also a therapeutic art session in the afternoon. This session is great and run by a lovely qualified artist who drives from Cumbria every week to teach us. We learn some fantastic new art techniques including gelli printing, charcoal work and how to work with depth and shadows....the list is really endless! Even people who feel they can't draw find there is something they are brave enough to try and enjoy. Wellbeing Wednesdays is a fantastic day and it helps a lot of people.

Aftercare Group

We have been running an aftercare group from LLTTF for nearly a year, which has been a good way of moving people forward. One person started their own business and one has applied for a new property as they were very unhappy with their circumstances. One of our older group members performed in a play at the Grand theatre and the group went on a trip to go and see him. One person has trained as a befriender.

Art group



Art group is now in its 18th year and has 9 regular members. We have worked on a drawing course called Draw squad and we are currently working on a charcoal project. Members find it very relaxing and say it is great for their mental health. We worked on many different projects. Jude who helps has trained as an art therapist. It's a great group providing a lot of peer support as well as art skills. We hope to have an exhibition later this year.

Crafter's café

One of our volunteers has started to run a crafter's café, which has 8 regular members. It's a place to bring craft and connect with other crafter's. People then sell their work on Etsy and in various places. They also worked on a combined blanket project for the local hospital.



A letter from a recent client:

Dear West End Impact Team,

I recently took part in the Living Life to the Full Course with Emma as the host, which I have now completed. I was struggling with severe depression and anxiety, childhood trauma and negative thinking patterns. After completing the course, I feel so much better. I now have a better understanding of myself and have learnt to recognise my feelings and emotions by working through the books provided and discussions with Emma who hosted the course. I now focus more on myself and self-care. What I have learnt on this course is invaluable and I will certainly be recommending it to people I know who are struggling. This course was an absolute lifeline to me when I was in a very dark place and a wait time of over a year for NHS counselling.

I would like to say what an asset Emma is to the West End Impact. Emma goes above and beyond for each and every member of her group. She is compassionate, hardworking, friendly, professional, and has a wonderful knowledge about so many things that are invaluable to her group.

It is with much thanks to Emma and West End Impact that I am now living life as I should be and I cannot thank you enough.

Kind Regards

Miss L S

Counselling

Our counsellor Richard has been with us since his training days and has started employment with us in September 2023. He provides person centred one-to-one counselling to complement our CBT group work. Here is a case study of one of his recent clients, Dave* 57 yr. old male.

What service was provided?

Ten sessions of person centred counselling after an introduction and assessment session.

Summary of the work

Dave was referred to West End Impact by a mental health nurse at his GP surgery. This client had been signed off work on long term sick leave following an accident at work. The loss of his role at work and the loss of routine had resulted in low mood and troubling questions about the purpose of life. At the beginning of therapy Dave spoke about what had happened to him and why he felt he was now struggling to feel motivated to get up and function productively each day. Dave expressed the belief on several occasions that he had lost everything. An important aspect of the therapeutic work with this client was to provide a safe and non judgemental atmosphere where he could openly talk and reflect on his experiences. A pivotal moment occurred, when Dave, in session 4 began to recall things which he hadn't lost, listing with increasing hope and enthusiasm the many good things in his life which were not work dependent.

Following this change of perspective he began to explore the notion that an opportunity had opened up for him whereby he could engage in interests for which he previously had no time, due to work.

Questions related to self worth continued to trouble the client and he asked if he could return for further sessions in the future, which we shall do. He had however begun to notice that as he engaged in activities which he enjoyed and felt skilled at, his sense of usefulness and perception of psychological reward began to return.

What has been the most significant change for the client from attending?

The client's perspective of his current circumstances shifted from a struggle to see anything positive about his life to being able to see that although life had become less in a key area, there still remained other aspects of life which were positive and worthwhile. Subsequently a desire to get up and get the most out of each day returned. There was also recognition that self-care, both physical and mental needs to become even more important post accident.

Why was this change significant?

