



North Somerset People First

*Supporting people with learning
disabilities to have a voice*

TRUSTEES ANNUAL REPORT & FINANCIAL STATEMENTS

Year ending 31st March 2021

Charity Number: 1159184

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Reference and administrative details – Year ending 31st March 2021

Name of charity: North Somerset People First

Charity registration number: 1159184

Governing Document: CIO – Foundation registered 12th
November 2014

Trustees:

Susan Hogarth (Chairperson)
Christopher Bird (Treasurer)
Anne Kilpin (Secretary)
Stephen Campling
Kyle Hannan

No trustee has beneficial interest in the charity.

Principle Address:

North Somerset People First
The Campus
Highlands Lane
Weston Super Mare
BS24 7DX

Website: www.nspf.co.uk

Independent Examiner:

Kirsty Beechey
19 Boulevard
Weston Super Mare
BS23 1NR

Bankers

HSBC bank
174 High Street
Worle
Weston Super Mare
BS22 6JD

Cambridge & Counties Bank Limited
Charnwood Court
58 New Walk
Leicester
LE1 6TE

Nationwide Building Society
Kings Park Road
Moulton Park Industrial Estate
Northampton
NN3 6NW

Trustees' report

The trustees of North Somerset People First present their annual report and independently examined accounts for the year ending 31st March 2021 and confirm that they comply with the requirements of the Charities Act 2011.

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing their aims and objectives and in planning future activities.

Objectives & Activities

North Somerset People First (NSPF) is a self-advocacy charity working for and led by the voices of people with a learning disability in North Somerset. NSPF promotes and encourages people with a learning disability to speak up for themselves, empowering them to be in control of their own lives, now and in the future. We provide speaking up forums across the county, facilitate training opportunities and services to improve the lives of people with learning disabilities and provide activities that reduce the social isolation that many people with learning disabilities experience. We have clear access links to all statutory services locally and ensure the views and opinions of people with a learning disability in North Somerset are used to influence and develop these services.

NSPF provides paid employment and opportunities for meaningful work experience programs for people with learning disabilities within North Somerset.

Structure, Governance and Management:

The trustees are responsible for the overall management and control of North Somerset People First and meet as a minimum six times per year. All trustees give their time freely, remuneration for expenses have to date not been claimed.

Organisational & Operational Management:

The day to day running of the charity is delegated to the Chief Executive Officer.

Advisory Committee:

North Somerset People First's Advisory Committee is made up of a group of people with a Learning disability. The Advisory Committee is responsible for finding out what services there are in North Somerset and if they meet the needs and expectations of their peers. It is a group of people who meet every 3 months, where they advise and inform our trustees what is important to the people who use our services. Committee members stand for one year and new Advisory Committee members are elected annually at our AGM.

Risk Management:

The trustees are responsible for the overseeing of the risks faced by the charity. Risks are identified and assessed and controls established throughout the year. A formal review of the charities risk management is carried out annually. The charity has taken out suitable insurance in order to cover any unforeseen problems.

Reserves Policy:

Reserve funds (hereafter referred to as The Reserve Fund) will be maintained at a level equivalent to six months operational expenditure and will provide the charity with adequate financial stability for the foreseeable future. The reserves fund will be invested in deposit accounts agreed by the Board of Trustees. The amount of the reserves fund will be calculated as follows:

1. Six months of all employees' salaries plus national insurance contributions.
2. The amount of redundancy payment and any payment in lieu of notice to which each employee would be entitled if the charity were dissolved.
3. Six months of normal expenditure for the charity.
4. An amount to cover unforeseen costs.
5. Solicitors costs for winding up.
6. Expenditure for planned projects.

The reserves fund will be reviewed ½ yearly and the figures adjusted accordingly. A report will be submitted to the Board of Trustees by the Business & Finance Manager.

All withdrawals from the reserve accounts will be authorised by nominated persons from the Board of Trustees.

As of the 31st of March 2021, the amount of restricted reserves: £137,068.67

Activities and Achievements: Please see full charity annual report containing activities and achievements for 2020-2021 at the end of this document.

Future Plans

Our current key funding comes from range of sources which includes: The local authority, educational bodies, The National Lottery Community Fund and Lloyds Bank Foundation. We remain aware that there is always potential for further government cuts, which could affect our core funding from the local authority. We continue to identify new ways to secure future funding that will enable us to carry out our aims and objectives.

NSPF continues to invest some of its unrestricted reserves to support additional office space as our current accommodation does not allow for our current needs.

It has made an investment into the development of our Communication and Marketing strategy, which has seen major improvement in our digital communications.

Statement of Trustees' responsibilities

The trustees are responsible for preparing the Annual report and the Financial Statements in accordance with applicable law and regulations. Law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year. The financial statements are required by law to give a true and fair view of the state of the affairs of the charity and of the financial activities for that year. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and apply them consistently.
- Make judgements and estimates that are reasonable and prudent.
- Prepare financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue its operation.

The trustees are responsible for keeping accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable

them to ensure that the financial statements comply with Charities Act. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the charity and to prevent and detect fraud and other irregularities. Laws applicable to charities in

England and Wales require the trustees to prepare financial statements for each financial year. The trustees have elected to prepare the financial statements with the Financial Reporting Standard for smaller entities (effective Jan 2015)

Statement of disclosure to independent examiner

In so far as the trustees are aware:

There is no relevant information of which the charity's independent examiner is unaware; and the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant information and to establish that the independent examiner is aware of the information.

By order of the Board,



Christopher Bird (Treasurer / Trustee)

Independent examiner's report on the accounts

Report to the Trustees of North Somerset People First on accounts for the year ended 31st March 2021. Charity Number 1159184.

Set out on pages 9,10 and 11

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with 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 presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the 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 out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Acthave not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Independent Examiner

Signed: 

Date: 20/10/2021

Name: Kirsty Fowler

Address: 19 Boulevard, Weston-super-Mare, North Somerset, BS23 1NR

Relevant professional body: Member of the Association of Accounting Technicians (MAAT) & Association of Tax Technicians(ATT)

For the year ending 31st March 2021
Name of charity: North Somerset People First
Charity registration number: 1159184

Disclosure

Brief details of any items that the examiner wishes to disclose.

The organisation is still located in the smaller accommodation based at The Campus; provided by the Local Authority.

Receipts and payments accounts

North Somerset People First

Charity Number 1159184

For the period 01/04/2020 to 31/03/2021

	Unrestricted funds	Restricted funds	Total funds 2021	Total Funds 2020
Receipts				
Grant funded projects	8,334	168,856	177,190	158,051
Service provision	51,692	38,265	89,957	84,149
Community Social fund	-	-	-	302
Miscellaneous sale income	1,400	-	1,400	1,550
Bank interest received	1,530	-	1,530	1,981
Sub total	62,956	207,121	270,076	246,033

Investment income

-	-	-	-
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Total receipts	62,956	207,121	270,076	246,033
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Payments

Staff costs	36,927	141,713	178,640.05	183,733
Purchases	12,957	60,048	73,005.70	54,180
Overheads	1,118	5,453	6,571.40	8,219
Accrued costs	-	38,000	38,000.00	-
Bank charges	116	-	116.30	135
Sub total	51,119	245,214	296,333	246,267

Asset and investment purchases

-	-	-	-
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Total payments	51,119	245,214	296,333	246,267
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Net of receipts/ (payments)	11,836	- 38,093	- 26,257	- 234
Transfers between funds	- 17,823	17,823	-	-
Cash funds last year end	119,036	67,703	186,739	186,973
Cash funds this year end	113,049	47,433	160,482	186,739

Statement of assets and liabilities at 31st March 2021

	Details	Unrestricted funds to nearest £	Restricted funds to nearest £
Cash funds	Bank Accounts	119,316	
	Building Society Accounts		160,069
	Cash held	150	
	Net Debtors/Current Liabilities	- 6,418	- 112,636
	Total cash funds	113,049	47,433
	(agree balances with receipts and payments account(s))	ok	ok

	Details	Unrestricted funds to nearest £	Restricted funds to nearest £
Other monetary assets	Debtors	-	-

	Details	Current value
Assets retained for the charity's own use	Furniture, fixtures and fittings	2,850
	Computers and Accessories	3,425
	Other office equipment	4,240

	Details	Amount due
Liabilities	Business Charge card	1,645
	PAYE, Nat Ins, Pension	-
	Creditors	4,773
	Deferred Income	74,636
	Accruals	38,000

Approved by the board of Trustees on 29/11/2021.....

