

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

England & Wales · Charity number 1170125

Details

Other names	BDF NEWLIFE, NEWLIFE CHARITY, NEWLIFE FOUNDATION FOR DISABLED CHILDREN
Status	Registered
Legal form	CIO
Registered	2016-11-10
Register	View on the Charity Commission register

Contact

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Activities

Objects: THE OBJECTS OF THE CIO ARE, FOR THE PUBLIC BENEFIT:-4.1. TO PROVIDE FUNDING FOR AND TO PROMOTE BASIC AND CLINIC RESEARCH INTO THE CAUSES, EFFECTS, DIAGNOSIS, TREATMENT AND RELIEF OF PHYSICAL OR MENTAL DISABILITIES THAT ARE PRESENT AT BIRTH OR CAUSED BEFORE BIRTH PROVIDED THAT THE USEFUL RESULTS OF SUCH RESEARCH ARE DISSEMINATED FOR THE BENEFIT OF THE PUBLIC;4.2. THE RELIEF AND ASSISTANCE OF PERSONS SUFFERING FROM PHYSICAL OR MENTAL DISABILITY AND THE PROVISION OF FACILITIES AND FINANCIAL AID FOR SUCH PERSONS, THEIR FAMILIES AND DEPENDENTS AND FOR THE FAMILIES AND DEPENDENTS OF THOSE WHO HAVE DIED FROM SUCH DISABILITIES SUCH PROVISION BEING FOR PERSONS WHO HAVE NEED OF SUCH FACILITIES AND FINANCIAL AID;4.3. THE RELIEF AND ASSISTANCE FOR PREGNANT MOTHERS WHERE IT IS CONSIDERED THERE IS A DANGER OF THEIR CHILD BEING BORN WITH PHYSICAL OR MENTAL DISABILITY;4.4. THE RELIEF AND ASSISTANCE FOR PERSONS WHO ARE UNABLE OR HAVE DIFFICULTY IN HAVING CHILDREN OR BECOMING PREGNANT;4.5. SUCH LEGALLY CHARITABLE PURPOSES FOR THE ADVANCEMENT OF RESEARCH INTO AND THE RELIEF OF PHYSICAL OR MENTAL DISABILITY OF ALL KINDS ESPECIALLY THOSE WHICH AFFECT PARENTS AND CHILDREN PRIOR TO CONCEPTION AND DURING PREGNANCY AND SUBSEQUENT TO BIRTH PROVIDED THAT THE USEFUL RESULTS OF SUCH RESEARCH ARE DISSEMINATED FOR THE BENEFITS OF THE PUBLIC;4.6. THE PROMOTION OF SOCIAL INCLUSION AMONG DISABLED YOUNG PEOPLE AND ADULTS WHO ARE SOCIALLY EXCLUDED FROM SOCIETY ON THE GROUNDS OF THEIR DISABILITY, SOCIAL AND ECONOMIC POSITION BY PROVIDING SUPPORT, TRAINING, WORKPLACE EXPERIENCE, VOLUNTEERING AND EMPLOYMENT OPPORTUNITIES THEREBY ASSISTING THEM TO BETTER INTEGRATE INTO SOCIETY; AND4.7. THE PROTECTION AND PRESERVATION OF THE ENVIRONMENT FOR THE PUBLIC BENEFIT, IN PARTICULAR BUT NOT LIMITED TO, THE PROMOTION OF WASTE REDUCTION, RE-USE, RECLAMATION, RECYCLING AND THE USE OF SURPLUS.

Activities: Newlife changes the lives of disabled and terminally ill children across the UK. We grant or loan thousands of items of equipment every year, often in emergency situations. We provide information and support to families through a dedicated Nurse service. We campaign to give disabled children and their families a voice and we fund pioneering medical research to give hope for the future.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty
- **Who:** Children/young People, People With Disabilities, Other Charities Or Voluntary Bodies, The General Public/mankind

Geography

- Northern Ireland
- Scotland
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£15,438,063	£16,289,549	£3,970,577	445
2024-03-31	£17,236,808	£18,074,509	£4,779,749	520
2023-03-31	£17,669,046	£16,956,757	£5,456,186	564
2022-03-31	£14,041,803	£12,450,855	£4,786,313	452
2021-03-31	£10,364,289	£11,141,674	£3,049,495	466

Trustees

Name	Role	Appointed
CLIVE LEWIS		1990-12-21
Christopher Chaney		2017-05-12
Jane Edgerton		2025-11-25
Julian Burnett		2025-11-25
Kathryn Griffith		2020-01-20
LEONARD LEWIS		1990-12-21
NIGEL LEWIS		2017-05-12
PROFESSOR MICHAEL PATTON		1993-12-01
Vanessa Sloane		2019-11-18

Linked charities

- NEWLIFE FOUNDATION FOR DISABLED CHILDREN (1170125-1)

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

England & Wales - Charity number 1170125

Accounts



The Charity for Disabled Children



Annual Report and Accounts

2024/25



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Chair of Trustees foreword

I was delighted to be asked to take on the role of Chair of Newlife's Board of Trustees in January 2025, having served on the Board for eight years and previously stepping in as Interim CEO in 2023, before Fiona Robinson's appointment.

I am a passionate advocate for Newlife's work. As the father of a disabled child, it is a subject incredibly close to my heart, so it is a privilege to serve on Newlife's Board and to be working towards creating positive change for the families we support.

Our thanks go to my predecessor, Clive Lewis (no relation), for his dedication to Newlife during his tenure as Chair, and we are grateful that Clive will continue as a trustee and play an active role in Newlife's development.

Throughout the 2024/25 financial year, we have furthered our charitable reach across the board, offering help on more than 26,000 occasions through our equipment services, specialist toy loans and Nurse Helpline - a significant increase of more than 38% year-on-year.

Thanks to our combined commercial and fundraising efforts, we spent £3.9m on charitable services, ensuring more children received the vital equipment they need to live with greater independence, travel safely and comfortably, and sleep soundly and securely. Bobby's story on page 11 shows the life-changing difference the right equipment can make for a young person.

Each year, the work we do to support children and families would not be possible without the unwavering dedication of our staff and volunteers, partners, and donors. We are deeply grateful for all that you contribute, each and every day. With your continued support, we can keep making a meaningful and lasting difference in the lives of children with disabilities. Thank you.

Nigel Lewis - Chair of Newlife's Board of Trustees

Introduction

View from the CEO



In a pivotal election year, we were determined to ensure that the voices of families of children with disabilities were heard at the highest level. At the start of the financial year, we launched Fight For Our Future – our largest and most collaborative campaign to date. With the support of leading charities, the Disabled Children’s Partnership, and the Royal College of Occupational Therapists, we placed the issues that matter most to families firmly on the national agenda.

At the heart of this was access to essential equipment. Our research revealed that only two in five families have all the equipment their child needs, while obtaining support through statutory services is becoming increasingly difficult. That is why it remains vital for Newlife to step in and provide children and families with the life-changing equipment they might otherwise go without.

Guided by this mission, we introduced the most significant change to our Equipment Grant Service since its creation 20 years ago. After in-depth consultation with families and professionals, we focused our grants on the items they told us were most urgently needed. By working with a select group of specialist suppliers, we now provide a core range of buggies, wheelchairs, car seats, and beds – items that account for 85% of the grants awarded in the past 12 months.

This focus ensures that children can travel safely, attend vital medical appointments, and take part in education, while families gain the independence to enjoy everyday activities many take for granted – visiting loved ones, playing with friends and going for walks in the park. Consolidating our provision also enables us to strengthen supplier partnerships and stretch every charitable pound further.

Alongside our equipment support, we continue to provide services that enrich children’s lives and support families. Our Sensory Toy Loan service offers families access to specialist play resources that encourage development, learning, and joyful shared experiences at home. We also run a dedicated Nurse Helpline, giving families and professionals support, reassurance, and expert guidance when they need it most. Together, these services ensure families and carers not only receive essential equipment but also the knowledge, confidence, and support to make the best use of it.

As I complete my first full year as CEO of Newlife, I feel honoured to lead such an extraordinary organisation. Children with disabilities deserve every opportunity to thrive, and it is our unwavering mission to make that a reality. We will achieve this because of the dedication of our remarkable team.

Across both our charity and commercial operations, every colleague understands the difference they make to children’s lives. Their passion and commitment are the heartbeat of Newlife. Our Board of Trustees, too, give generously of their time, expertise, and resources, ensuring that we can deliver on our promises.

Looking ahead, our focus is on strategic growth and service development, so that we continue to meet the evolving needs of families. With more than 30 years of proven impact behind us, we are committed to building on this legacy to secure the long-term sustainability and success of Newlife – for the next generation and beyond.

Fiona Robinson, CEO

All about Newlife

Our Vision

That every disabled and terminally ill child and their family get; the equipment they depend on, the quality of life they deserve, the caring support they need and the chance to fulfil their potential.

Our Mission

Together we will make life better for disabled and terminally ill children and their families.

Our Values

- **Always compassionate and deserving of trust – in all we do.**
- **Making things happen – for those we serve.**
- **Leading in our field – to make things better.**
- **People at our heart – every day.**

Our charitable activities

Newlife exists to positively change the lives of children with disabilities and terminal illnesses. We do this by providing thousands of items of specialist equipment each year, often in urgent or crisis situations.

We offer valuable information and support to families through a dedicated nurse service including our very popular Nurse Helpline. We campaign to give disabled children and their families a voice and we also offer fantastic opportunities for adults and young people with disabilities to meet new people and learn new skills through our growing volunteer programme and employment opportunities at Newlife.

A review of how we met our objectives for the year are included in our detailed review of services to follow.

Across Newlife Our year in review

In 2024/25, we provided...



23,191

instances of help through
our nurse service



1,527

Play Therapy Pod loans



78

Emergency
Equipment Loans



1,347

Equipment Grants

Grants provided by area



We collected

234,395

cartons from our
brand partners

14,247

volunteer hours in
2024/25 across a range
of departments

£75,059

was donated in
till-point round ups
in 2024/25

Reflecting on 2024/25 objectives

Help 20% more children and their families overall

We smashed our target, with more than 26,400 occasions of help, a whopping 38.5% increase on 23/24 (19,119). We provided 3,300 pieces of equipment and toys, a 7.5% increase on 2023/24 (3,071). We also had more than 23,000 contacts to our Nurse helpline service, a 45% increase on 2023/24 (16,048).

Continue to listen

Following our largest ever beneficiary and stakeholder engagement in 2023, we successfully launched our brand-new family board in 2024/25 with 15 families from across the UK taking part. Meeting four times a year, it is a fantastic opportunity for families to come together, support and learn from each other and to provide vital insight on services and topics that are important to them. Listening to people with real experience of disability both the up's and the down's, helps shape Newlife's future plans.

Launch the 'Fight For Our Future' Campaign

In 2024/25 Newlife successfully launched our brand-new campaign '**Fight For Our Future**'. The campaign highlighted key issues facing families trying to get the essential equipment they need. The report:

- Was endorsed/supported by leading charities and organisations such as Whizz Kidz, Family Fund, Caudwell Children, the Disabled Children's Partnership, the BHTA and the Royal College of Occupational Therapists.
- Gained more than 4,000 petition signatures calling for the government to act.
- Gained national, regional and trade press.
- Led the way for the formation of an All Party Parliamentary Group on disability equipment in partnership with the British Healthcare Trade Association (BHTA) which will be launched in 2025/26.

Grow and Diversify Income

A challenging year overall for income with 10% decrease over the prior year. In the year we looked to invest in our ecommerce operation and opened a new store in Newport as a test model. The focus on diversifying our fundraising portfolio proved positive with fundraising income generating a 17% increase.

Train and Grow our Team

The previous year's Employee Engagement Survey demonstrated a need to focus on improved communication and employee development. As a result we have introduced listening / focus groups across the organisation, and collaborated with our communications team to be more transparent and deliver information our employees want to hear.

We have successfully introduced apprenticeships to grow and develop our current talent and will be looking to expand this in 25/26.



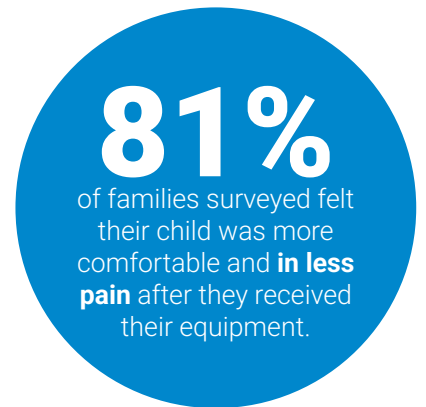
Equipment Grant Service

It's been a big year for our oldest equipment service. Following consultation with families we relaunched our service with the aim of providing a more focussed, effective and efficient service for families.

The need for specialist equipment is as great as ever. In our campaign report 'Fight for our Future', released in 2024, we revealed that 75% of professionals were concerned that there were children in their area living without the specialist equipment that they need, nearly half of local services cut their equipment spend in the last year and finally only **two in five families** we surveyed felt their child has the specialist equipment they need.

Newlife is therefore needed more than ever; 87% of nearly 200 families surveyed told us that without Newlife it is unlikely they would have been able to get the equipment they needed for their child. In January we relaunched our brand-new equipment service, focussing our service on four types of equipment where there is the greatest demand: car seats, beds, pushchairs and wheelchairs. At the same time, we launched a brand-new equipment catalogue on our website with detailed content on the full equipment range provided through our new preferred equipment suppliers, providing the best possible service for the equipment we provide. We also launched a new streamlined application form, making it easier for families and professionals to use this vital service.

As we move into our 20th year of providing vital equipment, we believe all children deserve the right to live a life free from pain, where they are safe and have the opportunity to reach their full potential. Equipment has the power to transform lives, to ensure that children and young people with a disability are able to do the things that many of us take for granted. This is why equipment is and will remain a key part of Newlife's identity for many years to come.



What we did at a glance

- **1,347 equipment grants provided in 2024/25.**
- **31% were fast tracked due to an urgent need.**
- **923 grants were provided through our 'quality of life' equipment service.**
- **Launched our brand-new equipment range in January 2025.**
- **Launched our brand-new equipment catalogue and streamlined application process.**



80%
of families surveyed felt their child had **more independence** after they received their equipment

Bobby's story

Eight-year-old Bobby embraces every opportunity with an amazing zest for life, despite having no movement in his legs due to being born with a spinal cord injury. But when his wheelchair began to break and it became too small, it meant he began to lose the independence he loved and risked worsening his condition.

When Bobby's wheelchair began falling apart, it was unsafe and as it no longer supported his posture it meant he couldn't sit straight and the curve in his spine began to worsen, as well as causing him pain.

It also meant his hard-won independence was fast disappearing. Not only did Bobby love to self-propel in his wheelchair, but he had also learnt to transfer himself from the floor into his chair, but he could no longer do this. Bobby was also very active - attending cubs and swimming, as well as chair racing, wheelchair skiing, basketball, golf, hockey and badminton. But to go anywhere and do anything he needed the right wheelchair.

Now, thanks to Newlife, Bobby has the wheelchair he needs to help him live the life he wants. He has his independence back, so he can self-propel and

manoeuvre himself in and out of his wheelchair – and it means he can once more enjoy lots of different activities and live life to the full!

Bobby's mum, Amy said: "Having a wheelchair is really important to Bobby, and he uses it skillfully. He's a very chatty, quick-witted boy who loves to socialise; he lets nothing stop him and he has no fear. But he needed this new wheelchair so he can live his life.

"Now he has a new wheelchair there's no stopping Bobby – he really loves it, and it means he can get to do all the activities he enjoys, such as wheelchair racing, wheelchair basketball and he has even tried archery.

"As he has the postural support he needs he is more comfortable now and in less pain, which is great as it means we can go for more days out and he can have new experiences too."

Bobby added: "I like my wheelchair to be fast and light so I can keep up with my friends and not be left out. It helps me play and be included and so I can do things for myself."

Equipment Loan Service

This service is a crisis service for children who are terminally ill, life-limited, have urgent medical needs that change rapidly or cannot be discharged from hospital without the specialist equipment they need.

With families often facing long delays to get assessments and equipment they need from their local services, our emergency loan service is there for those children and young people who 'just can't wait' for the equipment they need. We can loan equipment that is urgently needed within just a couple of weeks and sometimes within days.



Children can sleep safely at home with the specialist beds they need.

It kept my child safe

"The equipment loan enabled us to keep my son safe until the OT could get one for him on a permanent basis. It made a huge difference to us as a family and allowed us to know he was safe. My son also responded well to it and you could see he felt safe and comfortable. **Thank you for all your help.**"



Children are no longer stuck in hospital because they don't have the specialist equipment they need to be discharged.



We continue to help children and families in **emergency situations** who simply cannot **wait for the urgent equipment they need.**



Life-limited children and their families can create memories and enjoy precious time together with the essential equipment they need.

Grateful for time at home together

One mum told Newlife: "Our daughter needed a specialist hospital-style cot at home in order to be discharged safely from hospital following a brain tumour removal. Newlife organised one to be set up in our home within three days. It took six months for the local community Occupational Therapy team to get one in place; the thought that we might have been stuck in hospital all that time is mind boggling. **We're so grateful that we've been able to have time at home together as a family between chemo treatments rather than being stuck in hospital for equipment reasons.**"



97%

of families surveyed felt their whole family are less isolated and more able to enjoy family time together thanks to the equipment Newlife provided.

Summer's story

Nine-year-old Summer has been waiting for a suitable wheelchair from her local wheelchair services for almost three years – and instead has been using a specialist buggy from Newlife which has been provided through its Emergency Equipment Loan service.

Summer has a genetic condition so rare she is the only person in the UK to have it, leaving her abnormally tall for her age and unable to walk or communicate. Her mum, Larissa, turned to Newlife when the buggy they had been using broke completely in half, leaving her with no way to leave their home – and their local wheelchair services couldn't provide anything suitable to help. However, Newlife was able to provide them with a suitable specialist buggy to meet her needs within days.

Although such loans are designed to be short term, around six months, they have been used to bridge the gap while a family wait for long term provision to be provided' by their local statutory services. A buggy or wheelchair is vital for Summer to go outside her home with mum Larissa, but despite

being referred to their local wheelchair services in September 2022, they still haven't been provided with a suitable wheelchair – and Summer's loan has now been extended many times.

Larissa said: "Having a wheelchair is the biggest thing for us, so I don't know what we would have done without Newlife helping us. Without this buggy Summer couldn't go to school, medical appointments, or even leave the house for anything.

"A wheelchair from statutory services is the bare minimum Summer is entitled to. It's not fair that it's been such a battle to get something that's suitable for her needs. It's just not good enough that she's still waiting."

Newlife is still supporting Summer with the loan of a specialist buggy so there is no gap in wheelchair provision that would lead to them being isolated and unable to leave their home. This enables Summer to attend medical appointments, go out into the community and go to school.

Nurse Helpline

Newlife's dedicated nurse Helpline is there to help families when they are in the most need and they don't know where or who to turn to.

Whether families need support understanding a recent diagnosis, need information on how and where to go to access support or ask for an assessment, or just need a friendly and caring person on the end of a phone to provide that emotional help, our nurses are there for our families. No two families have the same needs, so the information and support is tailored to each child and family.

Many families continue to feel isolated and abandoned, unable to speak to professionals as there is a shortage of key health and social care professionals with many vacancies currently unfulfilled. This is why our professional Nurse Helpline service is trusted and is so popular.

23,191 contacts supported through our Nurse Helpline service.

This is a whopping 45% increase in help from 16,048 in 2023/24 and is more than double the number of contacts from 22/23 (10,898)

Families are more in need of support than ever before, which is why we continue to develop our nurse service support. The Newlife Nurse reception service is available for longer hours to ensure that we can answer more calls, provide immediate answers where possible and make sure families get the support they need, when they need it.



“Thank you to the nurses, for not judging us and helping us through the new equipment process.”



“Words cannot express the gratitude we have for their help.”

Danielle’s story

When Danielle contacted Newlife’s Nurse Helpline to apply for a specialist buggy for her ten-year-old son Harry, who has autism, they hadn’t left the house in more than two years.

Desperate for help, Danielle explained that while Harry had mobility issues, these had been made worse by a deeply traumatic experience which had a severe impact on her son – to the point where he had even stopped eating and become very weak.

They urgently needed a buggy to go outside again. To go back into the community and break the isolation they had been plunged into.

Local services that could have provided support had been closed due to funding cuts, and despite Danielle’s countless letters to her MP, her pleas for help remained completely unresolved.

This is when, feeling utterly alone and unsure where to turn, she reached out to Newlife’s free Nurse Helpline and spoke to one of our Newlife nurses, Beth.

Recognising the urgency of the situation, Beth was able to help and quickly provide the specialist buggy Harry needed so both he and Danielle could leave

the house for the first time in years, giving back their freedom and helping them take the first steps toward a brighter future.

But that was just the beginning. Beth has continued to help Danielle navigate other challenges, from accessing additional services to managing Harry’s needs. With Beth’s continued regular support, Danielle and Harry are now on a path to rebuilding their lives.

Danielle said: “Being able to talk to Beth on a regular basis has really helped me. It’s been quite emotional at times, but I’m really grateful for all the help and support Harry and I have received.”

Beth added: “It’s been lovely to be able to help Danielle and Harry and when we told her the buggy was arriving for them, it did get quite tearful.

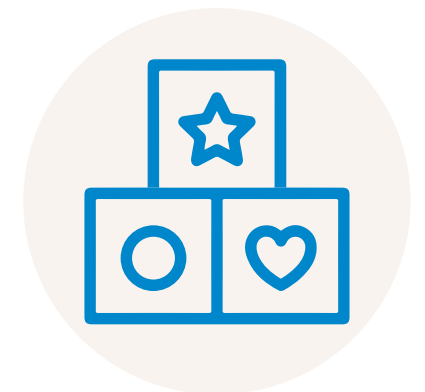
“We are always happy to be able to help families in a variety of ways, not just with helping them get the equipment they need, but supporting their overall needs too in any way we can. This might be emotional and practical support, condition specific support, advice about benefits and signposting on to other organisations.”

Importance of play

Our free loan service provides specialist toys that allow children and young people to play on their own or with families, often for the first time. The toys are suitable from birth through to 18 years of age and each box contains a selection of specialist toys that can help distract from pain, teach children new skills such as cause and effect, development of hand-eye co-ordination and the development of audio and visual senses.

Most importantly, this service helps families have fun together. The specialist toys open whole new worlds of opportunity through play and many families tell us that they never imagined that they would be able to play with their children but can, all thanks to the specialist toys that are provided.

Specialist toys can also be so expensive and so this fun service is a way for families to 'try before they buy'. Many families have told us that their child has really liked one particular toy and so they are now able to confidently go out and purchase that toy knowing their child will enjoy it. Newlife trialled a Christmas toy grant service for the first time, giving families the opportunity to apply for a particular toy as a grant. This service was very popular and will be developed further in 25/26.



Life-changing

"These pods are life changing for us as a family. My little girl hasn't liked everything, but what she has liked I've tried to buy her because the amount of money I have wasted on stuff she's not bothered with is ridiculous. So thank you Newlife!"

A passion for music found!

"He's never been interested in music before. We have a piano, but he rarely plays it. The keyboard toy he loved! He also liked the tubes. Great to try out new and different things. Great to see him exploring different ways to make sounds. **We had such fun with him. Thank you so much.**"

Made my little boy smile!

"The toys have been brilliant, and my son has really enjoyed them. He is still young so we aren't sure how much his brain bleeds will impact his life, but he is thriving (especially in comparison to where we thought he would be last year). Thank you for helping to make our happy little boy smile even more."



Issac's story

Four-year-old Isaac loves to play, and thanks to Newlife's Play Therapy Pods, he gets the chance to try lots of different toys in the comfort of his home so he can discover what he really enjoys.

Isaac has suspected Autism Spectrum Disorder, developmental delay and is non-verbal, so it can be hard for his mum, Stephanie, to know which toys he will respond to.

Mum Stephanie said: "We were told about the sensory pods from our OT as we were buying different sensory equipment for Isaac but for the most part it was to no avail as Isaac wouldn't show much interest in them. We found we were buying blind.

"Isaac was given the opportunity to explore the sensory pods and has had three different pods so far. The sensory pods have given us and Isaac the opportunity to try out different themed boxes of sensory equipment, that in many situations we wouldn't be able to afford, to trial to see if they would help with supporting and for Isaac to explore. Some

of the things Isaac really enjoyed and engaged his interest were the stepping stones with the different textures on, the liquid tiles, the spinning top, the TTS beaded light tubes and the liquid timers.

"It has really helped us to know what he likes. We buy a lot of things which he shows interest in and then never plays with again, which can be expensive mistakes, but having the sensory toys on loan for so long means we can see what he goes back to again and again.

"It has made a big difference in this house as being able to loan the toys have shown us things we might not have thought of for him, weren't sure of, or couldn't afford to try, but knowing what he likes makes everything much easier.

"Isaac loves exploring the box of toys and when he comes down in the morning he'll always go and have a look. It's become part of his routine."

Rhys' Story

Fifteen-year-old Rhys is one of the faces of our campaign, Fight For Our Future. Rhys is an avid football fan and loves nothing more than watching his beloved Fulham FC with mum Kelly and dad Adam. Rhys also has quadriplegic cerebral palsy, which affects all four of his limbs and all aspects of his day-to-day life.

Sadly, Rhys and his family found themselves continually let down by the system that was supposed to help them. For three years the teenager was left without a hoist, meaning that the only way he was able to use the toilet was with a bucket and commode seat in his bedroom.

Mum Kelly explains: "We needed a hoist to move Rhys safely, but our house just isn't big enough to accommodate a larger fixed hoist, so we knew we needed a portable hoist. As Rhys needed major orthopaedic surgery to break and reset both his hips and femurs, a hoist would be even more necessary afterwards as we wouldn't be able to do any manual handling of him."

Following a three year battle with their local statutory services, which were unable to provide the portable hoist the family needed because it was simply not their policy to do so, Rhys faced having his surgery cancelled as there was no way to safely move him during his recovery period at home. In desperation Kelly contacted Newlife, who provided a £2,100 portable hoist in a matter of days, allowing the surgery to go ahead.

"Thankfully Newlife was able to quickly help. We literally don't know what we would have done without it," said Kelly. "It's given him so much more independence."



Campaigning: Giving children with disabilities and their families a voice

It has never been more difficult for children with disabilities and their families to get the support they urgently need. Only two in five families feel they have the right equipment for their child. For most, it's not a matter of convenience, it's a matter of quality of life. From wheelchairs to specialist beds, the waiting lists and assessments can take months, sometimes even years.

We understand the harsh realities families face when navigating the system of support. Many feel exhausted by the constant battle to secure what their child is entitled to and deserves. Some families have the resources to fight, but many do not. That's where we step in, committed to campaigning for change, supporting families and amplifying the voices of those too often unheard.

In a year marked by a General Election and the launch of our landmark report *Fight for Our Future*, campaigning has been central to Newlife's mission of empowering children with disabilities.

This year we have:

- **Launched our *Fight For Our Future* report**, revealing the reality for families trying to access support. The report highlighted four urgent themes and proposed cost-effective recommendations for Government action.
- **Alongside this, we launched a petition** urging party leaders to prioritise children with disabilities ahead of the General Election.
- **Engaged with various Parliamentarians and media outlets** to raise awareness of issues and the solutions that could transform lives.
- **Took a targeted approach with Parliamentarians**, meeting all MPs whose constituencies include our stores. These meetings helped build relationships and demonstrate our local impact, from delivering vital equipment to creating job and volunteering opportunities for people with additional needs.
- **Created the Family Champions Board** – a diverse group of 15 parent/carers with lived experience of our services. They represent a wide range of backgrounds and disabilities, providing peer support and helping shape our services from within.
- **Chaired a second cross-sector roundtable**, bringing together professional bodies, charities and industry partners to plan collaborative campaigning in the wake of the election.
- **Met with the British Healthcare Trade Association** to discuss supporting a new All-Party Parliament Group on Access to Disability Equipment with plans to launch in May 2025.



Fight For Our Future:

Act now for children with disabilities

Every child deserves to live a life free from pain and to reach their full potential. Yet, too many of the 1.6 million children with disabilities in the UK are being routinely let down, unable to access the equipment and support they need.

These children are often left in pain, their safety at risk and are cut from the world around them. Many are denied the opportunities others take for granted from going to school and building independence to simply leaving the house safely.

Over the past year, we've listened to hundreds of families and professionals across the UK. Their stories were backed by in-depth research into local authority budgets; assessment wait times and availability of support.

From this, four key themes emerged:

1. Lack of government leadership and accountability for children with disabilities
2. A shortage of suitable, skilled professionals to meet growing demand
3. Long and inconsistent wait times – a postcode lottery across the UK.
4. Insufficient equipment budgets.

To break down these barriers and build a better future for children with disabilities, we have proposed a set of clear, cost-effective solutions:



Establish a dedicated Minister for Disabled Children with cross-departmental authority.



Issue clear guidance defining the responsibilities of local services regarding equipment provision.



Expand paediatric apprenticeship programmes and improve staff retention.



Work with external organisations such as charities and manufacturers to improve equipment training.



Implement maximum wait times for children's Occupational Therapy assessments.

Looking ahead

We are proud of the progress we've made but we know there is still so much more to do. Real change for children with disabilities will only come through continued partnership, pressure and persistence.

As we look to the year ahead, we remain determined to be a voice for families, to challenge injustice and to push for a system works for every child. Together, with our supporters, we will continue to fight for a future where all children have the chance to thrive.

Fundraising

Fundraising income for 2024/25 achieved £2.5m. Income is generated through a broad range of fundraising activities, including event participation, individual giving and community relationships, and support from trusts and foundations.

Fundraising income growth

Throughout 2024/25, our overall fundraising income grew despite the increasingly competitive environment and the challenges of the cost-of-living crisis. The team ended the year on a high, with income up 17% on the previous year. The largest area of growth came from charitable trusts, alongside legacy income of £141,083.

Trusts and Foundations Income grew in the year and we secured income from 18 new charitable trusts this year. Notably, we received grants of £25,000 or more from The Hargreaves Foundation and The Noel Sweeney Foundation.



Diversification of events

We continue to diversify our events portfolio with 50 runners taking part in the London Landmarks Half Marathon and we were the main charity partner for the inaugural Drayton Manor Half Marathon, 10k & 5k. We are excited to build on this event in future years.



An exciting partnership

We were delighted to launch a new partnership with Girlguiding Midlands. Through the new Sparkle Day Badge, Rainbows, Brownies, Guides, and Rangers (ages 4–18) are invited to take part in activities that raise both funds and awareness of disabilities. The partnership launched in Spring 2025.

We are now focused on increasing brand awareness and building more sustainable income streams to support our long-term goals.

Volunteering

Volunteering at Newlife is an exciting and fulfilling opportunity. Volunteers gain new skills, confidence, and experiences throughout their journey, while making a huge difference to the lives of children with disabilities and their families across the UK.

Inclusive opportunities

We believe it is crucial to give disabled young people and adults—who can often be excluded from society on the grounds of disability—the support, training, and workplace experience they need. Our volunteering programme helps individuals to:

- **Develop new skills**
- **Meet new people**
- **Experience new opportunities**

This ensures more people can benefit from the gift of volunteering.

Volunteer insights

In 2024, we launched our first Volunteer Survey to better understand volunteer experiences and inform the development of our three-year Volunteer Strategy. Of the volunteers who completed the survey:

- **100% said volunteering supports their wellbeing**
- **100% felt their time was well utilised**
- **100% would recommend volunteering with Newlife to a friend**

Areas identified for development include improving connections between volunteers and helping them gain a fuller understanding of Newlife's work.

14,247

Overall volunteer hours in 2024/25.

188

total number of volunteers.



Retail

The main source of income in the year relates to the commercial activities of the charity from the recycling of donated products through the charity's network of retail locations.

Joining forces with well-known high street brands has allowed Newlife to do something unique: sell brand new clothes at a fraction of the original price.

Brands play their part by donating surplus stock, increasing its lifespan and preventing it from ending up in landfill. Stock is then processed and sold in Newlife's portfolio of stores across the UK, and online through the Newlife Online and eBay stores.

And every purchase made in Newlife stores or online makes a difference, with 100% of our profits going to help children with disabilities and their families access much-needed specialist equipment.



Retail Highlights

- **£9,500** raised through six wedding dress shopping events, featuring bridal gowns and accessories.
- **£32,394** in sales achieved from 11 university pop-up shops across the UK, including Northampton, Liverpool Hope, and Nottingham universities.
- **£191,088** generated from two pop-up stores at McArthurGlen West Midlands, delivered as part of our Charity of the Year partnership.
- We relocated our **Newport (Wales) store** to a prime retail space within a Tesco Extra site, opening within weeks of our original site's closure to ensure continuity for our customers in the area.
- Shortlisted for the **Charity Retail Association's UK's Favourite Charity Shop 2024** award.
- Our stores underwent a programme of refreshment to incorporate more prominent charity messaging throughout the retail space and bring Newlife's charitable mission closer to our retail audience.



Sustainability

We divert thousands of unrequired commercial products from landfill and incineration. We work with hundreds of well-known and well-respected high street stores, designer labels and supermarkets to help them reduce their surplus waste, to find ways to re-use this product, honouring the energy resources that went into its creation and, when it cannot be reasonably re-used, recycling as much of the raw materials as possible.

Part of Newlife's charitable objects is to protect and preserve the environment through waste reduction, re-use, reclamation and recycling.

How do we do this?

We take stock such as clothing, bags, shoes, accessories, soft furnishings, electrical items and homewares that are no longer wanted/required by UK and European retailers. We organise to pick it up from location if required.

We then assess the stock through our warehouse operation, to see if it can be reused, if so then we will take out the labels in line with the donors' wishes and make it ready to be sold in our retail stores across the West Midlands, East Midlands, North West and the South West.

Any items that cannot be resold, we recycle using qualified and trusted partners to recycle as much as possible of the raw materials, often to create new products.

The recycle and re-use of this product sits within Newlife's commercial division. All profits from the commercial division are spent on our charitable aims, helping to change the lives of disabled and terminally ill children.

- **In 2024/25 we collected 234,395 cartons from our brand partners.**
- **This equates to 1,875 tonnes of clothing textiles, footwear and homeware.**
- **82.2% of the stock collected went to our retail stores for sale.**
- **We worked with 120 brand partners to reuse and recycle their unwanted stock.**



**In 2024/25
we collected**
234,395
cartons from our
brand partners.



RE
ServiceLine

Looking ahead

Objectives for 2025/26

In 2024/25 we provided help or assistance on 26,400 occasions – we remain focused on supporting those most in need of our services and plan to reach as many disabled children and families as possible in the next financial year.

Streamline child and family services

We are committed to making it easier for families to access the support they need, when they need it. We will review and improve how our services are delivered—simplifying pathways, reducing duplication, and ensuring families experience a joined-up approach that places their needs at the centre. Through better coordination, clearer communication, and smarter use of resources, we will improve both the efficiency and the quality of our services—helping us to reach more families and deliver lasting impact.

Train and grow our team

As our charity continues to grow, we are committed to investing in the training, development and ongoing learning of our people. This includes expanding our apprenticeship schemes, launching our new e-learning platform and the opportunities it offers, and developing a range of other training resources to support professional and personal growth. We will also use feedback from our engagement survey to better understand the needs and aspirations of our staff, helping us to create a culture where everyone feels empowered and where anything is achievable. Alongside developing our staff, we will continue to grow and support our volunteer workforce, recognising the vital role they play in delivering our mission.

Invest in technology

To deliver greater impact, we will explore technology solutions that strengthen how we work and serve our communities. We will embark on developing a three-year roadmap which will include upgrading our systems and digital tools to improve efficiency, streamlining processes to free up more time for frontline work, and making data-driven decisions that help us measure and grow our impact.

Investment in technology will also help us connect better with families, supporters, and volunteers—improving accessibility, enhancing collaboration, and creating seamless experiences for those who engage with us.

Rebrand and refresh our identity

We will invest in starting on a journey to refresh our brand to ensure it reflects who we are today and where we are going. Our rebrand will help us strengthen awareness of our mission, reach new audiences, and build deeper connections with the communities, supporters, and partners who make our work possible. Through a clear and consistent identity—across digital, print, and in-person experiences—we will share our story with greater impact, inspire action, and position our charity as a trusted, modern, and forward-looking organisation.

Lead on change

Following the successful publication of our Campaign report 'Fight For Our Future, we will launch an All Party Parliamentary Group in collaboration with other likeminded charities specifically on equipment. Aims for 2025/26 include leading a national enquiry into the subject, identifying issues, highlighting experiences of children with disabilities to decision makers to bring about change.

Financial stewardship and sustainability

We will maintain strong financial stewardship that ensures long-term sustainability and maximises the resources available for our charitable aims. We will achieve this by growing and diversifying income, carefully managing expenditure, and maintaining robust financial controls. This enables us to invest with confidence in the services that create the greatest impact for the children and families we support.

Trustee Thank you

Thanks to the unwavering support of our donors, Newlife can be a lifeline for thousands of children with disabilities and their families. Generous donations mean we can respond to the families who need our support, whether that is through our Nurse Helpline, through the provision of specialist equipment or the loan of sensory toys. We are particularly grateful to:

The Bernard Lewis Family Charitable Trust who continue to provide vital support.

The Hargreaves Foundation for supporting the provision of vital wheelchairs and buggies, to help us bring freedom and independence to children, young people and their families

The Marian Elizabeth Trust for their ongoing generous support of our Play Therapy Pod service, enabling children to play and learn new skills.

The Garfield Weston Foundation, The Victoria Convalescent Trust and St. James's Place Charitable Foundation for their grants towards specialist equipment for disabled children across the UK.

The Freemasons of Ireland Victoria Jubilee Benevolent & Welfare Fund for choosing to fund specialist equipment for disabled children in Northern Ireland.

The BNA CIO for their grant towards the cost of disability equipment for children in Lincolnshire and Nottinghamshire.

The Noel Sweeney Foundation for ensuring we could reach as many children in the West Midlands as possible.

The February Foundation and The Hugh Fraser Foundation for their generous and ongoing support over many years.

Motability Foundation Funding

2024/25 marks the third and final gift from our three year Motability Foundation partnership.