The daily structures which returned, his increased physical exercise and interactions with others of common interests began to support growth of self-esteem as the client could see his time being well spent. Moreover his ability to make positive contributions to the lives of others brought this client a welcome "buzz." The feeling of loss lessened as a sense of unexpected gain began to grow. Dave hopes to return to a different workplace and a more people orientated role in the future.

Quote from client/service user

"Life isn't over after all!"

Operations



I am Kristina, and my role at West End Impact is to support the managers and trustees with all operational, administrative and accounting activities.

Over the last year I have aided the consistent systematic running of administrative duties. Such as payroll, bookkeeping, and data monitoring.

Although my role is much less client facing, I ensure that we are compliant and organised. With record

keeping up-to-date and the correct policies and procedures in place for the charity. I also design our flyers and advertising, which I thoroughly enjoy as I'm a bit of a perfectionist!

My highlight over the past year has been to utilise my skills and support the social enterprises: The ReStore and ReStoration. Here I have improved the point-of-sales processes and been able to train our volunteers in store. I have also supported the ReStore Manager in completing AQA qualification applications for our clients. And finally, I have implemented an easy to follow, time efficient, product inventory management process.

Another part of my role, which comes with such ease and enjoyment, is to share the amazing work West End Impact does! Whether through our newsletter, advertising, email communications, funding bids and grant applications or simply word of mouth, sharing our impact is one of the best things I get to do.



Impact News

Reacting to Crisis
Rebuilding Lives

Growing Veg & People



How it started...



...how it's going

Growing Veg & people transformed a concrete area that has been derelict for about 15 years into a growing space. Growing food and biodiversity are vital to us as humans. The project improves opportunities for local people to grow their own food; learn new skills; taste fresh produce; build friendships; space to relax.... We aim to Grow Veg and People by growing veg outside in the community and with people in the community.

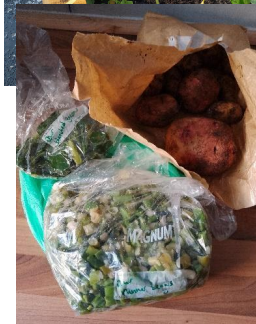
Our main challenges were that we had no water supply and no shelter from local shore winds and rain. All the ground is concrete and we will have to leave it like that as part of the lease agreement.



Successes: The project is up & visible. Producing veg for our client meals we provide each Thursday. We have over 4 accessible planters growing beans, cabbages, sprouts, kale, chard. Increase in insects and biodiversity.

Growbags – courgettes, 2 companion plants of French marigolds & nasturtiums worked well. Potatoes – harvest beginning & looks to be as successful in the green plant pot. Spring onions in troughs.

Our recycled plastic bottle greenhouse, gathering 1000x 2L plastic bottles is almost finished. This will help people in this growing season, give a little shelter and opportunity to grow seeds. Easier to get hands into soil this way – small steps but amazing to watch the results. Two locals involved in set up and throughout these startup months, many walking passed said they are pleased the derelict land is being used and asked about the developments and later the veg.



Cabbages, potatoes, courgettes, runner beans, french climbing beans and greens are in our weekly hot meal that we serve to homeless and vulnerable people. Our healthy 'greens' are a mix of Swiss chard, kale and some sprout leaves. Spring

onions are doing well as are the marigolds and nasturtiums and herbs. Our giant sunflowers have been a great way of showing the area is diverse and growing! The seeds are drying, and these are for a local who has been helping and loves feeding the birds nesting in the tree on site. Sprouts continue growing towards the Christmas meal as do potatoes. I have planted late low growing French beans in a friend's greenhouse to see if these will also contribute to the Christmas meal. A few strawberries that the birds missed. This winter the raised beds and soil will be fallow, and nutrients added in the Spring. I anticipate we will have more locals involved in constructing more accessible planters, recycled bottle greenhouse, planting, tending, harvesting, tasting fresh veg, improving nutrients in diet, nattering and building community, learning new skills and healthy relaxing in 2024.

