CREATIVE CONNECTED COMMUNITIES

England & Wales · Charity number 1168688

Details

Status	Registered
Legal form	Charitable company
Company number	10236925
Registered	2016-08-09
Register	View on the Charity Commission register

Contact

Address	Westcotts (SW) LLP Plym House 3 Longbridge Road Plymouth PL6 8LT
Phone	01752 981071
Email	info@wellconnecteduk.org
Website	www.wellconnecteduk.org

Activities

Objects: THE CHARITY'S OBJECTS ARE, FOR THE PUBLIC BENEFIT,:-1) [TO PROMOTE THE EDUCATION OF:-A) STUDENTS, IN PARTICULAR BY PROVIDING THEM WITH PRACTICAL EXPERIENCE IN A VARIETY OF SETTINGS RELEVANT TO THEIR AREA OF STUDY; AND B) HEALTH-CARE PROFESSIONALS THROUGH THE PROVISION OF TRAINING.]2) TO RELIEVE SICKNESS AND PRESERVE GOOD HEALTH BY THE PROVISION OF ADVICE, SUPPORT AND CARE, PARTICULARLY AMONGST MARGINALISED GROUPS.

Activities: Expert providers in community engagement services for health improvement in the South West, enabling more disadvantaged groups to access health improvement and adopt positive lifestyles.

Classification

- **How:** Makes Grants To Organisations, Provides Services, Provides Advocacy/advice/information, Other Charitable Activities
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives
- **Who:** Other Defined Groups, The General Public/mankind

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Geography

- Cornwall
- Devon
- Lincolnshire
- Plymouth City

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£115,008	£169,387	-	-
2024-03-31	£146,910	£151,119	-	-
2023-03-31	£201,958	£238,049	-	-
2022-03-31	£165,836	£208,209	-	-
2021-03-31	£242,375	£254,470	-	-

Trustees

Name	Role	Appointed
Simon Ian Thorpe	Chair	2019-10-24
Doaa Shayea		2026-02-20
Jill Alison Shawe		2019-10-23
Stevie Perry		2026-02-20

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CREATIVE CONNECTED COMMUNITIES

England & Wales - Charity number 1168688

Accounts

Company registration number: 10236925

Charity registration number: 1168688

Creative Connected Communities

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2025

WESTCOTTS

CHARTERED ACCOUNTANTS
& BUSINESS ADVISERS

Creative Connected Communities

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Creative Connected Communities

Reference and Administrative Details

Trustees	J A Shawe
	S I Thorpe
Charity Registration Number	1168688
Company Registration Number	10236925
	The charity is incorporated in England and Wales.
Registered Office	Plym House 3 Longbridge Road Marsh Mills Plymouth Devon PL6 8LT
Independent Examiner	Westcotts (SW) LLP Plym House 3 Longbridge Road Marsh Mills Plymouth Devon PL6 8LT

Creative Connected Communities

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2025.

Trustees and officers

The trustees and officers serving during the year and since the year end were as follows:

Trustees:	H K Knight (resigned 6 January 2025)
	J A Shawe
	S I Thorpe

REVIEW OF ACTIVITIES: 2024-25

Creative Connected Communities continue to deliver its core aims, delivering a range of its long-term programmes, as well as a number of new opportunities. Our work has predominately been focused with our partners at the University of Plymouth, including being invited to deliver a new series of equality, diversity and inclusion workshops across all students within Peninsula Dental School. We have also been thrilled to secure a new partnership with University of Lincoln Medical School.

1. Trustee Update

The Board continue to meet quarterly, and we express our thanks to the Trustees for their contribution, commitment and support to Well Connected over the last 12 months. Unfortunately, due to time commitments, Dr Hanne Knight stepped down as a Trustee in December 2024. We would like to thank Hanne for her contribution to the Board.

2. Team Update

Our Chief Executive oversees the management of the charity, reporting to the Trustees, as well as working alongside the Strategic Lead, and both deliver on many of the programmes and securing new opportunities. Our Charity Administrator supports the team, as well as overseeing the website and social media content. We continue to work with our Finance consultant who offers expertise and guidance to the Chief Executive and Board of Trustees on all financial matters.

The team continue to work remotely, with weekly online update meetings, as well as regular in-person meetings and ‘connecting days’. Team days have kindly been supported by *Womble Bond Dickinson*, who have provided us with free meeting space throughout the year, and we are so grateful for their support and the kindness of their team.

3. Delivery - Future Health Professionals

We manage and co-ordinate social accountability programmes within the established curriculum for the clinicians of the future, via experiential learning opportunities bringing the Social Determinants of Health to life.

a) University of Plymouth

i) Peninsula Medical School:

Following a series of discussions, we were delighted to secure a three-year partnership with Peninsula Medical School to create a tailored programme, providing opportunities for Year 1 and Year 2 medical students to meet with community leaders and people with a range of long-term health conditions to support their learning.

Trustees' Report

- Exploring Health & Meet the Mentors

Building on our current programmes, we were able to develop a series of workshops for over 100 Year 1 medical students to meet with*Experts by Experience*, people who have been diagnosed with a long-term health condition, and *Mentors,* community leaders working within support groups and charities.

*Experts*and *Mentors* very kindly share their lived experiences of accessing services, as well as reflecting on the impact their condition has on family and friends. Through these conversations students gain new perspective's, helping them to think beyond the textbook as they deepen their understanding of specific health conditions, community support and approaches to health improvement.

Our Experts include community members, support groups and organisations and we are continually inspired by their commitment to support health professionals of the future.

"To comprehend what patients' go through, Medical School teaches us the signs and symptoms, but not really about the person as these workshops have shown us. This has been the best session since I started medical school, thank you!"

Year 1 Medical Student

- Family Placement Programme

This was a unique opportunity for over 100 Year 2 medical students to meet with people with a range of long-term health conditions, as well their families and support network three times during an academic year within their home setting. This gave students the opportunity to understand more about how people live with their health condition, but also to understand more about the network of support that is available or not available, as well as the communities in which people live. This programme runs until the end of the spring 2025.

"This has been a great opportunity for me and my husband. It has given us an opportunity to talk about our experiences and to share this with students. Students also get to see how we live. I hope this will impact future healthcare when they qualify"

Placement Participant

ii) Peninsula Dental School

We were again delighted to provide a range of workshops for the Peninsula Dental School, to deliver a programme which adds value to the existing curriculum and provided additional support for students. Activity included:

- Year 1 Dental (BDS) and Dental Hygiene Therapy (DTH) students
- Year 3 BDS students
- Year 4 BDS students

The programmes include:

- Year 1: Inner Strength to Build Resilience

Now in its fourth year, the workshop explores the benefits of developing approaches and strategies to help students during difficult and challenging times, developing a growth mindset to tackle challenges and situations with confidence.

Workshops took place as part of the induction week in September 2024; this supported other aspects of the induction timetable and encouraged students to explore the importance of resilient thinking. The workshop enabled students to investigate strategies and approaches that will help them further develop their skills to become effective health professionals.

There has been a keen interest in the programme within other areas of the University which we are currently pursuing, and we were thrilled to have an article published in the *British Dental Journal* which we co-authored: **Dental Student Resilience – developing strategies and behaviours** www.nature.com/articles/s41415-024-7911-9

Wow! Thank you for such an inspirational session. I'll carry this advice throughout my course. This was a great workshop; I came out feeling so good about myself and a lot more motivated"

Year 1 BDS Student

"The session really helps students to explore their own qualities of inner strength and resilience; impacting on their success as learners and strengthens their ability to develop strategies and approaches for both professional and personal success. I would recommend anyone to work with Well Connected!"

Year 1 Programme Lead, Associate Professor Vehid Salih

We are delighted that Peninsula Dental School have agreed for Well Connected to deliver this workshop again in the new academic 2025-26.

- Year 3: Connecting & Collaborating

This workshop is designed for students to highlight the importance of teamwork and interprofessional learning, as well as an opportunity for them to explore and create their own personal 'why' statement. Students explore how active listening skills impact on person-centred care, as well as the value of team working by using interactive and engaging activities to highlight the importance of collaborating and learning from each other.

Thank you for an informative and inspiring workshop - it really made me think about why I want to become a dentist and the role I can play in supporting patients"

Year 3 BDS Student

"*Well Connected continue to create and deliver interactive and innovative workshops for our students. Working with students to explore their personal 'why' in such an engaging way is so beneficial to their future wellbeing as a health professional"*

Dr Safiya Robinson Clinical Lecturer

- Year 4: Exploring Health Conditions

Similar to our work with the Medical School, we delivered a series of workshops throughout the academic year discussing the impact of a long-term health conditions from a patient's perspective. We brought together a group of people from Devon and Cornwall to meet with students and discuss their conditions and the impact on their daily lives. Students had the opportunity to consider how people access services and how oral health factors into their routines.

Following the three sessions with patients, the final workshop was an opportunity for students to present to a panel of dental clinicians and community experts to discuss their understanding and patient management skills. It was a great opportunity to get students to develop their communication and team working skills and reflect on the overall experience.

We were thrilled to have an article published in the *British Dental Journal* which we co-authored: **Exploring health conditions – learning beyond the textbook**: www.nature.com/articles/s41415-024-7911-9

"We learnt so much, not just about the conditions, but also the lived experiences of all of the people we met"

Year 4 BDS Student

"It is a pleasure to work alongside Well Connected and the Experts. Well Connected has the ability to engage and interact with people who have different experiences of specific conditions and bring them together to enhance student learning"

Year 4 Lead Dr Casper Jonker

- Year 1-5: Inclusive Practice Series

Peninsula Dental School invited us to support them to design and deliver a series of individually tailored half day equality, diversity and inclusion (EDI) workshops across all five-year groups. Our role was to work with students to explore the terms EDI, understand The Equality Act 2010 and learn about the protected characteristics and the impact on daily living. Through our network and connections, we were able to create these workshops working with a number of experts and people with lived experience, such as disability and neurodivergence.

These workshops began in February 2025 and continue into June 2025.

We are delighted that Peninsula Dental School have agreed for Well Connected to deliver these workshops again in the new academic 2025-26.

iii) Plymouth Integrative Health and Social Care Education Centre (PIHC)

Well Connected have been working closely with the PIHC team since 2021. This has led to a focused approach to supporting the Inter Professional Learning (IPL) ambitions of the Faculty of Health and to better inform curriculum development. This has included an *Experts by Experience* group which brings together a wonderful group of people with a range of lived experiences, sharing their health journey with students, as well as helping PIHC shape learning for future health professionals. For the first time, working with our Experts, we delivered a webinar for over 250 health students from across the south west to meet with people with long-term conditions.

"Collaboration between expert and student is vital as we help create ripples that can change the future of healthcare"

Expert

We are delighted to report that the Experts meetings, as well as workshop opportunities will continue across the next academic year 2025-26 to help inform IPL sessions with students.

b) Lincoln Medical School, University of Lincoln

Trustees' Report

As reported in the previous update, in early 2024 we were approached by Lincoln Medical School to support a new medical curriculum. We are pleased that a multi-year agreement has been put in place to support the development of the curriculum and to ensure the voices of communities are heard to help shape student learning. This work began with Well Connected co-hosting and facilitating an event to introduce this initiative, attended by a primary care partners and community organisations and charities.

"We are delighted that Well Connected are working with us as we develop the community aspects of our curriculum and outreach. Their expertise in developing impactful learning opportunities for students as well as fostering meaningful community partnerships will greatly enrich our curriculum. They are such a knowledgeable, supportive, and authentic team, and are truly great to work with"

Professor Jamie Read, Dean of Medical Education, University of Lincoln

c) Foundation Dentist Programme

Newly qualified dental graduates undertake a community focused project as part of their Foundation Training Programme and Well Connected is asked to provide the community engagement expertise and support. The Programme sees graduates from across the south west working together in small teams to create something relevant and meaningful in neighbourhoods across the region. This year graduates were asked to:

- Consider how young people/children could be encouraged to consider dentistry as a career choice,
- Create activities to share key oral health prevention messages to young people/children,
- Attend an outreach dental session to provide care for vulnerable adults with Dentaid, a dental charity

Well Connected provided advice and guidance for several groups and supported by loaning resources.

"The Community Engagement Project is such an important element of the Foundation Programme and its always a great pleasure to have Well Connected involved"

Jenny Albiston, Associate Postgraduate Dental Dean

Going concern

After making appropriate enquiries, The Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.

Trustees' Report

Policy on reserves

The Charity's unrestricted funds are freely available to spend, arising from previous years' operating results and donations.

The Charity's restricted funds fall outside the definition of reserves as these funds are funds which have been given to Creative Connected Communities for a specific purpose and as such are not freely available to the Charity.

The Board of Trustees agreed that Creative Connected Communities require a minimum level of unrestricted reserves (£50k) which, currently is the equivalent to three months' worth of expenditure:

- To meet our staff responsibilities and obligations
- To meet obligations under our overheads
- To provide a buffer in the absence of ongoing funding or termination of a contract whilst alternative funding is sought.

As of 31 March 2024, Creative Connective Communities had £64,347 in unrestricted reserves which is above the level of reserves assessed as being required for working capital to meet our legal, statutory, and best practice requirements.

However, considering the current needs and the present economic climate, the Trustees agreed in the year to 31 March 2021 to draw on the reserves to buffer the Charity for the next 12-18 months and set up a designated reserve of £47,500.

Risk Management

The Board of Trustees has conducted a review of the major risks to which the Charity is exposed through the establishment of a risk register. These risks are reviewed on an ongoing basis, at least annually, to satisfy ourselves that adequate measures have been taken to manage the risks identified. Where appropriate, systems or procedures have been established to mitigate the risks that the Charity faces.

Funds held as custodian trustee on behalf of others

The Charity does not hold any funds as a custodian trustee on behalf of others during the period ending 31 March 2024.

The annual report was approved by the trustees of the charity on 18/12/25 and signed on its behalf by:



S I Thorpe

Trustee

Creative Connected Communities

Independent Examiner's Report to the trustees of Creative Connected Communities ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

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

.....
Matthew Keane ACCA
Independent Examiner

Plym House
3 Longbridge Road
Marsh Mills
Plymouth
Devon
PL6 8LT

Date:.....

Creative Connected Communities

Statement of Financial Activities for the Year Ended 31 March 2025 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Total 2025 £	Total 2024 £
Income and Endowments from:				
Donations and legacies	3	19	19	5,149
Charitable activities	4	114,228	114,228	140,965
Investment income	5	761	761	796
Total income		115,008	115,008	146,910
Expenditure on:				
Charitable activities	6	(169,387)	(169,387)	(151,119)
Total expenditure		(169,387)	(169,387)	(151,119)
Net expenditure		(54,379)	(54,379)	(4,209)
Net movement in funds		(54,379)	(54,379)	(4,209)
Reconciliation of funds				
Total funds brought forward		89,537	89,537	93,746
Total funds carried forward	16	35,158	35,158	89,537

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2024 is shown in note 16.

Creative Connected Communities

(Registration number: 10236925)
Balance Sheet as at 31 March 2025

	Note	2025 £	2024 £
Fixed assets			
Tangible assets	13	1,807	2,260
Current assets			
Debtors	14	4,082	2,037
Cash at bank and in hand		43,422	92,760
		47,504	94,797
Creditors: Amounts falling due within one year	15	(14,153)	(7,520)
Net current assets		33,351	87,277
Net assets		35,158	89,537
Funds of the charity:			
Unrestricted income funds			
Unrestricted funds		35,158	89,537
Total funds	16	35,158	89,537

For the financial year ending 31 March 2025 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

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

The financial statements on pages 9 to 20 were approved by the trustees, and authorised for issue on 18/12/25 and signed on their behalf by:



S I Thorpe

Trustee

Notes to the Financial Statements for the Year Ended 31 March 2025

1 Charity status

The charity is a public benefit entity and a private company limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is:
Plym House
3 Longbridge Road
Marsh Mills
Plymouth
Devon
PL6 8LT

2 Accounting policies

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

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

Basis of preparation
The financial statements have been prepared on the historical cost basis.
The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern
The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Incoming resources
All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended
Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to ci:,aritable activities.
- other expenditure includes all expenditure that is neither related .to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs - attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

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

Tangible fixed assets
Individual fixed assets costing £100 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment loss.

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

Asset class	Depreciation method and rate
Office equipment	20% reducing balance
Computer equipment	20% reducing balance

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

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

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Financial instruments

Classification

A financial asset or a finance liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instrument are subsequently measured at amortised cost.

3 Income from donations and legacies

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Donations and legacies;			
Donations	19	19	149
Grants, including capital grants;			
Grants receivable	-	-	5,000
	19	19	5,149

4 Income from charitable activities

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Education and training	114,228	114,228	140,965

5 Investment income

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Interest receivable	761	761	796

6 Expenditure on charitable activities

	Note	Unrestricted funds General £	Restricted funds £	Total 2025 £
Charitable activities		166,637	-	166,637
Support costs	7	2,750	-	2,750
		169,387	-	169,387

	Note	Unrestricted funds General £	Total 2024 £
Charitable activities		148,539	148,539
Support costs	7	2,580	2,580
		151,119	151,119

7 Analysis of governance and support costs

Support costs

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Independent examiner fees			
Examination of the financial statements	2,750	2,750	2,580
	2,750	2,750	2,580

8 Net incoming/outgoing resources

Net outgoing resources for the year include:

	2025 £	2024 £
Depreciation of fixed assets	451	567

9 Trustees remuneration and expenses

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

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

10 Staff costs

The aggregate payroll costs were as follows:

	2025 £	2024 £
Staff costs during the year were:		
Wages and salaries	122,875	114,146
Social security costs	8,315	6,692
Pension costs	6,624	6,184
	137,814	127,022

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

	2025 No	2024 No
Employees	3	3

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

11 Independent examiner's remuneration

	2025 £	2024 £
Independent examination of the financial statements	2,750	2,610

12 Taxation

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

13 Tangible fixed assets

	Office equipment £	Computer equipment £	Total £
Cost			
At 1 April 2024	941	7,432	8,373
At 31 March 2025	941	7,432	8,373
Depreciation			
At 1 April 2024	745	5,368	6,113
Charge for the year	40	413	453
At 31 March 2025	785	5,781	6,566
Net book value			
At 31 March 2025	156	1,651	1,807
At 31 March 2024	196	2,064	2,260

14 Debtors

	2025 £	2024 £
Trade debtors	3,000	-
Prepayments and accrued income	962	1,972
Other debtors	120	65
	4,082	2,037

15 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	3,127	631
Accruals and deferred income	3,493	2,610
Social security and other taxes	6,644	2,711
Other creditors	889	1,568
	14,153	7,520

Notes to the Financial Statements for the Year Ended 31 March 2025

16 Funds

	Balance at 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2025 £
Unrestricted funds					
General					
General funds	42,037	115,008	(169,387)	20,000	7,658
Designated					
Reorganisation reserve	47,500	-	-	(20,000)	27,500
Total funds	89,537	115,008	(169,387)	-	35,158

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Unrestricted funds					
General					
General funds	21,056	146,910	(151,119)	25,190	42,037
Designated					
Reorganisation reserve	47,500	-	-	-	47,500
Total unrestricted funds	68,556	146,910	(151,119)	25,190	89,537
Restricted funds					
DRCP	20,857	-	-	(20,857)	-
Great Western Railways	3,333	-	-	(3,333)	-
Norman Family Charitable Trust	1,000	-	-	(1,000)	-
	25,190	-	-	(25,190)	-
Total funds	93,746	146,910	(151,119)	-	89,537

Designated funds

Reorganisation reserve
The Reorganisation reserve represents funds put aside for reorganisation of the Charity following the loss of contract.

Restricted funds

DRCP
To improve the overall health and wellbeing of the people of Devonport. With targets beneficiaries including families with children, members of the BME community, the elderly, the homeless, people with mental health problems, people recovering from substance misuse and people with disabilities and special education needs.