This generous support has enabled Newlife to provide life-changing equipment and support to children with disabilities and their families across the UK. Children aged 18 months to 18 years have benefitted from a wide range of essential mobility equipment, including powered wheelchairs, specialist buggies, lightweight chairs, powerpacks, and accessories. The impact of this equipment is profound—enhancing independence, improving quality of life, and empowering families. We are deeply grateful for this transformative partnership with the Motability Foundation. Their support has allowed us to reach some of the most vulnerable children in the UK, delivering meaningful and lasting change.



Dorothy Pamela Smith CIO Play in the Community Pilot

In 2024/25, we were proud to launch our Play in the Community Pilot, made possible through the generous support of the Dorothy Pamela Smith CIO. This initiative enabled Newlife to provide specialist sensory toys and deliver expert training to staff at ten community settings located in areas of significant deprivation across the West Midlands and Worcestershire. Through this pilot, 66 staff, volunteers and parents participated in tailored play sessions designed to make play more accessible and inclusive for children with disabilities. Feedback has been overwhelmingly positive, with staff highlighting the immediate and long-term benefits of understanding and using these specialist toys with children and their families. We look forward to continuing our valued relationship with the Dorothy Pamela Smith CIO and exploring opportunities to expand this impactful work, further advancing our mission to ensure all children have access to the power of play.

Financial Review and Results

Financial Review

Income

Overall, incoming resources for the year to 31 March 2025 was £15.4m (2023/24 £17.2m) a 10% decrease over the prior year.

Commercial income is generated from goods donated by our retail brand partners. These goods are either sold through the Charity's various retail locations or recycled for their raw materials. All the goods are donated to benefit the Charity by companies, mainly retailers, but also manufacturers and wholesalers. Gross commercial income for the year was £12.8m (2023/24 £15.0m).

In addition, the Charity continued to receive both restricted and unrestricted non-capital donations during the year. These donations have been received from individuals, groups, trusts, foundations, companies and other organisations. Income in the year from donations and legacies and fundraising activity was £2.5m (2023/24 £2.2m) an increase of 17%.

Interest and Investments income is generated from the handling and/or investment of funds held by the Charity. A policy on investment exists to control any risks associated with this. Income remains low in the year at £39.8k (2023/24 £24.8k) due to a cautious investment policy being pursued to protect the Charity's assets using a mix of low and medium-risk investments causing a reduction in interest and dividends.

Expenditure

Newlife expends resources in a number of ways:

Expenditure on Raising Funds – these costs relate to the investment made in generating income to achieve the aims of the Charity. These costs are split between those in relation to the commercial operations and those relating to fundraising.

In the year these costs totalled £12.4m (2023/24 £13.8m), with £11.8m (2023/24 £13.2m) in relation to commercial operations and £0.6m (2023/24 £0.6m) in relation to fundraising activity. Costs relating to the commercial operations have

decreased by 10% over the prior year. Costs of fundraising have increased by 10% over the prior year. During the year a return on investment of 4.1:1 was achieved, which exceeded target.

Charitable Expenditure – these are specifically related to achieving the aims of the Charity: equipment grants and loans, nurse services, campaigning, medical research and volunteering. In the year to 31 March 2025 a total of £3.9m (2023/24 £4.3m) was spent across these charitable areas, of which £1.0m came from restricted income.

It is the Trustees' view that the resources expended in achieving the charitable aims have been in line with the aims and objectives of the Charity with clear beneficial outcomes. It is also their view that the cost of governance of the Charity is very low. Meeting venues are donated and minimal expenses by Trustees for their duties are claimed. All this acts to keep the real costs of running the Charity at a very low level. Investment in 'fundraising' is a long-term cost.

It is the Trustees' view that their investment will in time reap rewards as it is based on sound principles and practices within the sector.

At the 31 March 2025 the Charity had funds of £4.0m (31 March 2024 £4.8m), including restricted funds of £0.7m (31 March 2024 £0.5m).

Trustees had decided to reduce the reserves held at the year end in line with the reserves policy.

Key Performance Indicators

Our Key Performance Indicators are reviewed and sent out to our trustees and leadership team every month. The KPIs cover all parts of the commercial division including stock received, production of stock delivered and commercial division sales. We also have KPIs for other key departments that work across Newlife, including the People Team, Finance, IT and Telecommunications, Governance and Compliance, Communications and Facilities. Finally, the Key Performance Indicators for the charitable services/aims are based around the number of children helped, individual/group policies changed through campaigning action and

the number of volunteers contributing to the work of the charity. These KPIs are regularly reviewed by the Trustees.

Risk Management

The Board of Trustees acknowledges its responsibility for managing risks to which the Charity is exposed. Our approach to risk management remains consistent with the previous year and addresses these risks in a conscious manner that increases the likelihood of achieving our strategy and business objectives. This proactive approach ensures risk management is part of our management conversations and is embedded in our processes which benefits our decision making and is essential to creating and preserving long term value.

The Director of Charitable Services is responsible for defining the risk management framework and driving consistent application across the Charity and reporting through the Risk Executive Group (REG). The REG has delegated authority from the Trustees to constructively challenge and support charity functions in following the risk methodology outlined in the risk management framework. The risk management framework is designed to identify and manage, rather than eliminate, the risk of failure to achieve charity objectives, and to provide reasonable, but not absolute assurance against material misstatement or loss. The framework is designed to be sufficiently agile to respond to changes in macroeconomic circumstances.

The Charity captures the most substantial risks under, Principal Business Risks (PBRs). These are reviewed quarterly at the Risk Executive Group (REG) and half yearly by the Trustees, who sit on the Audit and Risk Committee (ARC).

The PBR identified is donor risk. Newlife relies on the goodwill of it's donors for both stock and fundraising support. Newlife continues to develop these key relationships through our planned donor management process.

Risk Appetite

The Charity's risk appetite takes into account careful financial management and commitment to the long-term support of disabled children in accordance with charity's strategic goals and is guided by a number of risk appetite guardrails. The Trustees are also committed to ensuring that the PBRs are managed on an ongoing basis.

Charity Governance

The Trustees understand their legal duties and recognise the importance of good governance. The Director of Charitable Services reviews best practice and discusses findings with the CEO and the Audit and Risk Committee annually.

Reserves Policy

Due to the identified risk of having one main source of income generation i.e. the commercial operations, the Trustees need to act wisely to ensure that a platform of funds is available to continue the work of the Charity, should income from the commercial operations stall or reduce.

The Trustees review the level of reserves annually and designate funds to cover key aspects of charitable activity. As at the 31st March 2025 the Charity held reserves of £ 3,970,577.

This is split as follows:	2024	2025
	£	£
Restricted funds	508,583	652,367
Unrestricted funds :		
Designated funds	3,585,500	2,200,000
Charitable activity reserve	500,000	500,000
Accumulated charitable funds	185,666	618,210
Total funds	4,779,749	3,970,577

The trustees have designated funds of £2.2m to ensure we can meet our stated objectives of providing support or assistance on 22,900 occasions over the next 12 months. In addition, a general fund of £500k is held to allow for amounts that can only be recognised by disposing of tangible fixed assets. After these designations and the restricted reserves held, Newlife has funds of £618,210 at the year end (2023/24 £185,666).

Total unrestricted reserves of £3,318,210 (2023/24 £4,271,166) are held. The trustees have agreed that this figure should not fall below £3.3 million. Reserves are currently higher than target but Trustees are managing them to ensure continued charitable provision and the long term stability of the charity. In particular the board are considering the need to invest in a programme of technical transformation to support the longer term charitable growth.

Investment Policy

The investment policy is set by the trustees and considers the risk profile and the investment managers' view of market prospects in the medium term. The investments are currently not required to generate short-term income but to support our reserves requirement in the longer term. The members of the Audit and Risk Committee meet annually with the investment managers to review the performance of the portfolio and the investment strategy.

Disabled Persons Statement

At Newlife, we employ and train adults with disabilities and give enrichment and purpose to volunteers with disabilities who work alongside our staff and other volunteers in equality and appreciation. Newlife meets all legislative requirements, including the Equality Act 2010, to ensure equality of access and opportunity regarding recruitment and professional development and is the holder of the Disability Positive Mark level 2.

We believe it is crucial to give young people and adults with a disability the support, training, workplace experience and volunteer opportunities they need to ensure they are not excluded from society on grounds of their disability.

Serious Incident Reports

There were no serious incident reports to the Charity Commission.

Public Benefit

In detailing the activities of the Charity, Newlife can clearly demonstrate the wide reaching activities of the Charity in the interests of children with disabilities and their families, adults with disabilities who are a substantial part of the UK public as defined by the Charity Commission Guidance. This demonstrates 'public benefit' as required by the Charity Commission. The Trustees confirm that they have referred to this guidance on public benefit when reviewing the Charity's aims and objectives and in planning future activities.

Our approach to fundraising

In order to respond to the changing landscape of fundraising and to meet future demand and growth of services, we continue to build on our existing relationships as well as maximise income

from three key areas: corporate, charitable trusts and community. All fundraising activity is carried out by skilled, professional, paid fundraisers. As a charity that relies on voluntary income, we take an active and responsible approach to fundraising. A high-quality supporter experience is key and as a member of the Fundraising Regulator we are firmly committed to ensuring we are compliant with their Code of Practice.

We operate in a transparent and open manner as well as to protect members of our community and supporters who may be vulnerable. **To support this, the following fundraising policies are in place and regularly reviewed:**

- Gift Acceptance and Refusal
- Partnering with alcohol companies
- Protecting vulnerable people while fundraising
- Dealing with fundraising complaints

Our fundraising activity is carefully planned using set templates to ascertain campaign feasibility, plan income and expenditure budgets, logistics and any health and safety requirements.

All fundraising data is stored in accordance with General Data Protection Regulations (GDPR 2015) and the Data Protection Act 1998. We have a clear privacy statement on our website and any electronic communications sent out give options to opt out at any time. We apply the legitimate interest test where opt in has not been received for any communications sent via post.

During the year no opt outs were received via the Fundraising Preference Service. Oversight of all fundraising activity carried out by the charity is the responsibility of the Trustees, Leadership Team and specifically the Director of Fundraising and Communications.

Working with third party fundraisers

The charity benefits from lottery income via its contract with Make a Smile Lottery, owned and run by St Helena Hospice. All activities carried out by Make a Smile on behalf of Newlife are regularly reviewed and monitored. Clear policies are in place to support vulnerable people and scripts are in place to avoid any mis-selling or representation of the charity.

Complaints

We strive to provide excellent levels of supporter care and relationship management to ensure all fundraisers and donors have a positive experience when supporting Newlife. In 2024/25 no complaint was received in relation to fundraising activities.

All complaints are investigated with outcomes fed back to the complainant in a positive manner. We encourage complaints and feedback to help shape the ongoing development of our activity and the way in which we work with our supporters.

Pay Gaps

We benchmark our pay offer to make sure that salaries are kept fair, competitive and relevant to the environment in which we operate. All salaries are in line or above the National Living Wage (NLW). We specifically monitor pay gaps and work towards reducing them.

In April 2024 our Gender Pay Gap was 1.94% - a decrease from 7.76% compared to 2023.

Our Commitments to ensure that a balanced gender pay gap exists by:

- Giving added focus to succession planning and leadership development in order to promote gender equality and inclusion.
- To monitor pay and recruitment activities by gender.
- To support flexible working patterns, where this can be managed within the Charity, for example, offering a range of options such as part time working and hybrid working.

Structure, Governance and Management

Newlife The Charity for Disabled Children (Newlife Charity, Newlife or the CIO) was registered with the Charity Commission on 10th November 2016 (Charity Registration Number 1170125). The CIO has carried on all aspects of Newlife Trading Ltd and Newlife Foundation's activities. On 19/03/2018 the Charity Commission granted a

linking order for the CIO and Newlife Foundation. Subsequently these accounts show the combined position of the CIO and Newlife Foundation. The Trustees are responsible for the overall governance of the Charity. Trustees are either named within the trust deed or elected following a process of open selection or dialogue with interested parties. The decision on Trustee appointment is solely taken by agreement of the board of Trustees.

Where Trustees are appointed they are given a formal induction process to the work of the Charity and provided with information that they need to fulfil their roles, including information about the role of trustees and charity law. Trustees receive updates and training from key industry sources and have substantial personal experience in the sector and business. The principal officer is the Chief Executive who is responsible for the day to day management of the Charity's affairs and implementing policies agreed by the Trustees.

Trustees receive regular updates on the work of the Charity including financial statements and all activities are administered nationally from the head office.

The Trustees consider the board of Trustees, the Chief Executive and the leadership team as comprising the key management personnel of the Charity in charge of directing and controlling the Charity and running and operating the Charity on a day-to-day basis.

All Trustees give their time freely and no remuneration is paid to the Trustees in their capacity as Trustees. Details of trustee expenses and related party transactions are disclosed in note 3 of the accounts.

Trustees are required to disclose all relevant interests and register them with the Chief Executive and/or the Leadership Team and in accordance with the Charity's policy withdraw from decisions where a conflict of interest arises. The pay of the Charity's Chief Executive is reviewed periodically. The remuneration of all senior and executive positions are bench-marked with grant-making charities of a similar size and activity to ensure that the remuneration set is fair and not out of line with that generally paid for similar roles.

Reference and administration info

Name Newlife The Charity for Disabled Children

Status Registered with the Charity Commission on 10th November 2018

Trustees

Life Trustees: Mr C. Lewis, Mr L. Lewis and Professor M. Patton.

Term Trustees: Mr C Chaney, Mr N Lewis, Mrs P Burnett (resigned 25 November 2025), Mr R Bradbury (resigned 21 Jan 2025), Mrs V Sloane and Mrs K Griffith. Mr J Burnett and Mrs J Edgerton were appointed 25 November 2025.

Key Management Personnel Ms F Robinson, Chief Executive Officer, Mrs J Duggan Director of Fundraising & Communications, Mrs E Jackson Director of Finance & Central Services, Mr S Morgan, Director of Charitable Services, Ms C Simpson, Director of Retail and Sustainability, and Ms T Barlow, Head of HR, Mr J Ward, Head of Warehousing and Production.

Registered Address Newlife Centre, Hemlock Way, Cannock, Staffs, WS11 7GF

Head Office Newlife Centre, Hemlock Way, Cannock, Staffs, WS11 7GF

Auditors BDO LLP, Two Snowhill, Birmingham B4 6GA

Legal Advisors Anthony Collins Solicitors LLP, 134 Edmunds Street, Birmingham, B3 2ES

Bankers Barclays Bank PLC, PO Box 90, 357/366 Strand, London

Investment Managers Barclays Private Bank, 1 Churchill Place, London

Newlife The Charity for Disabled Children.
Registered Charity Number 1170125 in England & Wales.

Trustee Responsibilities

The Trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Charity law requires the Trustees to prepare financial statements for each financial year in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under charity 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 the incoming resources and application of resources, including the income and expenditure, of the charity 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 in the applicable Charities SORP;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards 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 Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008 and the provisions of the Trust deed. 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.

Financial statements are published on the charity's website in accordance with legislation in the United Kingdom governing the preparation and dissemination of financial statements, which may vary from legislation in other jurisdictions. The maintenance and integrity of the charity's website is the responsibility of the trustees. The trustees' responsibility also extends to the ongoing integrity of the financial statements contained therein.

Approved by the Trustees on 1/26/2026

and signed on their behalf by N P Lewis

Signed by:

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Financial Statements

For the year ended
31st March 2025

Statement of Financial Activities for the Year Ended 31 March 2025

	Note	Restricted	Unrestricted	2025 Total	2024 Total
		£	£	£	£
Income					
Donations and legacies		1,183,859	1,344,090	2,527,949	2,164,782
Other trading operations:					
Fundraising activities		-	11,167	11,167	14,113
Commercial operations		-	12,839,262	12,839,262	15,031,907
Income from investments		-	39,848	39,848	24,810
Other income		-	19,837	19,837	1,196
Total income		1,183,859	14,254,204	15,438,063	17,236,808
Expenditure					
Expenditure on raising funds:					
Fundraising	6	-	612,548	612,548	558,532
Commercial operations expenditure	6	-	11,798,381	11,798,381	13,174,842
Expenditure on charitable activities:					
Equipment, campaigning and support	6	1,040,075	2,830,552	3,870,627	4,340,634
Medical research	6	-	7,993	7,993	501
Total expenditure		1,040,075	15,249,474	16,289,549	18,074,509
Net (expenditure) / income before gains and losses on investment	2	143,784	(995,270)	(851,486)	(837,701)
Net gains /(losses)	8	-	42,314	42,314	161,264
Net (expenditure)/income for the period and net movement in funds		143,784	(952,956)	(809,172)	(676,437)
Reconciliation of funds					
Total funds brought forward		508,583	4,271,166	4,779,749	5,456,186
Total funds carried forward	12/13	652,367	3,318,210	3,970,577	4,779,749

All disclosures relate to ongoing operations.

The notes on pages 41 to 51 form part of these accounts

Charity Balance Sheet for the Year Ended 31 March 2025

	Note	2025	2024
Fixed assets		£	£
Tangible assets	7	189,863	240,276
Investments	8	3,169,468	3,100,577
Total Fixed Assets		3,359,331	3,340,853
Current assets			
Stock		-	24,950
Debtors	9	740,425	489,661
Cash at bank and in hand		2,455,497	3,829,472
Total Current Assets		3,195,922	4,344,083
Creditors – amounts falling due within 1 year	10	(2,244,474)	(2,553,187)
Net current assets		951,448	1,790,896
Provision for liabilities	11	(340,202)	(352,000)
Net assets		3,970,577	4,779,749
Restricted funds	12	652,367	508,583
Unrestricted funds :			
Designated funds	13	2,700,000	4,085,500
Accumulated charitable funds	17	618,210	185,666
Total funds		3,970,577	4,779,749

Approved by the Trustees and authorised for issue on: 1/26/2026

Trustee:

Signed by:

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Mr Nigel Lewis

The notes on pages 41 to 51 form part of these accounts

Statement of Cashflows for the Year Ended 31 March 2025

	Note	2025	2024
		£	£
Net cash inflow from operating activities	14	(1,316,137)	373,945
Cash flows from investing activities			
Interest received		18,348	11,697
Dividends received		21,500	13,113
Purchase of tangible fixed assets		(106,633)	(121,592)
Sale of tangible fixed assets		35,524	44,900
Net cash (used in) investing activities		(31,261)	(51,882)
Change in cash and cash equivalents in the reporting period		(1,347,398)	322,063
Opening cash and cash equivalents		5,069,596	4,747,533
Closing cash and cash equivalents		3,722,198	5,069,596
Represented by:			
Cash at bank		2,455,497	3,829,472
Cash equivalents held in investments		1,266,701	1,240,124
		3,722,198	5,069,596

The notes on pages 41 to 51 form part of these accounts

1) Accounting Policies

The accounts (financial statements) have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

The Trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

Newlife meets the definition of a public benefit entity under FRS102. The financial statements have been prepared on a going concern basis. The Charities financial position remained strong throughout the period under review. The Charity sought additional space on a temporary basis to support underlying trade and started a strategic review of all retail space held to support expansion. The Charity continues to stress test reserves / cash availability whenever significant new activity is considered and continues to look for new trading opportunities. Current forecasts covering the period until 31 March 2028, are prepared and monitored based on current activity levels and best and worst case scenarios are considered. In all cases the charity has sufficient liquid assets to remain cash positive. Given the strength of the balance sheet and availability and liquidity of investments, the members of the Board believe that, while uncertainty exists, this does not pose a material uncertainty that would cast doubt on the charity's ability to continue as a going concern for a period of at least 12 months from the signing of these accounts. The Board, therefore, consider it appropriate for the accounts to be prepared on a going concern basis.

a) Accounting for 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. Donations are recognised when the Trust has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance before the Charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of

those conditions is wholly within the control of the Charity and it is probable that those conditions will be fulfilled in the reporting year. Where an appropriate value can be placed on non-cash donations, they are included in the statement of financial activities.

Newlife receives donations of stock from a large range of donor partners. Due to the nature of the donations the value is not recognised on receipt, as this would be impractical, instead the value to the charity is recognised as income when sold.

b) Accounting for Expenditure

All revenue expenditure is accounted for when incurred. Grants payable are payments made to third parties in the furtherance of the charitable objectives of the Charity. In the case of an unconditional grant offer this is accrued once the recipient has been notified of the grant award. The notification gives the recipient a reasonable expectation that they will receive a single or multi-year grants. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

c) Investments

Investments are made from unrestricted funds and are shown on the balance sheet at bid price, which is determined at fair value.

d) Allocation of Support and Governance Costs

Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the Charity and its compliance with regulation and good practice. These costs include costs related to statutory audit and legal fees together with an apportionment of overhead and support costs. Governance costs and support costs relating to charitable activities have been apportioned based staff time and asset use. The allocation of support and governance costs is analysed in note 5.

e) Pension Costs

Contributions to the Charity's defined contribution pension scheme are charged to the statement of financial activities in the year in which they become payable. The assets of the scheme are held separately from those of the Charity in an independently administered fund.

f) Operating Leases

The annual rentals are charge to the statement of financial activities on a straight-line basis over the term of the lease. Where the unavoidable costs of a lease exceed the economic benefit expected to be received from it, a provision is made for the present value of the obligations under the lease.

g) Fixed Assets

Fixed assets are stated at cost incurred or estimated market value at date of receipt where assets have been donated to the Charity. There are no un-capitalised assets.

Depreciation is provided to write off cost (or market value at date of receipt) less estimated residual values of all fixed assets over their expected useful lives on a straight-line basis. The need for any fixed asset impairment write-down is assessed by comparing the carrying value of the asset against the higher of realisable value and the value in use.

Motor vehicles	25% straight-line basis
Office equipment, Fixtures and Fittings	10% - 33% straight-line basis
Loan equipment	50% straight-line basis
Leasehold Improvements	over the life of the lease

h) Reserves

The Trustees have established a charitable activity reserve. The reserve is reviewed annually and is calculated to cover the basic cost of charitable activities (other than grants already committed) for a period of a year.

i) Restricted Funds

Where a donor has specified a particular purpose for a donation, the income is so recognised in the statement of financial activities. Expenditure is allocated to it accordingly.

j) Designated Funds

Where the Charity is committed to a specific project an allocation is made to a designated fund. Income is recognised in the Statement of Financial Activities as it arises and is allocated as explained in the reconciliation and analysis of movements of designated funds shown in note 13.

k) 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.

l) Cash equivalents

Cash equivalents that are held as part of the managed investment portfolio are included as part of fixed asset investments.

m) Stock

Stock represents items of equipment that have been donated to the Charity for use within its operations. The value of stock comprises the costs that have been incurred in bringing the stocks to their present location and condition (refurbishment) ready for use within the charity's operations.

Newlife does not include the value of goods donated for resale on the balance sheet as the Trustees consider this to be impractical due to the nature of items received, instead this is recognised as income when sold.

n) Estimates and judgements

In preparing these financial statements, the key area where the Trustees have made accounting judgements are around the length of time that grant commitments are held, and subsequently when these commitments can be released, and the classification of leases between operating leases or financial leases. Key accounting estimates are applied when determining the length of time over which to depreciate assets and assessing the recoverability of trade debtors.

o) Financial instruments

The Charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

2 Net (Expenditure)/Income

	2025	2024
Net outgoing resources after charging:	£	£
Auditors' remuneration – audit services	39,250	38,100
Depreciation	145,628	341,511
Operating lease rentals	805,405	757,767

3 Related Party Transactions and Trustees' Expense and Remuneration

The Trustees all give their time and expertise freely without any form of remuneration or other benefit in cash or kind. Expenses paid to one trustees in the year totalled £129.00 (2023/24 £10,262.20) and relate to travel expenditure and in 2024 fees and expenses paid when trustee Nigel Lewis was

appointed as interim CEO, as allowed under the charity constitution.

During the period the Charity received a donation of £400,000 (2023/24 £400,000) from the Bernard Lewis Family Charitable Trust, a trust whose trustees include 3 of the same Trustees as Newlife.

4 Analysis of Staff Costs and Other Remuneration of Key Management Personnel

Average number of Charity colleagues	445	520
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	2025	2024
	£	£
Wages and salaries	8,409,220	8,910,266
Employers NI	608,226	654,319
Pension contributions	167,241	168,147
Total emoluments	9,184,687	9,732,732

During the period the Charity considers its key management to be the Trustees, and the leadership team, comprising the CEO and leadership team. The total employment benefits including employer pension contributions of the key management personnel recognised in the accounts for the period was £931,113 (2023/24 £620,447).

The number of colleagues whose emoluments as defined for taxation purposes amounted to more than £60,000 in the year, was as follows:

	2025	2024
£60,000 - £69,999	2	2
£70,000 - £79,999	2	1
£80,000 - £89,999	2	1
£90,000 - £99,999	1	-
£100,000 - £109,999	-	1
£110,000 - £119,999	-	1
£120,000 - £129,999	-	1
£180,000- £189,999	1	-
The number with retirement benefits accruing in:		
- money purchase schemes was	8	7
- for which contributions amounted to £	26,839	17,445

The Charity enjoys the benefit of a dedicated team of volunteers who assist in the preparation of stock for resale through the commercial operation in the dedicated opportunity centre and other roles throughout the Charity. In the 12 months of operations over 14,247 (2023/24 13,670) volunteering hours were recorded.

5 Allocation of Governance and Support Costs

The breakdown of support and governance cost is shown in the table below, these costs are allocated across charitable and non charitable expenditure:

	Total Allocated	Other Support Costs	Governance Related	Basis
	2025	2025	2025	
	£	£	£	
Cost Type				
Staff/ management costs	1,679,197	1,643,016	36,181	Staff Time
Office rental and other costs	470,340	439,601	30,739	Staff Time
Depreciation	12,419	12,230	189	Staff Time
Audit fee and trustee related expenses	39,250	-	39,250	
	2,201,206	2,094,847	106,359	

Allocation on staff time is based on a review of time spent on each activity.

	Total Allocated	Other Support Costs	Governance Related	Basis
	2024	2024	2024	
	£	£	£	
Cost Type				
Staff/ management	1,679,729	1,636,865	42,864	Staff Time
Office rental and other	496,479	460,407	36,072	Staff Time
Depreciation	1,361	1,215	146	Staff Time
Audit fee and trustee	38,100	-	38,100	
	2,215,669	2,098,487	117,182	

Governance Cost	2025	2024
	£	£
Audit Fee	39,250	38,100
Trustee Indemnity Insurance	12,050	11,487
Legal / Professional fees	1,960	5,969
Staff costs	36,181	42,864
Cost of meetings/ Other	16,918	18,762
	106,359	117,182

The total cost of support costs allocated to charitable activities is then apportioned over different activities based on an estimated time spent on each area. All governance costs are met from unrestricted funds and apportioned over both charitable activity, and the costs of generating income.

6 Analysis of Expenditure

	Direct Staff Costs	Other	Grant Funding	Support and Governance Costs	Total
	2025	2025	2025	2025	2025
	£	£	£	£	£
Equipment, campaigning and support	955,443	341,861	2,325,828	247,495	3,870,627
Medical research	-	7,993	-	-	7,993
Total Charitable Activity	955,443	349,854	2,325,828	247,495	3,878,620
Cost of generating funds	418,437	95,626	-	98,485	612,548
Commercial activities	6,258,922	3,684,233	-	1,855,226	11,798,381
Total Expenditure	7,632,802	4,129,713	2,325,828	2,201,206	16,289,549

Grants are made for a variety of purposes including equipment, salaries, consumables, training and related costs. All grants under medical research are payable to institutions and are detailed in the Trustees report. All grants under Equipment, campaigning and support are grants of equipment made directly to individual children or families, the number and amount of these are detailed in the Trustee report.

In the period the expenditure on charitable activities was £3.9m (2023/24 £4.3m), £2.8m (2023/24 £3.2m) of this was from unrestricted funds and £1.0m (2023/24 £1.2m) was from restricted funds.

	Direct Staff Costs	Other	Grant Funding	Support and Governance Costs	Total
	2024	2024	2024	2024	2024
	£	£	£	£	£
Equipment, campaigning and support	1,027,023	161,210	2,900,163	252,238	4,340,634
Medical research	-	501	-	-	501
Total Charitable Activity	1,027,023	161,711	2,900,163	252,238	4,341,135
Cost of generating funds	437,269	26,434	-	94,829	558,532
Commercial activities	8,268,439	3,037,801	-	1,868,602	13,174,842
Total Expenditure	9,732,732	3,225,945	2,900,163	2,215,669	18,074,509

7 Tangible Fixed Assets

	Leasehold Improvements	Loan Equipment	Fixtures & Equipment	Motor Vehicles	Total
	£	£	£	£	£
Cost					
Balance at 31 March 2024	2,125,930	1,003,229	1,542,544	123,725	4,795,428
Additions	28,940	-	77,693	-	106,633
Disposals	(4,682)	(424,804)	(2,295)	(85,130)	(516,912)
Balance at 31 March 2025	2,150,188	578,425	1,617,942	38,595	4,385,150
Accumulated Depreciation					
Balance at 31 March 2024	2,036,354	985,273	1,426,421	107,104	4,555,152
Charge for period	49,362	15,700	70,918	9,648	145,628
Disposals	(1,951)	(423,863)	(1,522)	(78,157)	(505,493)
Balance at 31 March 2025	2,083,765	577,110	1,495,817	38,595	4,195,287
NBV at 31 March 2025	66,423	1,315	122,125	-	189,863
NBV at 31 March 2024	89,576	17,956	116,123	16,621	240,276

8 Investments

All investments are in the United Kingdom. The cost of investments held at 31 March 2025, excluding high interest accounts, was £1,056,393 (2023/24 £1,056,393)

	Equity	Total
	£	£
Balance at 31 March 2024	1,860,453	1,860,453
Change in market value	42,314	42,314
Market Value at 31 March 2025	1,902,768	1,902,767
High interest accounts		1,266,701
Total Investments		3,169,468

Equities represent shares in a mixed investment fund selected to mitigate investment risk and are valued at market value. In addition we received small holdings in 4 developed market equities which we still held at the year end. The change in value includes all realised profits and losses on disposals in the year.

9 Debtors

	2025	2024
	£	£
Prepayments and accruals	466,658	240,136
Trade debtors	74,973	33,192
Other debtors	198,794	216,333
	740,425	489,661

10 Creditors

	2025	2024
	£	£
Trade creditors	498,562	609,652
Payroll creditors	133,398	140,644
Other creditors & accruals	1,352,158	990,770
Approved grants < 1 year	260,356	812,121
	2,244,474	2,553,187

11 Provisions

	Balance 31 March 2024	New in year	Released/ utilised	Balance 31 March 2025
	£	£	£	£
Provision for dilapidation	352,000	-	(11,798)	340,202
	352,000	-	(11,798)	340,202

The dilapidation provision is related to the closure of a warehouse in 2024 and was utilised after the year end in 2025.

12 Restricted Funds

The income funds of the Charity include restricted funds comprising the following unexpended balances of donations and grants held on trust to be applied for specific purposes. Sums are drawn down as and when specific expenditure occurs.

	Movement in Funds			
	Balance 31 March	Income	Expenditure	Balance 31 March
	2024			2025
	£	£	£	£
Equipment Grants	34,022	543,388	(483,422)	93,988
Motability Project	302,113	394,091	(306,315)	389,889
Loan Schemes	27,060	-	(27,060)	-
Play Therapy Pod Scheme	144,377	104,320	(148,697)	100,000
Dorothy Pamela Smith CIO	-	100,000	(31,510)	68,490
Children in Need	-	37,060	(37,060)	-
Other	1,011	5,000	(6,011)	-
	508,583	1,183,859	(1,040,075)	652,367
	Balance 31 March	Income	Expenditure	Balance 31 March
	2023			2024
	£	£	£	£
Equipment Grants	72,929	517,432	(556,339)	34,022
Motability Project	275,064	339,601	(312,552)	302,113
Newlife Emergency Appeal	1,013	1,294	(2,307)	-
Loan Schemes	184,862	5,800	(163,602)	27,060
Play Therapy Pod Scheme	137,991	139,479	(133,093)	144,377
Other	1,569	4,237	(4,795)	1,011
	673,428	1,007,843	(1,172,688)	508,583

Funds held for Equipment Grants are to be used to provide grants of essential equipment to families within the UK. Funds held under Loan Schemes are to fund equipment for our suite of emergency loan equipment that can be lent free of charge to those children and families who are in most need right now. Funds held under the Play Therapy Pod fund are to provide specialist development and sensory toys to children for a 12 week loan period. The motability project are funds held to provide support and equipment for families requiring assistance with mobility. In the year we started working with the Dorothy Pamela Smith Trust who have made a restricted donation to support a trial of a new programme providing play in the community.

13 Designated Funds

The income of the Charity includes the following designated funds which have been set aside out of unrestricted funds by the Trustees for specific purposes.

	Balance 31 March	New	Utilised	Balance 31 March
	2024			2025
	£	£	£	£
Equipment grants and loans	3,204,000	1,830,000	(3,204,000)	1,830,000
Helpline Operations	60,000	65,000	(60,000)	65,000
Volunteering	145,000	150,000	(145,000)	150,000
Campaigns	99,000	90,000	(99,000)	90,000
Play Therapy Pods	77,500	65,000	(77,500)	65,000
Charity Activity Reserve	500,000	-	-	500,000
	4,085,500	2,200,000	(3,585,500)	2,700,000

Prior Year Comparison	Balance 31 March	New	Utilised	Balance 31 March
	2023			2024
Equipment grants and loans	2,525,000	3,204,000	(2,525,000)	3,204,000
Helpline Operations	160,000	60,000	(160,000)	60,000
Volunteering	200,000	145,000	(200,000)	145,000
Campaigns	150,000	99,000	(150,000)	99,000
Other Projects	-	77,500		77,500
	3,535,000	3,585,500	(3,035,000)	4,085,500

Funds held under designations are for the operation of charitable activity for the next 12 months, this includes the provision of equipment grants and loans, the continued operation of the helpline service, running the volunteering team, supporting the campaigns department and additional costs relating to the play loan service which are not expected to be covered from restricted income.

As a matter of wise management the Trustees have established a reserve of £500,000 (2024 £500,000) to cover any unforeseen event that may impact the charity.

14 Reconciliation of Cash Flows from Operating Activities

	2025	2024
	£	£
Net movement in funds before taxation	(809,172)	(676,437)
Bank interest received	(18,348)	(11,697)
Dividends received	(21,500)	(13,113)
Depreciation	145,628	341,511
Change in value of investments	(42,314)	(161,264)
(Increase)/Decrease in debtors and prepayments	(250,764)	286,319
(Decrease) in approved grants	(551,765)	(40,995)
Increase / (decrease) in creditors and accruals	243,052	255,156
(Decrease) / increase in provision	(11,798)	352,000
(Profit) on disposal of fixed assets	(24,106)	(40,991)
Decrease / (Increase) in Stock	24,950	83,456
Net cash (outflow) / inflow from operating activities	(1,316,137)	373,945

15 Commitments Under Operating Leases

	Land & Buildings	
	2025	2024
		£
Total minimum lease commitments under operating leases :		
Within 1 year	446,976	463,107
Within 2-5 years	478,608	832,698
After 5 years	1,849	-
	927,433	1,295,805

16 Analysis of Group Net Assets between Funds

	Free Reserve	Designated Funds	Charitable Activity Reserve	Restricted Funds	Total	Total
	£	£	£	£	£	£
	2025	2025	2025	2025	2025	2024
Fixed Assets	-	189,863	-	-	189,863	240,276
Investments	3,169,468	-	-	-	3,169,468	3,100,577
Cash at bank	(707,007)	2,010,137	500,000	652,367	2,455,497	3,829,472
Other net current liabilities	(1,504,049)	-	-	-	(1,504,049)	(2,390,576)
Creditors > 1 year	(340,202)	-	-	-	(340,202)	(352,000)
Total	618,210	2,200,000	500,000	652,367	3,970,577	4,779,749

17 Free Reserves

These are unrestricted, undesignated funds which can be used as required to fund the future work of the Charity. At the 31 March 2025 these were £618,210 (2023/24 £185,675). These funds are the balance of what unrestricted income has not been designated or expended in the year. Activity has been prioritised to ensure the Charities continued ability to meet need.

Independent Auditors Report to the Trustees of Newlife

for the year ended
31 March 2025

Opinion on the financial statements

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2025 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

We have audited the financial statements of Newlife the Charity for Disabled Children ("the Charity") for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Charity Balance Sheet, the Statement of Cashflows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence

We remain independent of the Charity in accordance with the ethical requirements relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in

accordance with these requirements.

Conclusions related to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the Charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the Annual Report and Accounts, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion;

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is inconsistent in any material respect with the financial statements; or
- adequate accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Trustees' responsibilities statement, the Trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the Charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from

fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Extent to which the audit was capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Non-compliance with laws and regulations

Based on:

- Our understanding of the Charity and the sector in which it operates;
- Discussion with management and those charged with governance including the Audit Committee; and
- Obtaining an understanding of the Charity's policies and procedures regarding compliance with laws and regulations.

We considered the significant laws and regulations to be the Charities SORP (FRS 102) – second edition and the Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

The Charity is also subject to laws and regulations where the consequence of non-compliance could have a material effect on the amount or disclosures in the financial statements, for example through the imposition of fines or litigations. We identified such laws and regulations to be health and safety legislation and data protection.

Our procedures in respect of the above included:

- Review of minutes of meeting of those charged with governance for any instances of non-compliance with laws and regulations;
- Review of correspondence with regulatory and tax authorities for any instances of non-compliance with laws and regulations;
- Review of financial statement disclosures and agreeing to supporting documentation; and

- Review of legal expenditure accounts to understand the nature of expenditure incurred.

Fraud

We assessed the susceptibility of the financial statements to material misstatement, including fraud. Our risk assessment procedures included:

- Enquiry with management and those charged with governance, including the Board regarding any known or suspected instances of fraud;
- Obtaining an understanding of the Charity's policies and procedures relating to:
 - Detecting and responding to the risks of fraud; and
 - Internal controls established to mitigate risks related to fraud.
- Review of minutes of meeting of those charged with governance for any known or suspected instances of fraud;
- Discussion amongst the engagement team as to how and where fraud might occur in the financial statements; and
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.