Chair person pp. 
Sue Hogarth

Treasurer..... 
Christopher Bird

North Somerset People First
Income and Expenditure Account Year Ended 31st March 2021

	2020-2021		2019-2020		
	Income	Expenditure	Income	Expenditure	Change
Sales					
Supporting People	38,265.00		38,265.00		-
NHS Clinical Commissioning Group	35.10		-		35.10
NSC Community Team for LD	7,918.00		7,918.00		-
NSC Childrens Centers	26,996.00		26,995.00		1.00
NS Community Partnership CIC	1,589.33		2,223.97		- 634.64
Employability Services	3,200.00		12,664.00		- 9,464.00
PCPs/Advocacy	4,147.50		2,909.00		1,238.50
Community Socialisation Fund	-		302.21		- 302.21
Miscellaneous Sales Income	1,400.00		1,550.00		- 150.00
Fundraising	380.93		1,307.89		- 926.96
Support Programs	15,759.18		1,092.00		14,667.18
Lloyds Bank Foundation for England & Wales	21,723.50		25,914.46		- 4,190.96
Supporting Grants	-		5,000.00		- 5,000.00
The National Lottery Community Fund. ABL	103,983.02		117,910.81		- 13,927.79
COVID-19 Response Fund	18,994.00		-		18,994.00
NSC Infection Control	6,575.32		-		6,575.32
Lottery Community Fund Covid-19 Transition support	17,580.00		-		17,580.00
Bank interest received	1,529.61		1,980.74		- 451.13
	<u>270,076.49</u>		<u>246,033.08</u>		<u>24,043.41</u>
Staff Costs					
Supporting People		35,681.64		31,489.55	4,192.09
NHS Clinical Commissioning Group		-		-	-
NSC Community Team for LD		7,741.31		7,664.76	76.55
NSC Childrens Centers		25,562.29		26,676.01	- 1,113.72
NS Community Partnership CIC		1,501.40		2,169.19	- 667.79
Employability Services		36.39		14,210.50	- 14,174.11
PCPs/Advocacy		-		25.88	- 25.88
Support Programs		2,086.00		2,812.50	- 726.50
Miscellaneous Staff costs		-		-	-
Lloyds Bank Foundation for England & Wales		19,890.54		20,369.70	- 479.16
Supporting Grants		-		5,000.00	- 5,000.00
The National Lottery Community Fund. ABL		62,927.22		73,314.56	- 10,387.34
COVID-19 Response Fund		5,867.00		-	5,867.00
Lottery Community Fund Covid-19 Transition support		17,346.26		-	17,346.26
		<u>178,640.05</u>		<u>183,732.65</u>	<u>- 5,092.60</u>
Purchases					
Supporting People		2,213.07		5,198.45	- 2,985.38
NHS Clinical Commissioning Group		-		-	-
NSC Community Team for LD		160.14		248.41	- 88.27
NSC Childrens Centers		780.12		378.42	401.70
NS Community Partnership CIC		36.80		75.68	- 38.88
Employability Services		40.90		229.35	- 188.45
PCPs/Advocacy		250.00		57.00	193.00
Training Provision External		-		-	-
Fundraising		366.00		399.46	- 33.46
Support Programs		10,623.49		78.00	10,545.49
Community Socialisation Fund		-		-	-
Miscellaneous Purchases		700.00		700.00	-
Marketing		-		2,360.00	- 2,360.00
Volunteering		-		-	-
Lloyds Bank Foundation for England & Wales		1,450.22		3,985.61	- 2,535.39
The National Lottery Community Fund. ABL		37,102.20		40,469.91	- 3,367.71
COVID-19 Response Fund		12,671.15		-	12,671.15
NSC Infection Control		6,611.61		-	6,611.61
		<u>73,005.70</u>		<u>54,180.29</u>	<u>18,825.41</u>
Gross profit/(loss)		18,430.74		8,120.14	

Overheads

Supporting People	375.12	1,553.29	-	1,178.17
NHS Clinical Commissioning Group	35.10	30.00	-	5.10
NSC Community Team for LD	23.00	-	-	23.00
NSC Childrens Centers	145.00	5.40	-	139.60
Employability Services	-	-	-	-
PCP/Avocacy	-	164.80	-	164.80
Community Socialisation Fund	-	324.25	-	324.25
Fundraising	-	42.50	-	42.50
Support Programs	631.75	143.60	-	488.15
Lloyds Bank Foundation for England & Wales	382.74	1,559.15	-	1,176.41
The National Lottery Community Fund, ABL	3,953.60	4,126.34	-	172.74
COVID-19 Response Fund	499.70	-	-	499.70
NSC Infection Control	6.99	-	-	6.99
Lottery Community Fund Covid-19 Transition support	234.90	-	-	234.90
Accrued Expenses <small>note 2</small>	38,000.00	-	-	38,000.00
Legal Fees	283.50	270.00	-	13.50
Bank Charges	116.30	134.56	-	18.26
	<u>44,687.70</u>	<u>8,353.89</u>	-	<u>36,333.81</u>
Excess of Expenditure over Income				
Excess of Income over Expenditure	- 26,256.96	233.75	-	
	<u>270,076.49</u>	<u>270,076.49</u>	<u>246,033.08</u>	<u>246,033.08</u>

NORTH SOMERSET PEOPLE FIRST

Balance Sheet as at 31st March 2021

Balance Sheet

31ST MARCH 2021

31ST MARCH 2020

Fixed Assets

Equipment

Less Depreciation

Current Assets

Debtors	-	370.66	-	370.66
HSBC Current a/c	68,371.65	49,417.74	-	18,953.91
HSBC Savings a/c	50,944.78	50,916.89	-	27.89
Nationwide Building Soc <small>note 3</small>	84,700.85	84,476.43	-	224.42
Cambridge & Counties bank <small>note 3</small>	75,367.82	74,090.52	-	1,277.30
Cash in hand	150.14	47.80	-	102.34

Less Current Liabilities

Business Charge card	- 1,645.03	- 586.11	-	1,058.92
Less accruals <small>note 2</small>	- 38,000.00	-	-	38,000.00
Less Deferred Income <small>note 1</small>	- 74,635.64	- 67,864.26	-	6,771.38
Less Creditors	- 4,772.66	- 4,130.80	-	641.86
	<u>160,481.91</u>	<u>186,738.87</u>	-	<u>26,256.96</u>

Represented By

Balance Brought Forward	186,738.87	186,972.62	-	233.75
Profit this Period	- 26,256.96	- 233.75	-	26,023.21
	<u>160,481.91</u>	<u>186,738.87</u>	-	<u>26,256.96</u>

Balance Carried Forward	160,481.91	186,738.87	-	26,256.96
	<u>160,481.91</u>	<u>186,738.87</u>	-	<u>26,256.96</u>

Chairperson
Sue Hogarth

Treasurer
Christopher Bird

Accounts examiner
Kirsty Fowler

Notes to the accounts:
>Note 1. Deferred income consists of; £51,849.28 National Lottery Community Fund ABL, £20,321.46 Lloyds Bank Foundation for England & Wales, £2464.90 NHS Clinical Commissioning Group.
>Note 2. Accruals as approved by the board; ringfenced funds of £5000 for website creation, £10,000 for the rental costs and establishment of second office, £3,000 delapidations of current office, £5000 for the production and development of new branding materials and £15,000 post COVID-19 recovery.
>Note 3. Ringfenced reserves for wind-up costs £137,068.67

Funds which need the balance to be carried forward for deferred income, as payments made are for ongoing projects.

Fund	Sales	Purchases	Direct Expenses	0/Hs	Balance to carry forward	Amended Sales Figure
Lloyds Bank Foundation	42,044.96	1,450.22	19,890.54	382.74	20,321.46	21,723.50
Big Lottery Fund. A Better Life	155,832.30	37,102.20	62,927.22	3,953.60	51,849.28	103,983.02
NHS Clinical Commissioning Group	2,500.00	-	-	35.10	2,464.90	35.10
					74,635.64	-

North Somerset People First

Supporting people with learning disabilities to have a voice



Annual Report 2020 - 2021

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Introduction to North Somerset People First

Who are we?



North Somerset People First is a self advocacy organisation run for and led by people with a learning disability. Anyone with a learning disability or autism who lives, works or attends college or day services in North Somerset can become a member of the organisation.