The Restore



This has been a productive year for the Restore. We had 8 clients on placements, 7 were art based placements and we had 1 client on a retail placement from the jobcentre. 4 clients came through the placement programme we offer and have become volunteers. 2 of those clients now volunteer in the shop and one also runs scrapbooking workshops. One of them is doing a placement for admin with Kristina, our administrator.

One volunteer from the shop has now started volunteering in our food bank. She has also started a crafter's café which runs at our main site every week.

We had a client on a placement doing photography on our website, he was an asylum seeker from El Salvador. He has now received his right to remain status and has gained full time employment designing road signs after we gave help with references.

6 clients have worked on qualifications through the AQA unit award scheme. These qualifications have been varied and include collage, painting and mixed media techniques, and one client has done a project on Viking longboats. We are currently working on the paperwork for completion and hope to have an awards ceremony in September.

Client stories:

Holly* had an exhibition of her painting work in February and sold her first piece as a solo artist, which greatly increased her self esteem and she has recently had another solo exhibition in Lancaster where she sold further works.

Gail* came as a client and has completed 2 AQA's in collage and mixed media techniques this has really helped with her confidence. She recently sold her first piece of work which gave her first wages in 20 years. She didn't believe she would ever earn her own money as she suffers with psychosis and



peri menopausal symptoms which affects her mental health. She is currently attending our LLTTF CBT course and working on more artwork.

Ralf* was referred from social services. He is part of the LGBTQ+ community and struggles greatly with poor mental health, he hardly leaves the house and really struggles to find friendship groups. He has been coming to Restore for 3 months. We have helped him market his artwork through making a leaflet and a logo under his chosen business name. He works on photorealistic portraits and we have helped him set up a small business working on commissions. He has very little confidence but since working with us has gained 2 commissions for his pieces and one can clearly see an improvement in his confidence. We have recently applied for an employment

grant for him and this will enable him to get some Giclee prints done which he plans to sell both at The Restore and at Comic con exhibitions.



Thea* has been doing a retail project from the job centre and we have been doing role plays on customer service skills. She now runs the shop on her own, serves customers and happily works independently. We have worked on her CV and she has completed 3 retail based AQA courses. We are currently working once a week applying

for jobs online. She has also taken on some of the painting for The Restoration project and will soon earn her first wage since 2018.

We have had a range of successful workshops this year from Fine art to creative writing and also needle felting. This has brought new people to the shop and is a great income stream

We have also worked with Lenny* and helped him develop his photography into fine art and books. He recently had a very successful book launch and has also found the confidence to sell his work in other shops. He had great success at our stall at Vintage by the sea in September where he made photographic montages with a vintage/ retro theme.

We have also developed a scrap store which is a way of repurposing the craft materials that we don't need. This had great success at a recent sale and we plan to develop this into kits.

We have quite a few workshops lined up and I am sure these will continue to progress.

The Restoration



The Restoration shop has been very busy with house clearances and commission work.

There has been a lot of renovations of chairs and furniture. Many customers comment on the high level of craftsmanship and often cannot believe it is the same item.

We currently have four clients. Andrew* a retired gentleman who helps around the shop on various projects. He says it helps him get out of bed and he enjoys the work. They have worked on this complex cane work repair project which is a

lost craft and it's been a great learning opportunity.



Before...

Sam*, another retired man has helped with a Restoration of G Plan corner cabinet, Tea chest and a Chair. Sam was new to the area and wanted to find community links and learn new skills. He really enjoys his sessions.

Peter also worked with Mary* who was referred by social services and has now gained employment and also worked with Lance* on an AQA in Furniture Restoration.

Lauri* is from the LGBTQ+ community and suffers with CPD. She has difficulty with physical work so helps around the shop in light work such as furniture polishing, waxing, helping in glueing and clamping etc on various projects. She has also had help for her depression on our Living life to the full course and she has attended the aftercare sessions.