Based on our risk assessment, we considered the areas most susceptible to fraud to be management override including the posting of inappropriate journal entries to manipulate financial results and management bias in accounting estimates. In addition, we considered revenue recognition an area to be susceptible to fraud, particularly in relation to the posting of journals to material revenue streams.

Our procedures in respect of the above included:

- Testing of journal entries throughout the year, which met a defined risk criteria, by agreeing to supporting documentation;
- A review of estimates and judgements applied by Management in the financial statements to assess their appropriateness and the existence of any systematic bias; and
- In addressing the risk of fraud through improper revenue recognition, we tested the appropriateness of certain journals to material revenue streams.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

Our audit procedures were designed to respond to risks of material misstatement in the financial statements, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery, misrepresentations or through collusion. There are inherent limitations in the audit procedures performed and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we are to become aware of it.

A further description of our responsibilities for the audit of the financial statements is located at the Financial Reporting Council's ("FRC's") website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

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. Our audit work has been undertaken so that we might state to the Charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity and the Charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Signed by:

 2F0712164E124B0
 Anthony McMellon
 BDO LLP, statutory auditor
 Birmingham, UK
 Date: 29 January 2026

BDO LLP is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

BDO LLP is a limited liability partnership registered in England and Wales (with registered number OC305127).

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

England & Wales - Charity number 1170125

Accounts



Annual Report and Accounts

2023/24



Together we can create a society
where **all disabled children have**
the opportunity to reach their
full potential.

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Chair of Trustees foreword

Times are more challenging than ever for disabled children and their families. That is the stark reality revealed by our largest ever family and professionals engagement project, which took place throughout 2023/24. Over the course of several months we spoke to and surveyed more than 1,100 families caring for disabled children, and professionals working with disabled children, about their experiences. And the picture painted was, sadly, a bleak one.

So, in these most difficult times, our commitment to ensuring disabled children are able to access the vital support they need, when they need it, is more crucial than ever.

We have grown our fundraising activity in the year, generating 5% more income, and have ambitions to grow this further in coming years. Despite a small decline in commercial income streams we have seen an increase in our charitable spend, with £4.3m going towards funding our services in 2023/24 (£3.7m in 2022/23).

In July 2023 we welcomed Fiona Robinson to the fold as Newlife's new CEO. Fiona brings with her a wealth of experience and expertise, and has already made significant strides in taking Newlife into a new era of growth. And as we look to develop our charity's services to better support the families who turn to us in times of need, we do so with the needs of those families firmly at the forefront.

As always, we could not achieve what we do and support as many families as we do without the tireless efforts of our colleagues, partners and donors - we are truly grateful for all that you do, every day. With your help we can continue to make a real and lasting difference to the lives of disabled and terminally ill children and their families. Thank you.

Clive Lewis - Chair of Newlife's Board of Trustees

Introduction

View from the CEO

I was delighted to join Newlife The Charity for Disabled Children as CEO in July 2023 and am incredibly proud of all the charity achieved during this year - and continues to achieve as we move forward.

Against a backdrop of ever-increasing need coupled with the continued difficulties families with disabled children are facing as they fight to ensure their children can get the essential equipment and support they need, Newlife has been able to provide more help than ever through our services.

During 2023/24, we increased our charitable service reach by a staggering 38%, surpassing our already-ambitious target by offering more than 19,100 instances of help to disabled children and their families and committing more than £2.9 million in equipment grants and loans to ensure children receive the vital equipment they need, when they need it most.

Over the past few months Newlife has undertaken its largest stakeholder engagement project to date, reaching out to over 1,100 families and healthcare professionals to gauge opinions on Newlife's services and the state of the nation for disabled children as a whole. The response has been truly eye-opening, and is helping us to define a longer-term strategic direction for the charity to further help us deliver the best level of service and improve outcomes for disabled children.

There is no denying that times are more challenging than ever for families with disabled children; our research revealed that just two in five families felt their child had all of the equipment they needed to live a fulfilling life. In the face of such difficulties, it is more important than ever that Newlife is able to continue meeting the needs of disabled children across the UK.

Going forward, the results of this stakeholder engagement will also inform our 'state of the nation' campaign report called 'Fight for our Future' which will be released early in 2024/25 with the support of leading charities such as Whizz Kidz, Family Fund, British Healthcare Trade Association, Caudwell Children and the Disabled Children's Partnership along with the support of the Royal College of Occupational Therapists. **Through our campaigning we are committed to one goal; to make sure that disabled children and their families are a priority to decision makers.**

But we couldn't do any of this without the hard work and dedication of our colleagues and volunteers; our people are one of Newlife's strongest assets. We are also incredibly grateful to our Board of Trustees who generously donate their time and knowledge, and to our supporters, corporate partners and donors, without whom we could not continue our vital work.

The charity is embarking on a period of growth and transformation across the board. I'm honoured to be at the helm of that growth, and looking forward to seeing where the next financial year will take us.

Fiona Robinson, CEO



All about Newlife



Our Vision

That every disabled and terminally ill child and their family get; the equipment they depend on, the quality of life they deserve, the caring support they need and the chance to fulfil their potential.



Our Mission

Together we will make life better for disabled and terminally ill children and their families.



Our Values

- **Always compassionate and deserving of trust – in all we do.**
- **Making things happen – for those we serve.**
- **Leading in our field – to make things better.**
- **People at our heart – every day.**

Our charitable activities

Newlife exists to positively change the lives of children with disabilities and terminal illnesses. We do this by providing thousands of items of specialist equipment each year, often in urgent or crisis situations.

We offer valuable information and support to families through a dedicated nurse service including our very popular Nurse Helpline. We campaign to give disabled children and their families a voice and we also offer fantastic opportunities for adults and young people with a disability to meet new people and learn new skills through our growing volunteer programme and employment opportunities at Newlife.

A review of how we met our objectives for the year are included in our detailed review of services to follow.

Across Newlife Our year in review

Our year in numbers

In 2023/24, we provided...



16,048
instances of help
through our nurse
service



1,384
Play Therapy
Pod loans

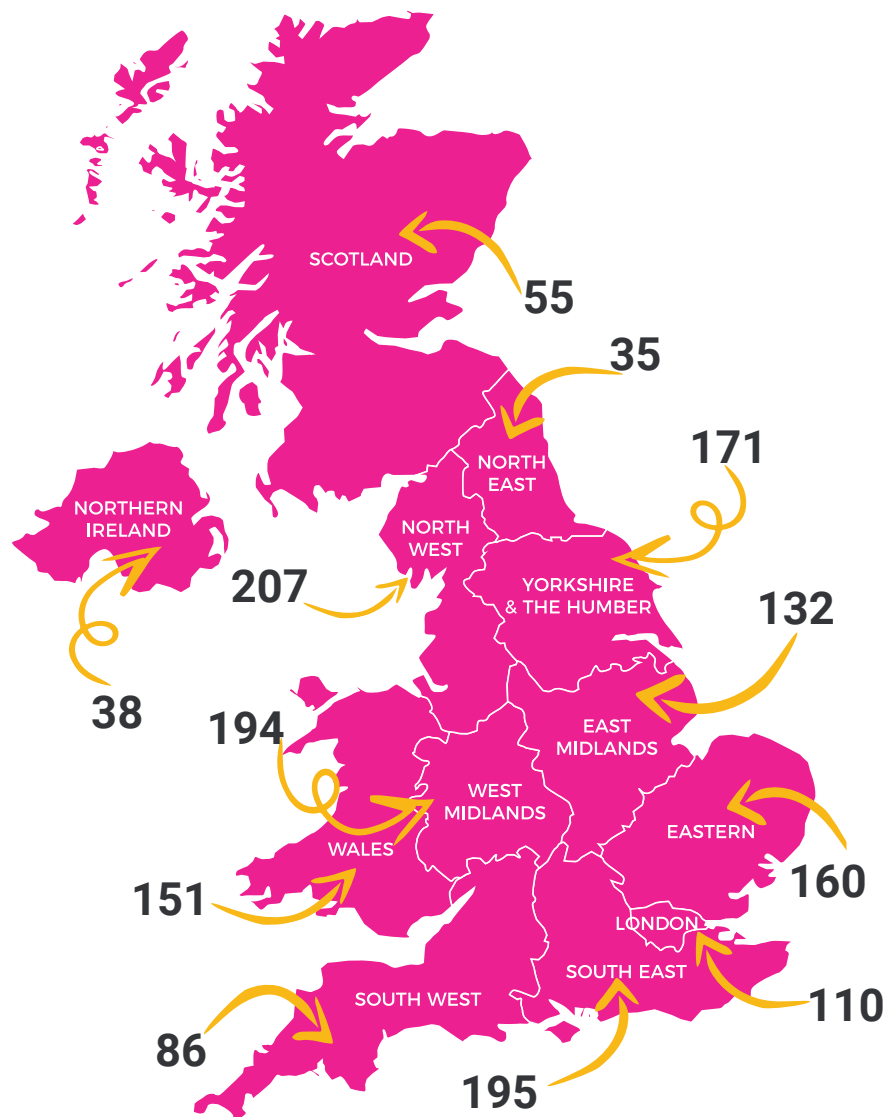


153
Emergency
Equipment
Loans



1,534
Equipment
Grants

Grants Provided



In 2023/24 we collected
1,870
tonnes of clothing,
textiles, footwear
& homeware.

13,670
volunteer hours in
2023/24 across a range
of departments.

£80,110
was donated in
till-point round ups
in 2023/24

2023/24 Objectives

Increase our charitable service reach by providing over 19,000 instances of help.

Despite this being an ambitious target, we helped over 19,119 (2022/23 13,802) disabled children and their families through our charitable services in 2023/24, a 38% increase on the prior year.

Increase our equipment provision and provide 1,320 equipment grants.

We provided a staggering 1,534 equipment grants in 2023/24 (2022/23 1,139), a 35% increase on the prior year.

Support children in emergency situations.

We ensured that where there was an urgent need, we responded, often when no-one else could. Newlife provided 153 Emergency Equipment Loans to children in crisis situations and we 'fast-tracked' 667 equipment grant applications where there was urgent need. Our emergency support often helps children who are not safe, are in pain, have no awareness of danger or are life-limited.

Extend our nurse helpline service and deliver over 16,000 instances of help.

In 2023/24 we met our target, delivering 16,048 (2022/23 10,898) contacts to our nurse service, an increase of 47% on the prior year. To meet this expected increase in demand, we successfully launched the Newlife nurse reception service in October 2023, ensuring that more calls to our helpline service were answered and vulnerable families were provided with the emotional and practical support that they needed.

Develop our Sensory Play Service.

In 2023/24 we delivered 1,384 (2022/23 1,380) sensory toy pods, a small increase on the prior year, enabling disabled children to develop new skills, helping to distract from pain and providing families the chance to play and have fun.

To further understand the needs of disabled children and their families.

In 2023/24 we launched our largest ever beneficiary and professional engagement project, resulting in the completion of over 1,100 surveys and multiple focus groups providing us with valuable insight into our existing services and future plans, and revealing the barriers that families currently face.

Continue to give disabled children and their families a voice.

In 2023/24 we met with various decision makers including the shadow minister for disabilities, and worked tirelessly to analyse the current reality for disabled children and their families so that in 2024/25 we will be able to launch our state of the nation report; 'Fight For Our Future'. In 2023/24 we worked collaboratively with various like-minded charities to identify current problems and solutions, many of whom will support and endorse the campaign report.

Grow Volunteer Support.

We experienced growth in corporate team participation this year, with over 800 hours contributed by corporate groups. Additionally, we are proud to have maintained a consistent number of dedicated regular volunteers. Looking forward, our efforts will focus on expanding and strengthening these engagements to achieve even greater impact in the future.

Continue to grow and diversify income.

The growth in income for the year was driven by a strong performance in corporate income, an area we are actively investing in, along with an expansion in our events portfolio. Customer engagement in our stores was also a key focus, with over £80k raised through our till round-up initiative alone. Additionally, we continued to strengthen our relationships with trusts and foundations, which remain the cornerstone of our income.

Operate good governance.

We continued to ensure we operated with the highest standards of governance, ensuring accountability, transparency, and ethical management of resources to achieve our mission effectively. Our governance framework supports clear decision-making, financial oversight, and compliance with all legal and regulatory requirements.

Improving employees experience.

We want to continue to build an inclusive, engaging and enjoyable working environment where all of our people have a say in what we do and how we do it. We will continue to consult with our staff through staff surveys and listening groups as well as introduce social activities and wellbeing support. We will look at new ways to reward and recognise team and individual achievements including length of service. We will also look to roll out new performance review processes to bring greater consistency to managing our people and ensuring their work matches our organisational priorities and values.



Our services

Equipment Grant Service

Newlife believes that all children should have the chance to fulfil their potential and live their fullest possible lives. Sadly this is not a reality for many children with a disability. A Newlife survey completed by over 800 families in 2023 revealed that only 2 in 5 families felt that their child has all the specialist equipment they need to live a full life.

It is harder than ever for many families to get the essential equipment they need. There are not enough professionals working within Health and Social Care, this means that there are long delays for assessments and therefore not enough is being spent through a process which takes far too long.

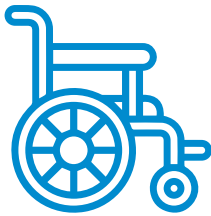
All this uncertainty means that many disabled children are going without.

Staggeringly, 100% of over 100 families surveyed who received equipment from Newlife told us that without Newlife, it is unlikely they would have been able to get the equipment they needed. This is both worrying, but also highlights the vital work of our equipment service.

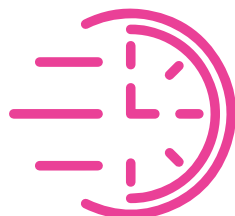
Equipment has the power to change lives, to reduce pain, prevent conditions from worsening, improve mobility and thus independence, enable a child to talk to their parents or friends and help the whole family have a good night's sleep.

What we did

Against a backdrop of families finding it increasingly difficult to get the equipment and support they need, Newlife has stepped up its Equipment Grant Service.



1,534 equipment grants provided in 2023/24.



44% were 'fast-tracked' due to an urgent need.



867 grants were provided through our 'quality of life' grant service.

The impact

86%

of families surveyed felt their child was **safer** after they received their equipment.

81%

of families surveyed felt their child was more comfortable and **in less pain** after they received their equipment.

75%

of families who were provided a bed told us that they felt **their child slept better** after they received their bed from us.

These are all things that many of us take for granted and yet for a disabled child, these are the everyday things that they strive for more than anything else. We know that our equipment helps disabled children and their families to feel this way. **Equipment transforms lives**



80%

of families surveyed felt their child had more **independence**, and were more able to do the things and go to the places they wanted to go to after they received their equipment.

Rudy's story

A powered wheelchair has opened up the world for 11-year-old Rudy Cole who lives in Cardiff, allowing him much more freedom and independence to enjoy outdoor activities with his family and friends, as well as keeping him more comfortable and pain-free.

When Rudy was born, he had multiple very rare benign tumours, called haemangioma, on his body and face which were filled with blood and fed by blood vessels. These tumours were also growing on some of his organs, his spinal cord and throughout his brain. Unfortunately, when he was just one week old the tumours in his brain bled significantly and left him fighting for his life.

Rudy thankfully pulled through, but he was left with considerable damage to his brain. Although the haemangiomas have now all gone, Rudy has weakness in the muscles on his right side, generally floppy muscles throughout his body and global delay which means he has very little speech and can't walk. He also developed drug-resistant epilepsy when he was six months old and was having countless number of seizures each day until he recently

underwent brain surgery as a 'last resort' to try and reduce his seizures – which so far seems to have worked.

Using his old NHS wheelchair was uncomfortable for Rudy and caused him pain. It would also bounce him around if it went over the slightest bump, which made it too difficult to take Rudy anywhere the terrain was anything other than smooth and flat. Rudy was also unable to self-propel his old wheelchair, so needed to be pushed everywhere, which as he grew was becoming increasingly difficult. But thanks to the help of kind-hearted donors, a powered wheelchair now means Rudy has a really comfortable wheelchair he can go many more places in.

Mum Amy said: "The new wheelchair is so much better and enables Rudy to do so much more. It's brilliant to use outside and it can be used on the beach, we can go to farms now because it can handle the rougher, muddier terrain, and we can go strawberry-picking as a family too and he can go and watch his cousin play rugby – which he's never been able to do before.

Our services

Equipment Loan Service

Simply put, this is a crisis service for children who are terminally ill, life-limited or cannot be discharged from hospital without the specialist equipment they need. In short, they 'just can't wait' for the equipment they need. They can't afford to wait for the months and even years it can take for an assessment of their needs through local services.

That is why Newlife's emergency equipment loan service was developed. We can loan equipment that is needed to families in these circumstances within just a couple of weeks and sometimes within days. This is the only equipment emergency service that we are aware of that operates so quickly and responds to this urgent need.

The impact



Children can sleep safely at home with the specialist beds they need.



Children are no longer stuck in hospital because they don't have the specialist equipment they need to be discharged.



Life-limited children and their families can create memories and enjoy precious time together with the essential equipment they need.



153

Emergency Equipment Loans provided in 2023/24

Our target was to continue to help children and families by providing emergency loans to families most in need.

In 2023/24 we provided 153 Emergency Equipment Loans (2023/24 385) at a cost of £171,000. The reason that the service has provided less loans this year compared to previous years is that we have re-prioritised this service for emergency loans only for children, simply put, who cannot wait for the equipment they need.



97%

of families who received equipment from Newlife rated the service either **excellent** or **good**.

Esmie's story

One-year-old Esmie Butler can leave her home in safety and comfort to attend vital medical appointments and enjoy time with her family, thanks to the loan of a specialist buggy from Newlife.

Esmie, from Burnley in Lancashire, was diagnosed with a brain tumour at just two months old. But after enduring five major surgeries to remove as much of the tumour as possible and spending the first six months of her life in hospital, she was left waiting for an assessment date to see if she is eligible for a specialist buggy more than six months after being referred. Struggling to leave their home to even attend hospital appointments, the family turned to Newlife for help.

Esmie urgently needed a specialist buggy that could support her safely and comfortably and prevent her condition further deteriorating, which would allow the family to leave the house to go to regular hospital appointments and into the local community. Newlife was able to provide her with a specialist buggy to meet all her needs through its Emergency Equipment Loan service, while the family waited for their local health and social care services to provide long term equipment.

Esmie's mum, Sophie Bullas, said: "Without Newlife we would have been stuck. We really struggled to get out of the house, but with the loan buggy we were easily able to go to her regular hospital check-ups and she could sit in it if we went for a family meal as high seats aren't supportive enough for her to use.

"Initially, advice we were given was just to prop her up, but that would just lead to further medical issues for her. The buggy from Newlife has extra chest straps which support her and ensure she doesn't develop a curve in her spine.

"Luckily, because I work with children who have special educational needs, and because of Esmie's Occupational Therapist, we had heard of Newlife and were able to get in touch with them to apply for the loan buggy – I don't know where we'd be without them.

"I don't know many people that could afford to just pay thousands for a buggy or wheelchair, especially as you need to keep getting new ones as they grow, and that's just one item that a disabled child might need. It's a lot of stress to constantly try to sort everything out all the time."

Our services

Nurse Helpline

Newlife’s dedicated Nurse Helpline is there to help families when they are in the most need and they don’t know where or who to turn to.

Whether families need support understanding a recent diagnosis, need information on how and where to go to access support or ask for an assessment, or just need a friendly and caring person on the end of a phone to provide that emotional help, our nurses are there for our

families. No two families have the same needs, so the information and support is tailored to each child and family.

Many families continue to feel isolated and abandoned, unable to speak to professionals as there is a shortage of key health and social care professionals with many vacancies currently unfulfilled. This is why our professional Nurse Helpline service is trusted and is so popular.



16,048
instances of help
through our Nurse
Helpline service

47%
increase of
instances of help
from 10,898 in
2022/23

In 2023/24 we have seen a significant increase in calls to the service, to the extent that we have now opened a Newlife nurse reception service that is available for longer hours, to ensure that we can answer more calls. Therefore, we were able to provide 16,048 instances of help through our nurse service compared to 10,898 in 2022/23, an increase of over 47%. But its not just about the numbers. The quality of the service is so valued as one mum said:

“From start to finish Newlife have been amazing, even offering emotional support when needed. They provided us with a buggy at a time we needed it due to adopting another child. I can’t thank the team enough.”



Hayley's story

The Nurse Helpline is the first contact families have with Newlife and the team are available to support families with a wide range of needs, from updates on applications to signposting to other services and providing information specific to their child's condition. But they are also there to provide emotional care and support to family members who are struggling to cope.

Hayley Byatt initially called Newlife's Nurse Helpline a few years ago to speak about applying for a specialist bed for her 11-year-old son, Oliver, who has severe autism, is incontinent and non-verbal, apart from being able to say 'Peppa Pig'. His condition was worsening and making it difficult for him to sleep, which meant Hayley couldn't sleep either, making life feel overwhelming for the single mum who was trying to cope with everything alone.

However, she soon found that the nurses she spoke to were also able to provide the sympathetic ear and support she needed.

Since then, Oliver has received another bed from Newlife as he has grown, and uses the Play Therapy Pod service which provides specialist toys

to help his development, which Hayley says he loves. She has also been receiving support through the Nurse Helpline in a wide variety of ways, including signposting to other services and mental health support for herself.

Hayley said: "Initially I was referred to them to speak about a bed for Oliver, but they went above and beyond – they couldn't do enough to support me. The nurses on the helpline are so sympathetic and supportive, they are wonderful.

"It's hard to do everything on your own, but the nurses make the service so straightforward and easy, and if I'm feeling low and can't cope, they are always happy to speak to me. They are always professional, but also friendly and supportive and I've been crying out for people like this to support me.

"They also follow up with calls to make sure I'm ok and that I'm coping - and I always feel like they really want to help me. That makes a big difference to me."

Our services

Play Therapy Pod Service

Newlife’s Play Therapy Pod Service is a free loan service, that provides specialist toys for a 12-week period. The toys are suitable from birth through to 18 years of age and each box contains a selection of specialist toys that can teach various key skills such as cause and effect, assist with developing hand-eye co-ordination, promote understanding of balance and movement as well as helping with the development of motor skills and stimulating audio and visual senses.

At Newlife we also understand the importance of play for building relationships. Sensory toys

help children interact with parents, carers, grandparents, siblings and friends which is, for many, a challenge. Most importantly, this service helps a lot of families have fun together! Specialist toys can be so expensive, so we have created this unique and fun loan service as a way for families to ‘try before they buy’. We have heard from so many families who have told us that their child has really liked one particular toy from our pod and so they are able to confidently go out and purchase that toy knowing that their child will enjoy it. The impact from this service has been truly astounding.

The impact

We asked our families who received our Play Therapy Pods to complete a short survey. It is clear that the impact of these short loans is profound for both the child and the whole family.



1,384
Play Therapy Pods
provided in 2023/24

“Sensory toys are extremely expensive and because our child can't communicate it's impossible to know whether or not he would like a toy. Newlife Play Therapy Pods have changed our lives because we can borrow these amazing toys to figure out what's needed. We use the toys to improve attention span, to tickle curiosity and to increase awareness. They are marvellous.”



86%

of families surveyed in 2023/24 told us that they received suitable toys that their child liked and supported their specific needs.

Amelia's story

Two-year-old Amelia Pepper is looking forward to being able to play with her new baby brother - thanks to the loan of specialist sensory toys from Newlife.

Described by her mum, Sian, as 'a true miracle', Amelia's unique genetic sequence means she faces an uncertain future. As a result of her condition, she needs to be tube-fed as she's at high risk of breathing fluid into her lungs, is partially sighted and decreased muscle tone means she can't sit up on her own, walk or crawl.

But her head control is developing and despite doctors believing she would never speak, she now says a few words, including mum, dad and hello.

Mum Sian said Amelia's favourite time is when she's in her sensory room in their Nottingham home - which was fundraised through family and friends - playing with toys from Newlife's Play Therapy Pods.

She said: "The sensory toys on loan from Newlife are great additions to the room and really help her development - it's lovely to see her interact, play and learn. The toys always arrive quickly and it's a lovely surprise to see what's in the box - there are so many kinds of pods and toys to explore!"

Amelia's favourite toy so far from the Play Therapy Pods is an elephant with switch buttons attached which she can tap with her fingers and toes to make it sing songs and wiggle its ears. She also enjoys colourful toys with music and lights which help incorporate play in her day-to-day development. This has helped her be able to track things with her fingers as well as her sight and develop her hand and eye coordination and head control.

Sian added: "There are so many toys we just wouldn't have known about without the loans from Newlife. They help us discover what really appeals to Amelia, which can sometimes be a real surprise, and there have been several which have made it on to her Christmas and birthday lists as we know she gets a lot out of them, which with the current cost of living is better than buying things we don't know for sure she will enjoy.

"Newlife's sensory toys are also a great distraction when she's in pain or we are waiting for appointments, especially little toys which encourage her to use her hands."

With a new baby brother for Amelia, the sensory toys also mean Sian and dad, Callum, can look forward to seeing their children play together, helping them to interact and build their own bond.

Summer's Story

Summer from Newcastle-Under-Lyme has a genetic condition so rare the seven-year-old is the only person in the UK to have it, leaving her abnormally tall for her age and unable to walk or communicate. Despite this, she has been waiting for a suitable wheelchair from her local wheelchair services for almost two years.

A buggy or wheelchair is vital for Summer to leave her home with mum Larissa, but despite being referred to their local wheelchair services in September 2022, they still haven't been provided with a suitable wheelchair.

When the too-small buggy they had been using broke completely in half, Summer was unable to leave her home, until her mum, Larissa, turned to Newlife and we were able to provide her with a suitable buggy through our Emergency Loan Service.

Emergency loans of equipment from Newlife are usually for six months, but Summer's loan has now been extended twice – and they are still no closer to having permanent provision from their local wheelchair service.

Larissa said: "Having a wheelchair is the biggest thing for us, so I don't know what we would have done without Newlife helping us. Without this buggy Summer couldn't go to school, medical appointments or leave the house for anything.

"A wheelchair from statutory services is the bare minimum Summer is entitled to. It's not fair that it's been such a battle to get something that's suitable for her needs. It's just not good enough that she's still waiting – we're now back to having an assessment because it's been so long."





Campaigning Giving a voice to disabled children and their families

It has never been more important to represent the voices of disabled children and their families, many of whom are extremely vulnerable and in desperate need of support, as we have highlighted in this report. It is also true that many families are struggling now more than ever to get this essential support that they need from their local health, social care and education services. This is why Newlife remains committed to campaigning for change.

In 2023/24 we have:

- **Continued to meet many MPs and Ministers** to grow support to promote the interests of young people with disabilities.
- **Chaired a working group meeting** of like-minded charities to identify the problems faced by families of disabled children and to identify potential solutions.
- **Submitted various Freedom of Information requests** to all health and social care authorities on assessment waiting times and equipment spend. We then analysed the data to identify key themes.
- **Started work on our 'state of the nation' report called 'Fight for our Future'** which will be released early in 2024/25 with the support of leading charities such as Whizz Kidz, Family Fund, British Healthcare Trade Association, Caudwell Children and the Disabled Children's Partnership along with the support of the Royal College of Occupational Therapists.



We've surveyed and interviewed over

1,100

families and professionals working within health and social care to reveal the true picture, and to find out what needs to change.

"My son now has scoliosis because we spent nine months waiting for a new wheelchair to support his posture. By the time they did it, his spine had gone. Now he's in a back brace 20 hours a day and he's possibly going to have spinal surgery when he is 12 because he did not get the postural care we needed in time."

– Parent surveyed

"There is a major lack of funding for children with additional needs. We rely on charities for equipment when this should be provided by the local council."

– Family surveyed

In the election year we are committed to one goal; to make sure that disabled children and their families are a priority to decision makers. We understand that the number one priority of all parents is to ensure that their child's needs are met, allowing them to grow and flourish, to enable them to reach their potential.

It sounds simple, but parents and carers have, for too long, been trying to meet this priority within a system that is doing all it can to undermine them, that is preventing them from meeting their child's most basic needs, that does not in the eye of too many families, see their child as a priority. This is the lived experience of too many disabled children and their families, and it is simply not acceptable.

This is why Newlife has been working tirelessly to better understand the scale of the problem, the systems that have been failing disabled children and their families and to identify what solutions are needed to bring about the change that is needed.

Looking forward

In 2024/25 we will produce and release our campaign report **'Fight for our Future'** and work with charities and decision makers to highlight the problems as seen by disabled children, their families and the professionals that work within health and social care and the solutions that we believe can bring about the change that is needed.



Volunteering

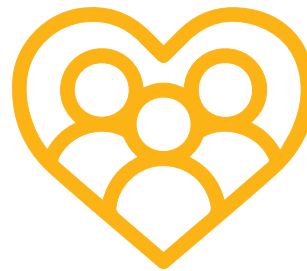
Volunteering at Newlife is an exciting and fulfilling opportunity. Not only can volunteers gain new skills, confidence and experiences throughout their volunteering journey, but our volunteers also make a huge difference to the lives of disabled children and their families across the UK.

A large proportion of our volunteers (over 50%) have been with Newlife for more than five years. We were delighted to recognise five volunteers who reached their ten-year milestone this year.



13,670

Overall volunteer hours in 2023/24 across a range of departments including the Opportunity Centre, retail stores and warehousing.



148

Overall number of volunteers.

Skills and integration for disabled adults

We believe it is crucial to give disabled young people and adults, who can easily be excluded from society on grounds of their disability the support, training and workplace experience they need. Our volunteering programme helps volunteers to develop new skills, meet new people and create new opportunities as well as ensure more people can benefit from the gift of volunteering.

5,300

hours were given by adults with additional needs





Corporate volunteering

In 2023/24 we have seen a large increase in the number of Corporate Volunteering enquiries and participation. This has mainly been driven by our Charity of the Year partnerships with Paragon Bank and Platform Housing Group, who have both contributed with regular volunteers, coupled with our popular offsite events.

Our largest contributions came in October and November when we welcomed volunteers to assist with our Black Friday preparations and our School Uniform initiative. Newlife supported 108 schools across the UK by providing free school uniforms donated by our retail partners. Volunteers were instrumental in processing the stock and fulfilling uniform requests. We extend a special thank you to everyone who contributed, including HomeServe, JLR, OSB Group, QBE, Unity Bank, Irwin Mitchell, CL Medilaw, Veolia, and Lloyds Bank.



Partnerships we have built

- **Hednesford Valley High School** a SEN school in Cannock, who were able to place four students during term time for weekly sessions in our Opportunity Centre.
- **Queen Alexandra College Birmingham** offered opportunities for students to work in our Yardley retail store. We have three active volunteers at the Yardley store who regularly give their time.
- **Shaw Trust** have helped to promote volunteering in the Cannock area. This has led to many new referrals and Shaw Trust providing an offer of employability workshops for our existing volunteers.
- **Job Centre** career events have enabled us to spread awareness of Newlife and the volunteer opportunities we have available that can support people back into paid employment.



We recognise that working with our volunteers enhances our effectiveness, and we strive to ensure that volunteers gain the most from their experiences.

In 2024/25, we will be developing our future strategy to support growth and to identify new ways we can build on our current programme, ensuring volunteering is inclusive, meaningful, and impactful.

Fundraising

Our approach to fundraising

In order to respond to the changing landscape of fundraising and to meet future demand and growth of services, we continue to build on our existing relationships as well as maximise income from three key areas: corporate, charitable trusts and community. All fundraising activity is carried out by skilled, professional, paid in-house fundraisers.

We operate in a transparent and open manner as well as to protect members of our community and supporters who may be vulnerable. To support this, the following fundraising policies are in place and regularly reviewed with key policies also published on our website:

- **Gift Acceptance and Refusal**
- **Partnering with alcohol companies**
- **Protecting vulnerable people while fundraising**
- **Dealing with fundraising complaints**

Events Portfolio Expansion

As part of diversifying our income this year, we focused on growing our events portfolio, securing places in the London Landmarks Half Marathon and being the nominated charity for the Cannock Chase Running Festival. Additionally, we successfully rolled out the second year of our national fundraising day, Sparkle Day.

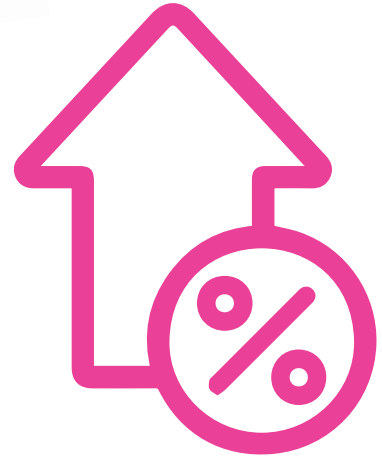


Fundraising income for 2023/24 achieved

£2,178,895

Corporate Partnerships

Corporate income saw an **increase of 90%** compared to the previous year. We secured charity partnerships with Paragon Bank, Platform Housing Group, and several other organisations. Corporate volunteering hours also grew in **2023/24, totaling over 850 hours.**



Trusts and Foundations

Income from trust and foundations grew in the year and we secured income from 24 new charitable trusts this year. Notably, we received over £25,000 from three of these new donors: The Jane Hodge Foundation, The Matchroom Charitable Foundation, and St James's Place Charitable Foundation.



Motability Foundation Funding

The year 2023/24 marked our second year of funding from the Motability Foundation. This funding has enabled Newlife to provide equipment and advice and deliver 85 specialist buggies or wheelchairs to children aged 18 months to 18 years across the UK. The range of life-changing equipment provided includes:

- **A powered wheelchair** with an up-down riser for an 11-year-old, enabling access to various heights at secondary school and fostering independence.
- **A twin buggy** for a parent with two disabled children, facilitating school walks and outings.
- **A lightweight chair** for a five-year-old with a muscle-wasting condition, allowing her to wheel herself around and maintain muscle strength.

The impact of this equipment is significant, and this transformational partnership helps us support children and young people across the UK.



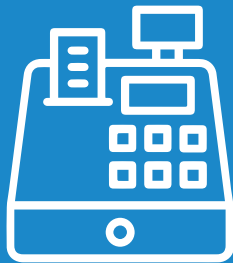
Retail

The main source of income in the year relates to the commercial activities of the charity from the recycling of donated products sold through the charity's network of retail locations.

Joining forces with well-known high street brands has allowed Newlife to do something unique: sell brand new clothes at a fraction of the original price.

Brands play their part by donating surplus stock, increasing its lifespan and preventing it from ending up in landfill. Stock is then processed and sold in Newlife's portfolio of stores across the UK, and online through the Newlife Online and eBay stores.

And every purchase made in Newlife stores or online makes a difference, with 100% of our profits going to help disabled children and their families access much-needed specialist equipment.



Till point round-up donations in
2023/24 totalled

£80,110



Retail Highlights

- There were anniversaries across the portfolio as our **High Wycombe store celebrated one year of trading** on 28 July 2023, while our **Moreton store turned five** on 31 July 2023.
- Newlife's school uniform initiative saw **12,000 items** of clothing and shoes processed and **donated to more than 100 schools in need**. The initiative saw a combined effort from the retail, volunteering, and communications and marketing teams to ensure delivery.
- **Newlife Online** received an overhaul in order to improve the customer experience, and had its **most successful Black Friday week ever**.
- A **Newlife 'pop up' shop** opened in Stoke-on-Trent in the Potteries Shopping Centre for a six-week period receiving PR coverage on local BBC radio and in the regional newspaper.
- Bridal sales events in June and October 2023, and January and March 2024 proved successful.

Sustainability impact

We divert thousands of unrequired commercial products from landfill and incineration. We work with hundreds of well-known and well-respected high street stores, designer labels and supermarkets to help them reduce their surplus waste, to find ways to re-use this product, honouring the energy resources that went into its creation and recycle it, when it cannot be reasonably re-used, recycling as much of the raw materials as possible.



In 2016, as Newlife became a CIO, Newlife added a new object to its constitution to protect and preserve the environment for the public benefit through waste reduction, reuse, reclamation and recycling.

Any items that cannot be resold, we recycle using qualified and trusted partners to recycle as much as possible of the raw materials, often to create new products.

How do we do this?

We take stock such as clothing, bags, shoes, accessories, soft furnishings, electrical items and homewares that are no longer wanted/required by UK and European retailers. We organise to pick it up from location if required. We then assess the stock through our warehouse operation, to see if it can be reused, if so then we will take out the labels in line with the donors' wishes and make it ready to be sold in our retail stores across the West Midlands, East Midlands, North West and the South West.

The recycle and re-use of this product sits within Newlife's commercial division. All profits from the commercial division are spent on our charitable aims, helping to change the lives of disabled and terminally ill children.

- In **2023/24** we collected over **1,870 tonnes of stock**.
- **All stock** was sold, donated to good causes or families in need or recycled **saving the product from landfill**.
- We worked with **113 brand partners**.



In 2023/24 we collected

1,870

tonnes of clothing,
textiles, footwear and
homeware



Looking ahead

Objectives for 2024/25

In 2023/24 we provided help or assistance on 19,119 occasions – we remain focused on supporting those most in need of our services and plan to reach as many disabled children and families as possible in the next financial year.

Help 20% more children and their families

Overall we are **targeting to help 20% more families or children**, whether it be with a much-needed grant of equipment, equipment loaned in emergency situations, a dedicated professional to speak to on our Nurse Helpline or through the provision of toys to help children develop and learn. This equates to a target of more than **22,900 occasions of help**. We commit to staying agile to ensure we meet the needs of our families in the most appropriate way.

Continue to listen

During the current year we have undertaken our largest beneficiaries and professionals stakeholder engagement project to date. In 2024/25 we will take what we have learnt and develop our services in ways that families really want and need. We are going to launch a new Family Champions board to ensure we remain close to our families, listening to people with real experience of the issues being felt and ensuring their thoughts are considered as part of future decisions we make on services and provision.

Launch the 'Fight For Our Future' campaign

All children deserve the right to live a life free from pain and the ability to fulfil their full potential. **Yet too many of the 1.6 million disabled children in the UK are being routinely let down as they lack access to crucial support and specialist equipment such as wheelchairs, buggies and beds.** These children are left to suffer in pain, with their safety compromised and isolated from the world. For many, they are denied the opportunities we all take for granted, including the chance to go to school, develop skills and independence for the future or to even leave the house safely. To highlight these issues, we are going to launch our new campaign, **Fight for our Future** – calling on the Government to implement a series of cost-effective reforms which will break down these barriers and build a better future for disabled children.