Self Advocacy means speaking up for yourself about important things in your life. It also means doing things for yourself, making changes happen, talking about problems, knowing your rights and responsibilities, making friends and having fun.

Self-advocacy supports us to:



- ◇ Have more control over our lives
- ◇ Share news and discuss things that are important
- ◇ Make friends and have fun
- ◇ Do things we want and in our way
- ◇ Become independent and responsible
- ◇ Respect and trust each other
- ◇ Share feelings
- ◇ Talk about problems and be listened to
- ◇ Help make big decisions to change things for ourselves and other people

Mission Statement

North Somerset People First promotes and encourages people with a learning disability to speak up for themselves, empowering them to be in control of their own lives now and in the future.

Our Aims:



To promote self-advocacy and support people with a learning disability to have a voice in North Somerset.



Make sure people are aware of their rights.



Support people to have a greater choice and control over their lives.



Make sure all of our members have an opportunity to contribute to all the work we do.



Support people to be included in their community.

Board of Trustees' Report

This year has been especially challenging for us all, having to cope with an unprecedented situation courtesy of the Pandemic. The Charity's operational team, including our volunteers, have had to respond by being flexible, working in new ways and prioritising those activities which would best support our members.

Financially the Charity has been fortunate in not being partly or wholly reliant on a retail-based funding model, as is the case with many charities. Our ongoing corporate financial support, specifically from the National Lottery and Lloyds Banking Group, has enabled project-based services to continue. Support services have also continued to be delivered thanks to the hard work of the whole team under the leadership provided by the Senior Management Team and using remote working practices and tools.

Board meetings and governance requirements have also continued without interruption facilitated by using online tools such as Zoom. Similar tools have also been employed to support communication with our membership.

In summary a very challenging year but thanks to a dedicated and flexible team our membership has continued to receive the best possible service.

North Somerset People First Board of Trustees

Chief Executive Report



Michelle Burnett

The past year has been both remarkable and challenging for North Somerset People First. The pandemic transformed the landscape of our work, and, as with many organisations it has tested us in ways that could never have been anticipated. The situation we all found ourselves in was an evolving one, and as weeks and months went by, we had to collectively remain flexible, creative, and resilient in the face of many emerging new challenges.

It is in times of crisis that you find and appreciate the true value of your team and the resilience of the culture within the organisation generally. This is reflected in the team's efforts, ranging from colleagues delivering front line support in exceptionally demanding conditions; to those providing vital communication, information and mental health, and emotional well-being services, as well as continuing our statutory advocacy provision, and coping with multiple challenges such as virtual working, the use of PPE, and rapidly changing government requirements in the face of unrelenting pressures.

I have seen colleagues demonstrate remarkable care and compassion for the members they support. They displayed incredible creativity and I am delighted to say that the response has been immense; there has been impressive agility at all levels and the way in which we were able to reach out to our members and their families and carers has had a marked positive impact on their mental health and general wellbeing.

I cannot stress enough, my immense gratitude to my amazing team of staff and volunteers who are an absolute credit to the organisation. They have responded to the challenge of the pandemic magnificently and tirelessly to ensure that our members received the vital support that they needed.

Year after year we promote the successes achieved by our members and we are often overwhelmed by the challenges they overcome to reach these successes. Throughout the last year we have witnessed the inner strength and determination of many of our members as they have adapted to a very different way of life. Throughout this report you will read some positive stories, however, despite the positives, we also clearly recognise the significant impact that the pandemic has had and continues to have on our members. Physical health, mental health and emotional well-being has greatly declined, social lives being restricted has created increased isolation and the lack of opportunity to practice daily independence skills and routines has reduced confidence and some members have reported an inability to do tasks they used to before the pandemic.

Things are still a long way from returning to normal, however, despite the continued uncertainty and the likelihood of more tough times ahead, we plan with enthusiasm and creativity to address the continued challenges and most importantly to ensure our services and activities fully support the issues that the pandemic has created for our members. Looking ahead with hope of a brighter horizon, we have also embarked on developing plans for new services for the future and beyond.

I am mindful that whilst we have reflected on what has been a very difficult year, it is important to remind ourselves that there are so many people who have experienced complete devastation. Our thoughts and sympathies are of course with all those people we support, carers, colleagues, volunteers, and family members who have lost loved ones and friends because of the virus or have suffered from it themselves.

OUR YEAR IN NUMBERS

Mental health
&
emotional well-being



2,407

1-1 on-line
Psychoeducational
support sessions



1,560

Safe
distance walks



20,592

Welfare calls made



540



In person support sessions

826

Easy Read,
Easy Cook deliveries



268



People supported



2,340

Incoming calls for
advice & support

£36,574



Covid support grants & donations

254



Zoom group meetings
&
peer support sessions

1,532



Activity & information
packs distributed



Parent Advocacy

This year has again seen a number of referrals for parent advocacy, providing support for parents with learning disabilities who are involved in child protection cases. The concerns in these cases can range from neglect due to poor parenting skills, physical abuse, chaotic lifestyles, domestic abuse within the relationship, substance misuse, lifestyle and previous concerns.



“Delivering this service during the pandemic has been a real challenge for our advocates and our clients.”

Our Volunteer Manager and Advocate Nic explains how this service works:

“Our advocates undertake this work via a social care referral. This may be done whilst a lady is still pregnant or as they are about to go to court if the Judge has said an advocate is needed. It may initially seem like a simple case however due to the nature of the work, they can turn out to be very complex. It can be difficult to hear some situations, so we support each other, discuss feelings and how the case is affecting us personally.”

Parent Advocacy

As well as working with the parents our Advocates also work with social services, Health Visitors, midwives, legal teams and other health teams. They go through court papers and explain the system to the clients. The clients are supported in the courtroom and the volunteers negotiate reasonable adjustments to ensure the court process is manageable. The adjustments could be shorter sessions, simple terminology and our volunteer being present with them if they need to give evidence in court.

The Advocate ensures that the client understands everything that is said/written and is able to give their opinion. If they do not feel listened to, the Advocate can then speak for them.



“Providing advocacy for our clients during the last year has been particularly challenging. Providing effective support is paramount to our clients and advocates, we were not going to let the pandemic stop us from doing just that. Whilst some of our work has been carried out remotely and most court hearings have been done via video link or phone-in methods, our advocates have worked tirelessly to ensure our clients were informed, supported and were able to have their views and wishes heard.”

Our Covid response

With the onset of the Covid-19 pandemic, lockdown restrictions were introduced in March 2020. A worrying and scary time for everyone. For most members of NSPF, these concerns were exacerbated due to the fast moving and often complex information and guidance broadcast. Many statutory and voluntary providers had to immediately cease working directly with the individuals they supported. Informal community support networks and social opportunities also stopped.

The entire NSPF team swung in to action as soon as lockdown restrictions were put in place. The very first thing we felt was important was to make contact with each and every one of the members on our database — from members we were used to seeing regularly at our groups, to those who may have attended one of our courses or events a couple of years ago. It was our priority to find out how our members were managing, whether they had any specific needs or concerns, and to reassure them that NSPF would be there for them throughout the pandemic.