...After

Impact Youth

Our youth club is small but significant for the pre-teenager who come. They had all just started year 7, all in different high schools, but they knew each other from primary school. It is an important contact point with their long time friends. Each one of them has their different struggles in their new schools or at home or with life in general. We provide a crucial safe space with time to hang out, games, activities and talks. Time to chat and share their worries, hopes, dreams and ambitions.

It's often rather loud as they run off their energy from a hectic week at school. The leadership team is more of grandparent age, but they seem to appreciate older adults giving them the gift of their time and attention. We have built up a good rapport with them and it is wonderful to get to know them better. We are very aware how important it is for teenagers to have safe space outside of home and school.

One of the highlights was a walk to a local hill with a wonderful view. Even though our young people said they were dying walking up a hill, they really appreciated the view!



How to get involved:

While reading this you might have been thinking, 'That's amazing! I'd like to be a part of that!' The great news is, you can! There are lots of ways you can get involved.

You could... **Volunteer.** West End Impact isn't a building, it's a community. We offer a thriving volunteer programme! Being part of a community of volunteers - helping our community in Morecambe - is a fantastic opportunity. Most of our volunteers feel they get more out of it than they give. There are various volunteer roles available and more to be tailor-made to your experience, passions and availability. Get in touch and we can arrange an informal chat.

You could... **Be an Impact Angel.** Impact Angels support our work financially. Without their faithful and continuous support our work would not be possible. That is why we lovingly and affectionately call them 'angels'. If you would like to become one of our angels and contribute to this important community 'outpost' in the West End of Morecambe, please get in touch or use the details below.

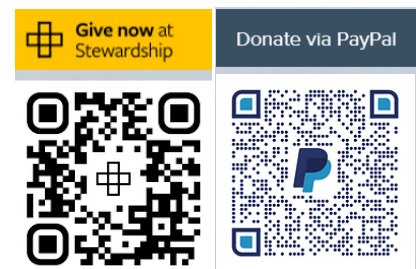
Donate direct into our account and every penny goes towards our work

Account Name: West End Impact

Account Number: 51337505

Sort Code: 40-33-15

You can also donate via Stewardship (they take a small cut) or via PayPal (they take a bigger cut).



If you are a UK taxpayer we can use Gift Aid to make your donation go further still, please email us.

You could... **Subscribe to our Newsletter.** Emailed to you about once a month, it keeps you updated with all the goings on at West End Impact. You can sign up to it right at the bottom of our website.

You could... **Follow us on Social Media.** We're everywhere and we share lots of news, requests, thank yous and useful information.

West End Impact Page: <https://www.facebook.com/WestEndImpact410>

West End Impact Hub: <https://www.facebook.com/groups/westendimpact>

West End Impact Mental Health group: <https://www.facebook.com/groups/3099446413399491>

The Restore: <https://www.facebook.com/therestoremorcambe>

Instagram: @the_restore_

X: @WestEndImpact

You could... **Shop.** You would find the greatest unique and handmade gifts for Birthdays, Christmas or just as a treat for you in our Restore. You might just find that amazing piece of furniture in the Restoration or have your favourite but tired looking table/cupboard/chair restored to full glory.

You could... **Donate to our food bank.** We have a donation bin at Morrisons in Morecambe, Pets at Home, St. Patrick's school in Heysham or you could drop it off at Impact. It's also really helpful if you donate money, so we can strategically buy the items we are particularly short of any given week.

You could... **Fund us.** If you happen to be one of those amazing organisations that funds charities like ours, thank you for taking the time to read this. You've kept us going for a lot of years and we're not finished yet. We're working hard to become more self-sufficient, but will always need outside funding to keep up the good work. Please get in touch with any more questions, come visit us or pass our details on to others. We really appreciate your support.



charity name **WEST END IMPACT (CIO)**
charity No. **1153736**
period from **01/06/2023 (start date)**