Grow and diversify income

In order to achieve our charitable aims we will continue to grow and diversify income by finding new ways to reach more customers. Following the successful trial of the pop-up model, we will seek to expand this way of selling by taking Newlife on the road.

Train and grow our team

As we grow as a charity, we will renew our commitment to the training and development of our staff through the introduction of apprenticeship schemes and other training resources **to help our staff grow with us.**

Trustee Thank you

The Trustees are grateful to the hundreds of donors who choose to support Newlife. Through generous donations, Newlife can respond to the thousands of requests for emergency and quality of life equipment, as well as specialist play therapy toys, each year. We are particularly grateful to:

The Bernard Lewis Family Charitable Trust who continue to provide vital support to Newlife.

The Motability Foundation for provision of specialist wheelchairs and buggies to help us bring freedom and independence to children, young people and their families.

The Marian Elizabeth Trust for their ongoing generous support for our Play Therapy Pods, enabling children and families to experience the joy of play.

The Jane Hodge Foundation for their grant towards providing specialist equipment to improve the lives of disabled children in Wales.

The Matchroom Charitable Foundation, The David Family Foundation and The Edward Gostling Foundation for their grants towards specialist equipment to improve the lives of disabled children across the UK.

The Maureen Boal Charitable Trust for continuing to support specialist equipment in Northern Ireland, to improve the quality of life for disabled children and families.

St. James's Place Foundation for their grant over the next two years to support specialist equipment to improve the quality of life for children across the UK.

The Pilkington Charities Fund for supporting equipment for children in Merseyside.

The Bruce Wake Charitable Trust for their grant towards the provision of specialist wheelchairs.

River Island who continue to generously support us through the carrier bag charge scheme with a donation made to Newlife for every plastic bag sold in store.

The February Foundation for their generous contributions towards our work over the past 14 years.

The Hugh Fraser Foundation who have supported our work for 10 years, helping us to reach children and families in Scotland.

The Barcapel Foundation for their two generous grants this year towards specialist equipment for children in Scotland.



Financial Review and Results

Financial Review

Income

Overall, incoming resources for the year to 31 March 2024 was £17.2m (2022/23 £17.7m) a 2.4% decrease over the prior year.

Commercial income is generated from goods donated by our retail brand partners. These goods are either sold through the Charity's various retail locations or recycled for their raw materials. All the goods are donated to benefit the Charity by companies, mainly retailers, but also manufacturers and wholesalers. Gross commercial income for the year was £15.0m (2022/23 £15.6m).

In addition, the Charity continued to receive both restricted and unrestricted non-capital donations during the year. These donations have been received from individuals, groups, trusts, foundations, companies and other organisations. Income in the year from donations and legacies and fundraising activity was £2.2m (2022/23 £2.1m) an increase of 5%.

Interest and Investments income is generated from the handling and/or investment of funds held by the Charity. A policy on investment exists to control any risks associated with this. Income remains low in the year at £24.8k (2022/23 £7k) due to a cautious investment policy being pursued to protect the Charity's assets using a mix of low and medium-risk investments causing a reduction in interest and dividends.

Expenditure

Newlife expends resources in a number of ways:

Expenditure on Raising Funds – these costs relate to the investment made in generating income to achieve the aims of the Charity. These costs are split between those in relation to the commercial operations and those relating to fundraising.

In the year these costs totalled £13.8m (2022/23 £13.3m), with £13.2m (2022/23 £12.7m) in relation to commercial operations and £0.6m (2022/23 £0.6m) in relation to fundraising activity. Costs relating to the commercial operations have

increased by 3% over the prior year. Costs of fundraising have increased by 2% over the prior year. During the year a return on investment of 3.9:1 was achieved, which exceeded target.

Charitable Expenditure – these are specifically related to achieving the aims of the Charity: equipment grants and loans, nurse services, campaigning, medical research and volunteering. In the year to 31 March 2024 a total of £4.3m (2022/23 £3.7m) was spent across these charitable areas, of which £1.2m came from restricted income.

It is the Trustees' view that the resources expended in achieving the charitable aims have been in line with the aims and objectives of the Charity with clear beneficial outcomes. It is also their view that the cost of governance of the Charity is very low. Meeting venues are donated and minimal expenses by Trustees for their duties are claimed. All this acts to keep the real costs of running the Charity at a very low level. Investment in 'fundraising' is a long-term cost.

It is the Trustees' view that their investment will in time reap rewards as it is based on sound principles and practices within the sector.

At the 31 March 2024 the Charity had funds of £4.8m (31 March 2023 £5.5m), including restricted funds of £0.5m (31 March 2023 £0.7m).

Trustees had decided to reduce the reserves held at the year end in line with the reserves policy.

Key Performance Indicators

Our Key Performance Indicators are reviewed and sent out to our trustees and leadership team every month. The KPIs cover all parts of the commercial division including stock received, production of stock delivered and commercial division sales. We also have KPIs for other key departments that work across Newlife, including the People Team, Finance, IT and Telecommunications, Governance and Compliance, Communications and Facilities. Finally, the Key Performance Indicators for the charitable services/aims are based around the number of children helped, individual/group policies changed through campaigning action and

the number of volunteers contributing to the work of the charity. These KPIs are regularly reviewed by the Trustees.

Risk Management

The Board of Trustees acknowledges its responsibility for managing risks to which the Charity is exposed. Our approach to risk management remains consistent with the previous year and addresses these risks in a conscious manner that increases the likelihood of achieving our strategy and business objectives. This proactive approach has recently been strengthened by the recruitment of a dedicated Director of Business Risk. This proactive approach ensures risk management is part of our management conversations and is embedded in our processes which benefits our decision making and is essential to creating and preserving long term value.

The Director of Business Risk is responsible for defining the risk management framework and driving consistent application across the Charity and reporting through the Risk Executive Group (REG). The REG has delegated authority from the Trustees to constructively challenge and support charity functions in following the risk methodology outlined in the risk management framework. The risk management framework is designed to identify and manage, rather than eliminate, the risk of failure to achieve charity objectives, and to provide reasonable, but not absolute assurance against material misstatement or loss. The framework is designed to be sufficiently agile to respond to changes in macroeconomic circumstances.

The Charity captures the most substantial risks under, Principal Business Risks (PBRs). These are reviewed quarterly at the Risk Executive Group (REG) and half yearly by the Trustees, who sit on the Audit and Risk Committee (ARC).

The PBR identified is donor risk. Newlife relies on the goodwill of it's donors for both stock and fundraising support. Newlife continues to develop these key relationships through our planned donor management process.

Risk Appetite

The Charity's risk appetite takes into account careful financial management and commitment to the long-term support of disabled children in accordance with charity's strategic goals and is guided by a number of risk appetite guardrails. The Trustees are also committed to ensuring that the

PBRs are managed on an ongoing basis.

Charity Governance

The Trustees understand their legal duties and recognise the importance of good governance. The Director of Charitable Services reviews best practice and discusses findings with the CEO and the Audit and Risk Committee annually.

Reserves Policy

Due to the identified risk of having one main source of income generation i.e. the commercial operations, the Trustees need to act wisely to ensure that a platform of funds is available to continue the work of the Charity, should income from the commercial operations stall or reduce.

The Trustees review the level of reserves annually and designate funds to cover key aspects of charitable activity. As at the 31st March 2024 the Charity held reserves of £4,779,749.

This is split as follows:	2024	2023
	£	£
Restricted funds	508,583	673,428
Unrestricted funds :		
Designated funds	3,585,500	3,035,000
Charitable activity reserve	500,000	500,000
Accumulated charitable funds	185,666	1,247,758
Total funds	4,779,749	5,456,186

The trustees have designated funds of £3.6m to ensure we can meet our stated objectives of providing support or assistance on 22,900 occasions over the next 12 months. In addition, a general fund of £500k is held to allow for amounts that can only be recognised by disposing of tangible fixed assets. After these designations and the restricted reserves held, Newlife has funds of £185,666 at the year end (2022/23 £1,247,758).

Total unrestricted reserves of £4,271,166 (2022/23 £4,782,758) are held. The trustees have agreed that this figure should not fall below £3.3 million. Reserves are currently higher than target but Trustees plan to continue to review charitable spending in 2023/24 to further reduce reserves and will review the level of reserves to ensure it is still adequate.

Investment Policy

The investment policy is set by the trustees and considers the risk profile and the investment managers' view of market prospects in the medium term. The investments are currently not required to generate short-term income but to support our reserves requirement in the longer term. The members of the Audit and Risk Committee meet annually with the investment managers to review the performance of the portfolio and the investment strategy.

Disabled Persons Statement

At Newlife, we employ and train disabled adults and give enrichment and purpose to disabled volunteers who work alongside our staff and other volunteers in equality and appreciation. Newlife meets all legislative requirements, including the Equality Act 2010, to ensure equality of access and opportunity regarding recruitment and professional development and is the holder of the Disability Positive Mark level 2.

We believe it is crucial to give disabled young people and adults who can easily be socially excluded from society on grounds of their disability the support, training, workplace experience and volunteer opportunities they need in a meaningful, safe, social and happy environment which we believe will help them to feel part of society.

Serious Incident Reports

There were no serious incident reports to the Charity Commission.

Public Benefit

In detailing the activities of the Charity, Newlife can clearly demonstrate the wide reaching activities of the Charity in the interest of disabled, terminally ill children and their families, adults with disabilities who are a substantial part of the UK public as defined by the Charity Commission Guidance. This demonstrates 'public benefit' as required by the Charity Commission. The Trustees confirm that they have referred to this guidance on public benefit when reviewing the Charity's aims and objectives and in planning future activities.

Our approach to fundraising

In order to respond to the changing landscape of fundraising and to meet future demand and growth of services, we continue to build on our existing relationships as well as maximise income from three key areas: corporate, charitable trusts and community. All fundraising activity is carried out by skilled, professional, paid fundraisers. As a charity that relies on voluntary income, we take an active and responsible approach to fundraising. A high-quality supporter experience is key and as a member of the Fundraising Regulator we are firmly committed to ensuring we are compliant with their Code of Practice.

We operate in a transparent and open manner as well as to protect members of our community and supporters who may be vulnerable. **To support this, the following fundraising policies are in place and regularly reviewed:**

- Gift Acceptance and Refusal
- Partnering with alcohol companies
- Protecting vulnerable people while fundraising
- Dealing with fundraising complaints

Our fundraising activity is carefully planned using set templates to ascertain campaign feasibility, plan income and expenditure budgets, logistics and any health and safety requirements.

All fundraising data is stored in accordance with General Data Protection Regulations (GDPR 2015) and the Data Protection Act 1998. We have a clear privacy statement on our website and any electronic communications sent out give options to opt out at any time. We apply the legitimate interest test where opt in has not been received for any communications sent via post.

During the year no opt outs were received via the Fundraising Preference Service. Oversight of all fundraising activity carried out by the charity is the responsibility of the Trustees, Leadership Team and specifically the Director of Fundraising and Communications.

Working with third party fundraisers

The charity benefits from lottery income via its contract with Make a Smile Lottery, owned and run by St Helena Hospice.

All activities carried out by Make a Smile on behalf of Newlife are regularly reviewed and monitored. Clear policies are in place to support vulnerable people and scripts are in place to avoid any mis-selling or representation of the charity.

Complaints

We strive to provide excellent levels of supporter care and relationship management to ensure all fundraisers and donors have a positive experience when supporting Newlife. In 2023/24 no complaint was received in relation to fundraising activities.

All complaints are investigated with outcomes fed back to the complainant in a positive manner. We encourage complaints and feedback to help shape the ongoing development of our activity and the way in which we work with our supporters.

Pay Gaps

We benchmark our pay offer to make sure that salaries are kept fair, competitive and relevant to the environment in which we operate. All salaries are in line or above the National Living Wage (NLW). We specifically monitor pay gaps and work towards reducing them.

In April 2023, our gender pay gap was 7.76% an increase from 5.99% compared to 2022.

Our Commitments to ensure that a balanced gender pay gap exists by:

- Giving added focus to succession planning and leadership development in order to promote gender equality and inclusion.
- To monitor pay and recruitment activities by gender.
- To support flexible working patterns, where this can be managed within the Charity, for example, offering a range of options such as part time working and hybrid working.

Structure, Governance and Management

Newlife The Charity for Disabled Children (Newlife Charity, Newlife or the CIO) was registered with the Charity Commission on 10th November 2016 (Charity Registration Number 1170125). The CIO

has carried on all aspects of Newlife Trading Ltd and Newlife Foundation's activities. On 19/03/2018 the Charity Commission granted a linking order for the CIO and Newlife Foundation. Subsequently these accounts show the combined position of the CIO and Newlife Foundation. The Trustees are responsible for the overall governance of the Charity. Trustees are either named within the trust deed or elected following a process of open selection or dialogue with interested parties. The decision on Trustee appointment is solely taken by agreement of the board of Trustees.

Where Trustees are appointed they are given a formal induction process to the work of the Charity and provided with information that they need to fulfil their roles, including information about the role of trustees and charity law. Trustees receive updates and training from key industry sources and have substantial personal experience in the sector and business. The principal officer is the Chief Executive who is responsible for the day to day management of the Charity's affairs and implementing policies agreed by the Trustees.

Trustees receive regular updates on the work of the Charity including financial statements and all activities are administered nationally from the head office.

The Trustees consider the board of Trustees, the Chief Executive and the leadership team as comprising the key management personnel of the Charity in charge of directing and controlling the Charity and running and operating the Charity on a day-to-day basis.

All Trustees give their time freely and no remuneration is paid to the Trustees in their capacity as Trustees. Details of trustee expenses and related party transactions are disclosed in note 3 of the accounts.

Trustees are required to disclose all relevant interests and register them with the Chief Executive and/or the Leadership Team and in accordance with the Charity's policy withdraw from decisions where a conflict of interest arises. The pay of the Charity's Chief Executive is reviewed periodically. The remuneration of all senior and executive positions are bench-marked with grant-making charities of a similar size and activity to ensure that the remuneration set is fair and not out of line with that generally paid for similar roles.

Reference and administration info

Name Newlife The Charity for Disabled Children

Status Registered with the Charity Commission on 10th November 2018

Trustees

Life Trustees: Mr C. Lewis, Mr L. Lewis and Professor M. Patton.

Term Trustees: Mr C Chaney, Mr N Lewis, Mrs P Burnett, Mr R Bradbury, Mrs V Sloane and Mrs K Griffith

Key Management Personnel Ms F Robinson, Chief Executive Officer, Mrs J Duggan Director of Fundraising & Communications, Mrs E Jackson Director of Finance & Central Services, Mr S Morgan, Director of Charitable Services, Ms C Simpson, Director of Retail and Sustainability, and Ms T Barlow, Head of HR.

Registered Address Newlife Centre, Hemlock Way, Cannock, Staffs, WS11 7GF

Head Office Newlife Centre, Hemlock Way, Cannock, Staffs, WS11 7GF

Auditors BDO LLP, Two Snowhill, Birmingham B4 6GA

Legal Advisors Anthony Collins Solicitors LLP, 134 Edmunds Street, Birmingham, B3 2ES

Bankers Barclays Bank PLC, PO Box 90, 357/366 Strand, London

Investment Managers Barclays Private Bank, 1 Churchill Place, London

Newlife the Charity for Disabled Children. Registered Charity Number 1170125 in England & Wales

Trustee Responsibilities

The Trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Charity law requires the Trustees to prepare financial statements for each financial year in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under charity 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 the incoming resources and application of resources, including the income and expenditure, of the charity 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 in the applicable Charities SORP;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards 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.

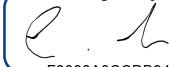
The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008 and the provisions of the Trust deed. 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.

Financial statements are published on the charity's website in accordance with legislation in the United Kingdom governing the preparation and dissemination of financial statements, which may vary from legislation in other jurisdictions. The maintenance and integrity of the charity's website is the responsibility of the trustees. The trustees' responsibility also extends to the ongoing integrity of the financial statements contained therein.

Approved by the Trustees on 23/01/25

and signed on their behalf by

DocuSigned by:

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Financial Statements

For the year ending
31st March 2024

Statement of Financial Activities for the Year Ended 31 March 2024

	Note	Restricted £	Unrestricted £	2024 Total £	2023 Total £
Income					
Donations and legacies		1,007,509	1,157,273	2,164,782	2,067,173
Other trading operations:					
Fundraising activities		334	13,779	14,113	13,213
Commercial operations		-	15,031,907	15,031,907	15,581,654
Income from investments		-	24,810	24,810	7,006
Other income		-	1,196	1,196	-
Total income		1,007,843	16,228,965	17,236,808	17,669,046
Expenditure					
Expenditure on raising funds:					
Fundraising		-	558,532	558,532	549,877
Commercial operations expenditure		-	13,174,842	13,174,842	12,740,445
Expenditure on charitable activities:					
Equipment, campaigning and support		1,172,688	3,167,946	4,340,634	3,678,553
Medical research		-	501	501	(12,118)
Total expenditure	6	1,172,688	16,901,821	18,074,509	16,956,757
Net (expenditure) / income before gains and losses on investment	2	(164,845)	(672,856)	(837,701)	712,289
Net gains /(losses)	8	-	161,264	161,264	(42,416)
Net (expenditure)/income for the period and net movement in funds		(164,845)	(511,592)	(676,437)	669,873
Reconciliation of funds					
Total funds brought forward		673,428	4,782,758	5,456,186	4,786,313
Total funds carried forward		508,583	4,271,166	4,779,749	5,456,186

All disclosures relate to ongoing operations.

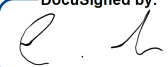
The notes on pages 43 to 52 form part of these financial statements.

Charity Balance Sheet for the Year Ended 31 March 2024

	Note	2024	2023
Fixed assets		£	£
Tangible assets	7	240,276	464,104
Investments	8	3,100,577	2,928,874
Total Fixed Assets		3,340,853	3,392,978
Current assets			
Stock		24,950	108,406
Debtors	9	489,661	775,980
Cash at bank and in hand		3,829,472	3,517,848
Total Current Assets		4,344,083	4,402,234
Creditors – amounts falling due within 1 year	10	(2,553,187)	(2,339,026)
Net current assets		1,790,896	2,063,208
Provision for liabilities	11	(352,000)	-
Net assets		4,779,749	5,456,186
Restricted funds	12	508,583	673,428
Unrestricted funds :			
Designated funds	13	3,585,500	3,035,000
Charitable activity reserve	17	500,000	500,000
Accumulated charitable funds	18	185,666	1,247,758
Total funds		4,779,749	5,456,186

Approved by the Trustees and authorised for issue on: 23.01.25

Trustee

DocuSigned by:

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Mr Clive Lewis

The notes on pages 43 to 52 form part of these accounts

Statement of Cashflows for the Year Ended 31 March 2024

	Note	2024	2023
		£	£
Net cash inflow from operating activities	14	373,945	1,141,040
Cash flows from investing activities			
Interest received		11,697	2,710
Dividends received		13,113	4,296
Purchase of tangible fixed assets		(121,592)	(384,475)
Sale of tangible fixed assets		44,900	-
Net cash (used in) investing activities		(51,882)	(377,469)
Change in cash and cash equivalents in the reporting period		322,063	763,571
Opening cash and cash equivalents		4,747,533	3,983,962
Closing cash and cash equivalents		5,069,596	4,747,533
Represented by:			
Cash at bank		3,829,472	3,517,848
Cash equivalents held in investments		1,240,124	1,229,685
		5,069,596	4,747,533

The notes on pages 43 to 52 form part of these accounts

1) Accounting Policies

The accounts (financial statements) have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

The Trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

Newlife meets the definition of a public benefit entity under FRS102. The financial statements have been prepared on a going concern basis. The Charities financial position remained strong throughout the period under review. The Charity sought additional space on a temporary basis to support underlying trade and started a strategic review of all retail space held to support expansion. The Charity continues to stress test reserves / cash availability whenever significant new activity is considered and continues to look for new trading opportunities. Current forecasts covering the period until 31 March 2026, are prepared and monitored based on current activity levels and best and worst case scenarios are considered. In all cases the charity has sufficient liquid assets to remain cash positive. Given the strength of the balance sheet and availability and liquidity of investments, the members of the Board believe that, while uncertainty exists, this does not pose a material uncertainty that would cast doubt on the charity's ability to continue as a going concern for a period of at least 12 months from the signing of these accounts. The Board, therefore, consider it appropriate for the accounts to be prepared on a going concern basis.

a) Accounting for 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. Donations are recognised when the Trust has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance before the Charity is entitled to the funds, the income is deferred and not recognised until either

those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the Charity and it is probable that those conditions will be fulfilled in the reporting year. Where an appropriate value can be placed on non-cash donations, they are included in the SOFA.

Newlife receives donations of stock from a large range of donor partners. Due to the nature of the donations the value is not recognised on receipt, as this would be impractical, instead the value to the charity is recognised as income when sold.

b) Accounting for Expenditure

All revenue expenditure is accounted for when incurred. Grants payable are payments made to third parties in the furtherance of the charitable objectives of the Charity. In the case of an unconditional grant offer this is accrued once the recipient has been notified of the grant award. The notification gives the recipient a reasonable expectation that they will receive a single or multi-year grants. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

c) Investments

Investments are made from unrestricted funds and are shown on the balance sheet at market value, which is determined at fair value.

d) Allocation of Support and Governance Costs

Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the Charity and its compliance with regulation and good practice. These costs include costs related to statutory audit and legal fees together with an apportionment of overhead and support costs. Governance costs and support costs relating to charitable activities have been apportioned based staff time and asset use. The allocation of support and governance costs is analysed in note 5.

e) Pension Costs

Contributions to the Charity's defined contribution pension scheme are charged to the statement of financial activities in the year in which they become payable. The assets of the scheme are held separately from those of the Charity in an independently administered fund.

f) Operating Leases

The annual rentals are charge to the statement of financial activities on a straight-line basis over the term of the lease. Where the unavoidable costs of

a lease exceed the economic benefit expected to be received from it, a provision is made for the present value of the obligations under the lease.

g) Fixed Assets

Fixed assets are stated at cost incurred or estimated market value at date of receipt where assets have been donated to the Charity. There are no un-capitalised assets.

Depreciation is provided to write off cost (or market value at date of receipt) less estimated residual values of all fixed assets over their expected useful lives on a straight-line basis. The need for any fixed asset impairment write-down is assessed by comparing the carrying value of the asset against the higher of realisable value and the value in use.

Motor vehicles	25% straight-line basis
Office equipment, Fixtures and Fittings	10% - 33% straight-line basis
Loan equipment	50% straight-line basis
Leasehold Improvements	over the life of the lease

h) Reserves

The Trustees have established a charitable activity reserve. The reserve is reviewed annually and is calculated to cover the basic cost of charitable activities (other than grants already committed) for a period of a year.

i) Restricted Funds

Where a donor has specified a particular purpose for a donation, the income is so recognised in the statement of financial activities. Expenditure is allocated to it accordingly.

j) Designated Funds

Where the Charity is committed to a specific project an allocation is made to a designated fund. Income is recognised in the Statement of Financial Activities as it arises and is allocated as explained

in the reconciliation and analysis of movements of designated funds shown in note 13.

k) 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.

l) Cash equivalents

Cash equivalents that are held as part of the managed investment portfolio are included as part of fixed asset investments.

m) Stock

Stock represents items of equipment that have been donated to the Charity for use within its operations. The value of stock comprises the costs that have been incurred in bringing the stocks to their present location and condition (refurbishment) ready for use within the charity's operations.

Newlife does not include the value of goods donated for resale on the balance sheet as the Trustees consider this to be impractical due to the nature of items received, instead this is recognised as income when sold.

n) Estimates and judgements

In preparing these financial statements, the key area where the Trustees have made accounting judgements are around the length of time that grant commitments are held, and subsequently when these commitments can be released, and the classification of leases between operating leases or financial leases. Key accounting estimates are applied when determining the length of time over which to depreciate assets and assessing the recoverability of trade debtors.

o) Financial instruments

The Charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

2 Net (Expenditure)/Income

	2024	2023
Net (expenditure)/income is arrived at after charging	£	£
Auditors' remuneration – audit services	38,100	37,000
Depreciation	341,511	505,435
Operating lease rentals	757,767	623,048

3 Related Party Transactions and Trustees' Expense and Remuneration

The Trustees all give their time and expertise freely without any form of remuneration or other benefit in cash or kind. Payments to trustees in the year totalled £10,262.20 (2022/23 £909.60) and relate to fees and expenses paid when trustee Nigel Lewis was appointed as interim CEO, as allowed under the charity constitution.

During the period the Charity received a donation of £400,000 (2022/23 £400,000) from the Bernard Lewis Family Charitable Trust, a trust whose trustees include 3 of the same Trustees as Newlife. In addition, £- (2022/23 £5,000) was received from the Bradbury Family Charitable Trust.

4 Analysis of Staff Costs and Other Remuneration of Key Management Personnel

Average number of Charity colleagues	520	564
	2024	2023
	£	£
Wages and salaries	8,910,266	8,446,787
Employers NI	654,319	608,880
Pension contributions	168,147	152,511
Total emoluments	9,732,732	9,208,178

During the period the Charity considers its key management to be the Trustees, and the leadership team, comprising the CEO and leadership team. The total employment benefits including employer pension contributions of the key management personnel recognised in the accounts for the period was £620,447 (2022/23 £569,622).

The number of colleagues whose emoluments as defined for taxation purposes amounted to more than £60,000 in the year, was as follows:

	2024	2023
£60,000 - £69,999	2	1
£70,000 - £79,999	1	1
£80,000 - £89,999	1	-
£100,000 - £109,999	1	1
£110,000 - £119,999	1	1
£120,000 - £129,999	1	-
The number with retirement benefits accruing in:		
- money purchase schemes was	7	4
- for which contributions amounted to £	17,445	28,268

The Charity enjoys the benefit of a dedicated team of volunteers who assist in the preparation of stock for resale through the commercial operation in the dedicated opportunity centre and other roles throughout the Charity. In the 12 months of operations over 13,670 (2022/23 13,892) volunteering hours were recorded.

5 Allocation of Governance and Support Costs

The breakdown of support and governance cost is shown in the table below, these costs are allocated across charitable and non charitable expenditure, using the basis shown below:

	Total Allocated	Other Support Costs	Governance Related	Basis	Total Allocated
	2024	2024	2024		2023
	£	£	£		£
Cost Type					
Staff/ management costs	1,679,729	1,636,865	42,864	Staff Time	1,203,844
Office rental and other costs	496,479	460,407	36,072	Staff Time	582,462
Depreciation	1,361	1,215	146	Staff Time	30,683
Audit fee and trustee related expenses	38,100	-	38,100	-	37,000
	2,215,669	2,098,487	117,182		1,853,989

Allocation on staff time is based on a review of time spent on each activity

Governance Costs	2024	2023
	£	£
Audit Fee	38,100	37,000
Trustee Indemnity Insurance	11,487	10,800
Legal / Professional fees	5,969	7,066
Staff costs	42,864	24,601
Cost of meetings/ Other	18,762	13,127
	117,182	92,594

The total cost of support costs allocated to charitable activities is then apportioned over different activities based on an estimated time spent on each area. All governance costs are met from unrestricted funds and apportioned over both charitable activity, and the costs of generating income.

6 Analysis of Expenditure

	Direct Staff Costs	Other	Grant Funding	Support and Governance Costs	Total	
	2024	2024	2024	2024	2024	2023
	£	£	£	£	£	£
Equipment, campaigning and support	1,027,023	161,210	2,900,163	252,238	4,340,634	3,678,553
Medical research	-	501	-	-	501	(12,118)
Total Charitable Activity	1,027,023	161,711	2,900,163	252,238	4,341,135	3,666,435
Cost of generating funds	437,269	26,434	-	94,829	558,532	549,877
Commercial activities	8,268,439	3,037,801	-	1,868,602	13,174,842	12,740,445
Total Resources Expended	9,732,732	3,225,945	2,900,163	2,215,669	18,074,509	16,956,757

Grants are made for a variety of purposes including equipment, salaries, consumables, training and related costs. All grants under medical research are payable to institutions and are detailed in the Trustee report. All grants under Care Services, Equipment Grants and Loans are grants of equipment made directly to individual children or families, the number and amount of these are detailed in the Trustee report.

In the period the expenditure on charitable activities was £4.3m (2022/23 £3.7m), £3.2m (2022/23 £2.6m) of this was from unrestricted funds and £1.2m (2022/23 £1.1m) was from restricted funds.

7 Tangible Fixed Assets

	Leasehold Improvements	Loan Equipment	Fixtures & Equipment	Motor Vehicles	Total
	£	£	£	£	£
Cost					
Balance at 31 March 2023	2,068,141	1,345,560	1,499,970	192,817	5,106,488
Additions	59,123	19,895	42,574	-	121,592
Disposals	(1,334)	(362,226)	-	(69,092)	(432,652)
Balance at 31 March 2024	2,125,930	1,003,229	1,542,544	123,725	4,795,428
Accumulated Depreciation					
Balance at 31 March 2023	1,889,711	1,282,284	1,321,121	149,268	4,642,384
Charge for period	147,977	64,179	105,300	24,055	341,511
Disposals	(1,334)	(361,190)	-	(66,219)	(428,743)
Balance at 31 March 2024	2,036,354	985,273	1,426,421	107,104	4,555,152
NBV at 31 March 2024	89,576	17,956	116,123	16,621	240,276
NBV at 31 March 2023	178,430	63,276	178,849	43,549	464,104

8 Investments

All investments are in the United Kingdom. The cost of investments held at 31 March 2024, excluding high interest accounts, was £1,860,453 (2022/23 £1,699,189).

	Equity	Total
	£	£
Balance at 31 March 2023	1,699,189	1,699,189
Change in market value	161,264	161,264
Market Value at 31 March 2024	1,860,453	1,860,453
High interest accounts	-	1,240,124
Total Investments	-	3,100,577

Equities represent shares in a mixed investment fund selected to mitigate investment risk and are valued at market value. In addition we received small holdings in 4 developed market equities which we still held at the year end. No one equity represented more than 5% of the portfolio value. The change in value includes all realised profits and losses on disposals in the year.

9 Debtors

	2024	2023
	£	£
Prepayments and accruals	240,136	293,765
Trade debtors	33,192	208,697
Other debtors	216,333	273,518
	489,661	775,980

10 Creditors

	2024	2023
	£	£
Trade creditors	609,652	487,439
Payroll creditors	140,644	120,903
Other creditors & accruals	990,770	877,568
Approved grants < 1 year	812,121	853,116
	2,553,187	2,339,026

11 Provisions

	Balance 31 March	New in year	Released/ unreleased	Balance 31 March
	2023			2024
	£	£	£	£
Provision for dilapidation	-	352,000	-	352,000
	-	352,000	-	352,000

Dilapidation provision is related to the closure of a warehouse in 2024 and is expected to be utilised in the next 12 months.

12 Restricted Funds

The income funds of the Charity include restricted funds comprising the following unexpended balances of donations and grants held on trust to be applied for specific purposes. Sums are drawn down as and when specific expenditure occurs.

	Movement in Funds			
	Balance 31 March	Incoming Resources	Expenditure & Transfers	Balance 31 March
	2023			2024
	£	£	£	£
Equipment Grants	72,929	517,432	(556,339)	34,022
Motability project	275,064	339,601	(312,552)	302,113
Newlife Emergency Appeal	1,013	1,294	(2,307)	-
Loan Schemes	184,862	5,800	(163,602)	27,060
Play Therapy Pod Scheme	137,991	139,479	(133,093)	144,377
Other	1,569	4,237	(4,795)	1,011
	673,428	1,007,843	(1,172,688)	508,583
	2022			2023
	£	£	£	£
Equipment Grants	190,847	440,888	(558,806)	72,929
Motability Project	-	276,953	(1,889)	275,064
Newlife Emergency Appeal	1,843	1,729	(2,559)	1,013
Loan Schemes	412,299	56,930	(284,367)	184,862
Play Therapy Pod Scheme	147,357	138,602	(147,968)	137,991
COVID-19 appeal	271	-	(271)	-
Children in Need	33,540	-	(33,540)	-
Other	9,036	10,550	(18,017)	1,569
	795,193	925,652	(1,047,417)	673,428

Funds held for Equipment Grants are to be used to provide grants of essential equipment to families within the UK. Funds held under Loan Schemes are to fund equipment for our suite of emergency loan equipment that can be lent free of charge to those children and families who are in most need right now. Funds held under the Play Therapy Pod fund are to provide specialist development and sensory toys to children for a 12 week loan period. The motability project are funds held to provide support and equipment for families requiring assistance with mobility.

13 Designated Funds

The income of the Charity includes the following designated funds which have been set aside out of unrestricted funds by the Trustees for specific purposes.

	Balance 31 March	New	Utilised	Balance 31 March
	2023			2024
	£	£	£	£
Equipment grants and loans	2,525,000	3,204,000	(2,525,000)	3,204,000
Helpline Operations	160,000	60,000	(160,000)	60,000
Volunteering	200,000	145,000	(200,000)	145,000
Campaigns	150,000	99,000	(150,000)	99,000
Play Therapy Pods	-	77,500	-	77,500
	3,035,000	3,585,500	(3,035,000)	3,585,500

Prior Year Comparison	Balance 31 March	New	Utilised	Balance 31 March
	2022			2023
Equipment grants and loans	1,225	2,525,000	(1,225)	2,525,000
Helpline Operations	-	160,000	-	160,000
Volunteering	-	200,000	-	200,000
Campaigns	-	150,000	-	150,000
Other Projects	142,817	-	(142,817)	-
	144,042	3,035,000	(144,042)	3,035,000

Funds held under designations are for the operation of charitable activity for the next 12 months, this includes the next round of research grant applications, operation of the care service department and associated equipment grant and loan costs. There were no transfers between funds in the period.

14 Reconciliation of Cash Flows from Operating Activities

	2024	2023
	£	£
Net movement in funds before taxation	(676,437)	669,873
Bank interest received	(11,697)	(2,710)
Dividends received	(13,113)	(4,296)
Depreciation	341,511	505,435
Change in value of investments	(161,264)	42,416
Decrease / (Increase) in debtors and prepayments	286,319	(39,321)
(Decrease) in approved grants	(40,995)	(42,770)
Increase / (decrease) in creditors and accruals	255,156	(68,795)
Increase in provision	352,000	-
(Profit)/loss on disposal of fixed assets	(40,991)	3,037
Decrease in stock	83,456	78,171
Net cash inflow from operating activities	373,945	1,141,040

15 Commitments Under Operating Leases

	Land & Buildings	
	2024	2023
	£	£
Total minimum lease commitments under operating leases :		
Within 1 year	463,107	582,865
Within 2-5 years	832,698	1,375,805
After 5 years	-	-
	1,295,805	1,958,670

16 Analysis of Group Net Assets between Funds

	Free Reserve	Designated Funds	Charitable Activity Reserve	Restricted Funds	Total	Total
	£	£	£	£	£	£
	2024	2024	2024	2024	2024	2023
Fixed Assets	-	240,276	-	-	240,276	464,104
Investments	3,100,577	-	-	-	3,100,577	2,928,874
Cash at bank	(524,335)	3,345,224	500,000	508,583	3,829,472	3,517,848
Other net current liabilities	(2,038,576)	-	-	-	(2,038,576)	(1,454,640)
Provisions for liabilities	(352,000)	-	-	-	(352,000)	-
Total	185,666	3,585,500	500,000	508,583	4,779,749	5,456,186

17 Charitable Activity Reserve

Out of the funds raised and on account the Trustees have agreed, as a matter of wise management to establish a reserve of £500,000 (2023 £500,000) to cover any unforeseen event that may impact the Charity. The Trustees have then agreed that the level of free reserves (including any designations) should not fall below £3.3m.

18 Accumulated Charitable Funds

These are unrestricted, undesignated funds which can be used as required to fund the future work of the Charity. At the 31 March 2024 these were £185,666 (2022/23 £1,247,758). These funds are the balance of unrestricted funds that have not been designated in the year. Activity has been prioritised to ensure the Charities continued ability to meet need.

Independent Auditors Report to the Trustees of Newlife

for the year ended
31 March 2024

Opinion on the financial statements

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2024 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

We have audited the financial statements of Newlife the Charity for Disabled Children ("the Charity") for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Charity Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence

We remain independent of the Charity in accordance with the ethical requirements relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements.

Conclusions related to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the Charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the Annual Report and Accounts, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion;

- the information given in the Trustees' Report for the financial year for which the financial

statements are prepared is inconsistent in any material respect with the financial statements; or

- adequate accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Trustee Responsibilities statement, the Trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the Charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Extent to which the audit was capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Non-compliance with laws and regulations

Based on:

- Our understanding of the Charity and the sector in which it operates;
- Discussion with management and those charged with governance including the Audit Committee; and
- Obtaining an understanding of the Charity's policies and procedures regarding compliance with laws and regulations.

we considered the significant laws and regulations to be the Charities SORP (FRS 102) – second edition and the Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

The Charity is also subject to laws and regulations where the consequence of non-compliance could have a material effect on the amount or disclosures in the financial statements, for example through the imposition of fines or litigations. We identified such laws and regulations to be health and safety legislation and data protection.

Our procedures in respect of the above included:

- Review of minutes of meeting of those charged with governance for any instances of non-compliance with laws and regulations;
- Review of correspondence with regulatory and tax authorities for any instances of non-compliance with laws and regulations; and
- Review of financial statement disclosures and agreeing to supporting documentation.

Fraud

We assessed the susceptibility of the financial statements to material misstatement, including fraud. Our risk assessment procedures included:

- Enquiry with management and those charged with governance, including the Board regarding any known or suspected instances of fraud;
- Obtaining an understanding of the Charity's policies and procedures relating to:
 - Detecting and responding to the risks of fraud; and
 - Internal controls established to mitigate risks related to fraud.
- Review of minutes of meeting of those charged with governance for any known or suspected instances of fraud;
- Discussion amongst the engagement team as to how and where fraud might occur in the financial statements; and
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.