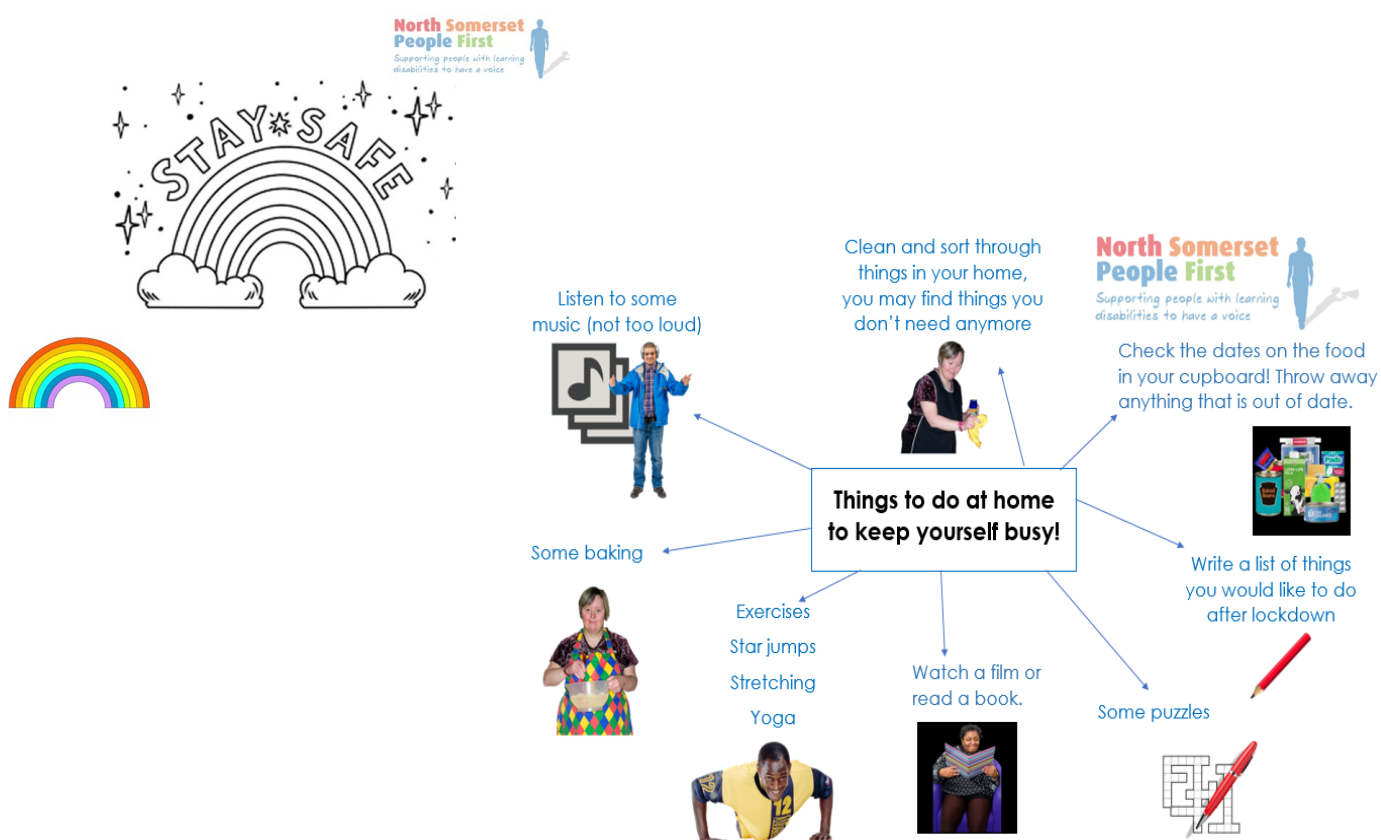
These welfare calls continued for the entire lockdown period, with some members benefitting from a couple of calls each week, to others with support at home receiving a call every month or so.

"I'm sure meeting people on the Zoom meetings has helped her to be more confident to meet people face-to-face. People First are a great support and have lots of great ideas during lockdown and before."

(Julie Conway, Support Worker)

Our Covid response

Isolation, loneliness and low mood were all commonly experienced by many of NSPF's members during the lockdown. In order to remind our members that NSPF were thinking of them, here to support and as a way of providing some entertainment as well as useful hints, we created and delivered a number of activity packs.



If you are on a walk OR looking out of the window can you spot any of these things?

Circle them if you spot them.



Our Covid response

Resources to support our members to manage anxiety



Have you been feeling worried during this coronavirus outbreak?

Here is a breathing exercise for you!

This is a good exercise to practise:

✓ once in the morning



✓ once more in the evening



This can be a good exercise to do if you are feeling worried or anxious.

	Take a slow deep breath in through the nose.
HOLD	Hold your breath for 3 seconds.
	Breathe out slowly through the mouth for 4 seconds.
3	Wait for 3 seconds before taking another breath.
6	Do this exercise again 6 more <u>times</u> .

Our Covid response

As a result of the restrictions around Covid-19 and the cessation of NSPF in-person service delivery, 2020 saw the introduction of some NSPF groups being offered online via Zoom. This began with the *'Better Together'* peer support group format being replicated online, every Wednesday afternoon.



Staff welfare calls were the primary means of making members aware of Zoom groups and also the availability of IT equipment on loan, as well as support and guidance for usage. The groups were also promoted on the NSPF website, Facebook page and Twitter account. As our Zoom offer increased, we developed a monthly *"What's on Zoom"* poster which was publicised online and sent via email to members.

NSPF March Zoom Groups



Better Together

Weekly on Wednesdays and Fridays
A chance to chat and play games.



Men's Wellbeing

Fortnightly on Thursdays
A group for men to talk about
their health and wellbeing.



NEW! Women's Wellness

Fortnightly on Tuesdays
A group for ladies to talk about
their health and wellbeing.



Speaking Up Group

Once a month (second Monday)
A place for members to speak up
about issues affecting their lives.



Book your place: Call 01934 426086 Email info@nspf.co.uk



NSPF March Zoom Groups



March						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Better Together with Kirsty at 1pm =

Better Together with Kerrie at 10am =

Men's Wellbeing with Geraint at 1pm =

Women's Wellness with Kerrie & Kirsty at 1pm =

Speaking Up Group with Jo at 2pm =

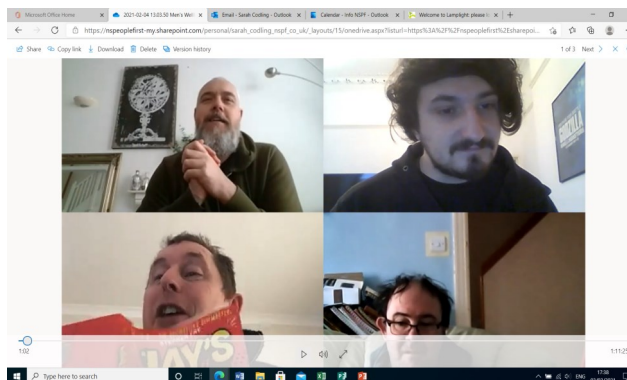
Book your place: Call 01934 426086 Email info@nspf.co.uk



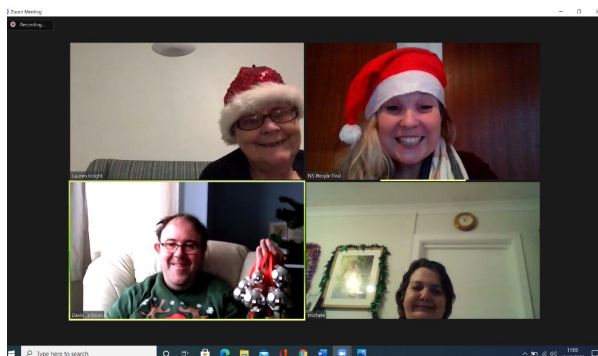
Our Covid response

The Zoom groups offered a vital source of social interaction for all the members who attended, many of whom live alone and had not been able to meet with others due to the pandemic. Many members had been sorely missing groups and activities they were used to attending, so NSPF Zoom sessions became a highlight of their week.

The groups were also a useful mechanism for sharing vital public health advice about keeping safe during Covid-19 with members and for enabling discussion and explanation. Members were keen to offer peer support when others raised concerns or talked about issues they were facing.



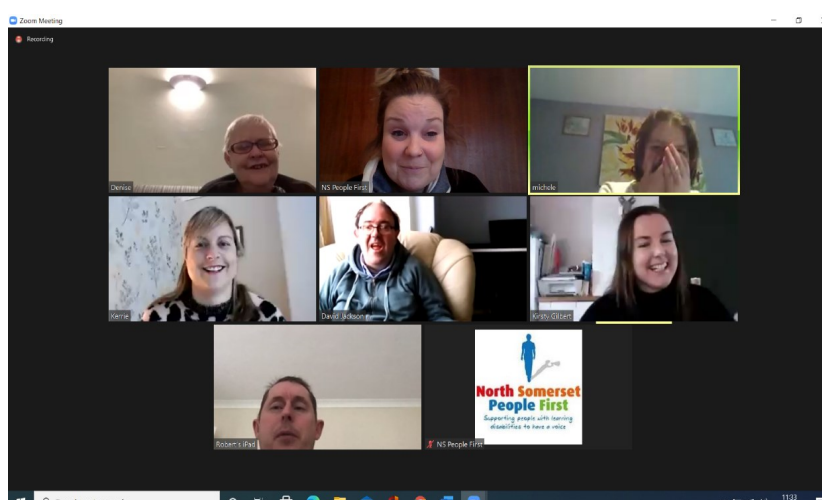
Offering groups via Zoom strengthened NSPF's reputation with members and their families/carers/support providers, at a time of considerable anxiety. We regularly promoted our online offer via our growing social media presence and highlighted where we have particularly gone 'above and beyond' (for example, holding Zoom groups on both Christmas and New Year's Day).