A1 Receipts

			2023-2024	2022-2023
	unrestricted funds	restricted funds	total	total
	nearest £	nearest £	nearest £	nearest £
2000 Donations				
2100 Gift-Aid Donations	£14,295		£14,295	£13,562
2200 Non-Gift Aid Donations	£18,705		£18,705	£5,502
2300 Group Donations	£12,098		£12,098	£6,925
2400 GASDS Donation	£851		£851	£944
Total 2000 Donations	£45,949	£0	£45,949	£26,934
2500 Restricted Funds				
2501 Eleanor Peel		£7,000	£7,000	
2505 Tudor Trust (Manager)		£25,000	£25,000	£25,000
2524 Morecambe Town Council		£5,000	£5,000	
2534 LCC Parish Nurse		£22,500	£22,500	£33,750
2536 CRH		£7,500	£7,500	£7,508
2540 mens group		£8,000	£8,000	£5,000
2541 Warm space grant LancsCounty Council		£500	£500	£500
2542 CVS Westminster Food Grant		£1,500	£1,500	£1,500
2545 Neighbourly Foundation (Food)		£500	£500	£500
2549 Blakebank Trust		£10,000	£10,000	
2550 Hedley Foundation Grant		£1,000	£1,000	
2551 Pots of Possibilities		£3,290	£3,290	
2552 Banks Renewables		£7,000	£7,000	
2553 Dutchy of Lancaster		£5,000	£5,000	
2554 Lancaster Community Fund		£1,000	£1,000	
2555 Liverpool CVS		£600	£600	
2556 Leathersellers		£5,000	£5,000	
2557 Garfield Weston		£25,000	£25,000	
2558 Hubbub		£6,000	£6,000	
2559 UKSPF		£0	£0	
2560 Francis Scott (Counselling)		£5,000	£5,000	
2561 Albert Hunt (Parish Nursing)		£5,000	£5,000	
Total 2500 Restricted Funds	£0	£151,390	£151,390	£115,798
2800 Non-Restricted Grants		£0	£0	£600
3000 Generated Income				
3100 Room Hire	£6,583		£6,583	£7,940
3200 Other Generated Income			£0	£115
3300 Interest gained & Gift Aid	£5,941		£5,941	£4,952
Total 3400 Fundraisers	£1,392		£1,392	£2,220
3500 Uni payment	£1,400		£1,400	£0
3600 Restore income from sales	£3,790		£3,790	£3,432
3700 Restoration income from sales	£2,903		£2,903	£2,500
Total 3000 Generated Income	£22,009	£0	£22,009	£21,179
Other Income				
3850 employment NI allowance	£1,800	£0	£1,800	
Total Income	£69,758	£151,390	£221,148	£164,511
A2 Asset and Investment sales,etc..			£0	£0

				2023-2024	2022-2023
A3 Payments	unrestricted funds	restricted funds	endowment funds	total	total
	nearest £	nearest £	nearest £	nearest £	nearest £
4000 Buildings					
Total 4100 Impact	<u>£21,959</u>	<u>£9,125</u>		<u>£31,084</u>	<u>£44,670</u>
Total 4300 The Restore	<u>£1,556</u>	<u>£4,719</u>		<u>£6,274</u>	<u>£8,673</u>
Total 4500 Restoration	<u>£714</u>	<u>£2,151</u>		<u>£2,865</u>	<u>£3,282</u>
Total 4000 Buildings	<u>£24,228</u>	<u>£15,995</u>		<u>£40,223</u>	<u>£56,625</u>
Total 5000 Admin	<u>£2,986</u>	<u>£1,685</u>		<u>£4,671</u>	<u>£3,357</u>
Total 6000 Projects	<u>£13,078</u>	<u>£12,011</u>		<u>£25,089</u>	<u>£24,899</u>
Total 7000 Staff	<u>£964</u>	<u>£154,729</u>		<u>£155,693</u>	<u>£134,429</u>
Total Expenses	<u>£41,257</u>	<u>£184,419</u>		<u>£225,676</u>	<u>£219,311</u>
A4 Asset and investment purchases, etc..				£0	£0
A5 Transfers between funds				£0	£0