Based on our risk assessment, we considered the areas most susceptible to fraud to be management override including the posting of inappropriate journal entries to manipulate financial results and management bias in accounting estimates. In addition, we considered revenue recognition an area to be susceptible to fraud, particularly in relation to the posting of journals to material revenue streams.

Our procedures in respect of the above included:

- Testing a sample of journal entries throughout the year, which met a defined risk criteria, by agreeing to supporting documentation;
- A review of estimates and judgements applied by Management in the financial statements to assess their appropriateness and the existence of any systematic bias; and
- In addressing the risk of fraud through improper revenue recognition, we tested the appropriateness of certain journals to material revenue streams.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with

laws and regulations throughout the audit. Our audit procedures were designed to respond to risks of material misstatement in the financial statements, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery, misrepresentations or through collusion. There are inherent limitations in the audit procedures performed and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we are to become aware of it.

A further description of our responsibilities for the audit of the financial statements is located at the Financial Reporting Council's ("FRC's") website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

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. Our audit work has been undertaken so that we might state to the Charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity and the Charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

DocuSigned by:

Samantha Lifford
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Samantha Lifford
BDO LLP, statutory auditor
Birmingham, UK
Date **27 January 2025**

BDO LLP is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

BDO LLP is a limited liability partnership registered in England and Wales (with registered number OC305127).

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

England & Wales - Charity number 1170125

Accounts



The Charity for Disabled Children



Annual Report and Accounts

2022/23



Our vision

That every disabled or terminally ill child and their family, get:

The equipment they depend on; the quality of life they deserve; the caring support they need and the chance to fulfil their potential.



Annual reports and accounts 2022/23

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Chair of Trustees foreword

2022/23 was a challenging year for disabled children and their families with economic pressures meaning that more families sought support from Newlife than ever before. Our national Nurse-led helpline, the entry point for many of our services, provided 81 per cent more instances of help and support in the year.

For many families, the long delays in assessment for specialist equipment and not having access to the right equipment at the right time has meant that many children are simply going without. As a result, we nearly doubled the number of items of equipment given to families through our Equipment Grant Service.

To deliver this increase in services we responded by increasing our charitable spend by more than 31 per cent to £3.7m this year (2022/23). To deliver this we continue to focus on our retail operations and build our fundraising partnerships.

We were delighted to be awarded £1M (£276,953 in 2022/23) from the Motability Foundation as part of a 3-year partnership to deliver support to over 280 children and young people. Ensuring disabled children get the best possible start in life through the provision of equipment remains at the very heart of our mission and this transformational partnership allows us to reach and support more children across the UK.

In 2023 we welcomed Fiona Robinson who joined Newlife as CEO. She has already made a significant impression and we are very much looking forward to the future under her leadership.

We are truly grateful for the support of our people, donors and partners who are helping to create positive change for disabled children and their families every day.

Clive Lewis - Chair of Newlife's Board of Trustees

Introduction

Newlife The Charity for Disabled Children was founded over 30 years ago to ensure that disabled and terminally ill children get the best possible start in life and have the opportunity to fulfil their potential.

As the UK's largest charitable provider of specialist disability equipment, Newlife provides vital equipment to disabled and terminally ill children, as well as information and support to their families and carers.

As a charity we rely on donations and support from a range of sources, including corporate partners, trusts and the wider public.

Our other source of income is through our retail stores, where we work with high street brands to recycle donated stock, giving a new life to clothes which would otherwise end up in landfill.

Why we exist

There are 1.5 million children and young people living with a disability in the UK. In the last ten years the percentage of children and young people with a disability has gone from 6% of the UK population to 11%*. Many families are battling to get the support and equipment they need from local services, often facing long delays to get the assessments and support they need.

Over **90%** of the families we spoke to, all supported by Newlife, told us that without Newlife, it is unlikely they would have been able to get the equipment needed for their child.

Newlife exists because without us, many thousands of children and young people with disabilities would go without.



What we do:

- We provide thousands of children and young people with life-changing specialist equipment.
- We give help, information and support to thousands of families through our free Nurse Helpline.
- We give the gift of play and the opportunity to learn new skills with free loans of specialist sensory toys through our Play Therapy Pod service.
- We campaign and advocate on behalf of children and young people with disabilities, ensuring their voices are heard.
- We provide opportunities for adults with additional needs through employment and volunteering, giving them the chance to learn new skills and interact with others in a positive and encouraging environment.

* Family Resource Survey FY21-22



With the buggy from Newlife we go on different walks. When he gets upset, I will pop him into the buggy and he calms down within two minutes of being in, as he feels secure and settled. It has opened-up possibilities and the world to us.



Mission, Vision and Values



Our mission

Together we will make life better for disabled or terminally ill children and their families.

Our vision

That every disabled or terminally ill child and their family, get:

The equipment they depend on; the quality of life they deserve; the caring support they need and the chance to fulfil their potential.

Our charitable activities

Newlife changes the lives of disabled and terminally ill children across the UK. We grant or loan thousands of items of equipment every year, often in emergency situations.

We provide information and support to families through a dedicated Nurse service. We campaign to give disabled children and their families a voice and we fund medical research to give hope for the future.

A review of how we met our objectives for the year are included in our detailed review of services to follow.

Our Values

- ★ Always compassionate and deserving of trust – in all we do.
- ★ Making things happen – for those we serve.
- ★ Leading in our field – to make things better.
- ★ People at our heart – every day.



We were very anxious about going home from hospital without a specialist bed. The bed provided by Newlife has really helped us. It is so reassuring - Oakley is settled and comfortable and sleeps well and we can sleep too.



Our year in numbers 2022/23

At year-end, we provided 13,802 instances of help to disabled children and their families, a 25% increase on our target of 11,000 for the year and a 55% increase on the previous year (8,890). We responded to the growing demand for services by increasing our spend on specialist equipment from £1.46m in 2021/22 to £2.53m in 2022/23.

385

children were provided with help in an emergency with an equipment loan.

10,898

instances of help through our dedicated Nurse helpline.



94

we gave equipment to children who were in need in 94 of the 105 counties in the UK.

5

the average age of a child benefitting from our Play Therapy Pod service.

£1,923

is the average cost of a piece of specialist equipment provided through our grant service.

£2.53m

the value of specialist equipment (loans, grants & PTP's) we provided to families.

1,524

children received specialist disability equipment such as wheelchairs, buggies, walking frames and communication aids through our grants service.

1,380

the number of Play Therapy Pods supplied direct to children at home, to support their learning and give them a chance to play and smile.



☰☰

The first time Gabriella sat up and played with her brother Samuel, I cried. The sensory toys have really helped to stimulate her interest in playing.

☷☷

Performance and Plans

Emergency Equipment Loans



Newlife is the only national charity providing emergency specialist equipment to disabled children in crisis.

Many families struggling with the impact of the cost-of-living crisis cannot afford the vital equipment they need and many local areas have substantial waiting lists, and fewer professionals to help than before.

We have heard from families who have waited more than 12 months just to get an assessment for the equipment they so desperately need.

Many children and young people with a disability simply cannot afford to wait. We know the importance of receiving the right treatment, intervention and care at the right times, especially if and when crisis hits, and our Emergency Equipment Loan service aims to provide essential equipment as quickly as possible when it is needed.

The highlights:

- Children can sleep safely at home with the specialist beds they need.
- Children can enjoy the outdoors and be comfortable with a specialist buggy loan.
- Children are no longer stuck in hospital because they don't have the specialist equipment they need to be discharged.
- Life-limited children and their families can create memories and enjoy precious time together with the essential equipment they need.

Our target was to continue to help children and families by providing emergency loans to those families most in need.

In 2022/23, we provided **385** (2021/22 574) Emergency Equipment Loans at a cost of £290,024.

Roman's story

The emergency loan of a specialist buggy was a 'godsend' to the family of one-year-old Roman Pearse, as it allowed them to leave the house while they waited for a specialist buggy from their local authority.

Roman has quadriplegic Cerebral Palsy, cortical vision loss and complex epilepsy, meaning he can't sit up, crawl or roll over unaided. Although he wanted to sit up and see the world around him whenever he was in his standard high street buggy, it didn't provide the support he needed. Roman slumped to one side, making him very uncomfortable and risking long-term damage to his joints and muscles.

As the Plymouth family faced a wait of around a year to receive a specialist buggy from their local health and social care services, the family turned to Newlife to bridge the gap with the emergency loan of a specialist buggy to meet all his needs and protect him during seizures. This meant that Roman could be safely taken to medical appointments and into the local community.

Mum Lauren said:

"The loan buggy from Newlife means we have been able to take him everywhere we need to go and he's enjoyed trips to the zoo and the aquarium too. It gives him the opportunity to spend a good amount of time away from home and helps his development, without us having to worry about the impact on his joints and posture – and it means Roman can just have a good time while we are out.



He gets so excited when he sees us get the loan buggy out now. Having this has been a godsend and has made all our lives so much easier!



Equipment Grant Service

Newlife believes that all children should have the chance to fulfil their potential and live their best possible life.

Unfortunately many children are missing out and don't get the equipment that will make a huge difference to their lives and that of their families. This equipment can help a child in so many ways, for example, reducing pain, improving mobility, communication skills or sleep, and often improves quality of life for the whole family. With more families struggling financially our services are needed now more than ever.

We provide equipment grants that can be fast-tracked in urgent situations as well as through our 'quality of life programme', enhancing young lives and giving children the chance to be the best that they can be.

Our target for the year was to increase our quality-of-life equipment grants to help children live their lives to the fullest potential. We know equipment can empower, providing opportunities to talk, walk, go to school or higher education and to enjoy precious time with family and friends.

This year we provided **1,139** (2021/22 574) equipment grants of which 855 (2021/22 333) were fast tracked because they were urgent.

Newlife secured funding to support families during the cost-of-living crisis through its Family Essentials Fund, which provides practical everyday items that we know families often have to forego in order to cover basic living costs.

The impact:

- A powered wheelchair enables a child or young person to go to school, college or university.
- A child is able to sit and eat at the table with their family because of their special seat.
- A communication aid enables a child to tell their parent they love them for the first time.
- A child is able to walk because of their specialist walking frame.
- A child's condition will not get worse, preventing the need for surgery at a young age because they have the right chair or bed to support them.

It has been estimated that it costs 3 times more to raise a child with a disability*. Families have to spend more on fuel to get to hospitals or special schools; and families use more energy as they may have to keep their house warm all year round. Disabled children are also more likely to live in poverty than non-disabled children*.

The Family Essentials project was initially launched as a pilot during COVID-19 when we recognised that disabled children and families living in poverty would be hardest hit by the restrictions and changes to daily life during the pandemic. We know that this project has huge impact and provides real, simple and practical support to families in need. During the period Nov 22 – March 23 79 essential items were provided to families identified as most in need.

* Scope 2019

* UK Poverty 2023, Joseph Rowntree Foundation

Connie's story

Six-year-old Connie Annakin, from Leeds, was diagnosed with a form of childhood dementia called Batten's Disease when she was aged three. Over the previous months she had developed seizures while losing the ability to walk or talk.

Devastatingly, her parents Caroline and Rob were told most children diagnosed with the condition pass away between the ages of six and ten.

Connie receives a revolutionary new enzyme treatment, administered at hospital through a port in her brain twice a month, but travelling to treatments – or anywhere – was made difficult by the basic wheelchair Connie had. It was too small, didn't support her head or recline so she could sleep, or keep her comfortable during seizures. In desperation her family applied to Newlife for a specialist buggy.

Now, Connie can attend medical appointments easily, safely and comfortably - and have as many visual experiences as possible, before her sight fades completely.

Mum Caroline said

"The buggy Newlife helped provide has been life changing. The enzyme treatment is working well, and we are hopeful it will stop her developing further disabilities, but it can't give her back what has been lost, so she needs the right specialist buggy to go anywhere safely. The treatment can't halt her loss of sight either, as it can't cross the blood-retina barrier, so having this buggy is vital to see as many different things, such as the ocean and Christmas lights.



Connie can no longer tell the difference between day and night, so it's imperative she can recline to be able to sleep whenever she needs to, as lack of sleep can trigger more seizures. The tyres on the buggy can handle all terrains and the buggy even has weatherproofing we can use.



Now we can go anywhere we want and give her all those great experiences and live in the moment so we can make memories.



Play Therapy Pods

The gift of play should not be underestimated. Specialist toys can be so expensive and yet they can help a child in many ways.

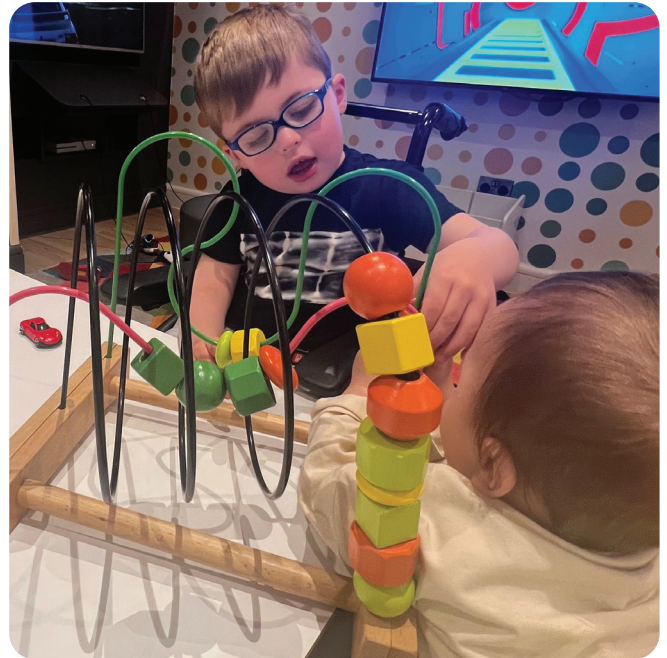
Newlife's Play Therapy Pods give disabled children from across the UK the chance to learn and smile. Our free loans of specialist toys improve learning and help children gain crucial key skills that support them through life. They help children interact with parents, carers, siblings and friends and support smiles – which in the face of painful or debilitating conditions can be rare.

Newlife provides specialist development and sensory toys for a 12-week loan period. Toys are suitable from birth right through to 18 years of age.

Each pod contains a selection of specialist toys that can teach cause and effect, assist with developing hand-eye coordination and promote understanding of balance and movement, as well as helping with the development of motor skills and stimulating audio and visual senses. Having access to the right specialist toys enables disabled children to better interact with the world around them.

The Play Therapy Pod Service also gives children and their families the chance to try a range of different toys, so they can discover which toys best suit their child's needs before making an investment or buying toys as a gift.

The target for 2022/23 was to look at opportunities to grow the Play Therapy Pod service, including whether we can introduce new types of pods with brand new toys and resources, or work collaboratively with



organisations to help more disabled children and their families.

In 2022/23, we provided **1,380** (2021/22 1,499) Play Therapy Pods.

The impact:

- 84% of families told us their child had enjoyed playing more than ever before after receiving a Play Therapy Pod.
- 92% of families had a better understanding of which toys would suit their child's needs.
- 92% of families said they were 'satisfied' or 'very satisfied' with our Play Therapy Pod service.

Winifred's story

Four-year-old Winifred Keuthen can now spend time playing and bonding with big sister Emma, thanks to Newlife's free loan of specialist sensory toys to better meet her complex needs.

Winifred, known as Winnie, had a traumatic start in life which made survival rather than play a priority. As she grew it became clear it was difficult for her to play with standard toys, which could hinder her development.

Born prematurely, Winifred, has a complete heart block and has a pacemaker. She also lives with Cerebral Palsy and global developmental delay, meaning she is unable to walk and is nonverbal. It is difficult for Winifred to play with standard toys due to her complex conditions, so her family turned to Newlife, who provided Winifred with a Discovering Sounds Play Therapy Pod to explore.

These toys have helped with her cognitive and motor development, as well as her social and communication skills. The toys have also had a huge impact for the family, giving Winifred and her older sister Emma new ways to play together.

Mum Annika said:

"Winnie was struggling to play with standard toys as she didn't engage with them, so it was difficult to know which toys to buy for her that she would interact with to help with her development.

"It has really helped us trial which toys will support Winnie's needs, and there is a great selection of toys for her to try different things and explore.



The best part is how the toys have helped Winnie and her 13-year-old sister Emma play together. It is lovely to see them playing together on the musical toys, having competitions around who can hit the buttons faster. It's so exciting for them both to see the box of new toys and to open it together, and it's been a great way for them to bond and have happy family time.



Family feedback – creating a lasting impact for disabled children and their families

"It was absolutely transformational. The difference between not being able to leave our house at all and being able to go safely on day trips – and access all of the medical support and therapy Emily needs."

"We can't stress enough how this buggy helped our daughter and our family. Without this buggy it was impossible for us to have days out."

"Literally life changing! It has helped me so much as a single mother with two kids with special needs."

"The equipment has been life-changing for us as a family. We are now able to enjoy family days out and access the community safely."

"The Play Therapy Pod Loan scheme is phenomenal and makes a big difference in my son's communication interactions."



"I really appreciate all the help Newlife has provided us as a family. They've helped to increase the quality of our lives."

"The car seat has made a massive difference in our family life we're able to travel in the car without fear of injury."

"With the equipment my son can continue developing his communication skills. I can see his happiness which is the most important thing in our whole family."

"It has really helped us to find appropriate toys for Isla that work well. We spend a lot of money on specialist equipment, only to find that sometimes it doesn't work."

"Play is something that every professional says is 'vital', but it is tough to know where / how to start with a special needs child. These play pods give you a place to get started, see what your child does and doesn't like and go from there. This is crucial when toys are so expensive."

Our impact in 2022/23

Our impact measurement work carried out in 2022/23 has demonstrated that our equipment programmes make a significant difference to the lives of disabled children and their families.

Families consistently tell us that the equipment provided, whether a grant, loan or play therapy pod, has made a significant difference to the health and wellbeing of their child as well as that of the whole family.

98%

of families said that it is unlikely they would have got the equipment or support needed without Newlife.

92%

of families had a better understanding of which toys would suit their child's needs.

93%

of families told us their child was safer as a result of being provided with their specialist equipment.

9/10

families said the whole family felt less isolated and were able to go places they needed or wanted to go after receiving equipment.

96%

of families said they were more able to deliver care to their child after receiving equipment from Newlife.

84%

of families told us their child had enjoyed playing more than ever before after receiving a Play Therapy Pod.

98%

of families receiving equipment said they were satisfied or very satisfied with our service.

8/10

families who received a specialist bed said their child was sleeping better than before.

Nurse Helpline

Newlife's dedicated helpline is staffed by specialist nurses who are there to help families in need, whether they are struggling with a recent diagnosis and need information and support, or are facing day-to-day challenges of their child's needs.

No two families have the same needs, so the information and support is tailored to each child and family.

Parents and professional carers can talk to Newlife's nurses about anything regarding a child's condition – and sometimes they might just need someone to listen with compassion and without judgement. Newlife's Nurse Helpline is here to help.

Many families continue to feel isolated and abandoned, unable to speak to professionals as there is a shortage of key professionals with many vacancies currently unfilled. Many of these families turned to Newlife, and our dedicated team.

We're proud of our dedicated nurses, professionals and the team around them, who are there when families need them the most.

In 2022/23, we provided **10,898** (2021/22 6005) instances of help through our dedicated Nurse Helpline.



Heather Lowe said: "When I called the Newlife Nurse Helpline about a specialist car seat and buggy for my daughter Elizabeth they were so supportive and non-judgmental, they were really good. I had tried other charities without success, but when I called this helpline they guided me through everything I needed to do for Elizabeth and even gave me a follow up call to make sure everything was ok, which was lovely, I can't thank them enough."



It was really traumatic, awful time. Harpers diagnosis was life-changing and we were all very emotional. The Newlife Nurse we spoke to was so sympathetic and calming – it was as though she could hear in my voice I just needed someone to talk to.



Campaigning



Campaigning – ‘giving a voice to disabled children and their families.’

Research shows that it has never been harder than it is right now for disabled children and their families.

The March 2023 Failed and Forgotten report, produced by the Disabled Children's Partnership, found that only 1 in 5 families received the support needed to enable their child to fulfil their potential.

Through our campaigns, we offer families a voice by working with local and national decision makers to overcome barriers, change laws and help set up policies that lead to better and more suitable equipment provision for all children.

Campaigning – Nationally, what did we do?

From looking for opportunities to influence policies that support disabled children to thrive, to supporting the national development of disability services, we are well placed to support the disabled children and their families as one of the leading experts in children's disability equipment.

We continue to work with our families to truly understand the issues that they face and by working with key local and national decision makers.

Successes include:

- We tabled an Early Day Motion on mobility support for terminally-ill children under 3 which was supported and signed by 21 MP's.
- Alongside other organisations, we raised issues surrounding the additional costs families with disabled children incur to MP's which was then acknowledged by the Prime Minister.
- We submitted a response to the government consultation on reviews of education, health and care plans (EHCPs) which looked at how local authorities review an individual's EHCP.
- We held a series of meetings with key parliamentarians for Cannock Chase and Minister for Asia – FCDO.
- The All-Party Parliamentary Group on equipment for disabled children met once during the financial year with Newlife to carry on as the secretariat.



A member of parliament tabled a number of written questions to government on a variety of issues including:

- To ask the Secretary of State for Health and Social Care if he has plans to implement care pathways for the provision of equipment for children and young people with complex needs, similar to those provided for under the Joint Protocol for the Provision of Children’s Equipment in Scotland.
- To ask the Secretary of State for Work and Pensions how many children under the age of three are receiving the disability living allowance care component under special rules in England.
- To ask the Secretary of State for Health and Social Care what the plans are to tackle delays in provision of community health services for children and young people as a result of covid-19.
- To ask the Secretary of State, what the plans are to enforce the duties for assessment of children in need that local authorities must meet, as outlined in statutory guidance.



Looking forward

We will focus on the following campaign objectives:

1.

Call on UK and devolved governments to publish a national circular reminding local authorities and health bodies that all disability equipment should be assessed and provided based on the needs identified.

2.

Call on UK and devolved governments to recognise the lack of current professionals and work on a solution to share top down to local authorities around more funding for professionals or ring-fence existing funding.

3.

Continue to provide Secretariat to the All-Party Parliamentary Group on Equipment for Disabled Children.

4.

Ahead of the general election, continue to work with our service users and professionals to identify the needs of disabled children and advocate for them within local and national policy.

Volunteering

There are so many ways in which volunteers play a vital role in supporting Newlife.

This can be by helping us to process the stock we receive so that it can be sold in our Newlife stores or online; by volunteering in our retail stores; or by helping us to clean, prepare and send out Play Therapy Pods to disabled children and their families.

People volunteer for many reasons and the benefits are wide-ranging: from the feeling of making a difference, to joining a team and making new friends, or learning new skills and gaining valuable career experience. Volunteers are supported and involved in inductions, briefings and thank you events throughout the year.

Volunteering at Newlife is an exciting and fulfilling opportunity. Not only can volunteers gain new skills, confidence and experiences throughout the volunteering journey, but our volunteers also make a huge difference to the lives of disabled children and their families across the UK.

In June 2022 we hosted our 3rd Volunteer Awards event. The Thank You Volunteer Awards brought together volunteers and staff members from across the organisation in an evening of celebration and laughter.

Well done to our fantastic volunteers.

Skills and integration for disabled adults

When children with disabilities grow, they often need a hand into work or help with social integration. Newlife offers disabled adults opportunities to volunteer, helping the charity alongside members of staff and other volunteers to process goods for retail and recycling and to help us raise funds.

Since Newlife became a CIO in 2016, this has become a new object of the charity and is part of our constitution. We believe it is crucial to give disabled young people and adults, who can easily be excluded from society on grounds of their disability the support, training, workplace experience they need. We ensure our volunteer opportunities take place in an inclusive, safe, social and happy environment.

Our target was to increase volunteer hours for the year and increase volunteering opportunities for all, including adults with disabilities and additional needs. Our volunteering programme helps volunteers to develop new skills, meet new people and create new opportunities as well as ensure more people can benefit from the gift of volunteering. At a glance:

The highlights:

- **144** volunteers gave 13,892 hours to Newlife in 2022/23. This was an increase on last year's figures of 124 and 12,655 respectively.
- Over **4,500** volunteer hours were given by adults with additional needs. This is 7.14% of the total up from 4,200 in 2021/22.



I enjoy volunteering for Newlife because...

"It's a fantastic charity and you really feel you are doing something worthwhile."

"Knowing that my volunteering directly goes to help make a better life for children with disabilities."

"It has given me a greater understanding of people from all walks of life."

"It gives me purpose."

"Everyone is so kind to me and they make me feel very happy. I love coming in and chatting to everyone."

"It gives you new experiences and it helps you to grow as a person and builds up your confidence."

"I get to meet up with all of the friends I have met here."

My favourite part of volunteering or Newlife is...

"Having a laugh every week with Rob. I like doing something new each week."

"I enjoy the social aspect of coming to the centre."

"The additional joy it brings to my life."

"Something different every day."

"Like to work, meet new people and see all my friends."

The best memory I have of Newlife is...

"I enjoy the parties, they are fun."

"Attending the awards ceremony and winning an award."

"How welcoming I found all the staff and volunteers."

Retail

Newlife is the trusted long-term partner of many major retailers, manufacturers and brand holders in the UK and Europe.



Joining forces with well-known high street brands has allowed Newlife to do something unique: sell brand new clothes at a fraction of the original price.

Brands play their part by donating surplus stock, increasing its lifespan and preventing it from ending up in landfill. And every purchase made in Newlife stores or online makes a difference, with 100% of our profits going to help disabled children and their families access much-needed specialist equipment.

Further charity fundraising takes place at till point with round-up donations, which for 2022/23 totalled **£51,416**.

The highlights:

- The retail operation saw further expansion with the opening of a new flagship store in High Wycombe. The biggest in Newlife's portfolio opened on July 28, 2022.
- There were several first anniversaries celebrated across the portfolio with Yeovil, Newlife Discount Plus and Newport all turning one.
- The Marketplace concept has been extended to Newport and Burton stores.
- New customer Style Card signs up totalled 9,821 in 2022/23.



Thank you to all our retail partners who are helping to make our work possible.

Environmental impact

What does Newlife do to protect the environment?

We divert thousands of unrequired commercial products from landfill and incineration. We work with many well-known and well-respected high street stores, designer labels and supermarkets to help them reduce waste by finding ways to reuse or recycle it. Newlife has a clear objective in its constitution to protect and preserve the environment for the public benefit through waste reduction, reuse, reclamation and recycling.

How do we do this?

We take stock such as clothing, bags, shoes, accessories, soft furnishings, electrical items and homewares that are no longer wanted/required by UK and European retailers. We organise to pick it up from location if required.

We then assess the stock through our warehouse operation, to see if it can be re-used. If so then we will remove the labels in line with donors' guidelines and send it to be sold in our retail stores across the UK.

Any items that cannot be resold, we use qualified and trusted partners to recycle or repurpose as much as possible often to create new products.

The recycle and re-use of this product sits within Newlife's commercial division. All profits from the commercial division are spent on our charitable aims, helping to change the lives of disabled and terminally ill children.

Our target was to rescue more stock and reuse it, to extend its life, reducing the environmental effect and creating a sustainable income source for the charity.

Newlife's net carbon savings from donations in 2022/23 was equivalent to carbon emissions from over **23.9 million** road miles by average cars.

*Source: Newlife's Carbon Footprint estimate report by Resource Futures 07/08/23

The highlights:

In 2022/23 the environmental impact of Newlife's reuse and recycling operations saw...

- 1,947 tonnes of items collected.
- 8,304 tonnes of carbon saved.
- Over 970 tonnes of items sold for reuse in 9 Newlife shops in the UK.
- Over 190 tonnes sent to Europe for reuse/recycle saving 1,330 tonnes of carbon.
- Over 540 tonnes of items sent for recycling/fibre recovery.

Fundraising

Fundraising income for the year achieved £2,067,173 (2021/22 £1,481,632). Fundraising activity continued to grow with a focus on transforming the level, predictability and sustainability of philanthropic income. Developing corporate partnerships and growing our donor pool.

Key achievements in the year included:

We successfully secured funding from the Motability Foundation and were awarded just under £1M. The Motability funding is part of a new grant scheme to improve mobility and access to wheelchairs for disabled people and Newlife was one of the first recipients of funding. This transformational grant will provide wheelchairs and buggies to over 280 children and young people across the UK over the next 3 years.

The Marian Elizabeth Trust pledged another 4 years of funding towards the Play Therapy Pod service totalling £400,000. This will take their total gift amount to £1M.

The 2022 Christmas campaign, Give the Gift of Play, achieved £35,178, a 35% increase on the original budget and a 223% increase on 2021.

Income was secured from 18 new charitable trusts in the year. We were grateful to receive donations from two new donors The Peter Harrison Foundation and Masonic Charitable Foundation who gave gifts towards our equipment services.

We received two legacy gifts in the year, totalling £94,737.



Priorities for 2023/24 are:

- Grow our individual donor pool and develop our stewardship pathways for donors to give regularly and at larger giving levels.
- Grow third-party fundraising, including families and their networks, and develop a range of events and activities for supporters to take part in.
- Continue to maximise our corporate partnership network and develop corporate volunteering opportunities.
- Engage store customers and strengthen the charity message to improve awareness.
- Develop and strengthen relationships with charitable trusts and foundations.

Thank you



The Trustees are grateful to the hundreds of donors who choose to support Newlife. Through generous donations, Newlife can respond to the thousands of requests for emergency and quality of life equipment, as well as specialist play therapy toys, each year.

We are particularly grateful to:

The Bernard Lewis Family Charitable Trust

who continue to provide vital support to Newlife.

The Motability Foundation

for their grant to provide specialist wheelchairs and buggies to help us bring freedom and independence to children, young people and their families.

The Marian Elizabeth Trust

for their ongoing generous support for our Play Therapy Pods, enabling children and families to experience the joy of play.

The Garfield Weston Foundation and the Kytes Trust

for their continued support for Newlife and for their grants this year to support specialist equipment to improve the quality of life for children across the UK.

The Masonic Charitable Foundation

for their grant towards specialist equipment to improve the health, wellbeing and safety of disabled children in England and Wales.

The Curriers Company Charitable Fund

for supporting equipment for children in London.

The Eveson Trust

for their grant towards equipment to improve the lives of disabled children in the West Midlands

The Peter Harrison Foundation

for their support for our Emergency Equipment Loan service in the South East of England, helping us to provide a quick response to disabled children in urgent need.

The Maureen Boal Charitable Trust

for continuing to support specialist equipment in Northern Ireland, to improve the quality of life for disabled children and families.

The Moondance Foundation

for their support for a second year, for emergency equipment loans in Wales, helping us to provide a quick response to disabled children in urgent need.

River Island

who continue to generously support us through the carrier bag charge scheme with a donation made to Newlife for every plastic bag sold in store.

Objectives for 2023/24

In 22/23 we provided over 13,000 instances of help across all of our services. We know times are tough with the cost-of-living crisis disproportionately affecting those families caring for a disabled child.

We remain focused on supporting those most in need of our services and plan to reach as many disabled children and their families as we can in the new financial year.

During the next 12 months (23/24) the trustees anticipate Newlife will:

Increase our reach

Increase our support to disabled children and their families by 45% in comparison with this year. We will aim to offer over 19,000 instances of help to disabled children and their families across all our services.

Further understanding of the needs of disabled children and their families

We will consult with parents, carers and health professionals to better understand the issues and barriers affecting disabled children to help inform our future plans and strategies.

Support children in emergency situations

We will continue to ensure we help children who just can't wait for the equipment they need. This will include helping children who are life-limited and need to come home from a hospital or hospice setting and those children who are not safe and have no awareness of danger either at home or outside of the home environment. We will look to provide emergency equipment loans and 'fast track' equipment grants for children in urgent need.

We will continue to support families in crisis situations through the loan of equipment.

Support families with more specialist equipment

Increase our quality-of-life equipment grants to help children fulfil their potential and get the best possible start in life. We know equipment can empower, providing opportunities to talk, walk, go to school or higher education and enjoy precious time with family and friends.

We will aim to support **1,320** families through our equipment grants service.

Extend our Nurse Helpline Service

We will look at options to extend our free national Nurse Helpline to ensure we can service as many calls as possible and support more families who are in need of support and information.

We will aim to provide over **16,200** instances of help throughout the year.

Develop our sensory play service

We will look at opportunities to develop the Play Therapy Pod service, including, whether we can introduce new types of pods with brand-new toys and resources or work collaboratively with organisations to help more disabled children and their families.

We will aim to distribute over **1,680** sensory toy pods to enable disabled children develop new skills, provide distraction from pain and give families the chance to play and have fun.



Continue to give a voice to disabled children and their families

We will continue to campaign on behalf of disabled children and their families, giving them a real voice for change. We will work with members of the All-Party Parliamentary Group on equipment for Disabled Children (for which Newlife is the secretariat) as well as collaboratively with local and national decision-makers and other charities to help disabled children and their families.

Grow volunteer support

We will look to significantly increase volunteer hours over the year and increase volunteering opportunities for all, including adults with disabilities and additional needs. We will give volunteers the potential to develop new skills, meet new people and create new opportunities so that more people can benefit from the gift of volunteering.

Continue to grow and diversify income

We will seek new opportunities to continue to grow and diversify income streams, to further support our charitable aims. We will develop partnership opportunities, building closer relationships with our donors, improving how we report on outcomes as well and ensuring Newlife has sustainable income sources will be priorities.



Improving employee experience

We want to continue to build an inclusive, engaging and enjoyable working environment where all of our people have a say in what we do and how we do it. We will continue to consult with our staff through staff surveys and listening groups as well as introduce social activities and wellbeing support. We will look at new ways to reward and recognise team and individual achievements including length of service. We will also look to roll out new performance review processes to bring greater consistency to managing our people and ensuring their work matches our organisational priorities and values.

Operate good governance

Ensure that Newlife operates 'good governance' to protect the charity, assess and mitigate all risks and to ensure that the charity functions as it should in compliance with the charity commission and other relevant regulatory bodies.

Financial Review and Results

Financial Review

Income

Overall, incoming resources for the year to 31st March 2023 was £17.7m (21/22 £14.0m) an increase of 26% over the prior year.

Commercial income is generated from goods donated by our retail brand partners. These goods are either recycled for their raw materials or sold through the Charity's various retail locations. All the goods are donated to benefit the Charity by companies, mainly retailers, but also manufacturers and wholesalers. Gross commercial income for the year was £15.6m (21/22 £12.4m) an increase of 26%, due to the increase in retail space in the year.

In addition, the Charity continued to receive both restricted and unrestricted non-capital donations during the year. These donations have been received from individuals, groups, trusts, foundations, companies and other organisations. Income in the year from donations and legacies and fundraising activity was £2.1m (21/22 £1.5m) an increase of 40%.

Interest and Investments income is generated from the handling and/or investment of funds held by the Charity. A policy on investment exists to control any risks associated with this. Income remains low in the year at £7k due to a cautious investment policy being pursued to protect the Charity's assets using a mix of low and medium-risk investments causing a reduction in interest and dividends.

Expenditure

Newlife expends resources in a number of ways:

Expenditure on Raising Funds – these costs relate to the investment made in generating income to achieve the aims of the Charity.

These costs are split between those in relation to the commercial operations and those relating to fundraising.

In the year these costs totalled £13.3m (21/22 £9.6m), with £12.7m (21/22 £9.2m) in relation to commercial operations and £0.6m (21/22 £0.5m) in relation to fundraising activity. Costs relating to the commercial operations have increased by 38% over the prior year. Costs of fundraising have increased by 20% over the prior year. During the year a return on investment of 3.8:1 was achieved, which exceeded target.

Charitable Expenditure – these are specifically related to achieving the aims of the Charity: equipment grants and loans, nurse services, campaigning, medical research and volunteering. In the year to 31st March 2023 a total of £3.7m (21/22 £2.8m) was spent across these charitable areas, of which £1.0m came from restricted income.

It is the Trustees' view that the resources expended in achieving the charitable aims have been in line with the aims and objectives of the Charity with clear beneficial outcomes. It is also their view that the cost of governance of the Charity is very low. Meeting venues are donated and minimal expenses by Trustees for their duties are claimed. All this acts to keep the real costs of running the Charity at a very low level. Investment in 'fundraising' is a long-term cost.

It is the Trustees' view that their investment will in time reap rewards as it is based on sound principles and practices within the sector.

At the 31st March 2023 the Charity had funds of £5.5m (31st March 2021 £4.8m), including restricted funds of £0.7m (31st March 2022 £0.8m).

Key Performance Indicators

Our Key Performance Indicators are reviewed and sent out to our trustees and leadership team every month. The KPIs cover all parts of the commercial division including stock received, production of stock delivered and commercial division sales. We also have KPIs for other key departments that work across Newlife, including the People Team, Finance, IT and Telecommunications, Governance and Compliance, Communications and Facilities.

Finally, the Key Performance Indicators for the charitable services/aims are based around the number of children helped, individual/group policies changed through campaigning action and the number of volunteers contributing to the work of the charity. These KPIs are regularly reviewed by the Trustees.

Risk Management

The Board of Trustees acknowledges its responsibility for managing risks to which the Charity is exposed. It oversees an ongoing assessment of the major risks – in particular those relating to its strategic objectives, operations and finances – and control systems are in place to manage those risks.

The responsibility for providing guidance to the Board on matters related to risk is delegated to the CEO and Newlife Leadership Team. A risk register is created and maintained where all risks are assessed and scored based on the likelihood of occurrence and their impact on the charity.

The risk register uses a scoring matrix that is recommended by the charity commission. The risk register was drafted in consultation with all departments and presented to Trustees who sit on the Audit and Risk Committee along with a summary of the more substantial risks for review. Trustees also discuss the most pressing risks at quarterly trustee meetings. The Trustees agreed with the mitigation strategies put forward and will continue to review risks throughout 2023/24.

Charity Governance Code

The Trustees understand their legal duties and recognise the importance of good governance and subsequently the seven key principles of the Charity Governance code.

The Director of Charitable services initially reviews the principles of the code, applies and explains the approach that Newlife takes to the code, and discusses this with the CEO and Chair of Trustees on an annual basis.