This fund has been transferred to general unrestricted reserves because DRCP was dissolved some years ago, with the funds being used on the Devonport Listening Project with BBC in 2020/21.

Great Western Railways
Funding for developing and creating the 'You Matter, We Care' project for vulnerable and disadvantaged women and men in the Stonehouse area. You will be used to create 75 female and 25 male wellbeing packs with personal hygiene items and oral health resources alongside a signposting information card.

This fund has been transferred to general unrestricted reserves as it is no longer deemed appropriate to maintain this reserve.

Norman Family Charitable Trust
Funding to create wellbeing gift bags for vulnerable and at-risk adult groups in Exeter.

This fund has been transferred to general unrestricted reserves as it is no longer deemed appropriate to maintain this reserve.

17 Analysis of net assets between funds

	Unrestricted funds General £	Total funds at 31 March 2025 £
Tangible fixed assets	1,807	1,807
Current assets	47,504	47,504
Current liabilities	(14,153)	(14,153)
Total net assets	35,158	35,158

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2024 £
Tangible fixed assets	2,260	-	2,260
Current assets	69,607	25,190	94,797
Current liabilities	(7,520)	-	(7,520)
Total net assets	64,347	25,190	89,537

18 Related party transactions

There were no related party transactions in the year.

Creative Connected Communities

Detailed Statement of Financial Activities for the Year Ended 31 March 2025

	Total 2025 £	Total 2024 £
Donations and legacies		
Appeals and donations	19	149
Grants receivable	-	5,000
	19	5,149
Charitable activities		
Income from charitable activities	114,228	140,965
	114,228	140,965
Investment income		
Interest on cash deposits	761	796
	761	796
Charitable activities		
Rent	1,854	2,525
Insurance	1,737	1,905
Wages and salaries	122,875	114,146
Staff NIC (Employers)	8,315	6,692
Other pension costs	6,624	6,184
Staff training	159	154
General maintenance	1,286	(9,753)
Office expenses	377	257
Printing, postage and stationery	1,788	6,806
Trade subscriptions	997	189
Sundry expenses	3,167	5,886
Motor expenses	6,749	7,123
Advertising	900	2,305
Legal and professional fees	9,101	3,241
Bank interest payable	256	312
Depreciation of office equipment	452	567
Accountancy fees	2,750	2,580
	169,387	151,119

CREATIVE CONNECTED COMMUNITIES

England & Wales - Charity number 1168688

Accounts

Company registration number: 10236925
Charity registration number: 1168688

Creative Connected Communities

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2024



WESTCOTTS

CHARTERED ACCOUNTANTS
& BUSINESS ADVISERS

Creative Connected Communities

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Creative Connected Communities

Reference and Administrative Details

Trustees	H K Knight
	J A Shawe
	S I Thorpe
Charity Registration Number	1168688
Company Registration Number	10236925
	The charity is incorporated in England and Wales.
Registered Office	Plym House 3 Longbridge Road Plymouth Marsh Mills Devon PL6 8LT
Independent Examiner	Westcotts (SW) LLP Plym House 3 Longbridge Road Plymouth Marsh Mills Devon PL6 8LT

Creative Connected Communities

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2024.

REVIEW OF ACTIVITIES

1. 2023-24: Review

Creative Connected Communities continue to deliver its core aims, delivering a range of its long-term programmes, as well as a number of new opportunities.

Our focus continues to be building on three core anchors:

- **To build on the success** of the organisation delivering our current programmes;
- **Think differently**, being bolder with new ideas and exploring new income streams, and;
- **Maximise our potential**, investing in the team, becoming more efficient and effective and having a strong voice externally to help gather support and interest

Despite it being a challenging year, including two contracts of work coming to an end (as highlighted in our last report), we have been looking to reach out to new partners to secure funding from existing and new partners, including our long-term partners at the University of Plymouth, as well as partnerships with the School of Medicine at Cardiff University, Luton Council Public Health and discussions with University of Nottingham, Plymouth Marjon University and University of Lincoln.

a) Trustee Update

The Board meet quarterly, and we express our thanks to the Trustees for their contribution, commitment and support to Well Connected over the last 12 months.

b) Team Update

Our Chief Executive oversaw the management of the charity, reporting to the Trustees, as well as working alongside the Strategic Lead, and, who both deliver on many of the programmes and securing new opportunities. The Charity Administrator supported the delivery of the Supervised Toothbrushing Programme (until the contract ended in August 2023), where the role was developed to support website and social media activities, as well as supporting programmes and the team. Unfortunately, due to the Social Engagement Programme coming to an end (in July 2023), we were unable to extend the contract for the Community Engagement Officer. We would like to extend our thanks to her for her commitment. We continue to work with our Finance consultant who offers support and guidance to the Chief Executive and Board of Trustees on all financial matters.

The team continue to work remotely, with weekly online update meetings, as well as regular in-person meetings and Connecting Days. All team days have kindly been supported by *Womble Bond Dickinson*, who have provided us with free meeting space throughout the year – we are so grateful for their support and the kindness of their team.

2. 15 Years of Community Engagement

We were delighted to celebrate 15 years of community engagement at Well Connected in November 2023. Having begun as a Community Engagement team within Peninsula Dental School in 2008 developing community-focused teaching and learning for students, we went on to become an independent charity in 2016 where we use our community insights to enhance learning opportunities for students, as well as supporting communities with health and wellbeing projects. We used this opportunity to celebrate a number of our projects over the years. We would like to take the opportunity to thank everyone who played their role in making Well Connected the organisation it is today.

3. Our Core Products

a). Future Health Professionals

We manage and co-ordinate social accountability programmes within the established curriculum for the clinicians of the future, via experiential learning opportunities which bring the Social Determinants of Health to life.

University of Plymouth

i) Peninsula Medical School: Social Engagement Programme

The Social Engagement Programme enables medical students to recognise the critical role community-based services have on wellbeing overall and leads them to acknowledge the value of their impact on the daily lives and experiences of their clients and beneficiaries. The Programme comprises of approx. 200 2nd year medical students working alongside 18 community organisations to deliver health-themed interventions and activities. Well Connected facilitate 4 milestone sessions across the academic year to help students research, plan, deliver review and evaluate their interventions.

As well as many regular host organisations, we recruited many new community partners located across the city providing a variety support in mental and emotional health, food poverty, debt advice and social isolation, including Leadworks, The Village Hub, Four Greens Trust, YMCA and the National Trust.

"The visits allowed me to have long conversations with people and gain insight into their lives in a way that wasn't possible in placements" Year 2 Medical Student

This awareness helps to improve the inter professional relationship between medical professionals and community-based groups which in turn benefit the health of the general population.

The benefit is far reaching as students have a positive effect on the host organisations. For example, at the YMCA, who took part in the Programme, they told us:

"The students were fantastic, and I could see they were enjoying their time as much as we did. They were happy to sit and chat and to listen to stories shared about days gone by which is really special for the group" YMCA Lead

The strength of the Social Engagement pathway is to connect students with people and areas of the Plymouth that they are not familiar with, and through this develop empathy and understanding for real people in real places. One student reflected:

"We are more alike than we all think. We may look different, come from different places, have different personal problems, but at the end of the day we are all human. If we try, we will find that we all have something in common that we can relate to and empathise with each other, even though at first glance it may seem like that's not the case" Year 2 Medical Student

As highlighted in the last report, we were informed that the programme would be coming to an end due to pressures on the medical curriculum. The programme concluded in May 2023. We are incredibly proud of our work having delivered the programme for eight years, **working with over 2,000 medical students and creating 144 projects with communities across Plymouth** engaging directly with people across the city and believe that as a direct involvement this has enabled health professionals of the future to understand communities and their health and wellbeing.

ii) Peninsula Medical School: Family Placement Programme

We have begun conversations with the Medical School to deliver a long-term programme for Year 1 and Year 2 medical students, that would involve community visits and roundtable workshops to meet with people with a range of long-term medical conditions. As discussions continue, we are hopeful this exciting new partnership will be confirmed and agreed in April 2024.

iii) Peninsula Dental School

We were again delighted to provide a range of workshops for the Peninsula Dental School, to deliver a programme which added value to the existing curriculum and provided additional support for students. Activity included:

- Year 1 Dental (BDS) and Dental Hygiene Therapy (DTH) students
- Year 3 BDS students
- Year 4 BDS students

The programmes include:

- **Year 1: Developing Inner Strength**

Now in its third year, the workshop explored the benefit of resilient thinking, the importance of positive attitudes and consider how emotional intelligence, mindfulness and self-awareness increases inner strength.

Workshops took place as part of the induction weeks in September 2023; this supported other aspects of the induction timetable and encouraged students to explore the importance of resilient thinking. The workshop enabled students to investigate strategies and approaches that will help them further develop their skills to become effective health professionals. We were also delighted to have a guest speaker, Doaa Shayea, who used her experience as a competitor in European and World Para Powerlifting Championships to encourage students. We would like to thank Doaa for her support and insights.

90% of students said that inner strength and resilience was important to them, with 89% said that they will use the information and resources provided.

We also received verbal feedback following the session, comments included:

"A really useful workshop – engaging and interactive!" Year 1 Dental Student

"As always, Well Connected delivered an excellent session which was complemented by a range of materials and resources which add value and enhance students' experiences. Thank you!" Year 1 Programme Lead, Associate Professor Vehid Salih

- **Year 3: Connecting, Collaborating and Caring**

This workshop supported students develop active listening and team working skills, how perspectives can differ from person to person, and for students to explore their 'personal why' and their role in dentistry.

Following both workshop sessions students were asked to complete a brief reflection/evaluation form which provided insight into the students' personal values, inter professional learning goals and communication skills.

Students responded and told us that they found the workshop to be fun and engaging and felt it helped them to bond as team. They were also positive about the 'personal why' exercise and how their career can help improve oral health for society.

Dr Safiya Robinson said, ***'Thank you so much for delivering this interactive workshop. As ever, with the work of Well Connected, I am really pleased with the outcomes for the students.'***

- **Year 4: Exploring Health Conditions**

This was a series of four workshops throughout the academic year discussing the impact of a long-term health conditions from a patient's perspective. We brought together a group of people from Plymouth, Bristol and Cardiff to meet with students and discuss their conditions and the impact on their daily lives. Students had the opportunity to consider how people access services and how oral health factors into their routines.

Following the three sessions with patients, the final workshop was an opportunity for students to present to a panel of dental clinicians and community experts to discuss their understanding and patient management skills. It was a great opportunity to get students to develop their communication and team working skills and reflect on the overall experience.

The feedback from students was excellent, including:

"We learnt so much, not just about the conditions, but also the lived experiences of all of the people we met" Year 4 Dental Student

"The feedback I have received from the students has been very good and they really enjoyed it. We will take all the feedback onboard and use this to build on for the future – thank you!" Year 4 Lead Dr Casper Jonker

We are delighted that Peninsula Dental School have agreed to deliver the programme with Well Connected again in the new academic 2024-25.

iv) Plymouth Integrative Health and Social Care Education Centre [PIHC]

Well Connected have been working closely with the PIHC team since 2021. This has led to an exciting strategic and focused approach to supporting the Inter Professional Learning ambitions of the Faculty of Health and to better inform curriculum development. This has included an Experts by Experience group which brings together an amazing group of people with a range of lived experience, sharing their health journey with students, as well as helping PIHC shape learning for future health professionals.

"Experts by Experience informs us how the University goes about educating the health care professionals of the future. Well Connected are a key to us being able to work with the community around us." Dr Phil Gee Associate Dean for Teaching and Learning Faculty of Health and Director of PIHC

We are delighted to report that the Experts meetings, as well as workshop opportunities will continue across the next academic year 2024-25 to help inform IPL sessions with students.

v) Faculty of Health: Placement+

We were delighted to be invited to join a new Steering Group at the University responsible for identifying, developing, and delivering new placement opportunities for pre-registration medical, nursing and midwifery and allied health professional students throughout the Faculty of Health. Our role was to support identifying new community placements, new placements that offer sustainable, high quality learning opportunities and evaluating student and staff perceptions of new placements.

In addition to contributing to the meetings, we delivered a series of listening-themed student 'pop-ups' across the campus to listen to students to help identify themes and outcomes which would benefit with the planning and preparation of community placements as well as develop a deeper understanding of student engagement. The project was a great success and is being used to further develop the placement experience for students. Dialogue continues with the Faculty and we are hopeful there will be further developments in 2024-25.

Foundation Dentist Programme

Newly qualified dental graduates undertake a community focused project as part of their Foundation Training Programme and Well Connected is asked to provide the community engagement expertise and support. The Programme sees graduates from across the South West working together in small teams to create something relevant and meaningful in neighbourhoods across the region. This year graduates were asked to:

- Consider how young people/children could be encouraged to consider dentistry as a career choice,
- Create activities to share key oral health prevention messages to young people/children,
- Attend an outreach dental session to provide care for vulnerable adults with Dentaid, a dental charity

Well Connected provided advice and guidance for several groups and supported by loaning resources.

"The Community Engagement Project is such an important element of the Foundation Programme and its always a great pleasure to have Well Connected involved." Jenny Albiston, Associate Postgraduate Dental Dean

School of Medicine, Cardiff University

We were delighted to provide our community expertise and consultancy for the School of Medicine at Cardiff University during 2023-2024, as they undertake a curriculum review and consider how to increase widening participation, the inclusion of all voices and to encourage graduates to remain in the Principality as Doctors serving their local communities.

We delivered a scoping exercise, including meeting with academics and clinicians, as well as visiting local communities to understand more about the local area. We fed back our thoughts and findings to provide a series of learning experiences for students as well as ideas for involving the voice of people with long-term health conditions within the curriculum review.

"It has been great to share our thoughts and ambitions with Well Connected as we plan the new medical curriculum. Well Connected's insight and expertise has been really helpful as we create something relevant and meaningful for our students and our communities."

Dr Jamie Read, Dean of Medical Education and Director for Medical Education

Lincoln Medical School, University of Lincoln

In early 2024, we were approached by the medical school to discuss an opportunity for Well Connected to support a new medical curriculum, creating a range of programmes that involves and reflects the needs of communities and people with long-term health conditions within teaching and learning. We are due to meet with the team in Lincoln during 2024 to discuss in more detail.

b). Community Health & Wellbeing

Well Connected embrace health, in its broadest sense and are expert providers in the delivery of community-based initiatives.

i) Supervised Toothbrushing Programme

In 2023, we continued to deliver the programme in partnership with the Peninsula Dental Social Enterprise (PDSE), providing provided regular toothbrushing sessions for children who live in areas which experience significant levels of inequality and disadvantage.

Maintaining the programme across the settings was again challenging this year as staffing levels in early year settings continued to be reduced, with many relying on temporary or cover staff unable to supervise the toothbrushing. We continued to provide home packs at the end of the various academic terms (Christmas/Easter/Summer), to encourage toothbrushing at home during the holiday periods. The packs contain: Toothbrush, Fluoride toothpaste, Two-minute timer, and Oral health guidance sheet.

As outlined in the last report, a retendering process was launched by NHS England and NHS Improvement South West in February 2023. Our tender partner, PDSE, informed us in March 2023 that they would not be inviting us to continue our partnership with them. We spent considerable time discussing and exploring the benefit of Well Connected submitting an independent tender application, however felt that the tender criteria was not in the best interest of the charity.

The programme was completed in August 2023, and a full report was provided to NHS England and PDSE outlining the key outcomes of the project. We are incredibly proud of the role Well Connected has played in developing and delivering this successful programme, training over 800 people to support children toothbrushing, and thousands of children and their families having the opportunity to take part in promoting happy and healthy smiles. We would like to offer our sincere thanks to everyone we have worked with throughout the lifetime of the programme.

ii) Sharing Smiles

As outlined in our last report, we began a partnership with Luton Public Health team to support oral health projects for children in the Luton area. We created a bespoke box of resources which enable key workers to talk about teeth, diet, give toothbrushing demonstrations, create displays as well as establish happy smiles story time activities. A colourful information pack was also developed containing advice and guidance cards, activity sheets, toothbrushing charts etc. A total of fifteen boxes were ordered in Luton.

"The boxes are amazing! The contents really help us to share key messages quickly and easily with our families. Well Connected's advice, help and guidance has been brilliant, and we look forward to maintaining our connection with them."

Neila Agyeman, Luton Council Public Health Manager (Children & Families)

Since we created these resource boxes, we have now begun to promote these boxes yet further, providing boxes to early year settings in Devon, as well as conversations with other Public Health teams, such as Slough. We plan to build on the Sharing Smiles boxes in 2024-25.

c). Engagement and Outreach

i) Research Projects

- Robotics in Dentistry

We have been working closely with Professor Mona Nasser and a team of researchers at University of Plymouth on a Robotics in Dentistry project. We provided the Public and Patient Involvement and Engagement element to this exciting and cutting-edge research bringing people together to facilitate conversations and discussions where every voice is heard. Our focus groups took place in June 2023; a group of clinicians, academics, members of the public and students had an opportunity to ask the researchers questions and see a demonstration of QT, a friendly and very clever robot!

The main theme was to introduce the concept of robotic technologies, explore how they can be used to enhance learning opportunities as well as how they could help people who may experience dental anxiety. There was lots of interesting and active discussion about data security, ethical requirements and how robots could benefit person centred care.

"Well Connected ensures we meet people where they are and ensures we engage meaningful ways. They always have new ideas and approaches which ensure we remain relevant. Thank you!" Professor Mona Nasser, University of Plymouth

d). Networking/Partnerships

As an organisation who is passionate about partnership, Well Connected has continued to engage and develop new relationships with organisations and groups. This includes attending events and conferences such as the **Allied Health Professionals Conference**; as well as meeting a range of community organisations.

Financial review

Income for the year totalled £146,910 (2023: £201,958). Expenditure for the year totalled £151,119 (2023: £238,049). This resulted in the total deficit for the financial year of £4,209 (2023: £36,091).

Total funds as at 31 March 2024 were £89,537 (2023: £93,746).

Going concern

After making appropriate enquiries, The Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.

Trustees' Report

Policy on reserves

The Charity's unrestricted funds are freely available to spend, arising from previous years' operating results and donations.

The Charity's restricted funds fall outside the definition of reserves as these funds are funds which have been given to Creative Connected Communities for a specific purpose and as such are not freely available to the Charity.

The Board of Trustees agreed that Creative Connected Communities require a minimum level of unrestricted reserves (£50k) which, currently is the equivalent to three months' worth of expenditure:

- To meet our staff responsibilities and obligations
- To meet obligations under our overheads
- To provide a buffer in the absence of ongoing funding or termination of a contract whilst alternative funding is sought.

As of 31 March 2024, Creative Connective Communities had £64,347 in unrestricted reserves which is above the level of reserves assessed as being required for working capital to meet our legal, statutory, and best practice requirements.

However, considering the current needs and the present economic climate, the Trustees agreed in the year to 31 March 2021 to draw on the reserves to buffer the Charity for the next 12-18 months and set up a designated reserve of £47,500.

Risk Management

The Board of Trustees has conducted a review of the major risks to which the Charity is exposed through the establishment of a risk register. These risks are reviewed on an ongoing basis, at least annually, to satisfy ourselves that adequate measures have been taken to manage the risks identified. Where appropriate, systems or procedures have been established to mitigate the risks that the Charity faces.

Funds held as custodian trustee on behalf of others

The Charity does not hold any funds as a custodian trustee on behalf of others during the period ending 31 March 2024.