Our Covid response

Members' Feedback about Zoom groups

The members who attend the groups all got involved by contributing and appeared to enjoy themselves with lots of smiles and laughter. Members said they really enjoyed the groups, seeing and socialising with others. There were also comments about how they were looking forward to the face-to-face groups but that it was nice to be able to use Zoom for the time being. The members had favourite games that they requested to play during the groups. They have all said that the length of the group was perfect for them (90 minutes with a break).



The sessions have demonstrated some positive examples of peer support. Two specific members have supported each other to access the groups online. On one occasion one of the two members went to the other members' home and did a 'window visit' to help them access the zoom group. Two other members spoke about how they would like to access the group together as they would struggle to do this independently. One member would struggle with the technical side and another would feel anxious.

Our Covid response

Members' Feedback about Zoom groups continued

Members offered each other support during the sessions and checked in with each other. They were often heard telling each other that they can call them if they need to talk. The members showed a real interest in one another, asked to share photos and listened to each other attentively. The *Friday Better Together* group in particular had a small number of members who consistently attended, the members really got to know one another and showed real consideration and on some occasions, great empathy for one another. The members noticed if a regular member was not there and asked if they were ok. They also greeted new members warmly and welcomed them to the group. If one member was having a technical problem, other members would try to help by making suggestions on how they could rectify it.

If it wasn't for North Somerset People First, keeping in touch each week on the phone and on Zoom.



I felt I would have gone back into a deep depression and have them suicide thoughts again.



Our Covid response

With NSPF offering a range of groups and activities online, it was important to acknowledge that some of our members were digitally excluded. This was due to two main factors: lack of equipment and/or a lack of digital skills.

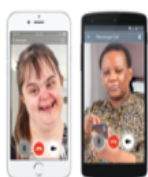
In order to support members to access our online offer as well as other online opportunities, a number of iPads were made available to loan. The iPads were configured with an NSPF guest email account and loaded with data in order to make them useable without the need for internet access at the homes they would be used in.

Supporting members who had not been online before or those with limited digital skills was an important element. Some members had 'window visits' from staff members or telephone calls to guide them through using their loaned iPads. Each iPad was issued with EasyRead instructions:



Our Covid response

NSPF used 'Zoom' as a platform for running social and other groups online during the Covid-19 lockdown period. This was a new application for most staff and members. An EasyRead guide to using Zoom was produced for members with loaded iPads and those with their own equipment. Here are some pages from the guide:



Zoom is an App you can use to video chat with people.



You can talk to lots of people at the same time on Zoom.



You can use Zoom on a computer, smartphone or tablet.

There are two ways of joining a Zoom meeting.

You can enter a special code called a Meeting ID which a staff member at NSPF will give to you or you can click on a link sent in an email from NSPF.



There may be more than one email listed. Look at the top of the list, check to see if it was sent by **info NSPF**

If the top email was not sent by **info NSPF**, ignore it and look at the next one down.

Tap the **info NSPF** email to open it.

You do not need to open any other emails. You must never click on any links in emails other than those sent from **info NSPF**.



We will never ask for your personal details or bank details. NEVER enter these. If you are asked for them, DO NOT enter them, phone the office on 01934 426086 for advice.

The link is a set of numbers and letters will look something like this:

<https://zoom.us/j/1234567>

<https://zoom.us/j/1234567>

Tap on the link



We are particularly grateful to the Clothworkers Foundation for providing funds to support us to buy iPads and data for members. Without this vital funding it would have been impossible to meet the needs of members who were otherwise isolated and experiencing deteriorating mental health.

Our Covid response

E's story

E is a young woman with learning disabilities, a long standing history of depression and anxiety, who also displays Autistic traits. She is extremely shy and finds it difficult to speak to people. She was referred to NSPF as she was really struggling with her mental health and this was having a big impact on her family life. Her living situation was at risk of breaking down due to her parents and siblings finding it hard to support her during the pandemic.

Issues and Goals

- Isolation – E was feeling extremely isolated and lonely. This was magnified by the lockdown restrictions put in place for everyone;
- Self-confidence – E was extremely shy, finding it really difficult to communicate with others;
- Anxiety and Depression – E often felt low and did not feel she had a lot to look forward to or focus on.

The following goals were identified to help E to address the presenting issues:

- ⇒ Isolation – help to build friendships and create opportunities to socialise with peers;
- ⇒ Self-confidence –develop confidence and the ability to communicate thoughts and feelings with others;
- ⇒ Anxiety and Depression –build coping mechanisms and look at causes of low feelings. Help to provide opportunities and goals to look forward to and focus on.

Our Journey with E so far

Our first introduction to E was at the beginning of Lockdown when she commenced attending our weekly Wednesday *Better Together* Zoom groups. E was accompanied by her support worker to our groups who set up the laptop on her behalf and placed the camera in her direction so she could see us and the group could see her. To begin with E did not like to participate at all, and her support had previously asked that we do not ask her questions, and simply allow her to speak up when she felt comfortable. The support worker provided early feedback that E was enjoying observing and listening to the members converse in this social Zoom.

Our Covid response

E's story continued

Three months later and nearing the end of the lockdown, the difference in E was wonderful to witness - lots of smiles and laughter throughout the *Better Together* Zooms and active participation in the weekly game/quiz, writing her answers down and sharing her scores and answers with the group. E also felt comfortable answering some questions in front of the group. She happily answered simple yes or no answer questions by herself verbally or with a thumbs up or nod, no longer always relying on her support worker to respond on her behalf.

The growing bond between E and other members attending the Zoom groups was also wonderful to watch, with them often directly conversing with one another, asking how E is and just saying "Hi", welcoming her to the group. E independently replies accordingly and although a seemingly small step to many, a huge development for her growth and confidence, in addition to building relationships with others. E has also begun talking to another member outside of the groups over the telephone and arranged and met for a walk and coffee.

Looking to the Future

NSPF aim to continue growing E's confidence in attending Zoom groups, with her becoming more involved in conversations. We will also support E with the transition to physical face-to-face groups when Covid restrictions allow, as we will with all our members.

A further aim is to help E to continue to grow her existing friendships and build new ones with other NSPF members and beyond. We will also seek to signpost her to other NSPF services (e.g. *A Better Life* psycho-educational courses) and wider opportunities as appropriate.

Further, we will help and support E to plan for her future, potentially looking at volunteering opportunities and other hobbies and activities she may be interested in to help keep her feeling positive and occupied.

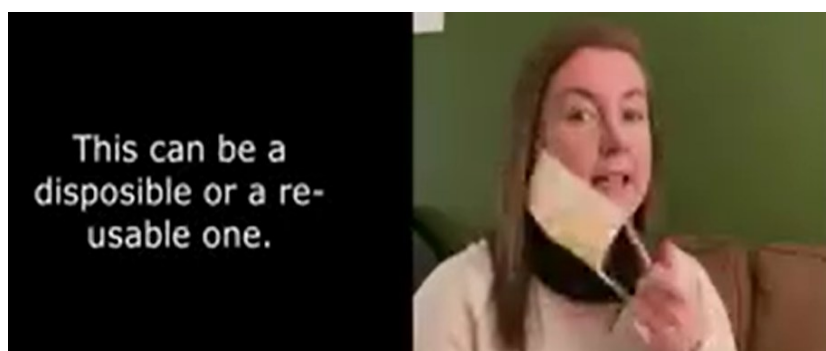
Our Covid response

Information Videos

As well as being a worrying time for everyone, the Covid pandemic also brought the challenge of fast-moving and often complicated public health guidance. Many members turn to NSPF to help them understand complex information and this time was no different.

In order to offer certainty and reassurance, the team devised a series of information videos, conveying crucial health advice and explaining lockdown restrictions. These videos were shared at the Zoom groups and posted online via our website and social media channels. The topics covered included:

- ♦ Vaccine information
- ♦ Hands—Face—Space guidance
- ♦ Face coverings
- ♦ Exemptions
- ♦ Coronavirus scams



Many members were spending more time online (some for the first time) and wanted specific advice about internet safety, including spotting scams, identifying trustworthy sources of information, passwords and cyber bullying. NSPF's Mental Health Project Officer designed a '*Keeping Safe Online*' psycho-educational course which he delivered via Zoom.