Reserves Policy

Due to the identified risk of having one main source of income generation i.e. the commercial operations, the Trustees need to act wisely to ensure that a platform of funds is available to continue the work of the Charity, should income from the commercial operations stall or reduce.

The Trustees review the level of reserves annually and designate funds to cover key aspects of charitable activity. As at the 31st March 2023 the Charity held reserves of £5,456,186. This is split as follows:

	£	£
Restricted funds	673,428	795,193
Unrestricted funds :		
Designated funds	3,035,000	144,042
Charitable activity reserve	500,000	500,000
Accumulated charitable funds	1,247,758	3,347,078
Total funds	5,456,186	4,786,313

The Trustees have agreed that the level of unrestricted reserves should not fall below £3.3m, at the 31st March 2023 the unrestricted funds were £4,782,758. This is higher than targeted and represents continued close control of activity after the pandemic.

Disabled Persons Statement

At Newlife, we employ and train disabled adults and give enrichment and purpose to disabled volunteers who work alongside our staff and other volunteers in equality and appreciation. Newlife meets all legislative requirements, including the Equality Act 2010, to ensure equality of access and opportunity regarding recruitment and professional development and is the holder of the Disability Positive Mark level 2.

33% of all our volunteer hours this year were provided by adults with additional needs (total of over 4,500 hours). We believe it is crucial to give disabled young people and adults who can easily be socially excluded from society on grounds of their disability the support, training, workplace experience and volunteer opportunities they need in a meaningful, safe, social and happy environment which we believe will help them to feel part of society.

Serious Incident Reports

There were no serious incident reports to the charity commission during 2022/23.

Public Benefit

In detailing the activities of the Charity, Newlife can clearly demonstrate the wide reaching activities of the Charity in the interest of disabled, terminally ill children and their families, adults with disabilities who are a substantial part of the UK public as defined by the Charity Commission Guidance. This demonstrates 'public benefit' as required by the Charity Commission. The Trustees confirm that they have referred to this guidance on public benefit when reviewing the Charity's aims and objectives and in planning future activities.

Our approach to fundraising

In order to respond to the changing landscape of fundraising and to meet future demand and growth of services, we continue to build on our existing relationships as well as maximise income from three key areas: corporate, charitable trusts and community. All fundraising activity is carried out by skilled, professional, paid fundraisers.

As a charity that relies on voluntary income, we take an active and responsible approach to fundraising. A high-quality supporter experience is key and as a member of

the Fundraising Regulator we are firmly committed to ensuring we are compliant with their Code of Practice.

We endeavour to operate in a transparent and open manner as well as to protect members of our community and supporters who may be vulnerable. To support this, the following fundraising policies are in place and regularly reviewed:

- Gift Acceptance and Refusal
- Partnering with alcohol companies
- Protecting vulnerable people while fundraising
- Dealing with fundraising complaints

Our fundraising activity is carefully planned using set templates to ascertain campaign feasibility, plan income and expenditure budgets, logistics and any health and safety requirements.

All fundraising data is stored in accordance with General Data Protection Regulations (GDPR 2015) and the Data Protection Act 1998. We have a clear privacy statement on our website and any electronic communications sent out give options to opt out at any time. We apply the legitimate interest test where opt in has not been received for any communications sent via post.

During the year no opt outs were received via the Fundraising Preference Service.

Oversight of all fundraising activity carried out by the charity is the responsibility of the Trustees, Leadership Team and specifically the Director of Fundraising & Communications.

Working with third party fundraisers

The charity benefits from lottery income via its contract with Make a Smile Lottery, owned and run by St Helena Hospice. All activities carried out by Make a Smile on behalf of Newlife are regularly reviewed and monitored. Clear policies are in place to support vulnerable people and scripts are in place to avoid any mis-selling or representation of the charity.

Complaints

We strive to provide excellent levels of supporter care and relationship management to ensure all fundraisers and donors have a positive experience when supporting Newlife.

In 2022/23 one complaint was received in relation to fundraising activities. The complaint in question was related to lottery canvassing and concern around being contacted to play the lottery.

The complaint was investigated and found that the supporter had opted in to receive telephone marketing. They were removed from future campaigns and no further action was needed.

All complaints are investigated with outcomes fed back to the complainant in a positive manner.

We encourage complaints and feedback to help shape the ongoing development of our activity and the way in which we work with our supporters.

Pay Gaps

We benchmark our pay offer to make sure that salaries are kept fair, competitive and relevant to the environment in which we operate. All salaries are in line or above the National Living Wage (NLW). We specifically monitor pay gaps and work towards reducing them.

In April 2022, our gender pay gap was 5.77 per cent, a reduction from 12.96 per cent compared to 2021.

Our Commitments to ensure that a balanced gender pay gap exists by:

- Giving added focus to succession planning and leadership development in order to promote gender equality and inclusion.
- To monitor pay and recruitment activities by gender.
- To support flexible working patterns, where this can be managed within the Company, for example, offering a range of options such as part time working and hybrid working.

Structure, Governance and Management

Newlife the Charity for Disabled Children (Newlife Charity, Newlife or the CIO) was registered with the Charity Commission on 10th November 2016 (Charity Registration Number 1170125). The CIO has carried on all aspects of Newlife Trading Ltd and Newlife Foundation's activities. On 19/03/2018 the Charity Commission granted a linking order for the CIO and Newlife Foundation. Subsequently these accounts show the combined position of the CIO and Newlife Foundation.

The Trustees are responsible for the overall governance of the Charity. Trustees are either named within the trust deed or elected following a process of open selection or dialogue with interested parties. The decision on Trustee appointment is solely taken by agreement of the board of Trustees.

Where Trustees are appointed they are given a formal induction process to the work of the Charity and provided with information that they need to fulfil their roles, including information about the role of trustees and charity law.

Trustees receive updates and training from key industry sources and have substantial personal experience in the sector and business.

The principal officer is the Chief Executive who is responsible for the day to day management of the Charity's affairs and implementing policies agreed by the Trustees. Following on from the CEO's retirement an executive committee of three trustees was set up for an interim period to work with the Newlife leadership team while the permanent replacement was sought.

Trustees receive regular updates on the work of the Charity including financial statements and all activities are administered nationally from the head office.

The Trustees consider the board of Trustees, the Chief Executive and the leadership team as comprising the key management personnel of the Charity in charge of directing and controlling the Charity and running and operating the Charity on a day-to-day basis.

All Trustees give their time freely and no remuneration is paid to the Trustees in their capacity as Trustees. Details of trustee expenses and related party transactions are disclosed in note 3 of the accounts. Trustees are required to disclose all relevant interests and register them with the Chief Executive and/or the Leadership Team and in accordance with the Charity's policy withdraw from decisions where a conflict of interest arises. The pay of the Charity's Chief Executive is reviewed periodically. The remuneration of all senior and executive positions are bench-marked with grant-making charities of a similar size and activity to ensure that the remuneration set is fair and not out of line with that generally paid for similar roles.

Reference and administration information

Name

Newlife the Charity for Disabled Children

Status

Registered with the Charity Commission on 10th November 2016

Trustees

Life Trustees: Mr B. Lewis, OBE (retired 25th January 2023), Mr C. Lewis, Mr L. Lewis and Professor M. Patton.

Term trustees

Mr C Chaney, Mr N Lewis, Mrs P Alford-Burnett, Mr R Bradbury, Mrs V Sloane and Mrs K Griffith

Key management personnel

Ms F Robinson, Chief Executive Officer (appointed 10 July 2023), Mrs J Duggan Director of Fundraising & Communications, Mrs E. Jackson Director of Finance & Central Services, Mr T Lloyd, Director of Supply Chain Operations, Mr S Morgan, Director of Charitable Services, Ms C Simpson, Regional Trading Manager (appointed 12 July 2023) and Ms T Barlow, Head of HR.

Registered address

Newlife Centre, Hemlock Way, Cannock, Staffs, WS117GF

Head office

Newlife Centre, Hemlock Way, Cannock, Staffs, WS117GF

Auditors

BDO LLP, Two Snowhill, Birmingham B4 6GA

Legal advisors

Anthony Collins Solicitors LLP, 134 Edmund Street, Birmingham, B3 2ES

Bankers

Barclays Bank PLC, PO Box 90, 366 Strand, London

Investment managers

Barclays Private Bank, 1 Churchill Place, London

Newlife the Charity for Disabled Children. Registered Charity Number 1170125 in England & Wales

Trustees' responsibilities

The Trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Charity law requires the Trustees to prepare financial statements for each financial year in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under charity 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 the incoming resources and application of resources, including the income and expenditure, of the charity 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 in the applicable Charities SORP;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards 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 Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008 and the provisions of the Trust deed. 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.

Financial statements are published on the charity's website in accordance with legislation in the United Kingdom governing the preparation and dissemination of financial statements, which may vary from legislation in other jurisdictions. The maintenance and integrity of the charity's website is the responsibility of the trustees. The trustees' responsibility also extends to the ongoing integrity of the financial statements contained therein.

Approved by the Trustees on

and signed on their behalf by

1/30/2024

Clive Lewis

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Financial Statements

for the year ended 31 March 2023

Statement of Financial Activities for the Year Ended 31 March 2023

	Note	Restricted	Unrestricted	2023 Total	2022 Total
		£	£	£	£
Income and endowments					
Donations and legacies		923,046	1,144,127	2,067,173	1,481,632
Government grants		-	-	-	100,102
Other trading operations:					
Fundraising activities		2,606	10,607	13,213	20,421
Commercial operations		-	15,581,654	15,581,654	12,377,110
Income from investments		-	7,006	7,006	8,638
Other income		-	-	-	53,900
Total income		925,652	16,743,394	17,669,046	14,041,803
Expenditure					
Expenditure on raising funds:					
Fundraising		-	549,877	549,877	474,930
Commercial operations expenditure		-	12,740,445	12,740,445	9,177,865
Expenditure on charitable activities:					
Equipment, campaigning and support		1,047,417	2,631,136	3,678,553	2,822,397
Medical research		-	(12,118)	(12,118)	(24,337)
Total expenditure	6	1,047,417	15,909,340	16,956,757	12,450,855
Net (expenditure) / income before gains and losses on investment		(121,765)	834,054	712,289	1,590,948
Net (losses)/gains on investment	8	-	(42,416)	(42,416)	145,870
Net (expenditure)/income for the period and net movement in funds		(121,765)	791,638	669,873	1,736,818
Reconciliation of funds					
Total funds brought forward		795,193	3,991,120	4,786,313	3,049,495
Total funds carried forward		673,428	4,782,758	5,456,186	4,786,313

All disclosures relate to ongoing operations.

The notes on pages 43 to 53 form part of these financial statements.

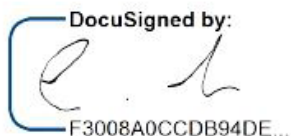
Charity Balance Sheet for the Year Ended 31 March 2023

	Note	2023	2022
Fixed assets		£	£
Tangible assets	7	464,104	588,101
Investments	8	2,928,874	2,978,465
Total Fixed Assets		3,392,978	3,566,566
Current assets			
Debtors	9	775,980	736,659
Stock		108,406	186,577
Cash at bank and in hand		3,517,848	2,747,102
Total Current Assets		4,402,234	3,670,338
Creditors – amounts falling due within 1 year	10	(2,339,026)	(2,427,020)
Net current assets		2,063,208	1,243,318
Creditors - amounts falling due after 1 year	10	-	(23,571)
Net assets		5,456,186	4,786,313
Restricted funds	11	673,428	795,193
Unrestricted funds :			
Designated funds	12	3,035,000	144,042
Charitable activity reserve	16	500,000	500,000
Accumulated charitable funds	17	1,247,758	3,347,078
Total funds		5,456,186	4,786,313

Approved by the Trustees and authorised for use on:

1/30/2024

Clive Lewis

DocuSigned by:

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The notes on pages 43 to 53 form part of these accounts

Statement of Cashflows for the Year Ended 31 March 2023

	Note	2023	2022
		£	£
Net cash inflow from operating activity	13	1,141,040	1,955,257
Cash flows from investing activities			
Interest received		2,710	126
Dividends received		4,296	8,512
Purchase of tangible fixed assets		(384,475)	(362,923)
Sale of tangible fixed assets		-	58,473
Net cash (used in) investing activities		(377,469)	(295,812)
Change in cash and cash equivalents in the reporting period		763,571	1,659,445
Opening cash and cash equivalents		3,983,962	2,324,517
Closing cash and cash equivalents		4,747,533	3,983,962
Represented by:			
Cash at bank investments		3,517,848	2,747,102
Cash equivalents held in investments		1,229,685	1,236,860
		4,747,533	3,983,962

The notes on pages 43 to 53 form part of these accounts

1. Accounting Policies

The accounts (financial statements) have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16th July 2014 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

The Trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

Newlife meets the definition of a public benefit entity under FRS102. The financial statements have been prepared on a going concern basis.

The Charities financial position remained strong throughout the year ending 31st March 2023 and the charity has reviewed forecasts to 31st March 2025, with a continued focus on monitoring and looking for operational efficiencies. All stores continue to trade ahead of forecast, and Newlife has expanded retail space. The Charity continues to stress test reserves/ cash availability whenever significant new activity is considered and continues to look for new trading opportunities. Current forecasts are prepared and monitored based on current activity levels and best and worst case scenarios are considered. In all cases the charity has sufficient liquid assets to remain cash positive.

Given the strength of the balance sheet and availability and liquidity of investments, the members of the Board believe that, while uncertainty exists, this does not pose a material uncertainty that would cast doubt on the charity's ability to continue as a going concern for a period of at least 12 months from the signing of these accounts. The Board, therefore, consider it appropriate for the accounts to be prepared on a going concern basis.

a. Accounting for 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. Donations are recognised when the Trust has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance before the Charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the Charity and it is probable that those conditions will be fulfilled in the reporting year. Where an appropriate value can be placed on non cash donations, they are included in the SOFA.

b. Accounting for Expenditure

All revenue expenditure is accounted for when incurred. Grants payable are payments made to third parties in the furtherance of the charitable objectives of the Charity. In the case of an unconditional grant offer this is accrued once the recipient has been notified of the grant award. The notification gives the recipient a reasonable expectation that they will receive a single or multi-year grants. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

c. Investments

Investments are made from unrestricted funds and are shown on the balance sheet at market value.

d. Allocation of Support and Governance Costs

Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the Charity and its compliance with regulation and good practice. These costs include costs related to statutory audit and legal fees together with an apportionment of overhead and support costs. Governance costs and support costs relating to charitable activities have been apportioned based staff time and asset use. The allocation of support and governance costs is analysed in note 5.

e. Pension Costs

Contributions to the Charity's defined contribution pension scheme are charged to the statement of financial activities in the year in which they become payable. The assets of the scheme are held separately from those of the Charity in an independently administered fund.

f. Operating Leases

The annual rentals are charge to the statement of financial activities on a straight-line basis over the term of the lease. Where the unavoidable costs of a lease exceed the economic benefit expected to be received from it, a provision is made for the present value of the obligations under the lease.

g. Fixed Assets

Fixed assets are stated at cost incurred or estimated market value at date of receipt where assets have been donated to the Charity. There are no un-capitalised assets.

Depreciation is provided to write off cost (or market value at date of receipt) less estimated residual values of all fixed assets over their expected useful lives on a straight-line basis. The need for any fixed asset impairment write-down is assessed by comparing the carrying value of the asset against the higher of realisable value and the value in use.

Motor vehicles	25% straight-line basis
Office equipment, Fixtures and Fittings	10% - 33% straight-line basis
Loan equipment	50% straight-line basis
Leasehold Improvements	over the life of the lease

h. Reserves

The Trustees have established a charitable activity reserve. The reserve is reviewed annually and is calculated to cover the basic cost of charitable activities (other than grants already committed) for a period of a year.

i. Restricted Funds

Where a donor has specified a particular purpose for a donation, the income is recognised as restricted in the statement of financial activities. Expenditure is allocated to it accordingly.

j. Designated Funds

Where the Charity is committed to a specific project an allocation is made to a designated fund. Income is recognised in the Statement of Financial Activities as it arises and is allocated as explained in the reconciliation and analysis of movements of designated funds shown in note 12.

k. 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.

l. Stock

Stock represents items equipment that have been donated to the Charity for use within its operations. The value of stock comprises the costs that have been incurred in bringing the stocks to their present location and condition (refurbishment) ready for use within the charity's operations.

m. Estimates and judgements

In preparing these financial statements, the key area where the Trustees have made accounting judgements are the recognition of grant expenditure, around the length of time that grant commitments are held, and subsequently when these commitments can be released. The classification of leases between operating leases or financial leases. Key accounting estimates are applied when determining the length of time over which to depreciate assets and assessing the recoverability of trade debtors.

n. Financial instruments

The Charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

2 Net (Expenditure)/Income

	2023	2022
Net (outgoing)/incoming resources after charging:	£	£
Auditors' remuneration – audit services	37,000	23,000
Depreciation	505,435	611,759
Operating lease rentals	623,048	591,529

3 Related Party Transactions and Trustees' Expense and Remuneration

The Trustees all give their time and expertise freely without any form of remuneration or other benefit in cash or kind. Expenses paid to Trustees in the year totalled £910 (2022 £316) and relate to travel expenditure. From March 2023 Trustee Nigel Lewis was appointed as Interim CEO, as allowed under the Charity Constitution. For this he was paid £1,000 in the year (2022 £0).

During the period the Charity received a donation of £400,000 (2022 £0) from the Bernard Lewis Family Charitable Trust, a Trust whose Trustees include 3 of the same Trustees as Newlife. In addition, £5,000 (2022 £0) was received from the Bradbury Family Charitable Trust which is the family trust of one of the Newlife Trustees.

As at 31st March 2023 the Commercial Director owed the CIO £80 (2022 £80) in respect of the sale of equipment, this has subsequently been paid.

4 Analysis of Staff Costs and Other Remuneration of Key Management Personnel

Average number of Charity colleagues	564	452
	2023	2022
	£	£
Wages and salaries	8,446,787	6,345,119
Employers NI	608,880	443,523
Pension contributions	152,511	121,579
Total emoluments	9,208,178	6,910,221

During the period the Charity considers its key management to be the Trustees, the Chief Executive Officer and the leadership team. The total employment costs including employer pension contributions of the key management personnel recognised in the accounts for the period was £569,622. In 2022 the key management was considered to be the CEO and the Commercial Director only at a cost of £221,563. The number of colleagues whose emoluments as defined for taxation purposes amounted to more than £60,000 in the year, was as follows:

	2023	2022
£60,000 - £69,999	1	2
£70,000 - £79,999	1	2
£100,000 - £109,999	1	-
£110,000 - £119,999	1	1
The number with retirement benefits accruing in:		
- money purchase schemes was	4	5
- for which contributions amounted to £	28,268	17,610

The Charity enjoys the benefit of a dedicated team of volunteers who assist in the preparation of stock for resale through the commercial operation in the dedicated opportunity centre and other roles throughout the Charity. In the 12 months of operations over 13,892 (2022 12,655) volunteering hours were recorded.

5 Allocation of Governance and Support Costs

The breakdown of support and governance cost is shown in the table below, these costs are allocated across charitable and non charitable expenditure, using the basis shown below:

Cost Type	Total Allocated	Other Support Costs	Governance Related	Basis	Total Allocated
	2023	2023	2023		2022
	£	£	£		£
Staff/ management costs	1,203,844	1,179,243	24,601	Staff Time	1,099,272
Office rental and other costs	582,462	551,971	30,491	Staff Time	345,294
Depreciation	30,683	30,181	502	Staff Time	43,744
Audit fee and trustee related expenses	37,000	-	37,000		24,000
	1,853,989	1,761,395	92,594		1,512,310

Allocation on staff time is based on a review of time spent on each activity

Governance Costs	2023	2022
	£	£
Audit Fee	37,000	23,000
Trustee Indemnity Insurance	10,800	10,035
Legal / Professional fees	7,066	1,063
Staff costs	24,601	36,566
Cost of meetings/ Other	13,127	5,558
	92,594	76,222

The total cost of support costs allocated to charitable activities is then apportioned over different activities based on an estimated time spent on each area. All governance costs are met from unrestricted funds and apportioned over both charitable activity, and the costs of generating income.

6 Analysis of Expenditure

	Staff Costs	Other	Grant Funding	Support and Governance Costs	Total	
	2023	2023	2023	2023	2023	2022
	£	£	£	£	£	£
Equipment, campaigning and support	776,546	521,178	2,174,849	205,980	3,678,553	2,822,397
Medical research	-	(19,843)	-	7,725	(12,118)	(24,337)
Total Charitable Activity	776,546	501,335	2,174,849	213,705	3,666,435	2,798,060
Cost of generating funds	377,289	96,887	-	75,701	549,877	474,930
Commercial activities	6,968,783	4,207,079	-	1,564,583	12,740,445	9,177,865
Total Resources Expended	8,122,618	4,805,301	2,174,849	1,853,989	16,956,757	12,450,855

All Equipment Grants and Loans are grants of equipment made directly to individual children or families, the number and amount of these are detailed in the Impact section of the report.

In the period the expenditure on charitable activities was £3.7m (2022 £2.8m), £2.6m (2022 £1.9m) of this was from unrestricted funds and £1.1m (2022 £0.9m) was from restricted funds.

7 Tangible Fixed Assets

Tangible Fixed Assets	Leasehold Improvements	Loan Equipment	Fixtures & Equipment	Motor Vehicles	Total
	£	£	£	£	£
Cost					
Balance at 31 March 2022	1,910,943	1,371,682	1,342,846	192,817	4,818,288
Additions	157,198	70,153	157,124	-	384,475
Disposals	-	(96,275)	-	-	(96,275)
Balance at 31 March 2023	2,068,141	1,345,560	1,499,970	192,817	5,106,488
Accumulated Depreciation					
Balance at 31 March 2022	1,715,070	1,223,701	1,179,740	111,676	4,230,187
Charge for period	174,641	151,821	141,381	37,592	505,435
Disposals	-	(93,238)	-	-	(93,238)
Balance at 31 March 2023	1,889,711	1,282,284	1,321,121	149,268	4,642,384
NBV at 31 March 2023	178,430	63,276	178,849	43,549	464,104
NBV at 31 March 2022	195,873	147,981	163,106	81,141	588,101

8 Investments

All investments are in the United Kingdom. The cost of investments held at 31 March 2023, excluding high interest accounts, was £1,699,189 (2022 £1,741,605).

	Equity	Total
	£	£
Balance at 31 March 2022	1,741,605	1,741,605
Change in market value	(42,416)	(42,416)
Market Value at 31 March 2023	1,699,189	1,699,189
High interest accounts		1,229,685
Total Investments		2,928,874

Equities represent shares in a mixed investment fund selected to mitigate investment risk and are valued at market value. In addition we received small holdings in 4 developed market equities which we still held at the year end. No one equity represented more than 5% of the portfolio value. The change in value includes all realised profits and losses on disposals in the year.

9 Debtors

	2023	2022
	£	£
Prepayments and accrued income	293,765	242,845
Trade debtors	208,697	140,534
Other debtors	273,518	353,280
	775,980	736,659

10 Creditors

	2023	2022
	£	£
Trade creditors	487,439	597,411
Payroll creditors	120,903	233,918
Other creditors & accruals	877,568	723,376
Approved grants < 1 year	853,116	872,315
	2,339,026	2,427,020
Approved grants > 1 year	-	23,571
	2,339,026	2,450,591

11 Restricted Funds

The income funds of the Charity include restricted funds comprising the following unexpended balances of donations and grants held on trust to be applied for specific purposes. Sums are drawn down as and when specific expenditure occurs.

	Movement in Funds			
	Balance 31 March	Incoming Resources	Expenditure & Transfers	Balance 31 March
	2022			2023
	£	£	£	£
Equipment Grants	190,847	440,888	(558,806)	72,929
Motability project		276,953	(1,889)	275,064
Newlife Emergency Appeal	1,843	1,729	(2,559)	1,013
Loan Schemes	412,299	56,930	(284,367)	184,862
Play Therapy Pod Scheme	147,357	138,602	(147,968)	137,991
COVID-19 appeal	271	-	(271)	-
Children in Need	33,540	-	(33,540)	-
Other	9,036	10,550	(18,017)	1,569
	795,193	925,652	(1,047,417)	673,428
	Balance 31 March	Incoming Resources	Expenditure & Transfers	Balance 31 March
	2021			2022
	£	£	£	£
Equipment Grants	148,722	365,283	(323,158)	190,847
Newlife Emergency Appeal	7,000	6,541	(11,698)	1,843
Loan Schemes	326,710	289,422	(203,833)	412,299
Play Therapy Pod Scheme	185,238	100,000	(137,881)	147,357
COVID-19 appeal	48,464	74,381	(122,574)	271
Children in Need	-	100,000	(66,460)	33,540
Other	1,836	31,886	(24,686)	9,036
	717,970	967,513	(890,290)	795,193

Funds held for Equipment Grants are to be used to provide grants of essential equipment to families within the UK. Funds held under Loan Schemes are to fund equipment for our suite of emergency loan equipment that can be lent free of charge to those children and families who are in most need right now. Funds held under the Play Therapy Pod fund are to provide specialist development and sensory toys to children for a 12 week loan period. The motability project are funds held to provide support and equipment for families requiring assistance with motability.

12 Designated Funds

The income of the Charity includes the following designated funds which have been set aside out of unrestricted funds by the Trustees for specific purposes.

	Balance 31 March	New	Utilised	Balance 31 March
	2022			2023
	£	£	£	£
Equipment grants and loans	1,225	2,525,000	(1,225)	2,525,000
Helpline Operations	-	160,000	-	160,000
Volunteering	-	200,000	-	200,000
Campaigns	-	150,000	-	150,000
Other projects	142,817	-	(142,817)	-
	144,042	3,035,000	(144,042)	3,035,000

Prior Year Comparison	Balance 31 March	New	Utilised	Balance 31 March
	2021			2022
	£	£	£	£
Equipment grants and loans	31,225	-	(30,000)	1,225
Other projects	265,217	-	(122,400)	142,817
	296,442	-	(152,400)	144,042

Funds held under designations are for the operation of charitable activity for the next 12 months, this includes the next round of research grant applications, operation of the care service department and associated equipment grant and loan costs. There were no transfers between funds in the period.

13 Reconciliation of Cash Flows from Operating Activities

	2023	2022
	£	£
Net movement in funds	669,873	1,736,818
Bank interest received	(2,710)	(126)
Dividends received	(4,296)	(8,512)
Depreciation	505,435	611,759
Change in value of investments	42,416	(145,870)
(Increase)/decrease in debtors and prepayments	(39,321)	21,725
(Decrease) in approved grants	(42,770)	(319,346)
(Decrease)/increase in creditors and accruals	(68,795)	288,691
Loss/(profit) on disposal of fixed assets	3,037	(53,122)
Decrease/ (increase) in stock	78,171	(176,760)
Net cash inflow from operating activities	1,141,040	1,955,257

14 Commitments Under Operating Leases

	Land & Buildings	
	2023	2022
	£	£
Total minimum lease commitments under operating leases :		
Within 1 year	582,865	561,655
Within 2-5 years	1,375,805	1,642,191
After 5 years	-	142,608
	1,958,670	2,346,454

15 Analysis of Group Net Assets between Funds

	Free Reserve	Designated Funds	Restricted Funds	Total	Total
	£	£	£	£	£
	2023	2023	2023	2023	2022
Fixed Assets	-	464,104	-	464,104	588,101
Investments	-	2,928,874	-	2,928,874	2,978,465
Cash at bank	2,702,398	142,022	673,428	3,517,848	2,747,102
Other net current liabilities	(1,454,640)	-	-	(1,454,640)	(1,503,784)
Creditors > 1 year	-	-	-	-	(23,571)
Total	1,247,758	3,535,000	673,428	5,456,186	4,786,313

16 Charitable Activity Reserve

Out of the funds raised and on account the Trustees have agreed, as a matter of wise management to establish a reserve of £500,000 (2022 £500,000) to cover any unforeseen event that may impact the Charity. The Trustees have then agreed that the level of free reserves (including any designations) should not fall below £3.3m.

17 Accumulated Charitable Funds

These are unrestricted, undesignated funds which can be used as required to fund the future work of the Charity. At the 31st March 2023 these were £1,247,758 (2022 £3,347,078). These funds are the balance of what unrestricted income has not been designated or expended in the year. Activity has been prioritised to ensure the Charities continued ability to meet need.

Independent Auditors Report to the Trustees of Newlife

for the year ended 31 March 2023

Independent Auditor's Report to The Trustees of Newlife the Charity for Disabled Children

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2023 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

We have audited the financial statements of Newlife the Charity for Disabled Children ("the Charity") for the year ended 31 March 2023 which comprise the statement of financial activities, the charity balance sheet, the statement of cashflows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence

We remain independent of the Charity in

accordance with the ethical requirements relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements.

Conclusions related to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the Charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the Trustees' Report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to

be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion;

- The information given in the Trustees' Report for the financial year for which the financial statements are prepared is inconsistent in any material respect with the financial statements; or
- Adequate accounting records have not been kept; or
- The financial statements are not in agreement with the accounting records and returns; or
- We have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Trustees' responsibilities statement, the Trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees

determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the Charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Extent to which the audit was capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances

of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Non-compliance with laws and regulations

Based on:

- Our understanding of the Charity and the sector in which it operates;
- Discussion with management and those charged with governance; and
- Obtaining an understanding of the Charity's policies and procedures regarding compliance with laws and regulations;

We considered the significant laws and regulations to be the Charities SORP (FRS 102) – second edition and Generally Accepted Accounting Practice (UK).

The Charity is also subject to laws and regulations where the consequence of non-compliance could have a material effect on the amount or disclosures in the financial statements, for example through the imposition of fines or litigations. We identified such laws and regulations to be health and safety legislation and data protection.

Our procedures in respect of the above included:

- Review of minutes of meeting of those charged with governance for any instances of non-compliance with laws and regulations;
- Review of correspondence with regulatory for any instances of non-compliance with laws and regulations;
- Review of financial statement disclosures and agreeing to supporting documentation.

Fraud

We assessed the susceptibility of the financial statements to material misstatement, including fraud. Our risk assessment procedures included:

- Enquiry with management, those charged with governance and the Board regarding any known or suspected instances of fraud;
- Obtaining an understanding of the Charity's policies and procedures relating to:
 - o Detecting and responding to the risks of fraud; and
 - o Internal controls established to mitigate risks related to fraud.
- Review of minutes of meetings of those charged with governance for any known or suspected instances of fraud;
- Discussion amongst the engagement team as to how and where fraud might occur in the financial statements; and
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.

Based on our risk assessment, we considered the area's most susceptible to fraud to be posting inappropriate journal entries to manipulate financial results and management bias in accounting estimates.

Our procedures in respect of the above included:

- Testing a sample of journal entries throughout the year, which met a defined risk criteria, by agreeing to supporting documentation; and
- Assessing significant estimates and judgements made by management for bias, including the determination of useful

economic life of fixed assets, the recognition of grant expenditure and the basis of going concern assumptions.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indications of fraud or non-compliance with laws and regulations throughout the audit.

Our audit procedures were designed to respond to risks of material misstatement in the financial statements, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery, misrepresentations or through collusion. There are inherent limitations in the audit procedures performed and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we are to become aware of it.

A further description of our responsibilities for the audit of the financial statements is located at the Financial Reporting Council's ("FRC's") website at:

<https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the Charity's trustees, as a body, in accordance with the Charities Act 2011. Our audit work has been undertaken so that we might state to the Charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity and the Charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

DocuSigned by:
Samantha Lifford
FC86A145C4F04E5...

Samantha Lifford

BDO LLP, statutory auditor

Birmingham, UK

Date: 31 January 2024

BDO LLP is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

BDO LLP is a limited liability partnership registered in England and Wales (with registered number OC305127).

 @newlifethecharity

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 @newlifecharity

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

England & Wales - Charity number 1170125

Accounts

Newlife the Charity for Disabled Children

ANNUAL ACCOUNTS 31ST MARCH 2022

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NEWLIFE THE CHARITY FOR DISABLED CHILDREN

TRUSTEES REPORT FOR THE YEAR ENDED 31ST MARCH 2022

The Trustees present their annual report and financial statements for the year ended 31st March 2022

Who are we?

Newlife is the largest charity provider of specialist equipment for children and young people with disabilities in the UK, with over 30 years' experience. We operate the only specialist service that provides equipment in crisis situations to children and young people with disabilities. This is often because they are in pain, cannot leave hospital or are unsafe. We also provide equipment to enhance young lives, giving opportunities such as the chance to talk to family and friends, visit grandparents, go on holiday or to college or university. Children and young people with disabilities are not asking for much, they want the opportunities to be the best they can be and enjoy experiences that others take for granted.

Why does Newlife exist?

There are 1.3 million children and young people with a disability in the UK. In the last ten years the percentage of children and young people with a disability has gone from 6% of the equivalent population to 9%. Many families are battling to get the support and equipment they need from local services, often facing long delays to get the assessments and support they need.

90% of 205 families we spoke to, all supported by Newlife, told us that without Newlife, it is unlikely they would have been able to get the equipment needed for their child. Newlife exists because without us, many thousands of children and young people with disabilities would go without. If it was your child, you would want the very best for them – this is what we want too.

What do we do?

- We provide thousands of children, young people and their families with life-changing specialist equipment.
- We give help, information and support to thousands of families through our Nurse Helpline service.
- We give the gift of play and the opportunity to learn new skills through our popular Play Therapy Pod loan service.
- We campaign and advocate on behalf of families of children and young people with a disability, ensuring that their voice is heard.
- We provide opportunities for adults with additional needs through employment and volunteering, giving them the chance to learn new skills, interact with others in a positive and encouraging environment and to provide a means for career development.

Raising funds – We take excess goods and turn them into equipment

Newlife raises the funds we need through fundraising but also through the recycling and re-use of un-required clothes, shoes, bags and home furnishings. We take this stock, which is destined for landfill (over 17,000 tonnes this year) from leading retailers across the UK and Europe and give 'new life' to these items, preserving the environment footprint that it took to produce them, regularly saving 10,000 carbon tonnes each year.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN
TRUSTEES REPORT FOR THE YEAR ENDED 31ST MARCH 2022

Newlife's Vision, Mission and Values

Our Vision

That **EVERY** disabled or terminally ill child and their family get:
The equipment they depend on, the quality of life they deserve, the caring support they need and the chance to benefit from pioneering medical research.

Our Mission

'Together we will make life better' for disabled or terminally ill children and their families.

Our Values

Always compassionate and deserving of trust – in all we do.
Making things happen – for those we serve.
Leading in our field – to make things better.
People at our heart – every day.

Why? - Because if it was a child you loved you would want the best for them

Objectives

Newlife's charitable objects for the public benefit are set out in the constitution of the charitable incorporated organisation. The objectives are set by the trustees to meet these aims and are summarised below, a comprehensive review of each service is included on pages 3 to 20:

- 1) 'Rescuing children in crisis' – Emergency Equipment**
- 2) 'Be the best you can be' – Improved quality of life equipment**
- 3) 'New life through play' - Learn and Play Equipment**
- 4) 'Positive change for all disabled children' – Campaigning & Advocacy**
- 5) 'Family information & caring support' -Nurse Helpline and Online chat**
- 6) 'Change your life and the lives of disabled children' - Volunteering**
- 7) 'Protecting the environment' - Recycle and Re-use**

NEWLIFE THE CHARITY FOR DISABLED CHILDREN TRUSTEES REPORT FOR THE YEAR ENDED 31ST MARCH 2022

Summary of the Year

How has Newlife changed lives this year? – take a look below and see for yourself the impact we have made.

1. Unique Emergency Equipment Response - 'Rescuing children in crises'

Newlife is the only national charity providing emergency specialist equipment to disabled children in crisis. The impact from the COVID-19 pandemic continues to affect children and young people with disabilities and their families as they face a battle to get the equipment they need. Many local areas have substantial waiting lists, and fewer professionals to help than before and as a result we have heard from families who are waiting over 12 months to get assessments for the equipment they so desperately need. Often families come to Newlife in crisis situations. Many children and young people with a disability cannot afford to wait. If they don't get the treatment, intervention and care, at key milestones or when crisis hits, they end up more disabled and suffer greater pain and danger. Their families are driven to desperation and parents and/or carers can even injure themselves trying to overcome this absence of equipment and support.

Newlife's unique and trusted Emergency Equipment Loan service can get vital equipment to families in desperate need within just 72 hours when required. Newlife can also 'fast track' grant applications for equipment for children in urgent need.

We have and continue to respond to desperate situations, where children are:

- **unsafe at home**, without the specialist beds they need to sleep safely.
- **in pain**, without the specialist seats they need to help with posture and comfort.
- **stuck in hospital** because they don't have the specialist equipment they need to be discharged.
- **life limited** but families have been deprived equipment that could help to create memories and enjoy precious time together.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN TRUSTEES REPORT FOR THE YEAR ENDED 31ST MARCH 2022

Harper's story



Five-year-old Harper experiences up to 200 seizures a day and couldn't safely leave her home – until Newlife stepped in to help with the emergency loan of a specialist buggy.

Harper suffered a stroke at birth which left her with Cerebral Palsy and weakness in her right side, but just over a year ago she began to experience terrifying seizures, which quickly escalated to around 200 a day.

As Harper had outgrown her own buggy, mum, Megan, and stepdad, Jason, could no longer safely take her outside their home. In desperation they turned to Newlife.

“Harper would repeatedly fall and hurt herself”

Megan said: “Before we had the specialist buggy from Newlife in October we had nothing to help us, so we struggled every day. Harper would repeatedly fall and hurt herself if she tried to walk – and I’m only 5ft 2ins so it was such a struggle to try and carry her. It got to the point when she didn’t even want to get out of bed as she knew she would hurt herself. It was heart-breaking.”

“Having the buggy from Newlife was an absolute God send, it is big enough to keep Harper comfortable and has a strap to keep her safely in position, has convenient hooks for her tube feeds and Harper can also sit facing me, so I can always keep an eye on her. We could finally take her out wherever we needed to, and she could even see friends.”

When Harper was admitted to GOSH, the buggy made life so much easier.