Small companies provision statement

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

The annual report was approved by the trustees of the charity on 11.12.2024 and signed on its behalf by:

S I Thorpe
Trustee

Creative Connected Communities

Independent Examiner's Report to the trustees of Creative Connected Communities ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

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

MKeane

Matthew Keane ACCA
Independent Examiner

Plym House
3 Longbridge Road
Plymouth
Marsh Mills
Devon
PL6 8LT

Date: 16.12.24

Creative Connected Communities

Statement of Financial Activities for the Year Ended 31 March 2024 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
Income and Endowments from:					
Donations and legacies	3	5,149	-	5,149	1,317
Charitable activities	4	140,965	-	140,965	200,420
Investment income	5	796	-	796	221
Total income		146,910	-	146,910	201,958
Expenditure on:					
Charitable activities	6	(151,119)	-	(151,119)	(238,049)
Total expenditure		(151,119)	-	(151,119)	(238,049)
Net expenditure		(4,209)	-	(4,209)	(36,091)
Transfers between funds		25,190	(25,190)	-	-
Net movement in funds		20,981	(25,190)	(4,209)	(36,091)
Reconciliation of funds					
Total funds brought forward		68,556	25,190	93,746	129,837
Total funds carried forward	16	89,537	-	89,537	93,746

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2023 is shown in note 16.

Creative Connected Communities

(Registration number: 10236925)
Balance Sheet as at 31 March 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	13	2,260	2,828
Current assets			
Debtors	14	2,037	17,632
Cash at bank and in hand		92,760	80,823
		94,797	98,455
Creditors: Amounts falling due within one year	15	(7,520)	(7,537)
Net current assets		87,277	90,918
Net assets		89,537	93,746
Funds of the charity:			
Restricted income funds			
Restricted funds		-	25,190
Unrestricted income funds			
Unrestricted funds		89,537	68,556
Total funds	16	89,537	93,746

For the financial year ending 31 March 2024 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

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

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

The financial statements on pages 11 to 22 were approved by the trustees, and authorised for issue on 11.12.2024 and signed on their behalf by:



S I Thorpe
Trustee

Notes to the Financial Statements for the Year Ended 31 March 2024

1 Charity status

The charity is a public benefit entity and a private company limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is:
Plym House
3 Longbridge Road
Plymouth
Marsh Mills
Devon
PL6 8LT

2 Accounting policies

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

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

Basis of preparation
The financial statements have been prepared on the historical cost basis.
The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern
The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Incoming resources
All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended
Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to ci:,aritable activities.
- other expenditure includes all expenditure that is neither related .to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs - attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

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

Tangible fixed assets
Individual fixed assets costing £100 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment loss.

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

Asset class	Depreciation method and rate
Office equipment	20% reducing balance
Computer equipment	20% reducing balance

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

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

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

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

Financial instruments

Classification

A financial asset or a finance liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instrument are subsequently measured at amortised cost.

3 Income from donations and legacies

	Unrestricted funds General £	Total 2024 £	Total 2023 £
Donations and legacies;			
Donations	149	149	397
Grants, including capital grants;			
Grants receivable	5,000	5,000	920
	5,149	5,149	1,317

4 Income from charitable activities

	Unrestricted funds General £	Total 2024 £	Total 2023 £
Education and training	140,965	140,965	200,420

5 Investment income

	Unrestricted funds General £	Total 2024 £	Total 2023 £
Interest receivable	796	796	221

6 Expenditure on charitable activities

	Note	Unrestricted funds General £	Restricted funds £	Total 2024 £
Charitable activities		148,539	-	148,539
Support costs	7	2,580	-	2,580
		151,119	-	151,119

	Note	Unrestricted funds General £	Restricted funds £	Total 2023 £
Charitable activities		228,529	7,000	235,529
Support costs	7	2,520	-	2,520
		231,049	7,000	238,049

7 Analysis of governance and support costs

Support costs

	Unrestricted funds General £	Total 2024 £	Total 2023 £
Independent examiner fees			
Examination of the financial statements	2,580	2,580	2,520
	2,580	2,580	2,520

8 Net incoming/outgoing resources

Net outgoing resources for the year include:

	2024 £	2023 £
Depreciation of fixed assets	567	706

9 Trustees remuneration and expenses

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

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

10 Staff costs

The aggregate payroll costs were as follows:

	2024 £	2023 £
Staff costs during the year were:		
Wages and salaries	114,146	122,554
Social security costs	6,692	7,575
Pension costs	6,184	6,336
	127,022	136,465

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

	2024 No	2023 No
Employees	3	4

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

11 Independent examiner's remuneration

	2024 £	2023 £
Examination of the financial statements	2,580	2,520
Independent examination of the financial statements	2,580	2,520

12 Taxation

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

13 Tangible fixed assets

	Office equipment £	Computer equipment £	Total £
Cost			
At 1 April 2023	941	7,432	8,373
At 31 March 2024	941	7,432	8,373
Depreciation			
At 1 April 2023	694	4,851	5,545
Charge for the year	51	517	568
At 31 March 2024	745	5,368	6,113
Net book value			
At 31 March 2024	196	2,064	2,260
At 31 March 2023	247	2,581	2,828

14 Debtors

	2024 £	2023 £
Trade debtors	-	16,132
Prepayments and accrued income	1,972	1,435
Other debtors	65	65
	2,037	17,632

15 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	631	1,120
Accruals and deferred income	2,610	2,520
Social security and other taxes	2,711	3,013
Other creditors	1,568	884
	7,520	7,537

16 Funds

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Unrestricted funds					
General					
General funds	21,056	146,910	(151,119)	25,190	42,037
Designated					
Reorganisation reserve	47,500	-	-	-	47,500
Total unrestricted funds	68,556	146,910	(151,119)	25,190	89,537
Restricted funds					
DRCP	20,857	-	-	(20,857)	-
Great Western Railways	3,333	-	-	(3,333)	-
Norman Family Charitable Trust	1,000	-	-	(1,000)	-
	25,190	-	-	(25,190)	-
Total funds	93,746	146,910	(151,119)	-	89,537

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Balance at 31 March 2023 £
Unrestricted funds				
General				
General funds	50,147	201,958	(231,049)	21,056
Designated				
Reorganisation reserve	47,500	-	-	47,500
Total unrestricted funds	97,647	201,958	(231,049)	68,556
Restricted funds				
DRCP	20,857	-	-	20,857
Great Western Railways	3,333	-	-	3,333
University of Plymouth	7,000	-	(7,000)	-
Norman Family Charitable Trust	1,000	-	-	1,000
	32,190	-	(7,000)	25,190
Total funds	129,837	201,958	(238,049)	93,746

Designated funds

Reorganisation reserve
The Reorganisation reserve represents funds put aside for reorganisation of the Charity following the loss of contract.

Restricted funds

DRCP
To improve the overall health and wellbeing of the people of Devonport. With targets beneficiaries including families with children, members of the BME community, the elderly, the homeless, people with mental health problems, people recovering from substance misuse and people with disabilities and special education needs.

This fund has been transferred to general unrestricted reserves because DRCP was dissolved some years ago, with the funds being used on the Devonport Listening Project with BBC in 2020/21.

Great Western Railways
Funding for developing and creating the 'You Matter, We Care' project for vulnerable and disadvantaged women and men in the Stonehouse area. You will be used to create 75 female and 25 male wellbeing packs with personal hygiene items and oral health resources alongside a signposting information card.

This fund has been transferred to general unrestricted reserves as it is no longer deemed appropriate to maintain this reserve.

University of Plymouth
To support and facilitate a Higher Education Innovation Fund outreach project; this involved brokering contracts with a local primary school in Plymouth and specialist college in Dartington.

Norman Family Charitable Trust
Funding to create wellbeing gift bags for vulnerable and at-risk adult groups in Exeter.

This fund has been transferred to general unrestricted reserves as it is no longer deemed appropriate to maintain this reserve.

17 Analysis of net assets between funds

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2024 £
Tangible fixed assets	2,260	-	2,260
Current assets	69,607	25,190	94,797
Current liabilities	(7,520)	-	(7,520)
Total net assets	64,347	25,190	89,537

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2023 £
Tangible fixed assets	2,828	-	2,828
Current assets	73,265	25,190	98,455
Current liabilities	(7,537)	-	(7,537)
Total net assets	68,556	25,190	93,746

18 Related party transactions

There were no related party transactions in the year.

Creative Connected Communities

Detailed Statement of Financial Activities for the Year Ended 31 March 2024

	Total 2024 £	Total 2023 £
Donations and legacies		
Appeals and donations	149	397
Grants receivable	5,000	920
	5,149	1,317
Charitable activities		
Income from charitable activities	140,965	200,420
	140,965	200,420
Investment income		
Interest on cash deposits	796	221
	796	221
Charitable activities		
Rent	2,525	3,865
Insurance	1,905	1,932
Wages and salaries	-	6,355
Wages and salaries	114,146	116,199
Staff NIC (Employers)	6,692	7,575
Other pension costs	6,184	6,336
Staff training	154	-
General maintenance	-	645
General maintenance	(9,753)	57,128
Office expenses	257	168
Printing, postage and stationery	6,806	14,433
Trade subscriptions	189	156
Sundry expenses	5,886	3,353
Motor expenses	7,123	4,624
Advertising	2,305	3,296
Legal and professional fees	3,241	8,527
Bank interest payable	312	230
Depreciation of office equipment	567	707
Accountancy fees	2,580	2,520
	151,119	238,049

CREATIVE CONNECTED COMMUNITIES

England & Wales - Charity number 1168688

Accounts

COMPANY REGISTRATION NUMBER: 10236925
CHARITY REGISTRATION NUMBER: 1168688

Creative Connected Communities

Company Limited by Guarantee

Unaudited Financial Statements

31 March 2023

WESTCOTTS
Chartered accountants
Plym House
3 Longbridge Road
Marsh Mills
Plymouth
PL6 8LT

Creative Connected Communities

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2023

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Creative Connected Communities

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2023

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2023.

Reference and administrative details

Registered charity name	Creative Connected Communities	
Charity registration number	1168688	
Company registration number	10236925	
Principal office and registered office	3 Longbridge Road Marsh Mills Plymouth Devon PL6 8LT England	
The trustees		
	D Kasturiratne	(Resigned 01 June 2023)
	H Neve	(Resigned 31 August 2022)
	J Shawe	
	L Withers	(Resigned 14 June 2023)
	S Thorpe	
	H Knight	(Appointed 1 February 2023)
Independent examiner	M Keane ACCA Plym House 3 Longbridge Road Marsh Mills Plymouth PL6 8LT	

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report was approved on 25th October 2023 and signed on behalf of the board of trustees by Mr Simon Thorpe, Trustee.



REVIEW OF ACTIVITIES

1. 2022-23: Review

Creative Connected Communities continue to deliver its core aims, delivering a range of its long-term programmes, as well as a number of new opportunities.

Our key focus during the year has been to build on our three core anchors:

- **To build on the success** of the organisation delivering our current programmes
- **Think differently**, being bolder with new ideas and exploring new income streams, and;
- **Maximise our potential**, investing in the team, becoming more efficient and effective and having a strong voice externally to help gather support and interest

We have been looking to reach out to new partners to promote our work, including updating our website and networking, as well as exploring new funding opportunities. This has resulted in new partnerships with the University of Plymouth, Faculty of Health inter professional learning initiative, working with the School of Medicine at Cardiff University and Luton Council Public Health. Details can be found below.

a) Trustee Update

We would like to express our thanks to them both for their contribution to Well Connected over the last few years.

We were delighted that Dr Hanne Knight joined the Board in 2023, a lecturer in marketing and a practitioner in digital marketing solutions.

b) Team Update

During 2022-23, we had a consistent and steady team throughout the year. Our Chief Executive oversaw the management of the charity, reporting to the Trustees, as well as working alongside the Strategic Lead, who both deliver on many of the programmes and securing new opportunities. The Charity Administrator supports the delivery of the Supervised Toothbrushing Programme, and our Community Engagement Officer supports our work with the University of Plymouth, delivering the Social Engagement Programme. We continue to work with our Finance consultant who offers support to the Chief Executive and Board of Trustees.

The team continue to work remotely, with weekly online update meetings, as well as a number of face-to-face Connecting Days.

3. Our Core Products

a). Future Health Professionals

We manage and co-ordinate social accountability programmes within the established curriculum for the clinicians of the future, via experiential learning opportunities which bring the Social Determinants of Health to life.

University of Plymouth

i) Peninsula Medical School: Social Engagement Programme

The Social Engagement Programme enables medical students to recognise the critical role community-based services have on wellbeing overall and leads them to acknowledge the value of their impact on the daily lives and experiences of their clients and beneficiaries. The Programme comprises of 200 2nd year medical students working alongside 18 community organisations to deliver health themed interventions and activities. Well Connected facilitate 4 milestone sessions across the academic year to help students research, plan, deliver review and evaluate their interventions.

For the September 2021-May 2022 programme, the students presented their findings at a Symposium in May 2022, with an invited panel of experts who assessed their presentations, commented and asked questions. The event was held in the University of Plymouth's Sherwell Lecture Theatre offering the students the opportunity for public speaking in a professional setting. They used the visual and audio equipment to great effect and there was a sense of real pride in their projects.

To record the impact and legacy of the Programme, we worked with Fotonow CIC to create a film to capture the spirit and outcomes of the Symposium. The film caught the impact and atmosphere not only of the day, but the Social Engagement Programme as a whole. It includes a variety of voices; students, hosts organisations as well the Peninsula Medical School academic team and Well Connected colleagues.

September 2022 saw the commencement of the Social Engagement Programme in its eighth year. As well as many regular host organisations, we recruited many new community partners located across the city providing a variety support in mental and emotional health, food poverty, debt advice and social isolation, including Leadworks, The Village Hub, Four Greens Trust, YMCA and the National Trust.

We continued the 4-milestone approach which enabled students to research, plan, meet, deliver and review their activity.

During Milestone 1 students explore any preconceived ideas about themselves and/or the host organisation. This an opportunity to discuss the various labels and assumption which are often made and differ when asked to consider commonality, helping them to create connection and challenge stereotypes.

Students reflected;

"***I changed stereotypes I had myself towards people with learning disabilities, I learnt about stigma in the NHS and how to combat it. John told me that he had a medical condition but that when he went to the GP, they are always trying to link it to his learning disabilities even when it isn't related and its taught me to try and consider just the conditions that they are talking about***" Year 2 Medical Student

This awareness helps to improve the inter professional relationship between medical professionals and community-based groups which in turn benefit the health of the general population.

The benefit is far reaching as students have a positive effect on the host organisations. For example, The Foyer, who provide residential accommodation and support for young people aged 16-25, and who took part in the Programme for the first time told us;

"Our residents really enjoyed the session and having peers there that were genuinely interested in where they were at in their lives. It has part prompted us to step up some of the elements we are offering around trips out, and the value that the improved social interaction it brought, is what we've taken forward with this thinking and planning." Manager of The Foyer.

The strength of the Social Engagement pathway is to connect students with people and areas of the Plymouth that they are not familiar with, and through this develop empathy and understanding for real people in real places. Following one activity a student reflected that;

"I realised the discovery of my disconnect to locals in the city of Plymouth, something which as potential health care professionals in the area is not a positive thing. How can you treat people if you don't know them?" Year 2 Medical Student

Sadly, due to pressures on the medical curriculum, we were informed by Peninsula Medical School that the Social Engagement Programme would not be proceeding in the 2023/24 academic year. We will continue to deliver the programme until it concludes in May 2023.

We have a deep pride for the work we have delivered, which has seen in excess of 1,500 students have the opportunity to engage directly with people across the city and believe that as a direct involvement have developed their understanding of communities and their health and wellbeing.

ii) Peninsula Dental School

Our community insights enabled us to respond to a request from the Peninsula Dental School, to create a programme which added value to the existing curriculum and provided additional support for students. Following conversations with the Associate Head of School and the individual Year Leads we developed a programme of activity for:

- Year 1 Dental [BDS] and Dental Hygiene Therapy [DTH] students
- Year 3 BDS students
- Year 4 BDS students

The programmes included:

Year 1: Resilience Workshop

Learning outcomes

- Recognise the importance of yourself as an individual and dental care professional of the future.
- Discuss ways you can positively inform your own behaviours and attitudes.
- Identify ways of using positive ideas from today into the future.

Workshops took place as part of the induction weeks in September 2022; this was a good time as it supported other aspects of the induction timetable and encouraged students to explore the importance of resilient thinking. A PowerPoint presentation was used as the basis for students to work in their Enquiry Based Learning groups [EBL] to discuss approaches and attitudes to various scenarios and case studies as well consider the impact of stress and how emotional intelligence can help in challenging situations. A recorded video from a Peninsula Dental School graduate gave a powerful insight into why resilience is important for all dental professionals.

74% of students rated the session as good or excellent. We also received verbal feedback following the session, comments included:

'I loved your presentation! Really helpful to share ideas and thoughts about how we can increase our resilient thinking.'
'This has been really helpful. A great way to start the induction week!'

Year 1 Programme Lead, Associate Professor Vehid Salih said; ***'Thank you for delivering this excellent session. It was good to see students really engaging with the activities and discussion topics. A great addition to the induction weeks.'***

To further support and respond to feedback from students and the Programme Lead, a resilience themed resource has been created with links to a variety of websites, podcasts, books and other materials and shared with students.

Year 3: Roles and Goals Workshop
Learning outcomes

Practice active listening
Recognise own and patients' feelings and perspectives
Develop interprofessional learning, awareness and understanding
Formulate questions to explore patients experiences and perspectives
Reflect upon the patient journey and consider which other health disciplines they may meet to manage their health condition.
Consider how shared messages can be communicated with patients

The workshops encouraged the students to think more broadly about their role as a dental care professional and consider the variety of roles they encompass as an individual. They were asked to reflect on the attributes and personality traits which impact on these roles and how these may compliment or conflict with each other.
We used a variety of methods to deliver the workshops including:

- A video narrative from a person with Sjogren's Syndrome to demonstrate the number of health care professionals involved in providing treatment as well as giving an insight into the impact on an individual's daily life.
- Teamwork activity requiring student to make a tower from spaghetti!
- Introducing Simon Sinek and the Golden Circle approach to goal setting and exploring the 'why' in personal and professional development.

Students engaged fully in the sessions; the Programme Lead has invited us to take part in the symposium event in May 2023.

Following both workshop sessions students were asked to complete a brief reflection/evaluation form which provided insight into the students' personal values, inter professional learning goals and communication skills.

55% of students responded and told us that they found the workshop to be fun and engaging, they felt it helped them to gel as EBL groups and at they were now looking forward to the inter-professional learning as part of IPE3 and the PIHC Connect sessions.

Year 3 Programme Lead Dr Aengus Kelly said, ***'Thank you so much for developing and delivering the workshops. I am really pleased with them, and I think they clearly enhance the IPE3 experience for the students.'***

Year 4: Exploring Health Conditions

Learning Outcomes

- By end of this workshop the students will be able to discuss the impact of a condition from a patient's perspective
- Recognise signs, symptoms and medication side effects, plus coping strategies and the challenges experienced by people with these conditions
- Demonstrate that learning has been synthesised and can apply to a patient centred model of care

We used both face to face and online formats to deliver these sessions which enabled 60 Year 4 BDS students based at Truro Dental Education Facility to meet a variety of people with medical conditions and to gain a deeper insight and understanding of the impact on daily lives and activities. By asking questions they could then recognise how simple adaptions and changes such as booking appointments when clients weren't fatigued, showing toothbrush adaptions for those with reduced mobility, improve and enhance person centred care.

We spent some considerable time recruiting and communicating with the Experts to ensure they felt fully informed and confident about meeting and talking to students about their experiences. We fully recognise that these can often be delicate and sensitive subjects to discuss with other people and we fully appreciated all the speakers for being so open and honest. We provided them with an overview of the purpose of these sessions, guidance and suggested prompts for topic areas.

The feedback from the participants was that they thought it was important to amplify knowledge of their conditions but that they also enjoyed hearing from other's and felt that they learnt from their experiences as well. They also told us that they enjoyed taking part in the process.