A6 Cash funds year end £107,503 £11,963

9000 Funds brought forward into 2024/25				(into 23/24)
9001 Eleanor Peel		£2,132	£2,132	£55
9042 Albert Hunt (Parish Nursing)		£5,000	£5,000	
9043 Banks Renewables		£225	£225	
9044 CRH		£358	£358	
9045 Francis Scott (counselling)		£5,000	£5,000	
9046 Garfield Weston		£13,793	£13,793	
9047 Hubbub		£3,548	£3,548	
9048 Lancaster Community Fund		£343	£343	
9049 Leathersellers		£146	£146	
9050 Mens group		£6,941	£6,941	
9051 Pots of Possibilities		£1,807	£1,807	
9052 UKSPF 2024		-£22,128	-£22,128	
9005 Tudor Trust (Manager)		£229	£229	£5,974
9010 Wakeham Trust		£164	£164	£164
9019 Donations allocated Parish Nurse		£5,214	£5,214	£6,083
9020 Wage Reserve Fund		£28,492	£28,492	£20,593
9029 Morrisons		£1,652	£1,652	£2,261
9034 Unrestricted Funds	£54,154		£54,154	£46,022
9038 NGS		£2,234	£2,234	£3,396
9040 Trusthouse		£140	£140	£836
9028 Morecambe Town Council		£991	£991	£0
Total 9000 Funds brought forward	<u>£54,154</u>	<u>£56,281</u>	<u>£110,436</u>	<u>£107,858</u>

Statement of assets and liabilities at the end of the period

B1 cash funds	unrestricted funds	restricted funds	endowment funds		
	nearest £	nearest £	nearest £		
current account	£10,280			£10,280	£14,251
deposit account	£54,221	£47,952		£102,173	£100,118
pay-pal account	£100			£100	£280
treasurer's petty cash	£436			£436	£237
total cash funds	<u>£65,038</u>	<u>£47,952</u>		<u>£112,990</u>	<u>£114,886</u>
B2 other monetary assets	£0	£0		£0	
B3 investment assets					
	funds to which	cost	current		
	assets belong		value		
	"unrestricted"		£0	£0	

B4 assets retained for the charity's own use

n/a £0 £0

B5 liabilities

payroll (PAYE & NIC)
payroll (pension)
payroll (LCC)
outstanding mortgage
outstanding loan

funds to which liability relates			2022-2023
	amount due	when due	
"restricted"	£1,559	1 June 2024	
"restricted"	£788	1 June 2024	
"restricted"	£124	1 June 2024	
"unrestricted"	£0		
"unrestricted"	£5,792	1 October 2026	£8,392

B6 Debtors

room hire invoices

"unrestricted" £207

signed by one or two trustees on behalf of all the trustees
signature



printed name

DARREN PHILLIPS (CHAIR)

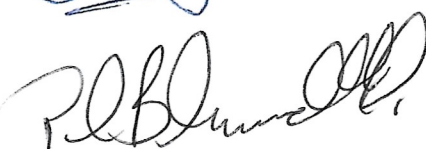
date of approval

18 July '24



Mr. Ian George Swash (Treasurer)

18 July 24



INDEPENDENT
EXAMINER



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

WESTEND IMPACT (CIO).

On accounts for the year
ended

31-05-2024

Charity no
(if any)

1153736

Set out on pages

1

(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 31/05/2024.