However, just a few months later Harper’s seizures suddenly became so severe her doctors believed the only way to help her was to place her in an induced coma through November and December 2021 followed by surgery in February 2022 to disconnect the left side of her brain to stop the seizures.

Megan said: “It was a scary time, but we were even able to use the specialist buggy in Great Ormond Street Hospital to safely transfer her from ward to ward, rather than having to wait for porters. It made life so much easier.

“Now Harper is home and doing well as she recovers from surgery. We still need the buggy to take her to weekly hospital appointments and she will still 100 per cent need the buggy due to the weakness from Cerebral Palsy, brain damage and because she doesn’t have very good head control. Although she’s not having seizures anymore, she does still get auras which make her feel dizzy.

“I don’t know what we would do without Newlife.”

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The figures

TARGET SET for 21/22 – Expand the equipment in the Emergency Equipment Loan suite, so we can help more children in Crisis.

In 21/22

- Overall Newlife helped **938 children in crisis** (emergency loans and grants), down from **1,200**. Despite the overall reduction more **emergency loans (574) were provided compared to 20/21 (507)**.
- Newlife spent over **£902k** on equipment for disabled children in crisis – £200k less than the prior year's figure.
- **58%** of equipment grants awarded were **fast tracked for emergencies**. This is down on last year's figure (69%). This is in-line with Newlife's strategy to prioritise support for those disabled children and their families who are in crisis situations with emergency loans.

The impact – 'Keeping children safe, reducing pain and improving care'.

In 21/22 to establish the impact of our emergency equipment services we interviewed families about the impact on their child's life:

- **88%** of 127 families told us **their child is now safe**.

Families strongly agreed or agreed when asked if their child is now safer, with a reduced risk of injury. In addition, **80% of families** told us that the **whole family felt safer** now in comparison with before they received their equipment.

- **82%** of 125 families told us **their child is now more comfortable and in less pain**.

Families strongly agreed or agreed when asked if their child was more comfortable and, in less pain now, than prior to receiving their equipment.

- **65%** of 62 families told us **their child is now healthier** than before they had their equipment
- **68%** of 60 families specifically receiving a specialist bed/cot reported that their **child slept better than before** they received their equipment

Emergency equipment – your words, your stories!

***Life changing for the whole family** – I cannot express into words how, just by having this bed, it's changed our lives. It has been life changing for the whole family. For my husband and I and our three boys. My son has even stopped his sleep medication (melatonin). I know my son is safe at night and he is much more awake in the day and so he is more interactive at school. He is a much happier child. Thank you Newlife.*

***My son is now safe when going to vital medical appointments.** We can't say enough words to show our appreciation for the new car seat for my son. Now we can*

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take him safely to all the medical appointments he has and have the peace of mind that he is safe and supported the way he needs to be in the car. Thank you again.

Someone was listening to us. *The equipment made us feel like our struggles were being listened to and that somebody cared about our son's wellbeing. The equipment made us realise even more just how much we needed it and couldn't be without it.*

2. Changing Lives - providing equipment that enhances their quality of life and gives children the chance to 'be the best that they can be'

It means:

- A child or young person **is able to go to school, to college, to university** because of their powered wheelchair.
- A child **is able to sit and eat at the table** with their family because of their special seat.
- A child **is able to tell their mother or father they love them**, for the first time, with a communication aid.
- A child **is able to walk** after being previously written off as 'will never walk again' because of their specialist walking frame.
- A child's condition will not get worse, **preventing the need for surgery at a young age** because they have the right chair or bed to support them.

Every child should be supported to fulfil their potential and not be defined by their disability. The examples given above may not be crisis situations, but they are everyday life events that we can all take for granted.

Why should disabled children and young people be any different?

Newlife provides a complete service from applications onwards, assisting, liaising, ordering and arranging delivery and installation if required. The thank-you letters received from families and our impact surveys show the real impact these grants have on the lives of children and young people.

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Ezra's story



Five-year-old Ezra can join in with his class at school and enjoy his own independence, thanks to a new drug to halt a progressive and life limiting condition in its tracks and a specialist light weight wheelchair provided by Newlife.

Ezra, was born with Spinal Muscular Atrophy Type 1 and diagnosed with the progressive condition at just four months old. Until a few years ago he would have likely died before the age of two, as the muscles needed for swallowing and breathing became too weak – but thanks to a new drug called Spinraza the development of his symptoms has been significantly slowed.

Although Ezra can't walk or stand on his own, he does have limited use of his arms, so physiotherapy is vital to strengthen his muscles. A wheelchair he can self-propel will not only help develop the strength he needs, but it will also allow him the independence he craves, enable him to play with his friends and build confidence in his own abilities. As his independence flourishes, it will also bring him more opportunities to enjoy life in the years to come – something every child should be able to do.

However, the family were only offered a standard, heavy, wheelchair for Ezra and, on assessment, he wasn't strong enough to use it.

Not being able to give Ezra the independence he craved was heart-breaking.

Mum Portia said: "Ezra wouldn't still be here without Spinraza, we know that it's because of this he is surviving, but we want him to really live. To make the most of his life he really needed the right equipment to help him.

"Ezra could just about move on his own in the heavy wheelchair during the assessment – and I thought, 'fantastic' but they said he couldn't move it well enough to have it. It was heart-breaking.

"Ezra is really bright and loves any bit of independence he can get. He started reception class in a mainstream school in September, but only had an adaptive seat on wheels which must be pushed. Without a wheelchair he can't move anywhere or do anything by himself without an adult to move him. He can't join in the way he wants."

Ezra's parents turned to Newlife for help funding a light-weight wheelchair.

Now Ezra has the wheelchair he needs from Newlife there's no stopping him – and he's been practicing with his new wheels. "We love the chair – it's brilliant – it's so good for him and will be great for helping him to build up his muscles. It will make such a difference!"

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The figures

TARGET SET for 21/22 – Continue to fund equipment (where funds allow) which will make a significant difference to the quality of life of a disabled child

In 21/22

- While helping children in crisis was the number one priority, Newlife still helped **265** disabled children through **equipment to improve their quality of life**.
- Newlife spent **£499k** to improve the quality of life for disabled children through equipment. This means that the **average cost of each child helped** was £1,883.

The impact – 'Aiding recovery after major surgery, able to go on holiday and more quality time as a family'

- **92%** of 65 families agreed they can now take their child to places and do activities, **enjoying quality time together** after they had received their equipment.
- **91%** of 65 families agreed that they were **now less isolated as a family** after they received their equipment.

Quality of life equipment – your words, your stories.

We've been to the zoo, the beach, and the shops!! The pushchair has made a huge impact on our family life. During the summer we managed to go to a safari park which we never would have been able to go to due to my daughter being in pain and unable to walk far. I can now take her shopping and if she has problems due to it being too crowded or noisy, I can get her out of the situation quickly. During October half term we visited grandparents 4 hours away, they wanted to take her to the beach and the local zoo. Again, without the pushchair we couldn't have done this.

Trick or Treat! Newlife have changed not just our daughter's life, but my whole family. For the first time ever, my daughters were able to go trick or treating on Halloween this year because of the equipment provided for our daughter.

Seat improved my daughter's health and wellbeing! Due to the very complex health problems my daughter suffers from, both mentally and physically, there just isn't an off the shelf chair that is suitable and comfortable for her. The chair Newlife have funded really has been a saving grace and without Newlife and their massive support we would not have been able to purchase it. Before, my daughter was having to use the sofa and the floor, which was having a detrimental effect on her health, especially her scoliosis and in turn her breathing difficulties. Newlife really have helped improve my daughter's standard of living, as well as her general wellbeing and health. She is SO happy in her seat and can enjoy life in comfort. Thank you Newlife!

A new confidence following surgery thanks to our walker. The walker has been massively important to my son and our family as it has really helped him to regain

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mobility and confidence following major surgery. We really value and appreciate all the support we had from Newlife in obtaining this fantastic piece of equipment.

3. Play Therapy Pods (PTP) – ‘New life through play’

The gift of play should not be underestimated. Specialist toys can be so expensive and yet they can help a child in many ways.

Newlife provides specialist development and sensory toys for a 12-week loan period. Categories of pods range from birth right through to 18 years of age.

Each pod contains a selection of specialist toys that can teach cause and effect, assist with developing hand/eye coordination and promote understanding of balance and movement, as well as helping with the development of motor skills and stimulating audio and visual senses. They give disabled children the chance to learn and smile!

The Play Therapy Pod Service gives children and their families the chance to ‘try before they buy’ and often a child will really enjoy one particular toy which parents and grandparents can then buy for a birthday or at Christmas.

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Oscar and Theo's story



Brothers who have the same incredibly rare neurological condition which means their life expectancy is just ten years old, have been able to play together and make memories for their family to treasure, thanks to Newlife's Play Therapy Pod service.

Both three-year-old Oscar and his seven-month-old brother, Theo, have a condition which only affects one in 900,000 people in the UK called Pelizaeus-Merzbacher Disease - part of a group of rare, progressive, genetic diseases called Leukodystrophy. As well as affecting their brain and spinal cord it tragically means both can lose their ability to walk, sit, crawl, and will eventually deteriorate, losing all the skills they have learned before they sadly pass away.

To make the most of their short lives, parents, Cortney and Stuart desperately wanted to find a way to help Oscar and Theo improve their mobility, learn new skills and, most importantly, create lasting memories and special bonds, as a family – so turned to Newlife's Play Therapy Pods service for help.

"More than just a box of toys. It has given us the chance to make lasting memories".

Now, thanks to the contents of the Discovering Interaction pod, Oscar can develop his motor skills and reach developmental milestones – while Theo happily engages in watching his big brother while using the Sensory Play pod to stimulate all his senses. Oscar has reduced eyesight and can't walk unaided, has regular physiotherapy to help decrease his muscle tone, reduce stiffness as well as to learn to stand and reach for toys to promote his balance. At home, standard toys didn't keep his interest as he struggled to use or even reach for them – they just weren't stimulating enough for him. Often, he would sit and lose interest in toys very easily. But mum Cortney says she is 'thrilled' with how much the toys from the Play Therapy Pod service have helped.

She said: "It is so much more than just a box of toys. It has given us the chance to make lasting memories as a family. Oscar was so excited when it arrived. The bubble machine is one of his favourite toys. He reaches up on his legs to pop the bubbles – something he wouldn't do with toys before. Even his physiotherapist has noticed how much it has helped his core strength.

"The toys have also brought the whole family closer together. Now, whilst Oscar plays with the sensory skittles, brother, Theo, joins in by watching the lights and taking in the noises.

"It's lovely to see the two of them playing together and building special bonds whilst exploring these amazing sensory toys. The Play Therapy Pod is incredible. There are things in there you wouldn't think of buying. They have helped Oscar and Theo tremendously and we all have memories to treasure."

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The figures

TARGET SET for 21/22 – To grow this much sought-after service, helping disabled children to develop new skills, provide distraction from pain and give families the chance to play and have fun.

In 21 /22

- Newlife provided **1,499** loans of a PTP, a **13% increase** on the prior year (1,330). Newlife recognises the importance of play and development for children and young people with disabilities, putting more resources to help more children and families

The impact of Play Therapy Pods – Your stories, your words

New Skills: "We saw him learn skills he had not shown before. We saw changes in him during the time we've had the pod and how he interacts with the toys"

'**She shouted and the colours changed!**' "The magic led light – My daughter loved this, and it made her go into her room to sleep and play. She figured out if she shouted at it, the colours changed."

Making precious moments together; "My daughter loved the rainmaker toy. We used it in her hospital stay and she thoroughly enjoyed it. She would turn to face the sound and fixate her eyes towards the rainmaker. Those moments were precious for me. She passed away shortly before the pod was returned. Thank you for helping us during such a trying time and creating lifelong memories."

The giggles; "It was lovely to see my son giggle whilst he was playing with the toys, as a parent I enjoyed having one to one time with him in a positive way."

Try before you buy;"It's fantastic to access toys that are different to our usual ones and to try them before we perhaps buy them. Our children are unpredictable, and this has led to many unused purchases. This way we can see whether they'd make use of certain toys or not."

Frog and musical instruments a big hit: My son enjoyed learning new skills, though there was some frustration when he did it wrong, we encouraged and praised his efforts. Thanks to your help he can now build a tower without frustration. The frog is lovely and has helped him settle at night. My son also enjoys using the musical instruments and floor keyboard...it was interesting watching him realise he was making the noise each time he pressed a different key. This pod has helped him enormously, we are on a low income and sensory toys can be expensive. Children with Down's syndrome can take longer to learn things and can need a little extra support, it has been wonderful to have the right type of toys available to help my son learn new skills. Truly, thank you!

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4. Campaigning and Advocacy – ‘positive change for all disabled children’

Why does this matter? – Because no family is immune from having a disabled child. If a child you loved suddenly became disabled, you would want the very best for them. It’s personal for us too as we want the very best for every child.

Through campaigns we can help thousands and even hundreds of thousands of disabled children, now and in the future, by working with national and local decision makers to change laws, overcome barriers and help set up policies that lead to equipment provision.

Campaigning – Nationally

What did we do?

Influencing National decisions makers

As the leading experts in children’s disability equipment, we are best placed to support the national development of disability services, look for opportunities to influence policies that prevent disabled children from thriving.

To that end we have worked closely with a number of MP’s, ministers and members of the House of Lords including Sir Ed Davey the leader of the Liberal Democrats to highlight the issues that disabled children and their families face and to give them a voice.

We will focus on the following campaign objectives:

1. Call on UK and devolved Governments to publish a national circular reminding local authorities and health bodies that all disability equipment should be assessed and provided based on the needs identified.
2. Call on all nations to agree a maximum of 18-week period RTT (referral to treatment) for an assessment of a disabled child and following that assessment a plan to meet any equipment needs identified.
3. Call for a debate/enquiry into why disabled children cannot get the equipment they need from local statutory services.

Successes include:

- Sir Ed Davey tabled two parliamentary questions on behalf of disabled children and their families:

The first asked the Secretary of State for Health and Social Care if he will make it his policy to distribute documentation to all local authorities in England re-iterating their duty to assess children in need and to provide equipment based on the findings of that assessment.

The second asked the Secretary of State for Health and Social Care how £10 billion in extra funding provided as part of the COVID-19 recovery planning will tackle the waiting times for disabled children to receive an equipment assessment and what estimates has been made of the timeframe in which those waiting times will be reduced.

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- Following a systematic, targeted and meaningful engagement campaign, 21 MP's offered to; support our campaign objectives, raise questions in the House of Commons or look at specific constituency issues on behalf of disabled children and their families.
- Following communication with various relevant select committees, Diana R Johnson, Chair of the Home Affairs Committee asked the Minister of State for the Department of Health and Social Care on the 28/1/22 a question regarding tackling the backlog in disabled children's health services including the provision of therapies and equipment.

The minister replied stating; as part of COVID-19 recovery planning we are viewing how we can improve the provision of health services, including therapies for disabled children. We have made £2 billion available in 21/22 and a further £8billion from April 2022 to March 2025 to increase activity and reduce waiting times for patients including disabled children.... We are supporting access to appropriate disability equipment via NHS supply Chain which maintains a framework contract for the supply of rehabilitation and disabled services equipment, such as paediatric wheelchairs to the NHS and other healthcare settings.

- The All-Party Parliamentary Group on equipment for disabled children met twice during the financial year with Newlife to carry on as the secretariat. Members were briefed by a Paediatric OT guest speaker who gave professional insight into the stretched, depleted public services available for disabled children, stating it was not uncommon for disabled children to wait for two years from when they submitted their application to when an outcome was reached. 29 other professionals completed a professional survey highlighting a lack of specific training, the impact of COVID-19 as contributing factors to what they revealed was significant concern they had regarding the quality of services available for disabled children. The Chair of the APPG, felt that the evidence submitted warranted an enquiry and a report from the APPG.

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5. Nurse Helpline & Online Chat – ‘Family information & caring support’

Whether it’s the trauma of learning your child is terminally ill, or you need help to face the daily care challenges, Newlife is here for all families. Many families continue to feel isolated and abandoned, unable to speak to professionals as there is a shortage of key professionals with many vacancies currently unfilled. Many of these families turned to Newlife, and our dedicated team.

We’re proud of our dedicated nurses, professionals and the team around them, who are there when families need them the most. We get calls and emails because of:

Diagnosis - Families desperately need to understand a diagnosis, or even how they can seek a diagnosis for their child. Our nurses are also there to provide information and support if a child’s condition has gotten worse.

Vital local support? - Families do not know who to turn to for help or cannot get vital services, for their child, from their local health or social care services – we get families the information they need to know on key workers, what services can be accessed and even break barriers down preventing families from getting the vital help and support they need.

Equipment; it’s often needed in crisis situations – Our nurses and professional team inform families of the services that Newlife can offer, providing vital equipment that can and does change the lives of disabled children.

Newlife nurses are a trusted source of support and Trustees are pleased to have received reports and letters from families assisted through these services, which clearly achieve the aims of the Charity.

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Harper and Caroline's story



When Caroline picked up the phone to call Newlife's free Nurse Helpline, a specialist Nurse was there to provide emotional support and to help the family from Kent when they were hanging on by a thread.

Her daughter, Harper, is five years old and has an undiagnosed genetic condition which means her brain has stopped growing, leaving her with severely impaired vision and experiencing seizures which they have been told will become progressively worse as she grows older. She is non-verbal and, although she is able to walk on her own, she often uses a wheelchair to get around as she tires easily.

Caroline, and Harper's dad, Steve, were also shocked to discover that Harper has a rare bowel disease and were devastated that she would have to undergo more tests and major surgery to treat it. When they received the news, Harper's sister, Raine, aged four, who also has complex health issues, was only just recovering from her eighth operation. Mum and Dad were emotionally and physically exhausted and didn't know where to turn for support.

"It was a really traumatic, awful time. The diagnosis was life-changing, and we were all very emotional, we were living off very little sleep, caring for both girls and Raine's twin, Hettie, and didn't know what to do. We were really worried about how Harper would cope in her bed after her surgery – then a friend suggested contacting Newlife, and it's the best thing we could've done," said mum.

"The Newlife nurse we spoke to was so sympathetic and calming – it was as though she could hear in my voice, I just needed someone to talk to. It felt as though she could really understand what was going on. She helped us to find a structured path to go down and think through how to deal with Harper's diagnosis. She also reassured us that our application to Newlife's Equipment Grant service for a safer bed for Harper was being considered.

"Bedtimes were the most distressing time of the day. Her bed was far too small for her, meaning she could climb over the sides and wander around the house – one evening she nearly fell down the stairs. Harper's Dad and I took it in turns to sleep on the floor next to her every night. We felt so alone but the nurse was amazing, she helped us see there was light at the end of the tunnel and reassured us that Newlife would offer help and support and try to fund the bed."

Now, thanks to the team of experienced nurses behind Newlife's helpline and the delivery of a specialist bed from Newlife's Equipment Grant service, Harper can sleep safely in a bed which is suitable for her needs and safe enough for her to sleep in after her operation.

Mum said: "The bed arrived at just the right time – it's a perfect fit for Harper and she absolutely loves it. There are no more tears and sleepless nights, and we can all get a good night's sleep,

"We can't thank the nurses enough – one has even called to check up on Harper and see how she is and offered emotional support in the form of a phone call. It's an amazing service!"

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The figures

- The Newlife Nurse Helpline has **over 6,005 contacts from families**.
- Our free online resources on topics such as social services, adapted homes and podcasts on personal wheelchair budgets and what they mean have helped **thousands more families**.

The impact – your stories, your words;

“Just made the impossible possible”

Great communication; “Amazing service. Any questions I had were always answered and communication was excellent. Really made a big difference”

Caring staff; “Really outstanding service provided. When struggling to find help it is wonderful that your staff care. To find people to listen and care is a Godsend. I have dyslexia and the staff were always willing to help me with the forms.”

Knowledge and empathy; “Staff had great knowledge of my child’s disability and care needs which enabled them to empathise with me. Anyone I had contact with certainly did all that they could to help and ensure that the application was completed and processed as quickly as possible. I am very grateful to everyone at Newlife for not only the equipment but also how they spoke with me. Thank you.”

One statutory service professional who regularly supports family applications to Newlife wrote in our anonymous survey:

“The difference the equipment made to the well-being, pain relief, for the child and lessening of distress for the family, has been immeasurable. For the therapists working with these children, the support and close working you offer has also been very supportive and heartening.

We feel we are working with colleagues that truly put the child's needs first. Thank you!”

ACTION ON POVERTY

We know that many households who live in poverty, have someone with a disability. Poverty through disability is affecting families across the UK. Many families find they have to cease working due to carer responsibilities – in some cases both carers have to do this. Employment can be affected as children have complex needs which means lost days at work for parents and carers with hospital visits and surgery etc. resulting in unstable income for the household.

Newlife trustees understand and recognise the phrase ‘disability poverty’ where a family is in poverty directly because of the care needs of a disabled person/child or on some occasions disabled children.

How do we help families who are in receipt of certain ‘passport benefits’ which indicate their disability Poverty?

During the COVID lockdown, our Helpline Nurses and team recognised many families who were struggling financially with increased costs, especially as children were out of

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school. Many parents, carers who were able to work were placed on the furlough scheme, reducing their income or in some cases faced redundancy and much uncertainty for the future.

Newlife Trustees responded and quickly agreed a special reserve fund of £20,000 to help families fund everyday items, at around £100 a family.

This project made such an impact, trustees agreed to extend the project and help more children and their families. During 21/22 the **total number of children and their families helped was 183.**

The impact

We received so many thank you notes and emails from families, here are just a few which show the impact of this service.

Help with education, during lockdown;

"Many thanks for these items. These will really benefit my two boys, and especially to be able to access any educational work, while they are not currently in school. Many thanks for these."

Support when it's needed most

"I just want to say a huge thank you to everyone at Newlife! Your charity has supported us in such a challenging and difficult time and I will be forever grateful."

'We didn't know anyone could help us'

"Blanket and canopy received. Thanks so much for this help. We didn't know anyone could help us. We have been struggling a while and my daughter really needed this."

Together these five areas of activity form our equipment, information and support services

During the 12-month period **2,985** children and their families were helped by our equipment services and poverty project. We provided equipment to children in **94 of the 104 counties** in the United Kingdom, similar to last year's figure, showing that Newlife truly is a UK wide charity. In addition, we have been contacted over **6,005** times by families via our helpline providing instances of help, information, and support. Many families downloaded our resources available via our website, providing valuable help and information on a variety of topics.

In total we have offered help over **8,890** times to families and children through our equipment services and our helpline.

6. Volunteering – 'Change your life and the lives of disabled children'

How it helps Newlife

Volunteers make a real difference to Newlife, they help us to change children's lives. This can be by helping us to process the stock we receive that can be sold in our Newlife stores, or online, by volunteering in our retail stores or by helping us to clean, prepare

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and send out Play therapy pods to disabled children and their families. There are so many ways in which volunteers play a vital role in supporting Newlife.

How volunteering helps the individual

Volunteering has personal, professional and social benefits that help individual's lives. It gives people the opportunity to feel that they are making a difference to the lives of others, can help improve their health and wellbeing, help them to feel valued as part of a team, help them to gain confidence and self-esteem and give opportunities to meet new people and help them to feel less isolated.

Newlife has also seen volunteering give people the opportunity to develop new skills and gain vital experience which has provided opportunities for people to find employment at Newlife or elsewhere.

Skills and Integration for Disabled Adults

When children with disabilities grow, they often need a hand into work or help with social integration. Newlife offers disabled adults an opportunity of volunteering at Newlife, helping the charity alongside members of staff and other volunteers to process goods for retail and recycling and to help us raise funds.

Since Newlife became a CIO in 2016, this has become a new object of the charity and is part of our constitution. We believe it is crucial to give disabled young people and adults who can easily be socially excluded from society on grounds of their disability the support, training, workplace experience and volunteer opportunities they need in a meaningful, safe, social and happy environment which we believe will help them to feel part of society.

The figures

- **124** volunteers gave **12,655 hours** to Newlife last year. This was a significant increase on last year's figures of 89 and 3,205 respectively.
- Over **4,200** volunteer hours were given by adults with additional needs. This is **35%** of the total volunteer figure.

While there were some limitations due to COVID-19, many existing volunteers were able to return and there were also lots of new people willing and able to volunteer during 20/21. We are incredibly grateful to our remarkable volunteers, for all their hard work and dedication to Newlife.

The impact

In February 2022, we asked our volunteers to tell us what they thought about volunteering for Newlife by completing a survey. Out of the volunteers who completed the survey:

- **95%** of volunteers agreed that they were enjoying their time volunteering with Newlife.
- **80%** of volunteers felt appreciated and supported.

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What do Newlife volunteers say?

"I enjoy volunteering as it helps the charity. I also gain from it as it gives me a chance to mix with other people and give a structure to the week. I've made a few friends and we meet socially from time to time."

"I feel valued, motivated, appreciated. It helps me with my confidence and ability to follow instructions."

"I feel good to think we are working to help disabled children."

"It's a testament to all concerned that I am happy to travel a considerable distance to fulfil the volunteer role."

"Loved every minute and gained a job thanks to volunteering."

"I enjoy doing something positive for a good cause and benefit from meeting, chatting with new friends. It is great to be able to work alongside my son to support him so that he is able to improve his confidence and raise his self-esteem. This in turn improves his overall well-being. (Volunteer who attends with disabled son)"

7. Recycle and Re-use operation – 'Protecting the environment'

Tomorrow is important – we need a healthy planet to support future generations. Newlife offers recycling services so we can help protect our planet.

What does Newlife do to protect the environment?

We divert thousands of unrequired commercial product from landfill/incineration. We work with hundreds of well-known and well-respected high street stores, designer labels and supermarkets to help them **reduce** their surplus waste, to find ways to **re-use** this product, honouring the energy resources that went into its creation and **recycle it**, when it cannot be reasonably re-used, recycling as much of the raw materials as possible.

In 2016, as Newlife became a CIO, Newlife added a new object to its constitution to protect and preserve the environment for the public benefit through waste reduction, re-use, reclamation and recycling.

How do we do this?

- We take stock such as clothing, bags, shoes, accessories, soft furnishings, electrical items and homewares that are no longer wanted/required by UK and European retailers. We organise to pick it up from location if required.
- We then assess the stock through our warehouse operation, to see if it can be re-used, if so then we will take out the labels in line with the donors' wishes and make it ready to be sold in our retail stores across the West Midlands, East Midlands, North West and the South West.
- Any items that cannot be resold, we recycle using qualified and trusted partners to recycle as much as possible of the raw materials, often to create new products.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

TRUSTEES REPORT FOR THE YEAR ENDED 31ST MARCH 2022

The recycle and re-use of this product sits within Newlife's commercial division. All profits from the commercial division are spent on our charitable aims, helping to change the lives of disabled and terminally ill children.

Caring for the Planet and our People is just part of what makes Newlife great and why our partners trust us to 'do the right thing' and make positive differences.

There was a staggering **17,700 tonnes of carbon saved** in 21/22 thanks to our recycling and re-use operation. This a **36%** increase on the 19/20 figure. (20/21 stock donations were significantly less due to COVID-19 lockdowns.)

The impact

- In 21/22 over **2,500** tonnes of items were collected, preventing them from ending up on landfill.
- Newlife's net carbon savings from donations are the equivalent of:
 - Carbon emitted by cars doing **over 51 million road miles**.
 - Carbon emitted by **6,570 homes** each year
 - Carbon emissions saved would fill **over 109 Wimbledon centre courts** or **2.4 Wembley Stadiums**.

Public Benefit

In detailing the activities of the Charity, Newlife can clearly demonstrate the wide-reaching activities of the Charity in the interest of disabled, terminally ill children and their families, adults with disabilities who are a substantial part of the UK public as defined by the Charity Commission Guidance. This demonstrates 'public benefit' as required by the Charity Commission. The Trustees confirm that they have referred to this guidance on public benefit when reviewing the Charity's aims and objectives and in planning future activities.

Financial Review

These are the fifth set of accounts for the CIO and reflect income and expenditure for the year ended 31st March 2022. The balance sheet is at the 31st March 2022.

Income

The main source of income in the year relates to the commercial activities of the Charity from the recycling of donated product through the Charity's network of retail locations. In addition, the Charity continued to receive both restricted and unrestricted non-capital donations during the year. These donations have been received from individuals, groups, trusts, foundations, companies and other organisations. It is the Trustees' view that developing new income streams should give further security to the provision and achievement of the Charity's aims.

Overall, incoming resources for the year to 31st March 2022 was £14.0m (20/21 £10.4m) an increase of 35% over the comparison period.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

TRUSTEES REPORT FOR THE YEAR ENDED 31ST MARCH 2022

Commercial income is generated from the recycling of goods donated for the benefit of the Charity. These goods are either recycled for their raw materials or sold through the Charity's various retail locations. All the goods are donated to benefit the Charity by companies, mainly retailers, but also manufacturers and wholesalers. Gross commercial income for the year was £12.4m (20/21 £5.1m) an increase of 138%, due to the extended periods of lockdown in the prior year.

Income from donations & legacies and fundraising activity was £1.5m in the year (20/21 £2.6m). The income has decreased over the comparison period by 42%.

Interest and Investments income is generated from the handling and/or investment of funds held by the Charity. A policy on investment exists to control any risks associated with this. Income remains low in the year at £9k due to a cautious investment policy being pursued to protect the Charity's assets using a mix of low and medium-risk investments causing a reduction in interest and dividends.

Expenditure

Newlife expends resources in a number of ways:

- **Expenditure on Raising Funds** – these costs relate to the investment made in generating income to achieve the aims of the Charity. These costs are split between those in relation to the commercial operations and those relating to fundraising. In the year these costs totalled £9.6m (20/21 £8.1m), with £9.1m (20/21 £7.7m) in relation to commercial operations and £0.5m (20/21 £0.4m) in relation to fundraising activity. Costs relating to the commercial operations have increased by 18% over the comparison 12 month period in line with the impact of COVID. Costs of fundraising have increased by 13% over the prior year. During the year a return on investment of 3.2:1 was achieved, which is in line with target.
- **Charitable Expenditure** – these are specifically related to achieving the aims of the Charity: equipment grants and loans, nurse services, campaigning, medical research and volunteering. Expenditure is in the form of grants and direct costs. In the year to 31st March 2022 a total of £2.8m (20/21 £3.0m) was spent across these charitable areas, of which £0.9m came from restricted income.

It is the Trustees' view that the resources expended in achieving the charitable aims have been in line with the aims and objectives of the Charity with clear beneficial outcomes. It is also their view that the cost of governance of the Charity is very low. Meeting venues are donated and minimal expenses by Trustees for their duties are claimed. All this acts to keep the real costs of running the Charity at a very low level. Investment in 'fundraising' is a long-term cost. It is the Trustees' view that their investment will in time reap rewards as it is based on sound principles and practices within the sector.

At the 31st March 2022 the Charity had funds of £4.8m (31st March 2021 £3.0m), including restricted funds of £0.8m (31st March 2021 £0.7m).

Trustee Thanks

The Newlife trustees want to record their sincere thanks to Sheila Brown OBE and Colin Brown. Sheila, co-founder of Newlife retired in March 2022, after being our CEO for over

NEWLIFE THE CHARITY FOR DISABLED CHILDREN
TRUSTEES REPORT FOR THE YEAR ENDED 31ST MARCH 2022

30 years. We are extremely grateful for all her hard work and dedication, transforming Newlife from a small charity that was able to help a few families back in the early 90's to the national charity that we are today. Thanks to Sheila and Colin, Newlife now help close to ten thousand disabled children and their families each year, we have funded over £17m in pioneering research, helped adults with additional needs by giving them volunteering and work opportunities and this year, Newlife has saved over 17,000 carbon tonnes from landfill through our recycling and re-use operation. Sheila will continue to be an ambassador supporting Newlife as we move forward in the future.

Colin worked alongside Sheila for all that time, and this year also retired from his position as Commercial Director.

We can think of no better tribute to both, than quoting Sheila herself. She regularly advised people that; 'the purpose of life, is a life of purpose'. We believe the tens of thousands of disabled children and families helped over 30 years would agree that this purpose has been fulfilled.

The Trustees are grateful to the hundreds of corporate and public sector donors who support the work of the Charity through the donation of unwanted goods. The trustees are grateful to the hundreds of donors who choose to help thousands of disabled children by supporting Newlife. Through generous donations, Newlife can respond to the thousands of requests for emergency and quality of life equipment, as well as specialist play therapy toys, each year.

We are particularly grateful to:

- The Trustees of The Marian Elizabeth Trust, whose kind support of our Play Therapy Pods over several years has enabled this vital service to significantly grow. Thanks to their continued generosity, more children than ever before have access to the toys they need to help with their development and enable families to play together.
- BBC Children In Need, whose substantial support enabled us to provide equipment to children to enhance their lives, to give disabled children the chance and opportunity to be the best that they can be, thanks to our quality of life equipment grants service.
- The trustees of The Geoff & Fiona Squire Foundation, who have generously supported our Emergency Equipment Loan service since it was established 10 years ago. The Trustees' on-going investment in this vital service has enabled us to expand our suite of loan equipment and reach a greater number of children in emergency situations
- The trustees of the Garfield Weston Foundation, who generously support Newlife and our Emergency Equipment loan service and have done so for many years, ensuring that Disabled Children get the equipment they so desperately need.
- The Regatta group, as Newlife was able to ensure more children received equipment including specialist beds, buggies, car seats and wheelchairs, improving quality of life and helping children fulfil their potential

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

TRUSTEES REPORT FOR THE YEAR ENDED 31ST MARCH 2022

- River Island continue to generously support us through the carrier bag charge scheme with a donation made to Newlife for every plastic bag sold in store.
- The Bernard Lewis Family Charitable Trust who continue to provide vital support to Newlife.
- Mrs FE Hinton Charitable Trust (now closed) who generously supported our Emergency COVID Appeal
- The Edward Gostling Foundation and the Kytes Trust have both supported our Emergency Equipment Loan appeal, helping us to expand our suite of specialist beds and buggies.
- Moondance Foundation have supported our Emergency Equipment Loan service in Wales, helping us to provide a quick response to disabled children in urgent need
- The trustees of the Maureen Boal Charitable Trust who have continued their support of our Equipment Grant Service in Northern Ireland, helping us to provide specialist items to improve the quality of life for disabled children and families

The Trustees wish to thank all volunteers and acknowledge the Newlife Opportunity Centre in Staffordshire that continues to allow volunteers to assist the Charity further by offering their time and skills in a variety of ways related to stock management or administration.

The Trustees would like to record their sincere thanks to all team members for their hard work, effort and dedication especially in helping us grow following the COVID pandemic and as this year has been one of significant change. Our team of dedicated staff make it happen so that we can change the lives of thousands of disabled terminally ill children and their families, help to protect the environment and give adults with additional needs and disabilities, opportunities to volunteer and get jobs. Well done Newlife team!

Key Performance Indicators

This year the key performance indicators were reviewed with some amendments made in consultation with department heads and members of the Trustee board. The KPIs cover all parts of the commercial division including stock received, production of stock delivered and commercial division sales. We also have KPIs for other key departments that work across Newlife, including the People Team, Finance, I.T and telecommunications, Governance and Compliance, Communications and Facilities.

Finally, the key performance indicators for the charitable services/aims are based around the number of children helped, individual/group policies changed through campaigning action and the number of volunteers contributing to the work of the charity. These KPIs are regularly reviewed by the Trustees.

Investment Policy and Performance

The Trustees having regard for the liquidity requirements of the Charity keep the investment of the Charity in a mix of equity and interest-bearing deposit accounts with

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

TRUSTEES REPORT FOR THE YEAR ENDED 31ST MARCH 2022

the aim of achieving a return that exceeds the rate of inflation. The Trustees have given the investment manager discretion to manage the investment portfolio with an agreed risk profile. Funds are allocated across a variety of investments including cash deposits and equities designed to give both long term capital growth and income. Risks are managed by having a diverse range of investments.

Overall that portion of investments held in equities has increased in value by 9% over the year – recovering the reduction seen at the prior year end following the impact of COVID on the stock market. The Trustees are satisfied with this performance given the agreed levels of investment risk.

Risk Management

The Board of Trustees acknowledges its responsibility for managing risks to which the Charity is exposed. It oversees an ongoing assessment of the major risks – in particular those relating to its strategic objectives, operations and finances – and control systems are in place to manage those risks.

The responsibility for providing guidance to the Board on matters relating to risk is delegated to the CEO and Operations Director who consider the subject of risk management in the wider context of Charity management and governance. Internally, a risk register is maintained where all risks are assessed and scored based on the impact they could have and likelihood of occurrence. New risks are identified as part of the ongoing development of the Charity's activities.

The risk register uses a scoring matrix that is recommended by the charity commission. The risk register was drafted in consultation with all departments and was presented to trustees for review along with a summary of the more substantial risks. The trustees are also presented with and discuss the most pressing risks at the quarterly trustee meetings. The trustees agreed with the mitigation strategies put forward and have agreed to continue to review risks throughout 2022 and 2023.

Charity Governance Code

The Trustees understand their legal duties and recognise the importance of good governance and subsequently the seven key principles of the Charity Governance code.

The CEO, and the governance team review the principles of the code, apply and explain the approach that Newlife takes to the code, and discuss this with the Trustees on an annual basis.

Reserves Policy

Due to the identified risk of having one main source of income generation i.e. the commercial operations, the Trustees need to act wisely to ensure that a platform of funds is available to continue the work of the Charity, should income from the commercial operations stall or reduce.

The Trustees review the level of reserves annually and designate funds to cover key aspects of charitable activity. As at the 31st March 2022 the Charity held reserves of £4,786,313. This is split as follows:

NEWLIFE THE CHARITY FOR DISABLED CHILDREN
TRUSTEES REPORT FOR THE YEAR ENDED 31ST MARCH 2022

	2022	2021
	£	£
Restricted funds	795,193	717,970
Unrestricted funds :		
Designated funds	144,042	296,442
Charitable activity reserve	500,000	500,000
Accumulated charitable funds	3,347,078	1,535,083
Total Funds	4,786,313	3,049,495

The Trustees have agreed that the level of unrestricted reserves should not fall below £3.3m, at the 31st March 2022 the unrestricted funds were £3,991,120. This is higher than targeted and represents continued close control of activity after the pandemic.