"It was a pleasure to speak to the students yesterday. I also learned a lot from the other participants. It worked well having two of us with the same or similar conditions as we were able to help and support each other. I would encourage the students to remember to treat every person and their needs on an individual basis and not prejudge them." Expert by Experience and informative. It would be great if more conditions could be represented." Year 4 BDS student Dr Cara Ball

Outcomes

The sessions are increasing the students empathy and understanding of others and the need to be person centred within their communication, engagement and treatment planning for everyone and to be particularly mindful of those with conditions such as the ones they explored.

"Thank you very much everybody for your participation and contribution. The feedback we are receiving from the students has been very good and they really enjoyed it. Tremendous job!" Dr Casper Jonker Year 4 Programme Lead

iii) Plymouth Intergrative Health and Social Care Education Centre [PIHC]

Well Connected has worked closely with the PICH team since 2021-22 and as a result proposed a formal working agreement to consolidate our joint working. This has led to an exciting strategic and focused approach to supporting the Inter Professional Learning ambitions of the Faculty of Health and to better inform curriculum development. This has included establishing an Experts By Experience (EbE's) group which was largely created with the people who took part in the *Experiencing Health Conditions* workshops delivered to Year 2 medical students during academic year 2021/22.

Experts by Experience
We approached the people we already had developed a good working relationship with and invited them to take part in this broader group to work alongside an academic researcher and the PIHC project management team. The aim was to establish regular meetings, to review existing Inter Professional Learning (IPL) curriculum content and to discuss how student engagement could be further enhanced.

A series of community-based meetings were agreed and took place approximately every two months. Experts reviewed:

- Recorded video scenario-based learning sessions which enabled students to follow a typical patient journey to an Accident and Emergency unit. The aim is for them to consider admission to hospital, treatment and discharge.

The EbE's shared their insight and experiences and as a result changes were made to the learning session which helped to bring the situation to life; for example, the patient was given a name, audio was added to the video and an additional session was included which had a deeper focus the patient's experience, both physical and emotional.

The EbE's supported an element of IPL called *Synergy.* Academics and researchers were discussing that this session which had a focus on sustainability did not not fully engage the students; as a result, the EbE's helped to reframe the online plenary to focus more on kindness, compassion and care for the wider team. We were delighted to be invited to join the online session which saw an Expert and our Strategic Lead for Community Engagement taking part in the panel discussion with students and others.

"It's an incredible idea where research and experience collaborate and really cause ripples in the medical world that will have far reaching outcomes especially for patients in the future who need a human approach more than a textbook one". *Expert by Experience*

- Centre for the Advancement of Interprofessional Education

Well Connected were invited by the University of Plymouth to present at a national forum focusing on inter professional learning in March 2023 to discuss our work with the EbE group. The Experts also presented at the event and were warmly received by the audience which included academics from Higher Education establishments across the UK and Europe. This was a great opportunity for Well Connected to introduce ourselves to new contacts.

"Experts by Experience are those whose experience of being in the health and social care system informs how the University goes about educating the health care professionals of the future. Well Connected are a key to us being able to work with the community around us." Dr Phil Gee Associate Dean for Teaching and Learning Faculty of Health and Director of PIHC

iv) Dietetic Presentation

As in previous years we were invited to present to students studying Dietetic and Diet and Nutrition as they began their community outreach module. This is an opportunity to discuss the meaning of true community engagement, encourage students to develop meaningful and authentic methods of engagement and to encourage active listening. An insight into several of our community programmes were highlighted as well as the link between diet and oral wellbeing. We focused on how to encourage participation, the importance of creating SMART objectives and creative methods to evaluate and stay connected with community groups.

An online presentation was given with 54 Year 3 students and 8 Master's students attending.

"Thanks again for supporting the module - we really appreciate Well Connected's input."

Clare Pettinger Lecturer Public Health Dietetics & Admissions Tutor BSc (Hons) Dietetics

Foundation Dentist Programme

Newly qualified dental graduates undertake a community focused project as part of their Foundation Training Programme and Well Connected is asked to provide the community engagement expertise and support. The Programme sees graduates from across the South West working together in small teams to create something relevant and meaningful in neighbourhoods across the region. This year graduates were asked to:

- Consider how young people/children could be encouraged to consider dentistry as a career choice,
- Create activities to share key oral health prevention messages to young people/children,
- Attend an outreach dental session to provide care for vulnerable adults with Dentaid, a dental charity

Well Connected provided advice and guidance for several groups and supported by loaning resources. 128 dental and dental hygiene therapy graduates are taking part, they will be delivering their projects from January 2023 and will present the outcomes in May 2023.
"The Community Engagement Project is such an important element of the Foundation Programme and its always a great pleasure to have Well Connected involved."
Jenny Albiston Associate Postgraduate Dental Dean

School of Medicine, Cardiff University
We are delighted that Well Connected has been invited to provide the community expertise for School of Medicine, Cardiff University as they undertake a curriculum review and consider how to increase widening participation, the inclusion of all voices and to encourage graduates to remain in the Principality as Doctors serving their local communities.

An initial scoping visit took place in February 2023 when we met with Dr Jamie Read and his Senior Management Team. This was an opportunity to introduce Well Connected, our approach and engagement methodologies as well as to begin the development of an action plan which reflects the changing needs of the curriculum.

We are looking forward to working more closely with the Team in the forthcoming months, to attending a Staff Development Day and to hosting an exchange visit between Peninsula Medical School and colleagues from Cardiff.

"It has been great to share our thoughts and ambitions with you as we plan the new medical curriculum. Your insight and expertise will really help us to create something relevant and meaningful for our students and our communities."
Dr Jamie Read Dean of Medical Education and Director for Medical Education

b). Community Health & Wellbeing
Well Connected embrace health, in its broadest sense and are expert providers in the delivery of community-based initiatives.

i) Supervised Toothbrushing Programme
We are currently in the fourth year of delivering the programme in partnership with the Peninsula Dental Social Enterprise (PDSE) which is now well established across the early settings. The programme has provided regular toothbrushing sessions for children who live in areas which

experience significant levels of inequality and disadvantage. It is well evidenced that children who live in these areas are more likely to experience higher levels of dental decay than their peers in more affluent neighborhoods and therefore encouraging regular toothbrushing has added benefit for this population group.

Maintaining the programme across the settings has been particularly challenging again this year as many report that staffing levels continue to be much reduced, with many relying on temporary or cover staff who are unable to supervise the toothbrushing as they may not have taken part in the training. In addition, there appears to be an increased number of issues relating to the changing needs of the children which impacts on the time available for staff to carry out the toothbrushing regularly.

We have continued to provide home packs at the end of the various academic terms (Christmas/Easter/Summer), the aim of the packs is to encourage and enable toothbrushing at home during the holiday periods. The packs contain:

- Toothbrush
- Fluoride toothpaste
- Two-minute timer
- Oral health guidance sheet

To gather feedback from parents we created a QR code which was included in the Christmas 2022 home pack, asking them to reflect on the quality and content of the pack.
Those who responded told us that they liked the pack and thought the programme was excellent as it encouraged their children to enjoy toothbrushing. They also mentioned the amount of plastic within the pack, echoing our thoughts about the possibility of creating a more ethical and sustainable pack.

We have subsequently contacted settings asking them to encourage and remind parents to respond. It is useful to remember that we have no direct contact with parents and rely solely on members of staff to encourage wider engagement and participation.

At the end of the reporting period (March 2023) 205 early years settings were taking part in the programme with approximately 6,500 children brushing regularly during term time.
We have provided training for 818 members of early years staff using both face to face and online approaches. We have also provided additional advice and information which has helped us to developed meaningful relationships and effective communication with settings, this includes creating a termly newsletter as well as information for websites and links to resources.

A re-tendering process was launched by NHS England and NHS Improvement South West in February 2023. Our tender partner, PDSE, informed us in March 2023 that they would not be inviting us to continue our partnership with them. We spent considerable time discussing and exploring the benefit of Well Connected submitting an independent tender application, however felt that the tender criteria was not in the best interest of the charity.

We continue to deliver the 2022-23 programme which will be completed in August 2023. We are very proud of the role Well Connected has played in developing and delivering this successful and impactful programme and would like to offer our thanks to all the staff teams we have worked with throughout the lifetime of the programme.

ii) Camphill MK Communities
We have established a link with Camphill MK Communities, an organisation who provide care and meaningful work opportunities for adults with a range of learning disabilities.
They were particularly interested in increasing the knowledge and awareness of oral health across the staff teams and for their clients who live in supported housing.

As a result of conversations and discussions we delivered an online training workshop in July 2022. 22 members of support staff took part in the interactive and engaging session. The 6 key oral health messages were explained, a toothbrushing demonstration was given as well as helping the staff team to identify the next steps in raising the profile of the importance of happy and healthy smiles.

We have stayed in contact with the Camphill Team and are delighted that they will be taking part in the Oral Health Foundations National Smile Month on May/June 2023.

"Thank you very much for today's presentation! Our staff group now has a baseline of information and we can begin to better support our residents with their oral/teeth health. Thank you for kick starting our thinking!"
Marija Tudor Training Manager Camphill Communities

iii) Happy Smiles in Luton
The Public Health Manager for Children and Families in Luton contacted us in December 2022 asking for advice and guidance about promoting and delivering oral health themed initiatives across the locality. As a result of several conversations and undertaking some research into the needs of the area we suggested creating a programme which could be delivered via children's centres to encourage active participation and conversations with parents. The aim was to provide a resource which was friendly, fun and inclusive and so the *Happy Smiles in Luton* project was born!

We created a bespoke box of resources which enable key workers to talk about teeth, diet, give toothbrushing demonstrations, create displays as well as establish happy smiles story time activities. A colourful information pack was also developed containing advice and guidance cards, activity sheets, toothbrushing charts etc. A total of fifteen boxes and 200 Open Wide and Step Inside story books have been ordered.

"The boxes are amazing! The contents really help us to share key messages quickly and easily with our families. Well Connected's advice, help and guidance has been brilliant, and we look forward to maintaining our connection with them."

Neila Agyeman, Luton Council Public Health Manager (Children & Families)

c). Engagement and Outreach
i) Research Projects
We have acted as the Public and Patient Involvement Lead for the following University of Plymouth research projects during the reporting period:
- Dental Health and Pregnancy

We worked with researchers to refine the final application document to ensure if provided sufficient information and insight into the needs of members of the public and established a consultation focus group of young parents and/or those who would soon be giving birth to their babies.

Researchers asked a series of questions and developed discussion points which informed the final application document. The aim was to explore how this population group accessed information, the barriers to receiving adequate information and how to ensure advice was given in a way which is relevant and meaningful. The outcome from the application is due in Spring 2023.

- Robotics in Dentistry
We have been asked to support two elements of this research:
a) **How neurodivergent people respond to external stimuli in dental settings**
We engaged with young people with learning disabilities who are studying at Plymouth City College and created two workshops which:

- Introduced the students to a robot
- Encouraged them to explore a simulated dental setting
- Introduced a variety of sensory cues which may impact on dental anxiety
- Invited them to rethink the dental setting using creativity and imagination

Each session was lively and energetic with the young people responding well to each element. A final report was prepared and submitted to the researchers.

b) **Exploring the use of socially assistive robots in dental settings**
We are currently creating a methodology to bring together dental practitioners, dental professionals and members of the public to explore how robotics can be used in dental care and dental education in the future. We aim for ethical approval by May/June 2023 when the first consultation group will be held.

"Well Connected ensures we meet people where they are and ensures we engage meaningful ways. They always have new ideas and approaches which ensure we remain relevant. Thank you!" Professor Mona Nasser, University of Plymouth

d). Networking/Partnerships
As an organisation who is passionate about partnership, Well Connected has continued to engage and develop new relationships with organisations and groups. This includes attending events and conferences such as a **Community Engaged Teaching Conference**, where we were asked to share our knowledge and expertise with attendees to discuss the benefits of students developing a clear understanding of value of effective listening, communication and interpersonal skills; as well as a **Knowledge Exchange Conference**, where we hosted a roundtable discussion to profile our work and the links to inter professional learning.

Financial Review

Income for the year totalled £201,958 (2022: £165,836). Expenditure for the year totalled £238,049 (2022: £208,209). This resulted in a total deficit for the financial year of £36,091 (2022: £42,373).

Total funds as at 31 March 2023 were £93,746 (2022: £129,837).

Going Concern

After making appropriate enquiries, the Trustee have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.

Reserves Policy

The Charity's unrestricted funds are freely available to spend, arising from previous years' operating results and donations.

The Charity's restricted funds fall outside the definition of reserves as these funds are funds which have been given to Creative Connected Communities for a specific purpose and as such are not freely available to the Charity.

The Board of Trustees agreed that Creative Connected Communities require a minimum level of unrestricted reserves (£50K) which, currently is the equivalent to three months' worth of expenditure:

- To meet our staff responsibilities and obligations
- To meet obligations under our overheads
- To provide a buffer in the absence of ongoing funding or termination of a contract whilst alternative funding is sought.

As of 31 March 2023, creative Connected Communities had £68,556 in unrestricted reserves which is above the level of reserves assessed as being required for working capital to meet our legal, statutory, and best practice requirements.

However, considering the current needs and the present economic climate, the Trustees agreed in the year to 31 March 2021 to draw on the reserves to buffer the Charity for the next 12-18 months and set up a designated reserve of £47,500.

Risk Management

The Board of Trustees has conducted a review of the major risks to which the Charity is exposed through the establishment of a risk register. These risks are reviewed on an ongoing basis, at least annually, to satisfy ourselves that adequate measures have been taken to manage the risks identified. Where appropriate, systems or procedures have been established to mitigate the risks that the Charity faces.

Funds held as custodian trustee on behalf of others

The Charity does not hold any funds as a custodian trustee on behalf of others during the period ending 31 March 2023.

Approved by order of the members of the Board of Trustees on 25th October 2023 and signed on their behalf by Mr Simon Thorpe, Trustee.



Independent Examiner's Report to the Trustees of Creative Connected Communities *(continued)*

Year ended 31 March 2023

I report to the trustees on my examination of the financial statements of Creative Connected Communities ('the charity') for the year ended 31 March 2023.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or

2. the financial statements do not accord with those records; or

3. the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or

4. the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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

MKeane

M Keane ACCA 12/12/2023
Independent Examiner

Plym House
3 Longbridge Road
Marsh Mills
Plymouth
PL6 8LT

Creative Connected Communities

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31 March 2023

	Note	2023 Unrestricted funds £	2023 Restricted funds £	2023 Total funds £	2022 Total funds £
Income and endowments					
Donations and legacies	5	1,317	–	1,317	3,162
Charitable activities	6	200,420	–	200,420	162,666
Investment income	7	221	–	221	8
Total income		201,958	–	201,958	165,836
Expenditure					
Expenditure on charitable activities	8,9	231,049	7,000	238,049	208,209
Total expenditure		231,049	7,000	238,049	208,209
Net expenditure and net movement in funds		(29,091)	(7,000)	(36,091)	(42,373)
Reconciliation of funds					
Total funds brought forward		97,647	32,190	129,837	172,210
Total funds carried forward		68,556	25,190	93,746	129,837

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 16 to 24 form part of these financial statements.

Creative Connected Communities

Company Limited by Guarantee

Statement of Financial Position

31 March 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible fixed assets	**15**	2,828	3,534
Current assets			
Debtors	**16**	17,632	2,867
Cash at bank and in hand		80,823	137,046
		98,455	139,913
Creditors: amounts falling due within one year	**17**	7,537	13,610
Net current assets		90,918	126,303
Total assets less current liabilities		93,746	129,837
Net assets		93,746	129,837
Funds of the charity			
Restricted funds		25,190	32,190
Unrestricted funds		68,556	97,647
Total charity funds	**18**	93,746	129,837

For the year ending 31 March 2023 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

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

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

These financial statements were approved by the board of trustees and authorised for issue on 25th October 2023, and are signed on behalf of the board by: Mr Simon Thorpe, Trustee.

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 3 Longbridge Road, Marsh Mills, Plymouth, Devon, PL6 8LT, England.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

3. **Accounting policies** *(continued)*

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

3. **Accounting policies** *(continued)*

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Office Equipment	-	20% reducing balance
Computer Equipment	-	20% reducing balance

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or paable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

4. **Limited by guarantee**

The company is limited by guarantee without share capital. In the event of the company being wound up the members would be limited to a liability of £1 each.

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2023 £**
Donations			
Donations	397	–	397
Grants			
Grants receivable	920	–	920
	1,317	–	1,317

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Donations			
Donations	662	–	662
Grants			
Grants receivable	–	2,500	2,500
	662	2,500	3,162

6. Charitable activities

	Unrestricted Funds £	**Total Funds 2023 £**	Unrestricted Funds £	Total Funds 2022 £
Education and training	200,420	200,420	162,666	162,666

7. Investment income

	Unrestricted Funds £	**Total Funds 2023 £**	Unrestricted Funds £	Total Funds 2022 £
Interest receivable	221	221	8	8

8. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2023 £**
Charitable activities	228,529	7,000	235,529
Support costs	2,520	–	2,520
	231,049	7,000	238,049

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Charitable activities	197,499	8,550	206,049
Support costs	2,160	–	2,160
	199,659	8,550	208,209

9. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Support costs £	**Total funds 2023 £**	Total fund 2022 £
Charitable activities	235,529	–	235,529	206,049
Governance costs	–	2,520	2,520	2,160
	235,529	2,520	238,049	208,209

10. Analysis of support costs

	Analysis of support costs £	**Total 2023 £**	Total 2022 £
Governance costs	2,520	2,520	2,160

11. Net expenditure

Net expenditure is stated after charging/(crediting):

	2023 £	2022 £
Depreciation of tangible fixed assets	706	884

12. Independent examination fees

	2023	2022
	£	£
Fees payable to the independent examiner for:		
Independent examination of the financial statements	2,520	2,340

13. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2023	2022
	£	£
Wages and salaries	122,534	100,118
Social security costs	7,575	6,061
Other pension costs	6,336	6,224
	136,465	112,403

The average head count of employees during the year was 4 (2022: 4).

No employee received employee benefits of more than £60,000 during the year (2022: Nil).

14. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees.

No trustee expenses have been incurred.

15. Tangible fixed assets

	Office Equipment	Computer equipment	Total
	£	£	£
Cost			
At 1 April 2022 and 31 March 2023	941	7,432	8,373
Depreciation			
At 1 April 2022	633	4,206	4,839
Charge for the year	61	645	706
At 31 March 2023	694	4,851	5,545
Carrying amount			
At 31 March 2023	247	2,581	2,828
At 31 March 2022	308	3,226	3,534

16. Debtors

	2023	2022
	£	£
Trade debtors	16,132	1,709
Prepayments and accrued income	1,435	1,063
Other debtors	65	95
	17,632	2,867

17. Creditors: amounts falling due within one year

	2023	2022
	£	£
Trade creditors	1,120	5,893
Accruals and deferred income	2,520	3,260
Social security and other taxes	3,013	3,088
Other creditors	884	1,369
	7,537	13,610

18. Analysis of charitable funds

Unrestricted funds

	At 1 Apr 22	Income	Expenditure	At 31 Mar 23
	£	£	£	£
General funds	50,147	201,958	(231,049)	21,056
Designated fund				
Reorganisation reserve	47,500	–	–	47,500
	97,647	201,958	(231,049)	68,556

	At 1 Apr 21	Income	Expenditure	At 31 Mar 22
	£	£	£	£
General funds	86,470	163,336	(199,659)	50,147
Designated fund				
Reorganisation reserve	47,500	–	–	47,500
	133,970	163,336	(199,659)	97,647

Restricted funds

	At 1 April 23	Income	Expenditure	At 31 Mar 23
	£	£	£	£
DRCP	20,857	–	–	20,857
Great Western Railways	3,333	–	–	3,333
University of Plymouth	7,000	–	(7,000)	–
Norman Family Charitable Trust	1,000	–	–	1,000
	32,190	–	(7,000)	25,190

	At 1 April 21	Income	Expenditure	**At 31 Mar 22**
	£	£	£	£
DRCP	27,740	–	(6,883)	20,857
Great Western Railways	5,000	–	(1,667)	3,333
University of Plymouth	4,500	2,500	–	7,000
Norman Family Charitable Trust	1,000	–	–	1,000
	38,240	2,500	(8,550)	32,190

18. Analysis of charitable funds cont'd

Designated funds

Reorganisation reserve
The Reorganisation reserve represents funds put aside for reorganisation of the Charity following the loss of contract.