**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:

PL Blundell

Date:

01-08-24

Name:

PHILIP LESLIE BLUNDELL

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

FELLOW MEMBER ASSOCIATION of
ACCOUNTING TECHNICIANS. F.M.A.A.T

Address:

31 WILDMAN STREET
PLUNGINGTON
PRESTON PR1 7QH.

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.



charity name **WEST END IMPACT (CIO)**
charity No. **1153736**
period from **01/06/2023 (start date)**

A1 Receipts

				2023-2024	2022-2023
	unrestricted funds	restricted funds	endowment funds	total	total
	nearest £	nearest £	nearest £	nearest £	nearest £
2000 Donations					
2100 Gift-Aid Donations	£14,295			£14,295	£13,562
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2300 Group Donations	£12,098			£12,098	£6,925
2400 GASDS Donation	£851			£851	£944
Total 2000 Donations	£45,949	£0		£45,949	£26,934
2500 Restricted Funds					
2501 Eleanor Peel		£7,000		£7,000	
2505 Tudor Trust (Manager)		£25,000		£25,000	£25,000
2524 Morecambe Town Council		£5,000		£5,000	
2534 LCC Parish Nurse		£22,500		£22,500	£33,750
2536 CRH		£7,500		£7,500	£7,508
2540 mens group		£8,000		£8,000	£5,000
2541 Warm space grant LancsCounty Council		£500		£500	£500
2542 CVS Westminster Food Grant		£1,500		£1,500	£1,500
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2560 Francis Scott (Counselling)		£5,000		£5,000	
2561 Albert Hunt (Parish Nursing)		£5,000		£5,000	
Total 2500 Restricted Funds	£0	£151,390		£151,390	£115,798
2800 Non-Restricted Grants		£0		£0	£600
3000 Generated Income					
3100 Room Hire	£6,583			£6,583	£7,940
3200 Other Generated Income				£0	£115
3300 Interest gained & Gift Aid	£5,941			£5,941	£4,952
Total 3400 Fundraisers	£1,392			£1,392	£2,220
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Total Income	£69,758	£151,390		£221,148	£164,511
A2 Asset and Investment sales,etc..				£0	£0

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Total 7000 Staff	<u>£964</u>	<u>£154,729</u>		<u>£155,693</u>	<u>£134,429</u>
Total Expenses	<u>£41,257</u>	<u>£184,419</u>		<u>£225,676</u>	<u>£219,311</u>
A4 Asset and investment purchases, etc..				£0	£0
A5 Transfers between funds				£0	£0

A6 Cash funds year end £107,503 £11,963

9000 Funds brought forward into 2024/25				(into 23/24)
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Total 9000 Funds brought forward	<u>£54,154</u>	<u>£56,281</u>	<u>£110,436</u>	<u>£107,858</u>

Statement of assets and liabilities at the end of the period

B1 cash funds	unrestricted funds	restricted funds	endowment funds		
	nearest £	nearest £	nearest £		
current account	£10,280			£10,280	£14,251
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B2 other monetary assets	£0	£0		£0	
B3 investment assets					
	funds to which	cost	current		
	assets belong		value		
	"unrestricted"		£0	£0	

B4 assets retained for the charity's own use

n/a £0 £0

B5 liabilities

payroll (PAYE & NIC)
payroll (pension)
payroll (LCC)
outstanding mortgage
outstanding loan

funds to which liability relates			2022-2023
	amount due	when due	
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"unrestricted"	£0		
"unrestricted"	£5,792	1 October 2026	£8,392

B6 Debtors

room hire invoices

"unrestricted" £207

signed by one or two trustees on behalf of all the trustees
signature

[Signature]

[Signature]

[Signature]

printed name

DARREN PHILLIPS (CHAIR)

date of approval

18 July '24

Mr. Ian George Swash (Treasurer)

18th July 24

INDEPENDENT
EXAMINER



Section A

Independent Examiner's Report

Report to the trustees/
members of

Charity Name

WESTEND IMPACT (CIO).

On accounts for the year
ended

31-05-2024

Charity no
(if any)

1153736

Set out on pages

1

(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 31/05/2024.

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").

Independent
examiner's statement

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.

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:

PL Blundell

Date:

01-08-24

Name:

PHILIP LESLIE BLUNDELL

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

FELLOW MEMBER ASSOCIATION of
ACCOUNTING TECHNICIANS. F.M.A.A.T

Address:

31 WILDMAN STREET
PLUNTINGTON
PRESTON PR1 7QH.

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.