Our Covid response

Ben's story

Ben joined NSPF in 2019 when he completed a psycho-educational course as part of the 'A Better Life' service. He hadn't been regularly involved with NSPF services and activities since that time but when lockdown restrictions were introduced as a result of the COVID-19 pandemic, Ben was contacted along with every other NSPF member. Following a welfare call to Ben at this time, we introduced him to our Zoom Groups and talked through what they involved. His support worker's feedback was, *"This sounds just like what Ben needs."*

Ben joined in with some Zoom groups in February 2021 and from the start was a sociable character in the group. He was clearly missing his friends and interaction with others. Using the NSPS Zoom groups, Ben was able to instantly connect with others. Ben was also successfully connected via these groups with some old school friends that he hadn't seen in a very long time.

Ben was already attending 'Slimming World' on Zoom when he joined NSPF Zoom groups and was familiar with the functionality but needed reminders as to when the groups were happening. NSPF responded to this need by circulating monthly calendars using Photo Symbols, a weekly activities planner including links to online groups and a special EasyRead email invite prior to each session.

"People First have been amazing because I can speak to my friends from school and make plans to do exciting things for when lockdown ends"

(Ben, via Brandon Trust, March 2021)

Becoming such a regular on Zoom, Brandon Trust featured Ben in their March 2021 newsletter:

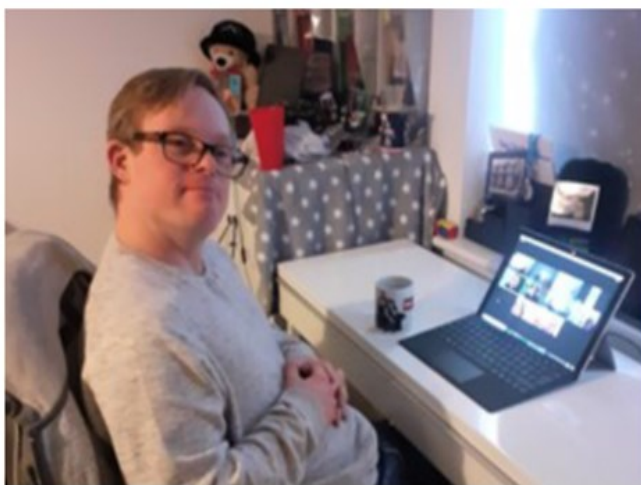
Our Covid response

Ben's story continued

🔒 brandontrust.org

Awareness Week: Making connections through technology

From: 15 Mar 2021



Hello. My name is Ben and I live in North Somerset. For this year's Down's Syndrome Awareness Week, I wanted to share how I've been learning to use technology to connect with people.

I have also been doing sessions with People First and Slimming World. People First have been amazing because I can speak to my friends from school and make plans to do exciting things for when lockdown ends.

In the first lockdown, we did the clap for carers. I was in hospital at the beginning of the year and all the doctors and nurses looked after me so well, and I was really grateful to them. It felt good to clap with the whole street because I felt like I was clapping for them.

Ben
North Somerset

Our Covid response

Psychoeducational Support

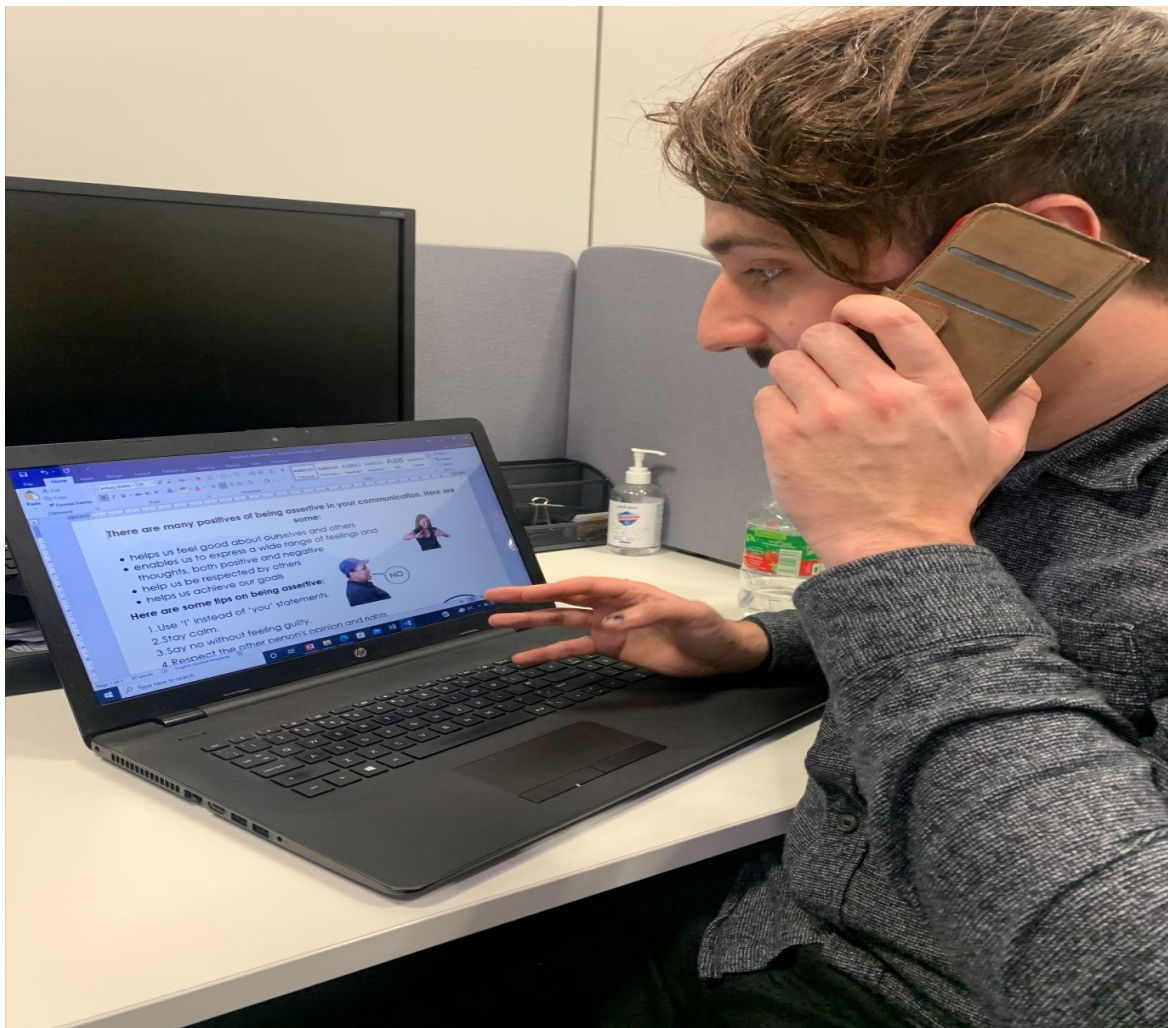
The usual delivery of our 'A Better Life' psycho-educational courses ceased as restrictions were brought in nationally. Through our outreach activities and as a result of many new referrals, some members were identified as having an urgency to benefit from this service. In order to meet this urgent need within restrictions, the Mental Health Project Officer, ABL team members, including some of our experienced volunteers have delivered one-to-one sessions either online, Facetime or telephone. This was an alternative to the usual course delivery, which is designed for several participants and in-person, each session was planned and designed in a more bespoke, person-centred fashion. This has been undertaken using a session planner which uses identified and presenting needs and the outcomes to be worked towards.

Anxiety and feelings of loneliness & depression have been the predominant mental health issues that members have presented with. Unsurprisingly, these have led to other disorders including sleep disorders, eating disorders and agoraphobia.

Much of the work carried out has been to manage the feelings and emotions associated with the mental health issues and support members to get through one day/week at a time, preventing individuals reaching crisis point.

Our Covid response

We developed a tool kit containing a range of strategies to support members with their mental health. The tool kit included strategies such as: a range of breathing techniques, positive thinking – based on CBT model, and improving sleep pattern, these were utilised for members whom we had not assessed a high priority for more in-depth psychoeducational sessions. The tool kit proved vital in equipping the team with the right tools to provide appropriate and meaningful support to members, helping them to better manage their feelings and emotions that were having a negative impact on their mental health.