Restricted funds

DRCP
To improve the overall health and wellbeing of the people of Devonport. With targets beneficiaries including families with children, members of the BME community, the elderly, the homeless, people with mental health problems, people recovering from substance misuse and people with disabilities and special education needs.

Great Western Railways
Funding for developing and creating the 'You Matter, We Care' project for vulnerable and disadvantaged women and men in the Stonehouse area. You will be used to create 75 female and 25 male wellbeing packs with personal hygiene items and oral health resources alongside a signposting information card.

University of Plymouth
To support and facilitate a Higher Education Innovation Fund outreach project; this involved brokering contracts with a local primary school in Plymouth and specialist college in Dartington.

Norman Family Charitable Trust
Funding to create wellbeing gift bags for vulnerable and at-risk adult groups in Exeter.

19. Analysis of net assets between fun

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2023 £**
Tangible fixed assets	2,828	–	2,828
Current assets	73,265	25,190	98,455
Creditors greater than 1 year	(7,537)	–	(7,537)
Net assets	68,556	25,190	93,746

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2022 £**
Tangible fixed assets	3,534	–	3,534
Current assets	107,723	32,190	139,913
Creditors greater than 1 year	(13,610)	–	(13,610)
Net assets	97,647	32,190	129,837

CREATIVE CONNECTED COMMUNITIES

England & Wales - Charity number 1168688

Accounts

COMPANY REGISTRATION NUMBER: 10236925
CHARITY REGISTRATION NUMBER: 1168688

Creative Connected Communities

Company Limited by Guarantee

Unaudited Financial Statements

31 March 2022

WESTCOTTS
Chartered accountants
Plym House
3 Longbridge Road
Marsh Mills
Plymouth
PL6 8LT

Creative Connected Communities

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2022

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Creative Connected Communities

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2022

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2022.

Reference and administrative details

Registered charity name	Creative Connected Communities
Charity registration number	1168688
Company registration number	10236925
Principal office and registered office	3 Longbridge Road Marsh Mills Plymouth Devon PL6 8LT England

The trustees

D Kasturiratne	
H Neve	(Resigned 31 August 2022)
J Shawe	
J Stewart	(Resigned 1 March 2022)
L Withers	
S Thorpe	

Independent examiner	M Keane Plym House 3 Longbridge Road Marsh Mills Plymouth PL6 8LT

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report was approved on 12/12/2022 and signed on behalf of the board of trustees by Mr Simon Thorpe.

REVIEW OF ACTIVITIES

1. 2021-22: Review

2021-22 continued to be a challenging year for Creative Connected Communities as we looked to recover from the pandemic. Unfortunately, within the first few months of the new financial year, there were a number of staff departures, including the resignation of the Chief Operating Officer (who departed in July 2021). This naturally left the organisation in an uncertain position with a number of contracts to fulfil.

The Board of Trustees worked together to respond to those challenges with the appointment of an interim new Chief Executive (appointed in October 2021), who had been working with the organisation in a consultancy capacity for the past twelve months (see 2020-21 report). His charity and leadership experience has been invaluable in working with the Trustees and the Strategic Lead for Community Engagement to support the future direction of Creative Connected Communities.

Key actions taken were:

- The implementation and agreement to a new strategic plan within three months in post;
- The recruitment of two new members of staff, and finance consultant;
- An immediate focus on working with current partners to secure future funding, and;
- Explore and developing new partnerships.

The strategic plan outlined three core anchors:

1. **Build on success** of the organisation to date, to deliver current programmes/core products
2. **Think differently**, allowing Creative Connected Communities to be bolder with new ideas and exploring new income streams
3. **Maximise potential**, by investing in the team, becoming more efficient and effective and having a strong voice externally to gather support and interest in the organisation

2. Team Update

Following the departure of a number of team members, three new part-time appointments were made during the year, including a new Administrator to support the Supervised Toothbrushing Programme, a Community Engagement Officer to support our work with University of Plymouth, and a Finance consultant, to provide financial support and advice to the Chief Executive and Board of Trustees.

The team continue to work remotely with weekly online update meetings, as well as face to face meetings when required. The team also provide updates to the Chief Executive who delivers a monthly report to the Board of Trustees in addition to regular meetings.

3. Our Core Products

a). Future Health Professionals

We manage and co-ordinate social accountability programmes within the established curriculum for the clinicians of the future, via experiential learning opportunities which bring the Social Determinants of Health to life.

i). Social Engagement Project

Changes in the curriculum, increased student numbers and timetabling requirements resulting in the Social Engagement Project for the academic year 2021-22 returning solely to the Year 2 medical curriculum.

We were able to establish the project as a longitudinal activity for the students, taking place over four distinct milestone sessions across the academic year. This approach enables students to better develop their knowledge of their host organisation, the needs of the service users, and devise and deliver an intervention which is relevant and meaningful.

Engaging with community organisations was problematic, as the impact of Covid-19 continued to affect the willingness of many groups to invite students into their settings. Several were still operating virtually and were unsure if they could support the students adequately. We were mindful of their needs and concerns and took time to meet with colleagues to explore the best approach for them. Although this was time consuming it was beneficial to reconnect in this way, as it helped us to understand more clearly the impact the pandemic has had on community-based groups and organisations. This was particularly pertinent for one neighbourhood in Plymouth which had experienced a traumatic and devastating shooting incident in August 2021.

As a result of our engagement and communications with community colleagues we created a programme comprising, 16 organisations who hosted 194 students in 18 student groups.

A combination approach of both face to face and online activities ensured that students had the opportunity to explore the needs of their host organisation, plan and deliver an intervention. A main factor for students to consider was the need to respond quickly to the changing needs of groups, during these challenging times.

Dr Lucy Hillman
Community Sub Dean
Peninsula Medical School

"The benefits for our students being involved with the charity are amazing. We are privileged that students have the opportunity to get out into the community early on in their studies and the charity enables this to happen."

2nd Year Medical Student

"It was a great experience. Being able to go out into the community, not being stuck in a lecture theatre or on Zoom, to meet the people we will be treating. I learnt a lot about myself during the project."

The range of projects and interventions which the students delivered was once again impressive; with activities ranging from workshops, focus groups, creating social media content and creating wellbeing packs which demonstrated the level of engagement and commitment the students and community organisations bring to the programme.

We will be exploring ways to develop and expand the reach of the Social Engagement Project in 2022-23, across the University of Plymouth and other higher education establishments, including commissioning a promotional film.

ii). Exploring Health Conditions: The Patients' Perspective

This programme was delivered over three separate sessions during February-March 2022 and introduced 2nd year medical students to 'Experts by Experience', people who have a diagnosed clinical condition and are very much experts in their own condition.

The sessions were created to give students the opportunity to meet people with specific conditions, listen as they described its impact on their daily lives and reflect on their interactions with health care teams.

2nd Year Medical Students

'I feel it is so much more important to be openminded. I always knew to do this; however, I feel that I have seen the importance first hand and it is something that I will always keep in the back of my mind.'

'Autism can really occur as a spectrum and there's lots of stigma and misconceptions associated with it that is just not that well understood by society, me included. So, its important to educate yourself.'

Discussions took place using online breakout rooms, where students met with two 'experts' with the same or similar diagnosis. This was an opportunity for students to:

- deepen their understanding;
- explore the impact of diagnosis on daily lives and activities;
- better understand the importance of a holistic approach, and;
- demonstrate active listening, empathy and kindness.

Approximately 200 students took part and met with people with two of the following conditions:

Idiopathic Pulmonary Fibrosis	*Renal Failure*
Fibromyalgia	*Weight Management*
Irritable Bowel Syndrome	*Ehlers Danlos Disease*
Mental Health	*Autism*
Stroke	*Diabetes*
Chronic Fatigued Syndrome	*Osteoarthritis*

The conversations which took place were complex, informative, and emotive; they were very powerful in terms of conveying the patients experience to students. Students told us that the sessions were very timely as they were beginning to consider their clinical placements, they valued the opportunity to meet with real people. These sessions also helped to change perceptions and preconceived ideas.

It is encouraging to note that 96% of students rated the programme as excellent or good. We felt it was important to also gather the feedback and comments from the 'experts' and did this via online focus groups. 'Experts' told us that they felt informed and valued throughout the process; they also expressed an interest in maintaining a connection with Well Connected to support and add value to other programmes and areas of activity, particularly those which support the development of the curriculum and inter professional learning. As a result, we have created an Experts by Experience group; and we are looking forward to developing these links and relationships.

iii). Resilience Workshop

Associate Professor Vehid Salih
Programme Lead
Peninsula Dental School

"This was a really good session. The students enjoyed the activities; it was particularly useful for them to hear from graduates. Thank you!"

An outcome from our Listening Project in 2020-21 was the creation of a resilience-themed workshop working with120 1st Year Dental and Dental Hygiene Therapy students at Peninsula Dental School.

We discussed our thoughts with academic colleagues who recognised the value of developing our idea into reality and asked us to design a session which would enable students to develop and build on their resilient thinking.

A combination of discussion groups and problem-solving activities were designed which helped students identify how they can positively develop their personal behaviours and attitudes.

We also invited Peninsula Dental School graduates to take part, who welcomed the opportunity to reflect on their own experiences as a student and as a practicing dental care professional. Students told us that they enjoyed the workshop, with 96% rating it as good or excellent.

The workshop was successful and has offered us an opportunity to develop and enhance further this further; such as delivering across the Faculty of Health. We aim to continue conversations with colleagues with a view to delivering as part of the induction weeks for the 2022-23 academic year.

iv). Foundation Dentist Programme

We were once again invited to support the Community Engagement project which is delivered as part of the Foundation Dentist (FD) training programme for the South West region for newly qualified dentists.

Our experience and expertise was used to support and advise the FD's as they developed their community-based projects. We took part in study days and online meetings, we also provided resources and guidance as requested.

This year there were two options for the graduates to choose from:

- Taking part in community-based dental outreach clinics for disadvantaged/marginalised adults with Dentaid, and;
- Undertaking a community engagement project

Thirty dental graduates chose the opportunity to work with Dentaid, a dental charity based in Southampton. Four clinics were held in hostels for people experiencing homelessness, two in Bath and two in Exeter. Graduates worked from Dentaid's mobile dental clinics to provide general dental treatment, relieve pain, remove and/or repair broken or damaged teeth. Graduates found the experience rewarding and challenging, often the expectation of the patient went beyond what could be provided from the mobile unit, with many people requiring a long-term intervention.

The remaining forty five graduates chose to deliver an initiative in a community setting, such as schools, children's centres and youth groups. They created activity sessions, presented in school assemblies and with one group joining a Police Community Support Officer to deliver an intervention with young people in Western-Super-Mare. An online presentation of the projects is planned in May 2022.

2. Community Health & Wellbeing

Well Connected embrace health, in its broadest sense and are expert providers in the delivery of community-based initiatives.

a). Supervised Toothbrushing Programme

The two-year programme was launched in September 2019 to establish regular toothbrushing in schools and nurseries across Plymouth and Devon to help children brush effectively and be proud of a happy and health smile. Well Connected subcontracted by Peninsula Dental Social Enterprise CiC (PDSE) to manage and coordinate the training and delivery.

Due to the pandemic impacting on the programme in 2020, it was extended for a further twelve months in August 2021.

The Covid-19 pandemic had a significant impact on the programme overall, with several settings suspending the programme due to staffing issues, health and safety concerns and/or limitations of the children. However, during the reporting period we have worked hard to reconnect with the settings, deliver refresher training and provide the support/advice needed to help schools and nurseries return to re-establishing regular brushing as part of the daily activities within their setting.

In light of the changing needs of schools/nurseries, the issue of delivering training and undertaking the Quality Audit on a face-to-face basis, we established online training and a self-assessment approach for the Quality Audits. This was agreed beforehand with NHS Commissioners and has been well received and are now forming part of the Programme moving forward as they offer a more efficient and cost-effective way of carrying out the audit checks as well as staff training.

In January 2022, we undertook a satisfaction survey with members of staff within the settings. The survey was carried out using a Microsoft Teams questionnaire which had a linked QR code and 97% of respondents rated the Programme as good or excellent.

We also reached out to parents in a similar way; asking them about the Programme and how it had impacted on their children. It is reassuring to note that 71% of parents reported that their child is more willing to brush at home and they found toothbrushing more enjoyable.

During the year we have created oral health themed content for schools and nurseries to include on websites, posters to display on notice boards during National Smile Month and an information slide deck to enhance and reinforce refresher training. A closed Facebook group has also been created to share updates and news with colleagues. This has been particularly valuable to maintain contact with the Oral Health Team, allowing us to respond promptly to queries and questions.

We anticipate that the programme will be extended and we will be invited to continue to act as the delivery partner for the Programme in 2022-23.



b). Beat the Bugs

Following a successful application to the Higher Education Innovation Fund (HEIF) we worked with Dr Tina Joshi from University of Plymouth's School of Biomedical Sciences, to create a range of Covid-19 related teaching materials for children and young people. In partnership with St Andrews Primary School Plymouth, Dartington Lifeworks College and a student studying Art and Design at University of Plymouth, we created a Beat the Bugs board game and Covid-19 themed easy read flash cards.

Neil Leonard
Lifeworks College

"Our young people have enjoyed taking part in the creation and design of the Beat the Bugs board game. It's a good way to discuss infection control, hygiene and kitchen safety with them"

Taking inspiration from a suggestion by students at Dartington Lifeworks, we developed a board game based on the traditional 'snakes and ladders' game. Participants throw a dice to move around the board, answering questions relating to cross infection control, staying safe from Covid-19, personal hygiene and food safety.

The game has been tested with primary school children and young people with learning disabilities, several changes and adaptations have been made including amending the wording of some of the questions, adapting the layout of the board to enable game to flow more easily and to add a final 'golden envelope' question which adds a sense of drama and anticipation to the end of the game! The next stage will be to seek funding to further develop and improve the game.

c). Easy Read Flash Cards

During the Covid-19 pandemic there was a need to provide an array of public health information and guidance to remind and inform people to:

- Wash hands for 20 seconds;
- Wear a face mask, and;
- Maintain a social distance of 2 metres

Nikki Hornsby
Improving Lives Plymouth

"The flash cards are super useful when talking to our clients about Covid-19. They have taken them home which has been a useful way to share messages with carers".

We reached out to our partners in primary and special needs education to ask them what they believed would be a useful method of sharing these key messages within their settings. They felt that something that was interesting, colourful and accessible would be of most help, especially for people who found it difficult to read, or who mainly relied on images to understand messages.

As a result of this consultation, we created colourful 'Staying Safe' A5 size flash cards, which use the 'easy read' method of using simple words in short sentences. The cards were distributed to primary schools, Improving Lives Plymouth, and with the young people at Dartington Lifeworks College who co-designed the cards with us.

In addition to hand-washing, wearing a mask and maintaining social distancing we included the following:

- Open windows to let fresh air in;
- Use hand sanitiser if you can't wash hands, and;
- Be kind and caring

d). Covid-19 Advice

We worked with St Andrews Primary School, Plymouth to encourage children in Year 5 and 6 to review Covid-19 related advice and information materials. Due to the pandemic restrictions, we developed online outreach sessions which enabled us to listen to children's main concerns about Covid-19, answer their questions and queries and deliver some interactive teaching and learning sessions comprising activities, quizzes and competitions.

The children also created information posters to display around the school environment to encourage effective hand washing, wearing face masks and maintaining a safe distance in corridors and classrooms.

As restrictions were lifted, we visited the school to review the posters and see them in situ, undertake a final question and answer session with Dr Joshi, from University of Plymouth and present the children with a Beat the Bugs board game.

e). Dental Ambassadors

We first began delivering the Dental Ambassador Programme at Dartington Lifeworks College in 2017 and have trained approximately 80 Dental Ambassadors so far. We were delighted to be invited to deliver the programme once again during January-March 2022 to a group of 10 young people with learning disabilities.

The 6 x 2hour workshops are delivered using a variety of methods including; activities, experiments, demonstrations and guest speaker videos. Each week has a different theme which enables the students to build their knowledge and understanding, as well as their confidence and self-esteem. The overarching aim is to raise the profile of oral health within this population group, encourage them to make small changes and adjustments in their daily routines and habits.

Teacher
Lifeworks College

'It was great to welcome include the Dental Ambassadors Programme once again the curriculum. The delivery is always excellent; inclusive and interactive, with materials which really help our students to develop their knowledge and increase their confidence and self-esteem.
Oral health is often a neglected area for these young people, its great we can encourage happy and healthy smiles here in College!'

The students create an individual portfolio to increase their understanding and awareness which includes activity and information sheets. The portfolio also acts as a reminder/refresher for the Dental Ambassadors to use when they share oral health themed messages to others via presentations and displays in college, workplaces, and with friends and family members.

A short film was created as part of the final week workshop, this was an opportunity to record part of the session, the student's presentation and to interview students and staff. This can be viewed here: https://www.wellconnecteduk.org/dental-ambassadors. We hope to use this short film to promote the scheme and encourage further participation with other colleges.

3. Engagement and Outreach

a). City of Smiles

During the COVID-19 pandemic communities faced extraordinary challenges, particularly in relation to general health and emotional wellbeing. However, we also know that during these times people came together to support and help each other; with incredible acts of kindness being shared between neighbours, colleagues as well as with complete strangers.

We believe it is important to remember the impact that these 'random acts of kindness' had on ourselves and others; enjoying new connections and friendships, whilst also valuing those closest to us, who we missed each and every day. As a result of our Listening Project in 2020-21 (update below), we have created an initiative called City of Smiles, to celebrate and showcasing positivity and wellbeing. This is project that will run through some of our work in the coming years.

We have initially launched a website www.cityofsmiles.org, as well as begin a number of projects which are highlighted below.

i). You Matter, We Care

You Matter, We Care is a programme working with a range of organisations, offering kindness and positivity to some of the most vulnerable in our community. Our first project was kindly funded by the GWR Community Fund (£5,000), where we took part in several outreach events and sessions meeting with women in Plymouth. We worked with Sexual Health Outreach Plymouth (SHOP) to create unique wellbeing gift packs, as well as a City of Smiles signposting card with information about health, housing and support services.

Norma Fry
Sexual Health Outreach Plymouth

"We're overwhelmed! These packs will really benefit the women we support. Your approach has been perfect. The kindness, positivity and care you have demonstrated at every stage is so highly valued. Thank you to for your support and generosity".

Emma Morris
Community Manager, GWR

"We have a specific pot of money designed to support community and not-for-profit organisations. This project to improve oral health and wellbeing among vulnerable adults really stood out and we are pleased to allocate this funding as part of our agreement with the Department for Transport".

In addition, in early December 2021 we delivered 350 wellbeing packs to Julian House and the Foodbank at Mint Methodist Church in Exeter. These packs comprised of oral health products, including toothbrushes, toothpaste, and a selection of easy read dental, diet and nutrition cards.

ii). Global Plymouth

- International Students

As part of our connections with international students at the University of Plymouth, we have continued to support a range of events and activities which help students settle into university life and get to know the city and its communities.

Working closely with Dr Poorna Gunasekera, University of Plymouth's Associate Dean for International Students across the Faculty of Health, we took part in several events and activities across the year. This included creating an opportunity for twelve dental and medical students to record their stories, reflecting on their journey and experiences as they live and study in Plymouth. This was broadcast in September 2021 as part of the BBC Radio Devon Making a Difference series. We also supported students to reach out and work closely with community organisations.

- International Women's Event

We were invited to an International Women's Day event in March 2021 at The Plot, Plymouth. This amazing event brought communities together to showcase and demonstrate the impact girls and young women are making across the city. Our Strategic Lead for Community Engagement, was privileged to be asked to be a keynote speaker and panel member at the event which was attended by approximately 150 people.

iv). The Listening Project: Making a Difference in Devonport

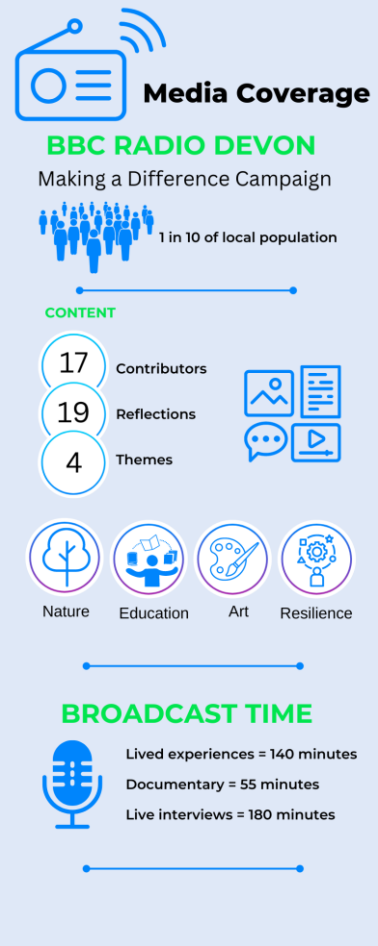
In our 2020-21 report, we highlighted our Listening Project with an aim to simply listening to communities impacted by Covid-19 and the periods of lockdown. We heard directly from people as they shared their thoughts and experiences, and described how they coped and what they wanted to see in the future. It was truly inspiring, overwhelming in fact, we were surrounded by positivity and resilience, smiles and laughter from the very beginning - even during such challenging and difficult times.

We identified 4 key themes which impacted directly on health and emotional wellbeing:

- The ability to be adaptable and resilient;
- How creativity encourages positivity and wellbeing;
- The importance of nature and outdoor space, and;
- The power of listening.

Our listening has had a massive impact on us; helping us to engage better, respond to local need, develop new connections and partnerships and create City of Smiles.

As reported, we were delighted to work alongside residents and community organisations, recording their stories which culminated in the *BBC* creating a groundbreaking series broadcast on *BBC Radio Devon* during November 2020 - February 2021. The impact and reach for this series was not available in time for our last report, but we are now very proud to be able to highlight some of the key statistics in this infographic.



b). Recognition

We were delighted to win The Probe Dental Awards Best Charity Initiative at the Dental Awards 2021, for our Dental Buddies outreach project. This initiative is a fun and interactive workshop delivered to children and young people attending Brownie and Cub Scout groups during late 2019 and early 2020. The workshop encouraged the children to explore the importance of a healthy smile, investigate sugar content in food and design information cards to share with their families and friends.

We were also delighted to be invited to submit a journal article for the Primary Dental Journal in July 2021. The article, written by our Strategic Lead for Community Engagement, focused on how we use our community insights to inspire change when addressing oral health and inequalities. This was an opportunity to demonstrate to dental health care professionals how a community engagement approach can complement and support clinical interventions. We raised the profile of many of our projects and areas of work as well as described how authentic partnerships and collaborations really do make a difference at a local level.

Financial Review

Income for the year totalled £165,836 (2021: £242,375). Expenditure for the year totalled £208,209 (2021: £254,470). This resulted in a total deficit for the financial year of £42,373 (2021: £12,095).

Total funds as at 31 March 2022 were £129,837 (2021: £172,210).

Going Concern

After making appropriate enquiries, the Trustee have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.

Reserves Policy

The Charity's unrestricted funds are freely available to spend, arising from previous years' operating results and donations.

The Charity's restricted funds fall outside the definition of reserves as these funds are funds which have been given to Creative Connected Communities for a specific purpose and as such are not freely available to the Charity.

The Board of Trustees agreed that Creative Connected Communities require a minimum level of unrestricted reserves (£50K) which, currently is the equivalent to three months' worth of expenditure:

- To meet our staff responsibilities and obligations
- To meet obligations under our overheads
- To provide a buffer in the absence of ongoing funding or termination of a contract whilst alternative funding is sought.

As of 31 March 2022, creative Connected Communities had £97,647 in unrestricted reserves which is above the level of reserves assessed as being required for working capital to meet our legal, statutory and best practice requirements.

However, considering the current needs and the present economic climate, the Trustees agreed in the year to 31 March 2021 to draw on the reserves to buffer the Charity for the next 12-18 months and set up a designated reserve of £47,500.

Risk Management

The Board of Trustees has conducted a review of the major risks to which the Charity is exposed through the establishment of a risk register. These risks are reviewed on an ongoing basis, at least annually, to satisfy ourselves that adequate measures have been taken to manage the risks identified. Where appropriate, systems or procedures have been established to mitigate the risks that the Charity faces.

Funds held as custodian trustee on behalf of others

The Charity does not hold any funds as a custodian trustee on behalf of others during the period ending 31 March 2022.

Approved by order of the members of the Board of Trustees on 12/12/2022 and signed on their behalf by:

Mr Simon Thorpe
Trustee



Creative Connected Communities

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of Creative Connected Communities *(continued)*

Year ended 31 March 2022

I report to the trustees on my examination of the financial statements of Creative Connected Communities ('the charity') for the year ended 31 March 2022.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or

2. the financial statements do not accord with those records; or

3. the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or

4. the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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



16 December 2022

M Keane ACCA
Independent Examiner

Plym House
3 Longbridge Road
Marsh Mills
Plymouth
PL6 8LT

Creative Connected Communities

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31 March 2022

	Note	2022 Unrestricted funds £	2022 Restricted funds £	2022 Total funds £	2021 Total funds £
Income and endowments					
Donations and legacies	**5**	662	2,500	3,162	29,502
Charitable activities	**6**	162,666	–	162,666	212,810
Investment income	**7**	8	–	8	63
Total income		163,336	2,500	165,836	242,375
Expenditure					
Expenditure on charitable activities	**8,9**	199,659	8,550	208,209	254,470
Total expenditure		199,659	8,550	208,209	254,470
Net expenditure and net movement in funds		(36,323)	(6,050)	(42,373)	(12,095)
Reconciliation of funds					
Total funds brought forward		133,970	38,240	172,210	184,305
Total funds carried forward		97,647	32,190	129,837	172,210

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 17 to 25 form part of these financial statements.

Creative Connected Communities

Company Limited by Guarantee

Statement of Financial Position

31 March 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible fixed assets	**15**	3,534	4,418
Current assets			
Debtors	**16**	2,867	2,591
Cash at bank and in hand		137,046	181,802
		139,913	184,393
Creditors: amounts falling due within one year	**17**	13,610	16,601
Net current assets		126,303	167,792
Total assets less current liabilities		129,837	172,210
Net assets		129,837	172,210
Funds of the charity			
Restricted funds		32,190	38,240
Unrestricted funds		97,647	133,970
Total charity funds	**18**	129,837	172,210

For the year ending 31 March 2022 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

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

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

These financial statements were approved by the board of trustees and authorised for issue on 12/12/2022 and are signed on behalf of the board by Mr Simon Thorpe.

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 3 Longbridge Road, Marsh Mills, Plymouth, Devon, PL6 8LT, England.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

3. Accounting policies ***(continued)***

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

3. Accounting policies *(continued)*

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Office Equipment	-	20% reducing balance
Computer Equipment	-	20% reducing balance

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or paable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

4. Limited by guarantee

The company is limited by guarantee without share capital. In the event of the company being wound up the members would be limited to a liability of £1 each.

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2022 £**
Donations			
Donations	662	–	662
Grants			
Grants receivable	–	2,500	2,500
	662	2,500	3,162

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Donations			
Donations	19,002	–	19,002
Grants			
Grants receivable	–	10,500	10,500
	19,002	10,500	29,502

6. Charitable activities

	Unrestricted Funds £	**Total Funds 2022 £**	Unrestricted Funds £	Total Funds 2021 £
Education and training	162,666	162,666	212,810	212,810

7. Investment income

	Unrestricted Funds £	**Total Funds 2022 £**	Unrestricted Funds £	Total Funds 2021 £
Interest receivable	8	8	63	63

8. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2022 £**
Charitable activities	197,499	8,550	206,049
Support costs	2,160	–	2,160
	199,659	8,550	208,209

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Charitable activities	214,154	37,604	251,758
Support costs	2,712	–	2,712
	216,866	37,604	254,470

9. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Support costs £	**Total funds 2022 £**	Total fund 2021 £
Charitable activities	206,049	–	206,049	251,758
Governance costs	–	2,160	2,160	2,712
	206,049	2,160	208,209	254,470

10. Analysis of support costs

	Analysis of support costs £	**Total 2022 £**	Total 2021 £
Governance costs	2,160	2,160	2,712

11. Net expenditure

Net expenditure is stated after charging/(crediting):

	2022 £	2021 £
Depreciation of tangible fixed assets	884	1,104

12. Independent examination fees

	2022	2021
	£	£
Fees payable to the independent examiner for:		
Independent examination of the financial statements	2,340	2,712

13. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2022	2021
	£	£
Wages and salaries	100,118	142,140
Social security costs	6,061	8,885
Other pension costs	6,224	10,515
	112,403	161,540

The average head count of employees during the year was 4 (2021: 4).

No employee received employee benefits of more than £60,000 during the year (2021: Nil).

14. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees.

No trustee expenses have been incurred.

15. Tangible fixed assets

	Office Equipment	Computer equipment	**Total**
	£	£	**£**
Cost			
At 1 April 2021 and 31 March 2022	941	7,432	8,373
Depreciation			
At 1 April 2021	555	3,400	3,955
Charge for the year	78	806	884
At 31 March 2022	633	4,206	4,839
Carrying amount			
At 31 March 2022	308	3,226	3,534
At 31 March 2021	386	4,032	4,418

16. Debtors

	2022	2021
	£	£
Trade debtors	1,709	753
Prepayments and accrued income	1,063	1,742
Other debtors	95	96
	2,867	2,591

17. Creditors: amounts falling due within one year

	2022	2021
	£	£
Trade creditors	5,893	5,745
Accruals and deferred income	3,260	8,164
Social security and other taxes	3,088	2,692
Other creditors	1,369	–
	13,610	16,601

18. Analysis of charitable funds

Unrestricted funds

	At 1 April 2021	Income	Expenditure	At 31 March 2022
	£	£	£	£
General funds	86,470	163,336	(199,659)	50,147
Designated fund				
Reorganisation reserve	47,500	–	–	47,500
	133,970	163,336	(199,659)	97,647

	At 1 April 2020	Income	Expenditure	At 31 March 2021
	£	£	£	£
General funds	71,461	231,875	(216,866)	86,470
Designated fund				
Reorganisation reserve	47,500	–	–	47,500
	118,961	231,875	(216,866)	133,970

18. Analysis of charitable funds cont'd

Restricted funds

	At 1 April 21	Income	Expenditure	**At 31 March 22**
	£	£	£	£
DRCP	27,740	–	(6,883)	20,857
Great Western Railways	5,000	–	(1,667)	3,333
University of Plymouth	4,500	2,500	–	7,000
Norman Family Charitable Trust	1,000	–	–	1,000
	38,240	2,500	(8,550)	32,190

	At 1 April 20	Income	Expenditure	**At 31 March 21**
	£	£	£	£
DRCP	65,344	–	(37,604)	27,740
Great Western Railways	–	5,000		5,000
University of Plymouth	–	4,500		4,500
Norman Family Charitable Trust	–	1,000		1,000
	65,344	10,500	(37,604)	38,240

Designated funds

Reorganisation reserve
The Reorganisation reserve represents funds put aside for reorganisation of the Charity following the loss of contract.

Restricted funds

DRCP
To improve the overall health and wellbeing of the people of Devonport. With targets beneficiaries including families with children, members of the BME community, the elderly, the homeless, people with mental health problems, people recovering from substance misuse and people with disabilities and special education needs.

Great Western Railways
Funding for developing and creating the 'You Matter, We Care' project for vulnerable and disadvantaged women and men in the Stonehouse area. You will be used to create 75 female and 25 male wellbeing packs with personal hygiene items and oral health resources alongside a signposting information card.

University of Plymouth
To support and facilitate a Higher Education Innovation Fund outreach project; this involved brokering contracts with a local primary school in Plymouth and specialist college in Dartington.

Norman Family Charitable Trust
Funding to create wellbeing gift bags for vulnerable and at-risk adult groups in Exeter.

19. Analysis of net assets between fun

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2022 £**
Tangible fixed assets	3,534	–	3,534
Current assets	107,723	32,190	139,913
Creditors greater than 1 year	(13,610)	–	(13,610)
Net assets	97,647	32,190	129,837

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Tangible fixed assets	4,418	–	4,418
Current assets	146,153	38,240	184,393
Creditors greater than 1 year	(16,601)	–	(16,601)
Net assets	133,970	38,240	172,210

20. Related party transactions

During the financial year to 31 March 2021 Peninsula Dental Social Enterprise CIC provided services to the Charity free of charge with a value of £10,705. This was recorded in donations. During the financial year to 31 March 2022 no further services were provided.

CREATIVE CONNECTED COMMUNITIES

England & Wales - Charity number 1168688

Accounts

Registered number: 10236925
Charity number: 1168688

CREATIVE CONNECTED COMMUNITIES (TRADING AS WELL CONNECTED)

(A COMPANY LIMITED BY GUARANTEE)

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

Bishop Fleming

CREATIVE CONNECTED COMMUNITIES (TRADING AS WELL CONNECTED)
(A COMPANY LIMITED BY GUARANTEE)

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CREATIVE CONNECTED COMMUNITIES (TRADING AS WELL CONNECTED)
(A COMPANY LIMITED BY GUARANTEE)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2021

Trustees	D Kasturiratne K Meyer (resigned 12 January 2021) H Neve J Shawe J Stewart S Thorpe L Withers
Company registered number	10236925
Charity registered number	1168688
Registered office	5th Floor Salt Quay House 4 North East Quay Sutton Harbour Plymouth England PL4 0BN
Accountants	Bishop Fleming LLP Chartered Accountants Salt Quay House 4 North East Quay Sutton Harbour Plymouth PL4 0BN

TRUSTEES REPORT
FOR THE YEAR ENDED 31 MARCH 2021

The Trustees present their annual report together with the financial statements for the year ended 31 March 2021. The Trustees confirm that the Annual Report and financial statements of the Charity comply with the current statutory requirements, the requirements of the Charity's governing document and the provisions of the Statement of Recommended Practice (SORP), applicable to Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the Charity qualifies as small under section 383, the strategic report required of medium and large Charities under The Companies Act 2006 (Strategic Report and Director's Report) Regulations 2013 is not required.

STRUCTURE, GOVERNANCE AND MANAGEMENT

CONSTITUTION

Creative Connected Communities is registered as a Charitable Company, limited by guarantee and was formed on 17 June 2016. It trades under the name Well Connected.

The Charity is constituted under a Memorandum of Association and is a registered Charity number 1168688.

The principal objects of the Charity are:

- To promote the education of:
    - students, in particular by providing them with practical experience in a variety of settings relevant to their area of study.
    - healthcare professionals through the provision of training, and
- To relieve sickness and preserve good health by the provision of advice, support, and care, particularly amongst marginalised groups.

MEMBERS' LIABILITY

Each member of the Charitable Company undertakes to contribute to the assets of the Charity in the event of it being wound up while he/she is a member, or within one year after he/she ceases to be a member, such amount as may be required, not exceeding £10, for the debts and liabilities contracted before they cease to be a member.

METHOD OF APPOINTMENT OR ELECTION OF TRUSTEES

The first Trustees were chosen from established and trusted partnerships, who were already familiar with the work that the Charity aims to do. Under the requirements of the Memorandum and Articles of Association, an individual is to continue as a Trustee for a term of three years from:

- In the case of the first Trustees, the date of the Charity's incorporation; or
- In the case of subsequent individuals, the date of their appointment by the board.

On expiry of their term of office, an individual will be eligible for reappointment as a Trustee.

The Memorandum and Articles provide for a minimum of 3 members but is not subject to any maximum. At present, the Board of Trustees has six members from a variety of community and professional backgrounds relevant to the work of the Charity, following the resignation of one Trustee in January 2021 who was also acting as Chair. Currently Well Connected does not have a designated Chair and the role is being covered on a rotating basis by the remaining Trustees.

Future appointment and election of Trustees is the responsibility of the Trustees who are elected or co-opted under the terms of the Articles of Association. When appointing new Trustees, the Board considers the skills and experience mix of existing Trustees in order to ensure that the Board has the necessary skills to contribute fully to the Charity's development.

ORGANISATIONAL STRUCTURE AND DECISION MAKING

The Board of Trustees normally meets once each quarter and are responsible for setting general policy, adopting an annual plan and budget, approving the statutory accounts, monitoring the Charity by the use of budgets and other data, and making major decisions about the direction of the Charity.

All Trustees give their time voluntarily and receive no benefits from the Charity.

The Trustees and Board of Trustees have devolved responsibility for day-to-day management of the Charity to the key management personnel. The key management personnel comprise the Chief Operating Officer and Strategic Lead for Community Engagement. The key management personnel implement the policies laid down by the Trustees and report back on performance.

The Chief Operating Officer and Strategic Lead for Community Engagement sit on the Board of Trustees but they have no voting rights.

OBJECTIVES AND ACTIVITIES

POLICIES AND OBJECTIVES

Creative Connected Communities is a Charity based in the South West, which uses community engagement to deliver innovative and engaging projects, which support and encourage positive lifestyle choices. Our vision is to inspire and connect communities to make a real difference to people's health and wellbeing. The Charity was created in June 2016 as a meaningful way for the Community Engagement Team, formerly at the Peninsula Dental Social Enterprise to continue its successful and award winning approach and allow for development of funding opportunities through grants and tenders.

Creative Connected Communities consists of three individuals currently. In October 2020, we worked with a Charity consultant to redefine our overall strategy which resulted in a strengthened purpose, vision, mission and strategic aims. Our updated strategic aims are:

- To develop and deliver learning which shares and facilitates an understanding and awareness of the health needs of communities.
- To listen, hear and involve communities in creating innovative and impactful initiatives.
- To be sustainable and resilient to achieve our purpose: 'To inform, inspire and innovate for the wellbeing of all!'

ACTIVITIES FOR ACHIEVING OBJECTIVES

Creative Connected Communities runs community based projects that enable students in health-related disciplines to gain experience relevant to their area of study and involving people who may not traditionally access health care services and who may experience disadvantage or inequality. These experiences enable students to develop a range of skills such as improved team working and interpersonal skills as well as deepening their understanding of the social determinants of health and the wider issues which impact health and wellbeing. Thus, equipping them to emerge as more informed clinicians.

Through its projects, Creative Connected Communities also provides advice and support to people from different groups (e.g. the elderly, individuals with learning difficulties) helping them to improve their wellbeing and avoiding ill health. We focus our activities on making positive impacts within our communities and supporting student education.