Mental Health Project Officer Joseph providing 1:1 support to help a member manage their anxiety

Covid Transition

Much of the psychoeducational element of the *A Better Life* mental health and emotional well-being service is delivered in groups and peer support networks. As such, individuals actively involved in this service and our core group activities, suffered a huge loss in interaction with their peers and with their local community during the Covid pandemic. The introduction of our remote service - including telephone calls, FaceTime, Skype and Zoom - provided some great emotional support, however, the isolation and lack of contact with the outside world resulted in many individuals having heightened anxiety and an inability to access their community independently.



The National Lottery Community Fund recognised these challenges and provided funding for Covid transition project work, via their 'Coronavirus Community Support Fund'. The project provided additional capacity to offer 1-1 support to individuals experiencing very poor mental health and anxiety as a result of prolonged isolation due to Covid-19.

The support was tailored to individual need, for example; psycho-educational sessions, supporting individuals to practice strategies to overcome some of the anxieties they experience, developing specific support plans to access their local community, supporting individuals to re-develop skills, such as: cooking, cleaning, personal hygiene etc.

Covid Transition

NSPF work with individuals who already experience huge barriers to everyday life; the Covid-19 outbreak has impacted greatly and sadly, it also created further barriers for these individuals . Through this project we provided the 'helping hand' required to firstly face and develop steps to overcome these barriers. Without this additional support, we fear that individuals' mental health would have continued to deteriorate and many reaching crisis point, which may have resulted in hospitalisation. We also invested in a large variety and quantity of Personal Protective Equipment, to enable staff to carryout direct 1:1 work with individuals safely.

Having been in contact with most of our members during lockdown, we were well aware of the more obvious difficulties facing them. However we wanted to fully understand the extent of the difficulties/ issues that individuals were experiencing so that we could develop our services and shape the Covid transition project to meet their individual needs.

We therefore consulted 268 individuals who were either actively engaged in our services or those who had been referred but not yet begun working with us. This validated our concerns and revealed:

- ⇒ 204 of the individuals who took part in the consultation had developed additional mental health difficulties
- ⇒ 197 individuals reported reductions in their independent living skills
- ⇒ 201 individuals reported a lack of confidence in accessing their local community.

All work carried out with individuals was planned directly with them, as we implement a person centred approach in all our work.

Thank you Wrighton Vale Inner Wheel

"Most of us are worried about contracting Covid- 19 and we all do everything we can to keep ourselves safe. When we were successful in a grant application to the Antonio Carluccio Foundation to provide and deliver an easy cook food service, we wanted to make sure we were protecting our members who we were delivering to.

The protective workwear has been great to use for this service and made easy to clean ready for our next deliveries by using a bag provided to put the scrubs in and pop it straight in to the washing machine. We are extremely grateful to the lovely ladies who made our scrubs."

Thank you to Viv and the wonderful team at Wrighton Vale Inner Wheel for kindly donating our made to measure scrubs



Sarah & Michelle all set for another delivery

Thank you to The Antonio Carluccio Foundation for funding our new Easy Read, Easy Cook service

The generous funding enabled us to develop easy read recipes, purchase ingredients and deliver easy read, easy cook packs to individuals' doorsteps. It also enabled us to purchase cookware items for those who needed items to assist in the cooking process.

This service not only supported individuals to eat a range of healthy meals, it also enabled them to develop their independent cookery skills and provide meaningful activity to support positive mental well-being.

The funding has supported us to provide **826 packs** for individuals in need of support during the Covid-19 pandemic.



THE ANTONIO CARLUCCIO
FOUNDATION

David & Andrew happy to receive their weekly delivery



A's peri chicken



Sarah & Michelle, getting ready for another delivery



Richard keeping safe



Cooking with a smile



Anna's 'Autistic' pizza



Shaun deep in concentration



Shaun's spaghetti bolognese



Andy's savoury mince



David's apple bran muffins



Feedback we received from some of the individuals who received the East Read, Easy Cook service

Received another delivery of ingredients with easy recipes to follow, I really look forward to these. This week I made chicken stew, noodles with ham and peas and jacket potato with tuna and salad, they were all yummy my favourite so far was the noodles with ham and peas. *Shaun*



Susie enjoyed showing us her horse-riding certificates at one of our doorstep deliveries

I look forward to getting my weekly food and recipes and seeing Sarah & Michelle from People First. It is all very nice, and I enjoy cooking it, my favourite was Tuna pasta bake.

Susie

Pleased to see my delivery, it is a surprise to open the box.

I look forward to seeing the food and it stops me worrying.

David





“First two weeks of lockdown were difficult as I was overwhelmed by all the changes. I understand they were necessary, but my brain was struggling to process all of the changes. I had food in the cupboards (cream crackers) and I didn’t think fruit and veg were essential so didn’t do any shopping. As a result, I ended up in A & E needing treatment for dehydration.

Michelle does have a reputation for giving subtle hints about eating healthy. We don’t always agree, I think that a blueberry muffin counts as 1 of your 5 a day but Michelle isn’t convinced!

The easy cook food delivery was a pleasant surprise. It has been great to have food delivered with recipes. I had no excuse for not cooking. I’ve tried new foods and feel so much better, both physically and mentally. Eating healthily and having a full stomach does make a big difference.

Not only has it helped me during lockdown, but it has definitely given me the push I needed to do more cooking and eat fruit and veg.”

Anna

“This is a photo of my experiment, apparently u can regrow spring onions in water.”



DELIVERING OUR EASY READ-EASY COOK SERVICE TO SUSIE WAS MUCH MORE THAN A DOORSTEP DROP!!



Each week that we visited Susie to deliver her food box, she always greeted us with an enormous smile.

Like many of our members we delivered to, Susie enjoyed seeing us in person. This provided a great opportunity to have a (socially distanced) face-to-face chat, Susie enjoyed telling us about the recipes she had made the week before and what she had watched on TV.

Each week, Susie also enjoyed showing us some of her some of her new clothes, as you can see from the photos. Susie enjoyed telling us about her Ascot horse race and proudly showed off her certificate and rosette.

Thank you, Susie, for sharing your stories, showing us your lovely clothes, and bringing a smile to our faces.

A HUGE THANK YOU TO OUR FUNDERS

We would like to say a massive thank you to everyone who has provided us with new grant funding and donations to support our covid-19 projects and services, and to our existing funders for their support and flexibility during this difficult time.

Your generosity and understanding has made a huge difference to the lives of our members



THE ANTONIO CARLUCCIO
FOUNDATION



Income and Expenditure 2020-2021

Income	2020-2021 £	2019-2020 £	Variance + (-) £
Supporting People	38265.00	38265.00	0.00
NHS Clinical Commissioning Group	35.10	0.00	35.10
NSC Community Team for LD	7918.00	7918.00	0.00
NSC Children's Centres	26996.00	26995.00	1.00
NS Community partnership CIC	1589.33	2223.97	(634.64)
Employability Services	3200.00	12664.00	(9464.00)
PCPs/Advocacy	4147.50	2909.00	1238.50
Community Socialisation Fund	0.00	302.21	(302.21)
Miscellaneous Sales Income	1400.00	1550.00	(150.00)
Fundraising	380.93	1307.89	(926.96)
Support Programs	15759.18	1092.00	14667.18
Lloyds Bank Foundation for England & Wales	21723.50	25914.46	(4190.96)
Supporting Grants	0.00	5000.00	(5000.00)
The National Lottery Community Fund. ABL	103983.02	117910.81	(13927.79)
COVID-19 Response Fund	18994.00	0.00	18994.00
NSC Infection Control	6575.32	0.00	6575.32
The National Lottery. C-19 Transition support	17580.00	0.00	17580.00
Bank Interest Received	<u>1529.61</u>	<u>1981.74</u>	<u>(451.13)</u>
Total Income	270076.49	246033.08	24043.41
Expenditure	2020-2021 £	2019-2020 £	Variance + (-) £
Staff Costs	178640.05	183732.65	(5092.60)
Purchases	73005.70	54180.29	18825.41
Overheads	<u>44687.70</u>	<u>8353.89</u>	<u>36333.81</u>
Total expenditure	296333.45	246266.83	50066.62
Net Profit/(Loss)	(26256.96)	(233.75)	