MAIN ACTIVITIES UNDERTAKEN TO FURTHER THE CHARITY'S PURPOSES FOR PUBLIC BENEFIT

All our charitable activities are planned, keeping in mind the Charity Commission's guidance on public benefit. The focus of our activities will remain on the basis of identified needs and the capacity of the Charity to make a positive impact within our communities and support student education and includes:

- Students of health-related disciplines at higher education institutions in partnership with the Charity.
- Individuals within 'hard to reach' groups to which the Charity provides services.
- The general public through long-term reduction in demand for health care services due to better preventative health amongst targeted patient groups; and through health-care professionals with improved skills and better understanding of public health issues.

This means that the public will benefit from the Charity's work by way of

- healthcare professionals who have received more rounded training and benefitted from a greater breadth of experience.
- healthcare professionals who have a better understanding of issues surrounding the engagement of patients and public health; and
- improved health amongst 'hard to reach' patient groups through better education and support.

ACHIEVEMENTS AND PERFORMANCE

KEY FINANCIAL PERFORMANCE INDICATORS

In line with the development of the Charity's latest strategic plan to cover the next 3 years, the key financial aim continues to be to grow its income from a diversity of sources, including public grants, trusts, foundations, and individual and corporate giving. The aim of securing an annual growth in income will be to cover the future costs of running the Charity and the generation of an overall surplus to maintain an appropriate level of reserves. In the long term, this will provide sustainability for the Charity to fund its activities without unnecessary disruption as a result of peaks and troughs in income.

REVIEW OF ACTIVITIES

This has been a difficult and unusual year for Creative Connected Communities; the Covid-19 pandemic has affected us in a variety of ways, but we have remained engaged and connected within our communities using different platforms and forums.

A major impact for Well Connected during this year has been the loss of the Inter Professional Engagement module contract. Peninsula Dental Social Enterprise (PDSE) took the decision that they would not renew the contract when the initial three year period ended on 31 July 2020, choosing instead to retain and deliver the module themselves in-house. This was a module that Creative Connected Communities had successfully managed and coordinated since 2008, initially via the Community Engagement Team and from 2016 as an integral part of Creative Connected Communities but despite the trustees submitting a counter-offer, PDSE stayed with their decision. However, they did highlight that this was by no means a reflection of the quality of work that Creative Connected Communities provided, it was purely a business decision. Although disappointing, we view this decision as an opportunity to focus on health and wellbeing more holistically, whilst still promoting key oral health messages as part of other programmes and areas of work. As a result of PDSE's decision, the IPE Programme Officer post was formally transferred to PDSE, taking effect from August 2020.

We were mindful at the beginning of the pandemic of the lack of basic Personal Protective Equipment for both NHS and community-based colleagues. We were pleased to donate a variety of resources including hand sanitiser, disposable gloves and masks during April 2020.

The pandemic and the working from home requirements have demonstrated that we can operate efficiently and effectively, and together with the loss of the IPE Contract, led to the decision to adopt this practice permanently. We gave notice on and vacated our offices at Scott Business Park in July 2020. We are currently making use of a secure storage facility to store items such as resources, furniture, materials etc.

Since July 2020, we have also benefitted from working with a Charity consultant with over 25 years' experience of working for established and start up Charities in a number of senior roles including fundraising, strategy and governance. This included:

- Working with our Strategic Lead for Community Engagement to develop a listening project in a neighbourhood in Plymouth.
- Using their extensive skills and expertise to assist us in redefining our overall strategy which resulted in a strengthened purpose, vision, mission and strategic aims and creating strategic documents such as a brand book, operational plan and core products document. Our values have also been reworded to become our Ways of Working.
- Providing mentoring and coaching to our Senior Management Team, helping us to apply for funding and connect with key stakeholders across the region including the Theatre Royal, Plymouth.

Staff Welfare
Our Senior Management Team were proactive in supporting and enabling staff as we started working from home and included weekly team meetings, increased use of the team WhatsApp messaging, monthly 'keeping in touch' postcards and ensuring that adjustments were made for colleagues whose personal circumstance required it. For example, accommodating parents who were home schooling and caring for relatives.

Our Senior Management Team have also attended a variety of online workshops and webinars which help to signpost and inform our good practice. Staff members reported feeling very well supported and helped throughout the challenging situation.

In addition, the trustees maintained contact with the staff team on a regular basis.

Our Core Products
COVID-19 and periods of lockdown have had a significant impact on project delivery but despite the restrictions, we have worked hard to ensure that we remained engaged and connected with our communities and partners. The following provides an overview of the programmes and areas of activity during the year.

Workplace Wellbeing
Great Western Railway

The relationship with colleagues at GWR has developed and deepened during the year. In Autumn 2020, we delivered a virtual Workplace Health Champion workshop for the train guards. Three workshops were delivered to 16 participants during October 2020.

The programme covered the following topics:
- Mood & Food – How to categorise food and choose food groups that will enhance mood.
- Healthy snacks – Snacking habits and how food culture can influence behaviour.
- What affects our mood and wellbeing
- Importance of sleep health
- Microbes and Hand Hygiene – what are microbes and how do they affect us.
- Oral health – impact of poor oral health and key oral health messages
- Healthy Conversations – 'Every Contact Counts'

A variety of engagement methods were used to ensure active participation, and included polls, a drawing activity, discussion, and scenarios.

We are delighted to report that colleagues at GWR nominated Well Connected for a GWR Community Grant which was awarded in February 2021. This generous support will enable us to create a new initiative with vulnerable and isolated women in the Stonehouse/Millbay area, by providing health and wellbeing packs alongside signposting and guidance information. The project is currently being developed and we look forward to reporting more fully next year.

"Fantastic experience, thank you to the Well Connected team for putting this together, I hope and look forward to working more with you in the future!"

"Considering it was online, which is all new to me regarding training, it was extremely enjoyable and rewarding."

Future Health Professionals

i. Social Engagement Pathway

We manage and coordinate the social accountability programmes within the established curriculum of University of Plymouth's Medical School for future clinicians via experiential learning opportunities which bring the Social Determinants of Health to life.

Up to July 2020, we managed and coordinated two concurrent Social Engagement pathways for year 2 and year 3 medical students whilst the programme transitioned to the year 2 curriculum.

Year 2 Pathway

The Year 2 Social Engagement Programme began in 2019/2020 as a longitudinal programme, with students engaging with the programme over the academic year instead of for just 1 week.

The complexities of the timetable required us to develop a new approach based on 6 milestones, which enabled students to work in pairs throughout the academic year with an allocated community organisation.

After the Christmas holiday period, several community visits were cancelled or postponed, firstly mainly due to the usual winter illnesses and then due to the increasing concern over the coronavirus outbreak. There was difficulty reorganising the placements due to the students having specific dates and times they were timetabled which clashed with the availability of community contacts. There were long periods of time in between the sessions and visits were then to be arranged for the next timetabled sessions at the end of March and during April.

As all clinical placements were cancelled on 16th March 2020, approximately a third of students had not had opportunity to engage face to face with their host organisation. A consolidation session was arranged to enable the students to come together to plan and prepare their health-related proposal.

The complexities of virtual programme delivery were carried forward to 2020/21 academic year and included the uncertainty, restrictions, and the challenges which everyone faced during the pandemic, and periods of lockdown, requiring active communication with host organisations, medical school colleagues and students. It also presented further challenges to the students and host organisations who participated as follows:

- Online delivery made it difficult for students to have opportunities for interacting with service users and therefore they were reliant on insights from their host organisation to help them understand the health needs of their population group.
- Problems with internet connection and reliability of broadband affected both the students' and host organisations' ability to attend meetings.
- Several host organisations who had agreed to participate had to drop out in September 2020 for various reasons but we were able to identify alternative hosts, with some partners agreeing to host more than one student group.

Despite the lack of in-person engagement, the students have developed some impressive activities which will be presented at the symposium on the 1st June 2021.

Year 3 Pathway
As all clinical placements were suspended on 16th March 2020 for the 2019/20 academic year, the programme adopted a virtual approach. Timetables were provided for students with links to online content to guide them through self-directed learning about their allocated population group. Engagement was interspersed with telephone or video conversations with organisations, as well as links to videos exploring the patient perspective/experience and daily reflective Zoom sessions.

A virtual Showcase/Symposium took place in November 2020. The judging panel were impressed with the quality of the work produced and felt that there did not seem to be a major difference in the quality of experience between the students who had been through the pre-Covid pathway week and those who had experienced it online.

In total, 94 year 3 medical students, explored 15 population groups, organised over 100 community-based activities, with over 55 different organisations at over 61 different locations.

Completed pre and post feedback forms indicate that students reported a beneficial change in understanding (76%), awareness (59%), confidence (70%) and/or perceived value in community engagement (37%). All students reported a change in at least one of these categories, 37% reported a change in two categories, 39% reported a change in three categories, 10% reported a change in all four categories.

We would like to thank all our partners for their help and support throughout this unprecedented year.

ii. Exploring Health Conditions: The patients' perspective through conversation
In June 2020, we were commissioned by University of Plymouth's Medical School to manage, coordinate, and deliver this exciting and engaging programme.

The sessions were designed to give year 2 medical students, experience of interacting and listening to patients helping them to better understand the patient's perspective. Two people with the same diagnosed clinical condition were invited to be 'expert patients', reflecting on their engagement and interaction with health professionals and care teams by discussing their experiences, as well as any issues and concerns which they encountered.

Seven clinical conditions were represented:
- Idiopathic Pulmonary Fibrosis
- Osteoarthrosis or Fibromyalgia
- Diabetes: parents of children with Type 1
- Ehlers-Danlos Syndrome
- Irritable Bowel Syndrome
- Mental Health: depression, anxiety and bi-polar
- Stroke

Due to Covid-19 restrictions, the sessions were held virtually using Zoom, with students attending two, one-hour sessions, which enabled them to meet people with different conditions.

Reflection and feedback were gained from both the students and expert patients.

Students recognised the following:
- Impact of chronic conditions on emotional and general wellbeing for patients as well as their families. Several students also noted that they understood more clearly how patients may vary in response to their diagnosis.
- Patient knowledge: people living with a chronic health diagnosis are often very informed and understand their condition in depth and detail. One student commented; 'Say if you don't know rather than pretend you know everything!'

- Empathy was mentioned several times, especially with reference to understanding and considering patients as individuals.
- Stigma linked to diabetes and fibromyalgia and that these conditions are more severe and debilitating than they realised.
- Conditions can present differently in different people whose reactions will vary to the same diagnosis.
- The importance of focusing on the positives rather than completely on the limitations and problems.

> "I'd like to thank the patients very much for their time today, as it has helped me massively in understanding both their diseases and actually how patients feel with these conditions. The sessions were genuinely incredibly useful for me, and I'd definitely love to have more of these in the future. Thank you also to Well Connected for organising this, as it was really good!"
>
> 2nd Year Medical Student

University of Plymouth's Medical School were delighted with the success, students' feedback and engagement with the programme was high, which demonstrated that they successfully achieved the learning outcomes as well as developing a better understanding of listening to patients, the value of effective communication and considering wider factors which impact on health and wellbeing.

Positive feedback was also received from the 'expert patients', many of whom are interested in taking part in the programme next year.

iii. Foundation Dentist Programme

The Community Outreach project is well established in the Foundation Dentist [FD] programme for the South West region

.

Well Connected provides the expertise and guidance for newly qualified dentists as they undertake their individual projects. Several meetings were held with the South West based trainers to discuss the most appropriate way to deliver the programme using virtual platforms. It was agreed that the FDs could choose which population group to engage with and adapt their project to the needs of their clinical responsibilities.

Four virtual study days took place during October and November 2020 when the project was introduced to 75 FDs, with 2 additional days when FDs presented their ideas and project outlines to a panel of dental care professionals and Well Connected.

Our Strategic Lead for Community Engagement continued to support and advise FDs as requested via email, online meetings, and provision of resources.

We look forward to attending the presentation events in May 2021.

> *"Wendy is a fantastic ambassador for oral health projects with Foundation Dentists in the South West. She uses her expertise to draw alongside Foundation Dentists and empowers them to achieve more than they ever thought possible with their oral health projects. Her strength is fostering self-belief and providing encouragement, helping them to examine their place in their local communities. She encourages them to undertake oral health projects that make an impact, leave a legacy, and benefit all who are involved. We all appreciate her clarity of thought, unique perspective and generosity of spirit."*
>
> **Dr Phil Loughnane, Training Programme Director**
> **Dental Foundation Training**

Community Wellbeing

i. Supervised Toothbrushing Programme

The programme was launched in September 2019 with Well Connected subcontracted by Peninsula Dental Social Enterprise CiC (PDSE) to manage and coordinate the training and delivery within early years settings across Devon including Plymouth but excluding the Torbay area; to enable them to undertake training leading to the creation of supervised toothbrushing sessions as part of the school day.

SIGN UP	Lot 2 EX & TA	Lot 3 PL	Total
Total Number of Settings:	261	157	418
Registered	121	98	219
Ceased since pandemic began	6	2	8
Declined	134	57	191
	(51.3%)	(36.3%)	(45.7%)
Participation Rate: Current Rate	46.4%	62.4%	52.4%

COVID-19 has had a profound effect on the programme, resulting in the temporary cessation for a period of 6 months. Concerns remained after schools/nurseries returned to face-to-face contact in September 2020; early years staff felt the priority was to settle the children back into a routine before restarting the programme.

Throughout the pandemic and subsequent periods of lockdown, we remained proactive; maintaining communication via emails, responding to telephone calls as well as posting updates and guidance via the Facebook group created for settings. This was especially important as several remained open for key worker and vulnerable children.



Additional reassurance was provided to settings especially regarding infection control queries which were raised. Colleagues were provided with guidance and advice to remind them that as long as they were following our procedures and guidance, there was little or no risk.

Training has been provided for settings which had experienced a change in staff as well as updates to refresh knowledge and increase confidence as the programmes restarted.

All settings that are participating in the programme have been emailed during March 2021, reminding colleagues of the importance of the programme and including reference to the Department of Education's Development Matters document which cites toothbrushing programmes as good practice.

An area most affected by the pandemic remains the completion of the annual Quality Assurance audits which PDSE's Oral Health Educator undertakes by visiting the settings, to observe a toothbrushing session, check monitoring paperwork and provide help and advice as requested. We will recommence these visits from September 2021, when we are anticipating that all participating settings will be operational again.

Confirmation has been received from NHS England and NHS Improvement that their Senior Leadership Team have approved a one-year extension of the pilot programme, taking the end date to 31 August 2022. We are awaiting the paperwork formally confirming this; however we have had a verbal update from NHS

England stating that the contracts are currently being processed; we anticipate that this will be completed by August 2021.

ii. Wellbeing Champion Programme

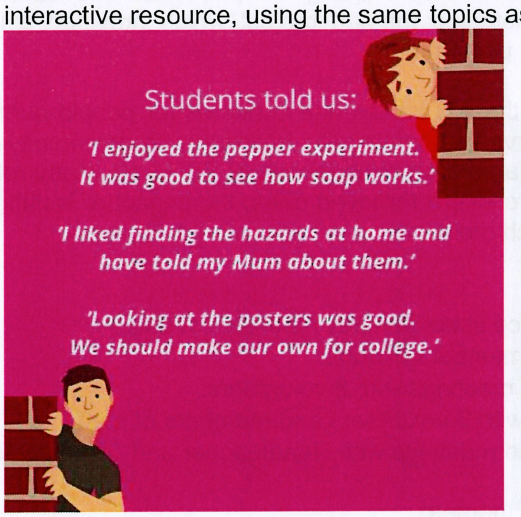
Responding to a request from the Headteacher at Dartington Lifeworks College the 'Wellbeing Champion' programme was created. It was recognised that many young people who attend the college needed additional advice, guidance and understanding of key wellbeing themes including:

- Oral health
- Sun safety
- Food Hygiene
- Basic First Aid
- Personal Hygiene

We devised and created a workbook to support the delivery of the programme which included the use of experiments, activities, and exploration to increase the students' knowledge and awareness of the various topics.

A 6-week face to face programme was delivered between October – December 2020 following strict Covid-19 guidance. 9 young people took part and enjoyed these sessions; although the engagement differed to previous sessions because of the need to wear face masks, and the limited use of resources and materials. Evaluation was undertaken after each session; red/amber/green tokens were used to demonstrate if the young people enjoyed the session and if they felt that their knowledge had increased. Every week they reported that they did feel better informed and more confident about these topics. In total 31 green, 4 amber and 1 red token[s] were posted over the programme.

Due to the lockdown and changes in educational requirements in January 2021, it was agreed that a second course would be delivered remotely. This proved to be somewhat challenging due to the ability of some families to support the young people with technology. To avoid this, the workbook was redesigned into an interactive resource, using the same topics as in the face-to-face programme.



"As always the approach is spot on. Wendy listens to our students and ensures that everyone is included in every session."

"Its been difficult this year as social distancing and facemasks have been hard to explain to some of our students. Spending time discussing Covid as part of the this programme helped to alleviate some of the concerns."

Health Promotion

i. Dental First Steps

This initiative has been overseen by a Dental Public Health Specialty Registrar and aims to improve the oral health of children with a specific focus on reducing the number of children requiring extractions under general anaesthetic.

Training was delivered to health visiting teams across 5 regions of the South West:

- Plymouth
- Torbay
- Bath and North East Somerset
- South Gloucester
- Bristol

More than 470 health professionals took part in the workshops which provided an overview and insight into dental health and guidance for referring families to dental care/treatment. Formal and information feedback demonstrate a high standard of satisfaction reported by individual health visitors and health visiting leads across the region and included the following:

Confidence levels in talking to families about oral health topics based on a scale of 1 to 5, where 1='Not confident at all' and 5='Very confident'. Increase from an average score of 3.41 to 4.52 after the face-to-face training had taken place and from 3.29 to 4.59 for the online training.

ii. Teeth on Tour

Due to Covid-19 restrictions, the resources were not loaned to early years settings during the reporting period. However, it has given us the time to consider the impact of providing resources, the benefit to the community and how the initiative can be enhanced. A similar approach with more generic wellbeing themed resources is currently being developed.

We are mindful of the importance of cross contamination and infection control when providing these items to groups and have created a straightforward and easy to implement cleaning system.

Innovation Projects

i. Listening Initiative - Making a Difference in Devonport

It was important that we remained connected to our communities during the pandemic and subsequent periods of lockdown. We achieved this by creating a listening themed project which provided a unique opportunity for us to engage and interact at a time of great uncertainty.

The aim of the project was to listen to better understand the key issues and concerns for people during this time and to identify how we can better respond to and serve this community. Working with community-based partners, we engage directly with 21 people who each shared their experiences of Covid-19. Many reflected on the difficulties they were living through, the worry and concern for loved ones, the impact of isolation, the challenge of home schooling, working from home and much more.

We engaged with:

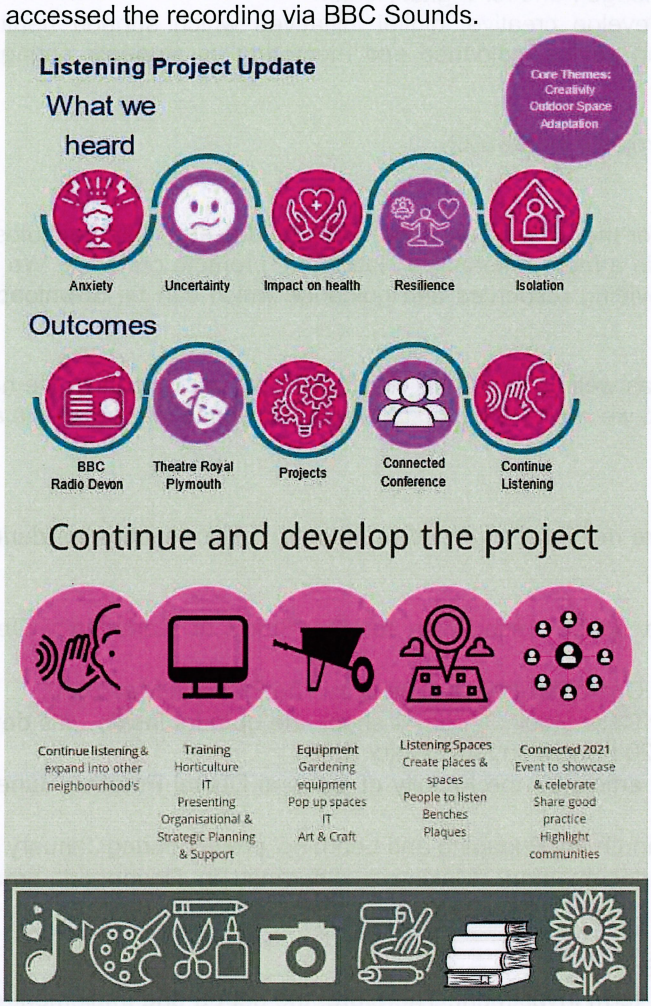
- Hamoaze House: virtual meetings with 12-15 service users and key members of staff.
- Plymouth Music Zone: virtual meetings with 4 key members of staff.
- Friends of Devonport Park: face to face and virtual meetings with 8 volunteers.
- Horticultural Therapy Trust: face to face meetings with 6 volunteers and members of staff.
- Scott Health and Medical Care College: face to face meetings with Headteacher and 15 students.

As a result of our listening, we identified the following core themes:

- Adaptability
- Importance of outdoor space
- Creativity

As the project developed and gathered momentum, a BBC Radio Devon journalist was keen to record the individual stories and lived experiences as part of a 'Making a Difference' programme they were working on. The outcome has been truly inspirational opportunity to broadcast these stories on BBC Radio Devon, which culminated in a one-hour documentary hosted by our Strategic Lead for Community Engagement and Charity Consultant, which aired in February 2021 and was available on BBC Sounds during March 2021. The

feedback has been amazing and we have received many comments from people who listened live or accessed the recording via BBC Sounds.



The engagement with BBC Radio Devon has led to an invitation to take part in further broadcasts which will help to raise the profile of Creative Connected Communities as well as other radio-based projects which showcase our approach to engagement and outreach. We are currently working with the University of Plymouth and BBC Radio Devon on a student themed listening project which is encouraging international students to share their stories and experiences of living and studying in Plymouth.

This project has been funded through the DRCP Restricted Fund and gave us the opportunity to provide a small grant of £500 to each of the community organisations who took part in the initiative. The funding was offered to recognise the immense value we place on their participation and to provide much needed funding for project delivery or to support the organisation in some other way.

Each organisation will also be presented with a plaque to display.

ii. Higher Education Innovation Funds (HEIF)

We were invited to support two successful funding applications to HEIF, providing the community engagement and outreach for the following projects:

- Creativity, Community and Covid-19

This involves creating meaningful, easy read Covid-19 material for children and young people where we will be brokering connections and engagement with the community. We also be contributing to the delivery of a school project and engagement with young people.

- Student-led Knowledge Exchange Challenge Fund for Digital Health

This involves supporting students as they develop creative, digital initiatives which support health and wellbeing for older people. We will be offering advice, guidance and mentoring as students engage with community-based organisation.

We will be reporting on the outcome of these projects in 2021/22.

Website and Social Media

2021 has seen the creation of a new website for the Charity, www.wellconnecteduk.org, which enables us to edit, post and amend independently, resulting in a more responsive platform to promote our work. We aim to continue to develop and improve the site, providing resources and guidance which can be downloaded by health professionals, parents and schools.

Our social media sites now include Instagram as well as Facebook and Twitter but we recognise the need to improve our social media presence. As a result, we are creating a strategic approach to improving this aspect of raising awareness of our work and impact.

Successes during the year

Despite the challenges of the past year, we are delighted to include a roundup of our successes during the year as follows:

- Two abstracts were accepted for the British Association for the Study of Community Dentistry conference in April 2020.
- Dental Ambassadors awarded the Best Charity/Outreach Project by The Probe in May 2020.
- Joint authorship, Education for Primary Care article: 'Today's shook me up a lot inside...it's definitely changed me.' Published September 2020 Education for Primary Care.
- Invitation in December 2020 to submit article for the Faculty of General Dental Practice, June 2021 edition of Primary Dental Journal
- Request to support Theatre Royal Plymouth an 'Engaging and Learning' project during January 2021.
- Ground-breaking BBC Radio Devon documentary 'Making a difference in Devonport' broadcast February 2021.

INVESTMENT POLICY AND PERFORMANCE

There are no funds currently available for long-term investment. Therefore, the set up and implementation of an investment policy will be planned when the Charity is in the position of having sufficient levels of reserves to allow for investments. Currently, any surplus funds are transferred into a Business Reserve account and earn a small amount of interest.

FINANCIAL REVIEW

FINANCIAL PERIOD ENDING 31 MARCH 2021

Income for the year totalled £242,375 (2020: £310,865). Expenditure totalled £254,470 (2020: £319,553), resulting in a deficit for the year of £12,095 (2020: £8,688).

Total Funds at 31 March 2021 were £172,210 (2020: £184,304).

GOING CONCERN

After making appropriate enquiries, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.

TRUSTEES REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

RESERVES POLICY

The Charity's unrestricted funds are freely available to spend, arising from previous years' operating results and donations.

The Charity's restricted funds fall outside the definition of reserves as these funds are funds which have been given to Creative Connected Communities for a specific purpose and as such are not freely available to the Charity.

The Board of Trustees agreed that Creative Connected Communities requires a minimum level of unrestricted reserves (£38k) which, currently is the equivalent to three months' worth of expenditure:

- To meet our staff responsibilities and obligations
- To meet the obligations under our overheads
- To provide a buffer in the absence of ongoing funding or termination of a contract whilst alternative funding is sought.

As of 31 March 2021, Creative Connected Communities had £133,970 in unrestricted reserves which is above the level of reserves assessed as being required for working capital to meet our legal, statutory and best practice requirements.

However, considering the current needs and the present economic climate, the Trustees agreed to draw on the reserves to buffer the Charity for the next 12-18 months and set up a designated reserve of £47,500 from the beginning of this financial year. This covered the impact of the discontinuation of a major contract during 2019/20 and will allow the Charity to consolidate whilst keeping it protected for the future. As of 31st March 2021, £14,773 remains in the designated reserves.

RISK MANAGEMENT

The Board of Trustees has conducted a review of the major risks to which the Charity is exposed through the establishment of a risk register. These risks are reviewed on an ongoing basis, at least annually, to satisfy ourselves that adequate measures have been taken to manage the risks identified. Where appropriate, systems or procedures have been established to mitigate the risks that the Charity faces.

FUNDS HELD AS CUSTODIAN TRUSTEE ON BEHALF OF OTHERS

The Charity does not hold any funds as custodian trustee on behalf of others during the period ending 31 March 2021.

Approved by order of the members of the Board of Trustees on 16-11-21 and signed on their behalf, by:



J Stewart
Trustee

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also the directors of the Charity for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

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

CREATIVE CONNECTED COMMUNITIES (TRADING AS WELL CONNECTED)
(A COMPANY LIMITED BY GUARANTEE)

INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2021

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CREATIVE CONNECTED COMMUNITIES (TRADING AS WELL CONNECTED) ('the Charity')

I report to the charity Trustees on my examination of the accounts of the Charity for the year ended 31 March 2021.

RESPONSIBILITIES AND BASIS OF REPORT

As the Trustees of the Charity (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

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

INDEPENDENT EXAMINER'S STATEMENT

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

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

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

This report is made solely to the Charity's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body, for my work or for this report.

Signed: 

Dated: 17th November 2021

Pamela Tuckett

FCA, DChA

Bishop Fleming LLP
Salt Quay House
4 North East Quay
Sutton Harbour
Plymouth
PL4 0BN

CREATIVE CONNECTED COMMUNITIES (TRADING AS WELL CONNECTED)
(A COMPANY LIMITED BY GUARANTEE)

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2021

	Note	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
INCOME FROM:					
Donations and legacies	3	**19,002**	**10,500**	**29,502**	47,523
Charitable activities	4	**212,810**	**-**	**212,810**	263,033
Investments	5	**63**	**-**	**63**	309
TOTAL INCOME		**231,875**	**10,500**	**242,375**	310,865
EXPENDITURE ON:					
Charitable activities		**216,866**	**37,604**	**254,470**	319,553
TOTAL EXPENDITURE		**216,866**	**37,604**	**254,470**	319,553
NET MOVEMENT IN FUNDS		**15,009**	**(27,104)**	**(12,095)**	(8,688)
RECONCILIATION OF FUNDS					
Total funds brought forward		**118,961**	**65,344**	**184,305**	192,993
Net movement in funds		**15,009**	**(27,104)**	**(12,095)**	(8,688)
TOTAL FUNDS CARRIED FORWARD		**133,970**	**38,240**	**172,210**	184,305

The notes on pages 20 to 30 form part of these financial statements.

CREATIVE CONNECTED COMMUNITIES (TRADING AS WELL CONNECTED)
(A COMPANY LIMITED BY GUARANTEE)
REGISTERED NUMBER:10236925

BALANCE SHEET
AS AT 31 MARCH 2021

	Note		2021 £		2020 £
FIXED ASSETS					
Tangible assets	8		**4,418**		5,201
CURRENT ASSETS					
Debtors	9	**2,591**		135,539	
Cash at bank and in hand		**181,802**		104,357	
		184,393		239,896	
Creditors: amounts falling due within one year	10	**(16,601)**		(60,792)	
NET CURRENT ASSETS			**167,792**		179,104
TOTAL NET ASSETS			**172,210**		184,305
CHARITY FUNDS					
Restricted funds	11		**38,240**		65,344
Unrestricted funds	11		**133,970**		118,961
TOTAL FUNDS			**172,210**		184,305

The Charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

J Stewart

Date: 16-11-21

The notes on pages 20 to 30 form part of these financial statements.

1. GENERAL INFORMATION

Creative Connected Communities (registered number 10236925) is a Charity, limited by guarantee and incorporated in England. The registered office is 5th Floor Salt Quay House, 4 North East Quay, Sutton Harbour, Plymouth, England, PL4 0BN. The principal place of business is Unit 18, Scott Business Park, Beacon Park Road, Plymouth, PL2 2PB.

2. ACCOUNTING POLICIES

2.1 BASIS OF PREPARATION OF FINANCIAL STATEMENTS

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Creative Connected Communities (Trading as Well Connected) meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 GOING CONCERN

The accounts have been prepared on the going concern basis. During the year the COVID-19 pandemic has affected the operations of the Charity, and the Charity has also seen changes in it's contract income. The Trustees however are confident that the Charity is a going concern and that they have sufficient reserves (free and designated) to ensure all debts are paid as they fall due.

2.3 INCOME

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Where the donated good is a fixed asset, it is measured at fair value, unless it is impractical to measure this reliably, in which case the cost of the item to the donor should be used. The gain is recognised as income from donations and a corresponding amount is included in the appropriate fixed asset class and depreciated over the useful economic life in accordance with the Charity's accounting policies.

On receipt, donated professional services and facilities are recognised on the basis of the value of the gift to the Charity which is the amount it would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

2.4 EXPENDITURE

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

2. ACCOUNTING POLICIES (continued)

2.4 EXPENDITURE (CONTINUED)

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

2.5 TANGIBLE FIXED ASSETS AND DEPRECIATION

Tangible fixed assets costing £500 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, .

Depreciation is provided on the following bases:

Office equipment	-	20% reducing balance
Computer equipment	-	20% reducing balance

2.6 DEBTORS

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.7 CASH AT BANK AND IN HAND

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.8 LIABILITIES AND PROVISIONS

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

2.9 PENSIONS

The Charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the fund in respect of the year.

2. ACCOUNTING POLICIES (continued)

2.10 FUND ACCOUNTING

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

3. INCOME FROM DONATIONS AND LEGACIES

	Charity Unrestricted funds 2021 £	**Charity Restricted funds 2021 £**	**Total funds 2021 £**	Total funds 2020 £
Charity donations	19,002	-	**19,002**	39,105
Charity grants	-	10,500	**10,500**	8,418
Total dontations and legacies	19,002	10,500	**29,502**	47,523
Total 2020	41,943	5,580	47,523	

4. INCOME FROM CHARITABLE ACTIVITIES

	Charity Unrestricted funds 2021 £	**Total funds 2021 £**	Total funds 2020 £
Education and training	212,810	**212,810**	263,033
TOTAL 2020	263,033	263,033	

5. INVESTMENT INCOME

	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Investment income	63	**63**	309
TOTAL 2020	309	309	

6. ANALYSIS OF EXPENDITURE BY ACTIVITIES

	Direct Costs 2021 £	Support costs 2021 £	Total funds 2021 £	Total funds 2020 £
Charitable Activities	251,758	2,712	**254,470**	319,553
TOTAL 2020	316,553	3,000	319,553	

6. ANALYSIS OF EXPENDITURE BY ACTIVITIES (CONTINUED)

ANALYSIS OF DIRECT COSTS

	Total funds 2021 £	Total funds 2020 £
Staff costs	**161,540**	217,579
Depreciation	**1,104**	1,300
Legal and professional	**3,432**	2,377
Advertising and marketing	**2,707**	556
Payroll fees	**872**	1,004
Bank fees	**-**	3
General expenses	**6,211**	2,884
Insurance	**2,080**	2,386
Printing, postage and stationary	**8,475**	5,755
Rent	**6,634**	12,819
Staff development and conferences	**3**	967
Subscriptions	**1,158**	426
Travel and subsistence	**2,198**	5,876
Project consumables	**55,344**	61,951
Repairs and maintenance	**-**	279
Fundraising expenditure	**-**	391
TOTAL 2021	**251,758**	316,553

ANALYSIS OF SUPPORT COSTS

	Total funds 2021 £	Total funds 2020 £
Governance costs	**2,712**	3,000

7. STAFF COSTS

	2021 £	2020 £
Wages and salaries	**142,140**	189,561
Social security costs	**8,885**	15,274
Other pension costs	**10,515**	12,744
	161,540	217,579

The average number of persons employed by the Charity during the year was as follows:

	2021 No.	2020 No.
Average employees	**4**	6

No employee received remuneration amounting to more than £60,000 in either year.

The Trustees consider themselves to be key management personnel, accordingly there is no remuneration paid for the year (2020: nil).

8. TANGIBLE FIXED ASSETS

	Office equipment £	Computer equipment £	Total £
COST			
At 1 April 2020	**941**	**7,111**	**8,052**
Additions	**-**	**321**	**321**
At 31 March 2021	**941**	**7,432**	**8,373**
DEPRECIATION			
At 1 April 2020	**459**	**2,392**	**2,851**
Charge for the year	**96**	**1,008**	**1,104**
At 31 March 2021	**555**	**3,400**	**3,955**
NET BOOK VALUE			
At 31 March 2021	**386**	**4,032**	**4,418**
At 31 March 2020	482	4,719	5,201

9. DEBTORS

	2021 £	2020 £
DUE WITHIN ONE YEAR		
Trade debtors	**753**	-
Other debtors	**96**	133,752
Prepayments and accrued income	**1,742**	1,787
	2,591	135,539

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Trade creditors	**5,745**	1,444
Other taxation and social security	**2,692**	4,218
Other creditors	**-**	26,211
Accruals and deferred income	**8,164**	28,919
	16,601	60,792

11. STATEMENT OF FUNDS

STATEMENT OF FUNDS - CURRENT YEAR

	Balance at 1 April 2020 £	Income £	Expenditure £	Balance at 31 March 2021 £
UNRESTRICTED FUNDS				
CHARITY DESIGNATED FUNDS				
Reorganisation reserve	47,500	-	-	47,500
CHARITY GENERAL FUNDS				
General Funds	71,461	231,875	(216,866)	86,470
TOTAL UNRESTRICTED FUNDS	118,961	231,875	(216,866)	133,970
RESTRICTED FUNDS				
DRCP	65,344	-	(37,604)	27,740
Great Western Railways	-	5,000	-	5,000
University of Plymouth	-	4,500	-	4,500
Norman Family Charitable Trust	-	1,000	-	1,000
	65,344	10,500	(37,604)	38,240
TOTAL OF FUNDS	184,305	242,375	(254,470)	172,210

11. STATEMENT OF FUNDS (CONTINUED)

Designated funds

Reorganisation reserve
The Reorganisation reserve represents funds put aside for reorganisation of the Charity following the loss of a contract.

Restricted funds

DRCP
To improve the overall health and wellbeing of the people of Devonport. With target beneficiaries including families with children, members of the BME community, the elderly, the homeless, people with mental health problems, people recovering from substance misuse and people with disabilities and special educational needs.

Macmillan Cancer Support
Funding provided to support a ABCD project in Devonport.

Faculty of Health and Human Sciences
Funding provided for the 'Dental Buddies' groups.

Great Western Railways
Funding for developing and creating the 'You Matter, We Care' project for vulnerable and disadvantaged women and men in the Stonehouse area. This will be used to create 75 female and 25 male wellbeing packs with personal hygiene items and oral health resources alongside a signposting information card.

University of Plymouth
To support and facilitate a Higher Education Innovation Fund outreach project; this involved brokering contacts with a local primary school in Plymouth and specialist college in Dartington.

Norman Family Charitable Trust
Funding to create wellbeing gift bags for vulnerable and at-risk adult groups in Exeter.

11. STATEMENT OF FUNDS (CONTINUED)

STATEMENT OF FUNDS - PRIOR YEAR

	Balance at 1 April 2019 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2020 £
UNRESTRICTED FUNDS					
DESIGNATED FUNDS					
Reorganisation Reserve	-	-	-	47,500	47,500
GENERAL FUNDS					
General Funds	127,649	305,285	(313,973)	(47,500)	71,461
TOTAL UNRESTRICTED FUNDS	127,649	-	(313,973)	-	118,961
RESTRICTED FUNDS					
DRCP	65,344	-	-	-	65,344
Macmillan Cancer Support	-	4,080	(4,080)	-	-
Faculty of Health and Human Sciences	-	1,500	(1,500)	-	-
	65,344	5,580	(5,580)	-	65,344
TOTAL OF FUNDS	192,993	5,580	(319,553)	-	184,305

12. ANALYSIS OF NET ASSETS BETWEEN FUNDS

ANALYSIS OF NET ASSETS BETWEEN FUNDS - CURRENT YEAR

	Unrestricted funds 2021 £	**Restricted funds 2021 £**	**Total funds 2021 £**
Tangible fixed assets	4,418	-	**4,418**
Current assets	146,153	38,240	**184,393**
Creditors due within one year	(16,601)	-	**(16,601)**
TOTAL	133,970	38,240	**172,210**

12. ANALYSIS OF NET ASSETS BETWEEN FUNDS (CONTINUED)

ANALYSIS OF NET ASSETS BETWEEN FUNDS - PRIOR YEAR

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £
Tangible fixed assets	5,201	-	5,201
Current assets	174,551	65,344	239,895
Creditors due within one year	(60,792)	-	(60,792)
TOTAL	118,960	65,344	184,304

13. PENSION COMMITMENTS

The Charity operates a defined contributions pension scheme. The assets of the scheme are held separately from those of the Charity in an independently administered fund. The pension cost charge represents contributions payable by the Charity to the fund and amounted to £10,515 (2020: £12,744). Contributions totalling £Nil (2020: £Nil) were payable to the fund at the balance sheet date and are included in creditors.

14. RELATED PARTY TRANSACTIONS

During the year services were provided by Peninsula Dental Social Enterprise CIC to the Charity, free of charge, with a value of £10,705 (2020: £34,612). This has been recorded in donations. At the year end there was no balance between the the two entities.

15. CONTROLLING PARTY

The Charity is controlled by the Board of Trustees.