Balance Sheet as at 31st March 2021

Current Assets	31 st March 2021	31 st March 2020
Debtors	0.00	370.66
HSBC Current account	68,371.65	49,417.74
HSBC Savings account	50,944.78	50,916.89
Nationwide Building Society (note3)	84,700.85	84,476.43
Cambridge & Counties (note3)	75,367.82	74,090.52
Cash in hand	150.14	47.80
Business Charge Card	(1,645.03)	(586.11)
Less Accruals (note2)	(38,000.00)	0.00
Less Deferred Income (note1)	(74,635.64)	(67,864.26)
Less Creditors	<u>(4,772.66)</u>	<u>(4,130.80)</u>
	160,481.91	186,738.87
Represented by:		
Balance brought forward	186,738.87	186,972.62
Profit/(loss) this Period	<u>(26256.96)</u>	<u>(233.75)</u>
	160,481.91	186,738.87

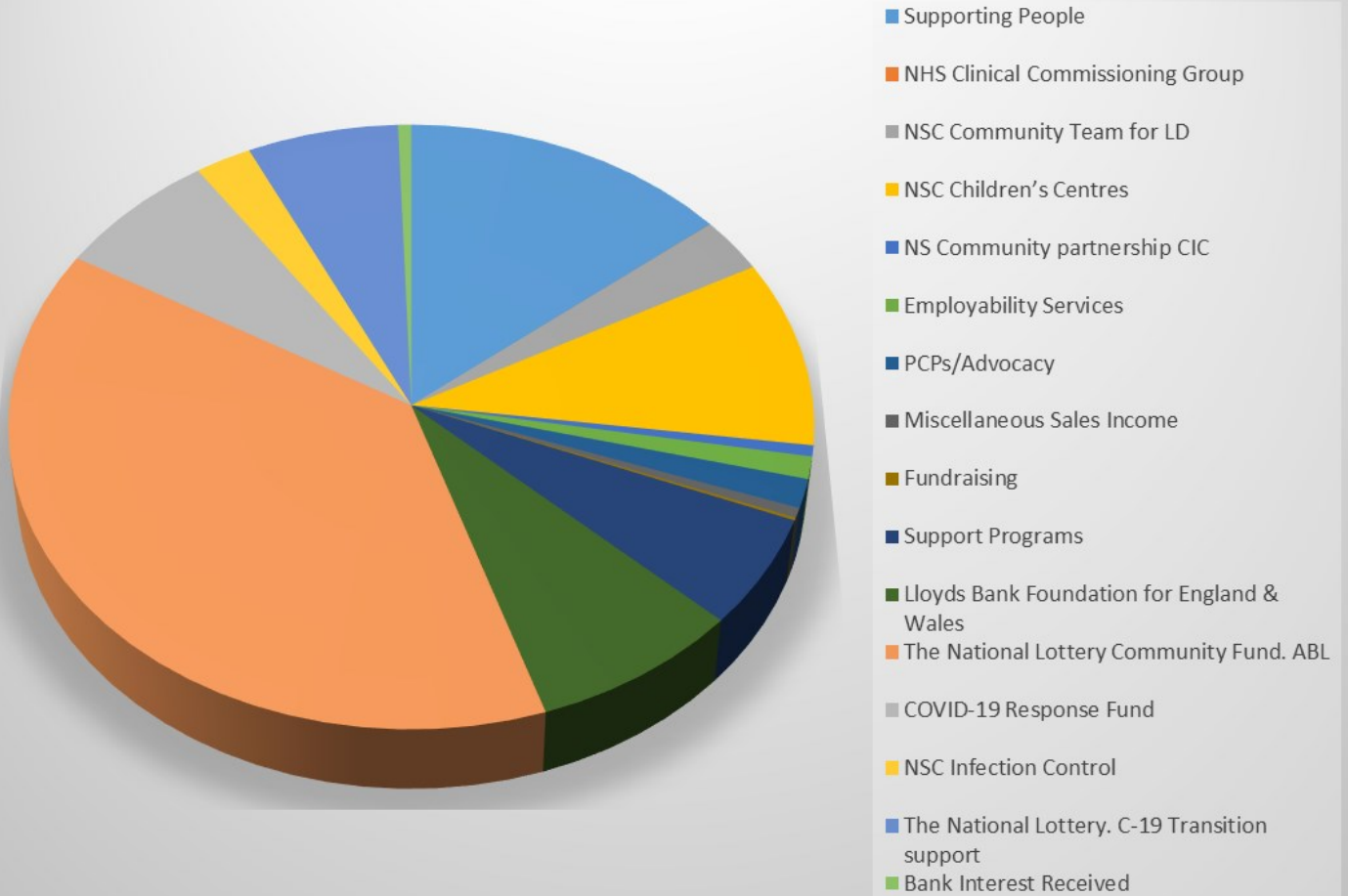
>Note 1. Deferred income consists of; £51,849.28 National Lottery Community Fund ABL, £20,321.46 Lloyds Bank Foundation for England & Wales, £2464.90 NHS Clinical Commissioning Group.

>Note 2. Accruals as approved by the board; ring fenced funds of £5000 for website creation, £10000 for rental costs and establishment of second office, £3000 dilapidations of current office, £5000 for the production and development of new branding materials and £15000 post COVID-19 recovery.

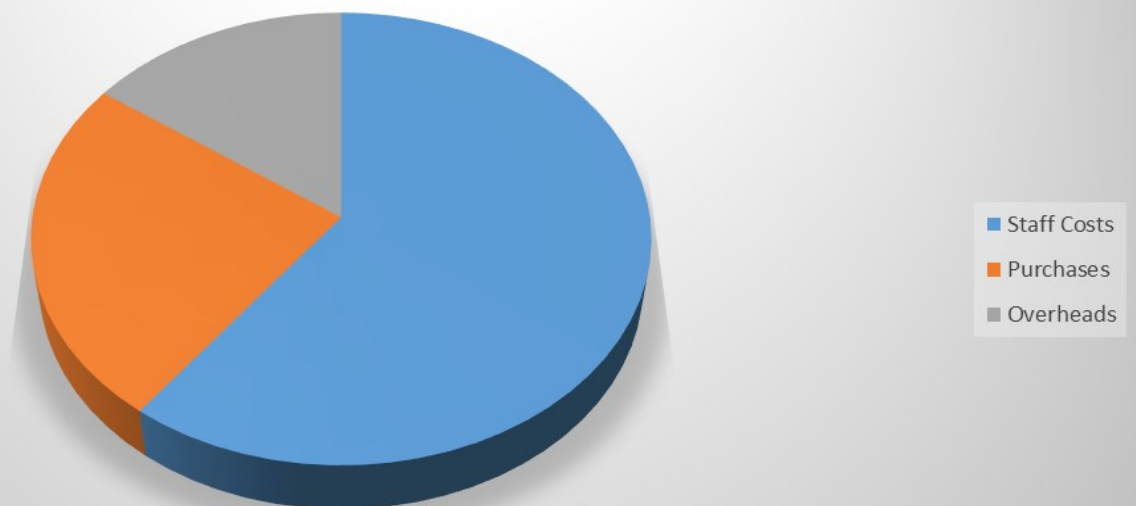
>Note 3. Ring fenced reserves for wind up costs £137,068.67

Income and Expenditure 2020 - 2021

Income

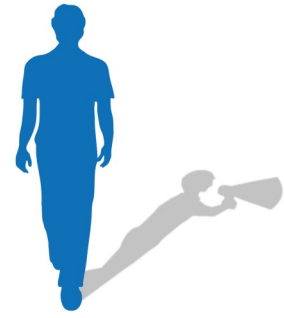


Expenditure



North Somerset People First

Supporting people with learning
disabilities to have a voice

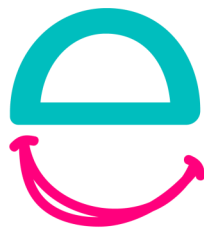


Did you know that whenever you buy anything online – from your weekly shop to your annual holiday – you could be raising a free donation for North Somerset People First?

It's really simple. All you have to do is head to:

<https://www.easyfundraising.org.uk/causes/nspf/>

and sign up for free.



easyfundraising
feel good shopping

The Campus, Highlands Lane, Weston-super-Mare, BS24 7DX

Tel: 01934 426086

Email: info@nspf.co.uk

Website: www.nspf.co.uk

Registered Charity No: 1159184