Disabled Persons Statement

At Newlife, we employ and train disabled adults and give enrichment and purpose to disabled volunteers who work alongside our staff and other volunteers in equality and appreciation. Newlife meets all legislative requirements, including the Equality Act 2010, to ensure equality of access and opportunity regarding recruitment and professional development and is the holder of the disability positive mark level 2.

35% of all our volunteer hours this year were provided by adults with additional needs **(total of over 4,200 hours)**. We believe it is crucial to give disabled young people and adults who can easily be socially excluded from society on grounds of their disability the support, training, workplace experience and volunteer opportunities they need in a meaningful, safe, social and happy environment which we believe will help them to feel part of society.

Fundraising

Section 162a of the Charities Act 2011 requires charities to make a statement regarding fundraising activities. Although we do not undertake widespread fundraising from the general public, the legislation defines fundraising as "soliciting or otherwise procuring money or other property for charitable purposes." Such amounts receivable are presented in our accounts as "Donations and Legacies".

Our people

The work of our charity impacts people throughout our community. Our supporters and donors often have a personal connection to our cause and the nature of our services is a healthy reminder of the care which must be taken when fundraising. The charity is a member of the Fundraising Regulator and abides by the Code of Fundraising Practice it sets out.

Newlife exists for the benefit of disabled and terminally ill children throughout the UK, providing specialist, fast-track equipment and campaigning for systemic change. Philanthropic funding has already helped to sustain this work but the recent impact of the Covid-19 pandemic on Newlife's commercial operations combined with an increase in

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

TRUSTEES REPORT FOR THE YEAR ENDED 31ST MARCH 2022

demand for services has brought the need for increased and more predictable fundraised income firmly into focus.

In order to respond to the changing landscape of fundraising and to meet future demand and growth of services, we continue to build on our existing relationships as well as maximise income from three key areas: corporate, charitable trusts and community. All fundraising activity is carried out by skilled, professional, paid fundraisers.

Working with third party fundraisers

The charity benefits from lottery income via its contract with Unity, set up in 2016. In order to grow this income stream a new partnership commenced in Q4 21/22 with Make a Smile Lottery, owned and run by St Helena Hospice. All activities carried out by Make a Smile on behalf of Newlife are regularly reviewed and monitored. Clear policies are in place to support vulnerable people and scripts are in place to avoid any mis selling or representation of the charity.

The day-to-day management of all income generation is delegated to the Newlife leadership team, who are accountable to the Trustees.

The Charity is not bound by any undertaking to any regulatory scheme however the Charity is a member of the Fundraising Regulator and complies with the relevant codes of practice. There were no compliance issues or failures regarding fundraising standards.

Our data

All fundraising data is stored in accordance with General Data Protection Regulations (GDPR 2015) and the Data Protection Act 1998. We have a clear privacy statement on our website and any electronic communications sent out give options to opt out at any time. We apply the legitimate interest test where opt in has not been received for any communications sent via post

During the year no opt outs were received via the Fundraising Preference Service.

Complaints

We endeavor to operate in a transparent and open manner as well as protect members of our community and supporters who may be vulnerable. The following fundraising policies were put in place during this year and are to be reviewed regularly:

- Gift Acceptance and Refusal
- Protecting vulnerable people while fundraising
- Dealing with fundraising complaints

We strive to provide excellent levels of supporter care and relationship management to ensure all fundraisers and donors have a positive experience when supporting Newlife.

In 21/22 no complaints were received in relation to fundraising activities.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

TRUSTEES REPORT FOR THE YEAR ENDED 31ST MARCH 2022

Serious Incident Reports

This year we have completed one serious incident report to the charity commission, following an ICO reportable data breach that occurred in February 2022, when the Newlife website was breached.

Immediate measures were taken to secure the website, notify all those potentially affected and to notify the ICO and the charity commission. We have provided all additional information requested from the ICO. Since the breach we have completed a comprehensive and thorough review of all data processing in the charity, reviewed all data protection policies and embarked on relevant training for members of staff who regularly use personal data.

Plans for the Future

In 21/22 we were able to help 9,170 disabled children and their families. We know times are tough for many as we emerge from the pandemic and so everything, we do will be focussed on helping as many disabled children and their families as we can. In 22/23 we want to be able to help even more disabled children and their families.

During the next 12 months (22/23) the trustees anticipate Newlife will:

- **Increase our support to disabled children and their families by 20%** in comparison with this year. We will aim to offer help over 11,000 times to disabled children and their families in 22/23.
- **Continue to help children and families in crisis situations.** We want to help more children in crisis, who 'Just Can't Wait' for the equipment they need. This will include helping children who are life limited and cannot get the equipment they need to come home from hospital/hospice and those children who are not safe and have no awareness of danger either at home or outside of the home environment. We will look to provide emergency equipment loans in 72 hours and 'fast track' equipment grants for children in urgent need.
- **Increase our quality-of-life equipment grants to help children be the best they can be.** We know equipment can empower, providing opportunities to talk, walk, go to school or higher education and to enjoy precious time with family and friends.
- **Look at opportunities to grow the Play therapy Pod service.** Including, whether we can introduce new types of pods with brand new toys and resources or work collaboratively with organisations to help more disabled children and their families. We will help disabled children develop new skills, provide distraction from pain and give families the chance to play and have fun.
- **Campaign on behalf of disabled children and their families, giving them a real voice for change.** We will listen to families of disabled children and professionals to understand their needs and will work with decision makers to bring about change. We will work with members of the All Party Parliamentary Group on equipment for Disabled Children (for which Newlife is the secretariat)

NEWLIFE THE CHARITY FOR DISABLED CHILDREN TRUSTEES REPORT FOR THE YEAR ENDED 31ST MARCH 2022

and other policy makers to improve equipment provision across the UK. We will work collaboratively with local and national decision makers and other charities to help disabled children and their families.

- **We will rescue more stock and re-use it, to extend its life, reducing the environmental effect of the fashion industry and creating a sustainable income source for the charity.** We will continue to raise awareness to corporate retailers of our Corporate Social Responsibility (CSR) services to protect the planet and people.
- **To increase volunteer hours for the year and increase volunteering opportunities for all,** including adults with disabilities and additional needs. To give volunteers the potential to develop new skills, meet new people and create new opportunities so that more people can benefit from the gift of volunteering. We want to significantly increase the number of volunteer hours across Newlife during the year.
- **We will talk to disabled children and their families** and investigate areas that they would like us to focus on.
- **We will source opportunities to continue to grow income streams,** to further support our charitable aims. We will look at opportunities for growth in fundraising to help us develop increased and sustainable income sources.
- **Review our Culture and Values.** As we continue to seek growth, our people are more important than ever. As such we believe it is imperative that we review our culture and values, consulting with our dedicated team of staff and volunteers.
- **Update Infrastructure.** We will complete the significant infrastructure project to safeguard and optimise our technological services including a transfer from physical services to a remote cloud based solution and the integration of a new telecommunications system to improve our call service and monitoring.
- **Talk more.** We will review our internal and external communication strategy. We will update families regularly through the child and family newsletter resource and launch a brand new bi-monthly professional newsletter.
- **Operate good governance.** Ensure that Newlife operates 'good governance' to protect the charity, assess and mitigate all risks and to ensure that the charity functions as it should in compliance with the charity commission and other relevant regulatory bodies.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

TRUSTEES REPORT FOR THE YEAR ENDED 31ST MARCH 2022

Structure, Governance and Management

Newlife the Charity for Disabled Children (Newlife Charity, Newlife or the CIO) was registered with the Charity Commission on 10th November 2016 (Charity Registration Number 1170125). The CIO has carried on all aspects of Newlife Trading Ltd and Newlife Foundation's activities. On 19/03/2018 the Charity Commission granted a linking order for the CIO and Newlife Foundation. Subsequently these accounts show the combined position of the CIO and Newlife Foundation.

The Trustees are responsible for the overall governance of the Charity. Trustees are either named within the trust deed or elected following a process of open selection or dialogue with interested parties. The decision on Trustee appointment is solely taken by agreement of the board of Trustees.

Where Trustees are appointed they are given a formal induction process to the work of the Charity and provided with information that they need to fulfil their roles, including information about the role of trustees and charity law.

Trustees receive updates and training from key industry sources and have substantial personal experience in the sector and business.

The principal officer is the Chief Executive who is responsible for the day to day management of the Charity's affairs and implementing policies agreed by the Trustees. Following on from the CEO's retirement, we are now actively recruiting for a new permanent CEO. During this interim period, an executive committee of three trustees are working closely with the Newlife Leadership team to provide Leadership and strategic thought. Trustees receive regular updates on the work of the Charity including financial statements and all activities are administered nationally from the head office.

The Trustees consider the board of Trustees, the Chief Executive and the leadership team as comprising the key management personnel of the Charity in charge of directing and controlling the Charity and running and operating the Charity on a day-to-day basis. All Trustees give their time freely and no remuneration is paid to the Trustees in their capacity as Trustees. Details of trustee expenses and related party transactions are disclosed in note 3 of the accounts. Trustees are required to disclose all relevant interests and register them with the Chief Executive and/or the Leadership team and in accordance with the Charity's policy withdraw from decisions where a conflict of interest arises. The pay of the Charity's Chief Executive is reviewed periodically. The remuneration of all senior and executive positions are bench-marked with grant-making charities of a similar size and activity to ensure that the remuneration set is fair and not out of line with that generally paid for similar roles.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN
TRUSTEES REPORT FOR THE YEAR ENDED 31ST MARCH 2022

Reference and Administrative Information

NAME:	Newlife the Charity for Disabled Children
STATUS:	Registered with the Charity Commission on 10 th November 2018
TRUSTEES:	Life Trustees: Mr B. Lewis, OBE (retired 25 th January 2023), Mr C. Lewis, Mr L. Lewis and Professor M. Patton. Term Trustees: Mr C Chaney, Mr N Lewis, Mrs P Burnett, Mr R Bradbury, Mrs V Sloane and Mrs K Griffith
KEY MGMNT PERSONNEL:	Mrs S. Brown, OBE, Chief Executive Officer (Retired 31 st March 2022), Mr C. Brown, Commercial Director (Retired 31 st March 2022), Mrs J Duggan Director of Fundraising, Mrs E. Jackson, Finance & Central Services, Mr T Lloyd, Director of Trading, & Mr S Morgan, Director of Charitable Services.
REGISTERED ADDRESS:	Newlife Centre, Hemlock Way, Cannock, Staffs, WS11 7GF
HEAD OFFICE:	Newlife Centre, Hemlock Way, Cannock, Staffs, WS11 7GF
AUDITORS:	BDO LLP, Two Snowhill, Birmingham B4 6GA
LEGAL ADVISORS:	Anthony Collins Solicitors LLP, 134 Edmunds Street, Birmingham, B3 2ES
BANKERS:	Barclays Bank Plc, PO Box 90, 357/366 Strand, London
INVESTMENT MANAGERS:	Barclays Private Bank, 1 Churchill Place, London

NEWLIFE THE CHARITY FOR DISABLED CHILDREN
TRUSTEES REPORT FOR THE YEAR ENDED 31ST MARCH 2022

Trustees' responsibilities

The Trustees are responsible for preparing the annual report and the financial statements in accordance with applicable law and regulations.

Charity law requires the Trustees to prepare financial statements for each financial year in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under charity 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 the incoming resources and application of resources, including the income and expenditure, of the Charity for that year.

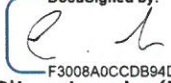
In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards 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 Charities Act 2011. 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

Approved by the Trustees on 29.03.23

and signed on their behalf by

DocuSigned by:

F3008A0CCDB94DE...
Clive Lewis (Trustee).

NEWLIFE THE CHARITY FOR DISABLED CHILDREN
STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31ST MARCH
2022

	Note	Restricted £	Unrestricted £	2022 Total £	2021 Total £
Income and endowments					
Donations and legacies		947,092	534,540	1,481,632	2,613,529
Income from Charitable Activity		-	-	-	217,070
Government Grants		-	100,102	100,102	2,371,357
Other Trading Operations					
Fundraising activities		20,421	-	20,421	5,492
Commercial operations		-	12,377,110	12,377,110	5,140,241
Income from investments		-	8,638	8,638	16,600
Other Income		-	53,900	53,900	-
Total income		967,513	13,074,290	14,041,803	10,364,289
Expenditure					
Expenditure on raising funds					
Fundraising		-	474,930	474,930	421,312
Commercial operations expenditure		-	9,177,865	9,177,865	7,715,838
Expenditure on charitable activities					
Life changing equipment, collaboration, campaigning and support		890,290	1,932,107	2,822,397	2,927,224
Medical research		-	(24,337)	(24,337)	77,300
Total expenditure	6	890,290	11,560,565	12,450,855	11,141,674
Net income / (expenditure) before gains and losses on investment		77,223	1,513,725	1,590,948	(777,385)
Net gains on investment	8	-	145,870	145,870	384,877
Net income / (expenditure) for the period and net movement in funds		77,223	1,659,595	1,736,818	(392,508)
Reconciliation of funds					
Total funds brought forward		717,970	2,331,525	3,049,495	3,442,003
Total funds carried forward		795,193	3,991,120	4,786,313	3,049,495

All disclosures relate to ongoing operations.

The notes on pages 35 to 45 form part of these financial statements.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN
CHARITY BALANCE SHEET AS AT 31ST MARCH 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible assets	7	588,101	842,288
Investments	8	2,978,465	3,337,506
		3,566,566	4,179,794
Current assets			
Debtors	9	736,659	758,384
Stock		186,577	9,817
Cash at bank and in hand		2,747,102	582,746
		3,670,338	1,350,947
Creditors - amounts falling due within 1 year	10	(2,427,020)	(2,402,937)
Net current liabilities		1,243,318	(1,051,990)
Creditors - amounts falling due after 1 year	10	(23,571)	(78,309)
Net assets		4,786,313	3,049,495
Restricted funds	11	795,193	717,970
Unrestricted funds :			
Designated funds	12	144,042	296,442
Charitable activity reserve	16	500,000	500,000
Accumulated charitable funds	17	3,347,078	1,535,083
Total funds		4,786,313	3,049,495

Approved by the Trustees and authorised for use on: 29.03.23

DocuSigned by:

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Clive Lewis - Trustee

The notes on pages 35 to 45 form part of these accounts

NEWLIFE THE CHARITY FOR DISABLED CHILDREN
STATEMENT OF CASHFLOWS FOR THE YEAR ENDED 31ST MARCH 2022

	Note	2022 £	2021 £
Net cash inflow / (outflow) from operating activity	13	1,955,257	(779,017)
Cash flows from investing activities			
Interest received		126	2,391
Dividends received		8,512	14,209
Purchase of tangible fixed assets		(362,923)	(415,208)
Sale of tangible fixed assets		58,473	27,814
Net cash (used in) investing activities		(295,812)	(370,794)
Change in cash and cash equivalents in the reporting period		1,659,445	(1,149,811)
Opening cash and cash equivalents		2,324,517	3,474,328
Closing cash and cash equivalents		3,983,962	2,324,517
Represented by:			
Cash at bank		2,747,102	582,746
Cash equivalents held in investments		1,236,860	1,741,771
		3,983,962	2,324,517

NEWLIFE THE CHARITY FOR DISABLED CHILDREN**NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022****1) Accounting Policies**

The accounts (financial statements) have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16th July 2014 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

The Trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

Newlife meets the definition of a public benefit entity under FRS102. The financial statements have been prepared on a going concern basis.

Actions taken last year including operational changes and enhanced monitoring procedures continued and ensured that the Charities financial position remained strong throughout the period under review. All stores continue to trade ahead of forecast, and Newlife has expanded retail space. The Charity continues to stress test reserves / cash availability whenever significant new activity is considered and continues to look for new trading opportunities. Current forecasts are prepared and monitored based on current activity levels and best and worst case scenarios are considered. In all cases the charity has sufficient liquid assets to remain cash positive. Given the strength of the balance sheet and availability and liquidity of investments, the members of the Board believe that, while uncertainty exists, this does not pose a material uncertainty that would cast doubt on the charity's ability to continue as a going concern for a period of at least 12 months from the signing of these accounts. The Board, therefore, consider it appropriate for the accounts to be prepared on a going concern basis.

a) Accounting for 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. Donations are recognised when the Trust has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance before the Charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the Charity and it is probable that those conditions will be fulfilled in the reporting year. Where an appropriate value can be placed on non-cash donations, they are included in the SOFA.

b) Accounting for Expenditure

All revenue expenditure is accounted for when incurred. Grants payable are payments made to third parties in the furtherance of the charitable objectives of the Charity. In the case of an unconditional grant offer this is accrued once the recipient has been notified of the grant award. The notification gives the recipient a reasonable expectation that they will receive a single or multi-year grants. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2022

c) Investments

Investments are made from unrestricted funds and are shown on the balance sheet at market value.

d) Allocation of Support and Governance Costs

Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the Charity and its compliance with regulation and good practice. These costs include costs related to statutory audit and legal fees together with an apportionment of overhead and support costs. Governance costs and support costs relating to charitable activities have been apportioned based staff time and asset use. The allocation of support and governance costs is analysed in note 5.

e) Pension Costs

Contributions to the Charity's defined contribution pension scheme are charged to the statement of financial activities in the year in which they become payable. The assets of the scheme are held separately from those of the Charity in an independently administered fund.

f) Operating Leases

The annual rentals are charge to the statement of financial activities on a straight-line basis over the term of the lease. Where the unavoidable costs of a lease exceed the economic benefit expected to be received from it, a provision is made for the present value of the obligations under the lease.

g) Fixed Assets

Fixed assets are stated at cost incurred or estimated market value at date of receipt where assets have been donated to the Charity. There are no un-capitalised assets.

Depreciation is provided to write off cost (or market value at date of receipt) less estimated residual values of all fixed assets over their expected useful lives on a straight-line basis. The need for any fixed asset impairment write-down is assessed by comparing the carrying value of the asset against the higher of realisable value and the value in use.

Motor vehicles	- 25% straight-line basis
Office equipment, Fixtures and Fittings	- 10% - 33% straight-line basis
Loan equipment	- 50% straight-line basis
Leasehold Improvements	- over the life of the lease

h) Reserves

The Trustees have established a charitable activity reserve. The reserve is reviewed annually and is calculated to cover the basic cost of charitable activities (other than grants already committed) for a period of a year.

i) Restricted Funds

Where a donor has specified a particular purpose for a donation, the income is so recognised in the statement of financial activities. Expenditure is allocated to it accordingly.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2022

j) Designated Funds

Where the Charity is committed to a specific project an allocation is made to a designated fund. Income is recognised in the Statement of Financial Activities as it arises and is allocated as explained in the reconciliation and analysis of movements of designated funds shown in note 12.

k) 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.

l) Stock

Stock represents items equipment that have been donated to the Charity for use within its operations. The value of stock comprises the costs that have been incurred in bringing the stocks to their present location and condition (refurbishment) ready for use within the charity's operations.

m) Estimates and judgements

In preparing these financial statements, the key area where the Trustees have made accounting judgements are around the length of time that grant commitments are held, and subsequently when these commitments can be released, and the classification of leases between operating leases or financial leases. Key accounting estimates are applied when determining the length of time over which to depreciate assets and assessing the recoverability of trade debtors.

n) Financial instruments

The Charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2022

2 Net Expenditure

	2022	2021
	£	£
Net outgoing resources after charging:		
Auditors' remuneration - audit services	23,000	21,000
Depreciation	611,759	415,208
Operating lease rentals	591,529	376,813

3 Related Party Transactions and Trustees' Expense and Remuneration

The Trustees all give their time and expertise freely without any form of remuneration or other benefit in cash or kind.

As at 31st March 2022 Newlife Foundation, a linked charity, owed the CIO £0 in respect of donations received in the Foundation name that had not yet been passed through to the CIO.

As at 31st March 2022 the Commercial Director (retired on 31st March 2022) owed the CIO £80 in respect of the sale of equipment.

During the period the Charity received a donation of £0 (2021 £700,000) from the Bernard Lewis Family Charitable Trust, a trust whose trustees include 3 of the same Trustees as Newlife. This is solely due to the timing of receipts from this valued supporter.

4 Analysis of Staff Costs and Other Remuneration of Key Management Personnel

	2022	2021
	£	£
Average number of Charity employees	452	466
Wages and salaries	6,345,119	5,820,105
Employers NI	443,523	394,291
Pension contributions	121,579	108,623
Total emoluments	6,910,221	6,323,019

During the period the Charity considers its key management to be the Trustees, the Chief Executive Officer and the Commercial Director. The total employment benefits including employer pension contributions of the key management personnel recognised in the accounts for the period was £221,563 (2021 £194,003)

The number of employees whose emoluments as defined for taxation purposes amounted to more than £60,000 in the year, was as follows:

	2022	2021
£60,000 - £69,999	2	2
£70,000 - £79,999	2	2
£100,000 - £109,999	-	1
£110,000 - £119,999	1	-
The number with retirement benefits accruing in		
- money purchase schemes was	5	5
- for which contributions amounted to £	17,610	17,920

The Charity enjoys the benefit of a dedicated team of volunteers who assist in the preparation of stock for resale through the commercial operation in the dedicated opportunity centre and other roles throughout the Charity. In the 12 months of operations 12,655 (2021 3,205) volunteering hours were recorded.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2022

5 Allocation of Governance and Support Costs

The breakdown of support and governance cost is shown in the table below, these costs are allocated across charitable and non charitable expenditure:

Cost Type	Total Allocated	Other Support Costs	Governance Related	Basis	Total Allocated
	2022	2022	2022		2021
	£	£	£		£
Staff / management costs	1,099,272	1,062,706	36,566	Staff Time	1,041,673
Office rental and other costs	345,294	329,555	15,739	Staff Time	273,545
Depreciation	43,744	42,827	917	Staff Time	59,942
Audit fee and trustee related expenses	24,000	-	24,000		24,000
	1,512,310	1,435,088	77,222		1,399,160

Allocation on staff time is based on a review of time spent on each activity.

Governance Costs	2022	2021
	£	£
Audit Fee	24,000	24,000
Trustee Indemnity Insurance	10,035	7,236
Legal / Professional fees	1,063	1,034
Staff costs	36,566	47,831
Cost of meetings / Other	5,558	12,187
	77,222	92,288

The total cost of support costs allocated to charitable activities is then apportioned over different activities based on an estimated time spent on each area. All governance costs are met from unrestricted funds and apportioned over both charitable activity, and the costs of generating income.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2022

6 Analysis of Expenditure

	Staff Costs	Other	Grant Funding	Support and Governance Costs	Total	
	2022	2022	2022	2022	2022	2021
	£	£	£	£	£	£
Equipment, information and support	891,677	753,154	1,046,975	130,591	2,822,397	2,927,224
Medical research	-	34,299	(95,947)	37,311	(24,337)	77,300
Total	891,677	787,453	951,028	167,902	2,798,060	3,004,524
Cost of generating funds	253,832	148,725	-	72,373	474,930	421,312
Commercial activities	4,409,477	3,496,353	-	1,272,035	9,177,865	7,715,838
Total Resources Expended	5,554,986	4,432,531	951,028	1,512,310	12,450,855	11,141,674

Grants are made for a variety of purposes including equipment, salaries, consumables, training and related costs. All grants under medical research are payable to institutions and are detailed in the Trustee report. All grants under Care Services, Equipment Grants and Loans are grants of equipment made directly to individual children or families, the number and amount of these are detailed in the Trustee report.

In the period the expenditure on charitable activities was £2.8m (2021 £3.0m), £1.9m (2021 £1.2m) of this was from unrestricted funds and £0.9m (2021 £1.8m) was from restricted funds.

7 Tangible Fixed Assets

Tangible Fixed Assets	Leasehold Improvement	Loan Equipment	Fixtures & Equipment	Motor Vehicles	Total
	£	£	£	£	£
Cost					
Balance at 31 st March 2021	1,916,063	1,420,661	1,259,877	243,739	4,840,340
Additions	52,255	149,719	82,969	77,980	362,923
Disposals	(57,375)	(198,698)	-	(128,902)	(384,975)
Balance at 31 st March 2022	1,910,943	1,371,682	1,342,846	192,817	4,818,288
Accumulated Depreciation					
Balance at 31 st March 2021	1,608,164	1,129,305	1,078,701	181,882	3,998,052
Charge for period	164,281	292,215	101,039	54,224	611,759
Disposals	(57,375)	(197,819)	-	(124,430)	(379,624)
Balance at 31 st March 2022	1,715,070	1,223,701	1,179,740	111,676	4,230,187
NBV at 31st March 2022	195,873	147,981	163,106	81,141	588,101
NBV at 31st March 2021	307,899	291,356	181,176	61,857	842,288

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2022

8 Investments

All investments are in the United Kingdom. The cost of investments held at 31 March 2022, excluding high interest accounts, was £1,236,860 (2021 £1,260,027)

	Equity	Total
	£	£
Balance at 31 st March 2021	1,595,735	1,595,735
Change in market value	145,870	145,870
Market Value at 31st March 2022	1,741,605	1,741,605
High interest accounts		1,236,860
TOTAL INVESTMENTS		2,978,465

Equities represent shares in a mixed investment fund selected to mitigate investment risk and are valued at market value. In addition we received small holdings in 4 developed market equities which we still held at the year end. No one equity represented more than 5% of the portfolio value. The change in value includes all realised profits and losses on disposals in the year.

9 Debtors

	2022	2021
	£	£
Prepayments and accrued income	242,845	382,733
Trade debtors	140,534	248,867
Other debtors	353,280	126,784
	736,659	758,384

10 Creditors

	2022	2021
	£	£
Trade creditors	597,411	518,061
Other taxes and social security	233,918	202,222
Other creditors & accruals	723,376	545,731
Approved grants < 1 year	872,315	1,136,923
	2,427,020	2,402,937
Approved grants > 1 year	23,571	78,309
	2,450,591	2,481,246

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2022

11 Restricted Funds

The income funds of the Charity include restricted funds comprising the following unexpended balances of donations and grants held on trust to be applied for specific purposes. Sums are drawn down as and when specific expenditure occurs.

Movement in Funds

	Balance 31 March 2021 £	Incoming Resources £	Expenditure & Transfers £	Balance 31 March 2022 £
Equipment grants	148,722	365,283	(323,158)	190,847
Newlife emergency appeal	7,000	6,541	(11,698)	1,843
Loan schemes	326,710	289,422	(203,833)	412,299
Play Therapy Pod Scheme	185,238	100,000	(137,881)	147,357
COVID-19 appeal	48,464	74,381	(122,574)	271
Children in Need	-	100,000	(66,460)	33,540
Other	1,836	31,886	(24,686)	9,036
	717,970	967,513	(890,290)	795,193

Prior Year Comparison

	Balance 31 March 2020 £	Incoming Resources £	Expenditure & Transfers £	Balance 31 March 2021 £
Noonan Syndrome	1,355	87	(1,442)	-
Equipment grants	192,849	728,465	(772,592)	148,722
Newlife emergency appeal	14,921	33,025	(40,946)	7,000
Loan schemes	271,296	24,055	31,359	326,710
Play Therapy Pod scheme	215,558	113,022	(143,342)	185,238
COVID-19 appeal	-	124,927	(76,463)	48,464
Children in Need	-	200,000	(200,000)	-
National Lottery	-	599,336	(599,336)	-
Other	5,334	11,940	(15,438)	1,836
	701,313	1,834,857	(1,818,200)	717,970

Funds held for Equipment Grants are to be used to provide grants of essential equipment to families within the UK. Funds held under Loan Schemes are to fund equipment for our suite of emergency loan equipment that can be lent free of charge to those children and families who are in most need right now. Funds held under the Play Therapy Pod fund are to provide specialist development and sensory toys to children for a 12 week loan period.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

**NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022**

12 Designated Funds

The income of the Charity includes the following designated funds which have been set aside out of

	Balance 31 March 2021 £	New £	Utilised / Released £	Balance 31 March 2022 £
Equipment grants and loans	31,225	-	(30,000)	1,225
Other projects	265,217	-	(122,400)	142,817
	296,442	0	(152,400)	144,042

Prior Year Comparison

	Balance 31 March 2020 £	New £	Utilised / Released £	Balance 31 March 2021 £
Equipment grants and loans	45,517	30,000	(44,292)	31,225
Other projects	394,314	-	(129,097)	265,217
	439,831	30,000	(173,389)	296,442

Funds held under designations are for the operation of charitable activity for the next 12 months, this includes the next round of research grant applications, operation of the care service department and associated equipment grant and loan costs. There were no transfers between funds in the period.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

**NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022**

13 Reconciliation of Cash Flows from Operating Activities

	2022	2021
	£	£
Net movement in funds	1,736,818	(392,508)
Bank interest received	(126)	(2,391)
Dividends received	(8,512)	(14,209)
Depreciation	611,759	637,993
Change in value of investments	(145,870)	(384,877)
Decrease / (increase) in debtors and prepayments	21,725	(175,604)
(Decrease) in approved grants	(319,346)	(470,918)
Decrease in creditors and accruals	288,691	34,132
(Profit) on disposal of fixed assets	(53,122)	(7,890)
Decrease / (increase) in stock	(176,760)	(2,745)
Net cash (outflow) / inflow from operating activities	<u>1,955,257</u>	<u>(779,017)</u>

14 Commitments Under Operating Leases

	Land & Buildings	
	2022	2021
	£	£
Total minimum lease commitments under operating leases :		
Within 1 year	561,655	561,655
Within 2-5 years	1,642,191	1,918,133
After 5 years	142,608	428,608
	<u>2,346,454</u>	<u>2,908,396</u>

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

**NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED
31ST MARCH 2022**

15 Analysis of Group Net Assets between Funds

	Free Reserves	Designated Funds	Restricted Funds	Total	Total
	2022	2022	2022	2022	2021
	£	£	£	£	£
Fixed Assets	88,101	500,000	-	588,101	842,288
Investments	2,232,192	144,042	602,231	2,978,465	3,337,506
Cash at bank	2,554,140	-	192,962	2,747,102	582,746
Other net current liabilities	(1,503,784)	-	-	(1,503,784)	(1,634,736)
Creditors > 1 year	(23,571)	-	-	(23,571)	(78,309)
Total	3,347,078	644,042	795,193	4,786,313	3,049,495

16 Charitable Activity Reserve

Out of the funds raised and on account the Trustees have agreed, as a matter of wise management to establish a reserve of £500,000 (2021 £500,000) to cover any unforeseen event that may impact the Charity. The Trustees have then agreed that the level of free reserves (including any designations) should not fall below £3.3m.

17 Accumulated Charitable Funds

These are unrestricted, undesignated funds which can be used as required to fund the future work of the Charity. At the 31st March 2022 these were £3,347,078 (2021 £1,535,083). These funds are the balance of what unrestricted income has not been designated or expended in the year. Activity has been prioritised to ensure the Charities continued ability to meet need.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

INDEPENDENT AUDITOR'S REPORT TO TRUSTEES OF NEWLIFE THE CHARITY FOR DISABLED CHILDREN

Opinion on the financial statements

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2022 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

We have audited the financial statements of Newlife the Charity for Disabled Children ("the Charity") for the year ended 31 March 2022 which comprise the statement of financial activities, the balance sheet, the cash flow statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence

We remain independent of the Charity in accordance with the ethical requirements relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements.

Conclusions related to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the Charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

INDEPENDENT AUDITOR'S REPORT TO TRUSTEES OF NEWLIFE THE CHARITY FOR DISABLED CHILDREN

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the Trustees Report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities Act 2011 require us to report to you if, in our opinion;

- the information contained in the financial statements is inconsistent in any material respect with the Trustees' Annual Report; or
- adequate accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Trustees' responsibilities statement, the Trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the Charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK)

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

INDEPENDENT AUDITOR'S REPORT TO TRUSTEES OF NEWLIFE THE CHARITY FOR DISABLED CHILDREN

will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Extent to which the audit was capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We made enquiries of management. This included the following:

- how they have identified, evaluated and complied with laws and regulations and whether they were aware of any instances of non-compliance;
- their process for detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud; and
- which internal controls have been established to mitigate risks related to fraud or non-compliance with laws and regulations.

We obtained an understanding of the legal and regulatory frameworks that are applicable to the Charity. These include, but are not limited to the Charities SORP and UK GAAP.

In addition, the charity is subject to many other laws and regulations where the consequences of non-compliance could have a material effect on amounts or disclosures in the financial statements, for instance through the imposition of fines or litigation. We identified the following areas as those most likely to have such an effect: data protection. In order to help identify instances of non-compliance with other laws and regulations that may have a material effect on the financial statements, we made enquiries of management and those charged with Governance about whether the entity is in compliance with such laws and regulations and we inspected any relevant regulatory and legal correspondence.

We considered management's incentives and opportunities for fraudulent manipulation of the financial statements (including revenue recognition and the risk of override of controls), and determined that the principal risks were related to posting inappropriate journal entries to manipulate financial results and management bias in accounting estimates.

Audit response to risks identified

- We made enquiries of management of known or suspected instances of non-compliance with laws and regulations and fraud;
- We reviewed minutes of meetings of those charged with governance;
- We reviewed any Serious Incident Reports submitted;
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments; assessed whether the judgements made in making accounting estimates are indicative of a potential bias; considered completeness of related party transactions; and evaluated the

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

INDEPENDENT AUDITOR'S REPORT TO TRUSTEES OF NEWLIFE THE CHARITY FOR DISABLED CHILDREN

business rationale of any significant transactions that are unusual or outside the normal course of business.

- In addressing the risk of fraud through improper income recognition we tested the appropriateness of certain journals.

Our audit procedures were designed to respond to risks of material misstatement in the financial statements, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery, misrepresentations or through collusion. There are inherent limitations in the audit procedures performed and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we are to become aware of it.

A further description of our responsibilities for the audit of the financial statements is located at the Financial Reporting Council's ("FRC's") website at:

<https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the Charity's trustees, as a body, in accordance with the Charities Act 2011. Our audit work has been undertaken so that we might state to the Charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity and the Charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

DocuSigned by:

Samantha Lifford

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Samantha Lifford
BDO LLP, statutory auditor
Birmingham, UK
Date 30 March 2023

BDO LLP is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

BDO LLP is a limited liability partnership registered in England and Wales (with registered number OC305127).

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

England & Wales - Charity number 1170125

Accounts



NEWLIFE THE CHARITY FOR DISABLED CHILDREN

**ANNUAL REPORT AND ACCOUNTS
YEAR ENDED 31 MARCH 2021**

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NEWLIFE THE CHARITY FOR DISABLED CHILDREN
TRUSTEES REPORT FOR THE YEAR ENDED 31ST MARCH 2021

The Trustees present their annual report and financial statements for the year ended 31st March 2021

Who are we?

We are the largest Charity provider of specialist equipment for disabled children in the UK, with over 30 years' experience. We operate the only specialist service for families with disabled children in crisis, who urgently need life-changing equipment because they are in danger, in pain or cannot be discharged from hospital without the equipment they need. We believe that current and future generations of disabled and terminally ill children should get the life-saving specialist equipment they need, when they need it.

Why does Newlife exist?

Over half a million disabled and terminally ill children in the UK are living without the vital equipment they need, either because they are denied it or face delays that have life-changing circumstances. At Newlife we believe no child should suffer needless and avoidable pain, be injured or develop new disabilities because they do not have the right equipment. No family should feel abandoned or alone.

We know that early intervention to equip disabled children at the right stage of their development is critical. With it, they will become the enabled adults of tomorrow, participating fully in society and delivering significant positive social impact for our country

What do we do?

- We work across the UK, across all disabilities and from birth to 18+. We see the whole spectrum of issues that act as barriers to children receiving transformative equipment to which they are entitled.
- We respond rapidly to emergencies and crises, providing children and families with critical specialist equipment in their homes within 72 hours - when no one else can or will.
- Newlife Nurses are on the front-line, hearing every day from families and professionals telling us what the problems are. We model our services to meet these needs.
- We tackle the legal, policy and funding obstacles that get in the way of equipment being provided, fighting for individual children to receive funds and equipment and setting important precedents for thousands more children.
- We provide thousands of families, every day, with life-changing specialist equipment grants and loans, professional information and support.

Newlife raises the funds we need to make all this happen through the recycling and re-use of no longer required clothes, shoes, bags and home furnishings. We take this stock (which is destined for landfill) from leading retailers across the UK and Europe and give 'new life' to these items, preserving the environmental footprint that it took to produce them, regularly saving over 10,000 carbon tonnes each year. In short we take excess goods from retailers and turn them into wheelchairs, specialist beds, car seats and walking frames.

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We employ disabled people and those with additional needs and we have lots of disabled volunteers, giving them the chance to learn new skills, interact with others in a friendly encouraging environment and provide a means to get jobs.

Newlife's Vision, Mission and Values

Our Vision

That **EVERY** disabled or terminally ill child and their family get:

The equipment they depend on, the quality of life they deserve, the caring support they need and the chance to benefit from pioneering medical research.

Our Mission

'Together we will make life better' for disabled or terminally ill children and their families.

Our Values

Always compassionate and deserving of trust – in all we do.

Making things happen – for those we serve.

Leading in our field – to make things better.

People at our heart – every day.

Why? - Because if it was a child you loved you would want the best for them.

Impact of COVID-19

The most important point to highlight is that it has been an incredibly difficult year for disabled children and their families. Many have faced long lockdown periods, have had to shield for long periods of time, children have been unable to go to school and we know that many families have felt abandoned. After speaking to families, we know that key services that they rely on have been put on hold, medical appointments have been delayed and professionals working within health and social care were diverted to the COVID effort, resulting in extremely long waiting lists. As a result, Newlife saw a significant increase in demand for many of its services.

COVID-19, had a significant impact on Newlife, as it did on the vast majority of charities and organisations. Newlife's predominant income source is its commercial operation, with the retail stores its largest contributor. During 20/21 this generated £5.1m, 50% of our total income for the year.

There were three lockdown periods during 20-21 as a result of the COVID-19 pandemic, where much of Newlife's commercial operation had to be closed. This included our stores, warehouses and our unique opportunity centre that provides a real community for our volunteers. Stock donations also dropped as all retail stores closed across the UK and throughout Europe.

To help compensate this loss of income, Newlife had to control its costs, using the government's furlough scheme where possible. At one stage, during the year 85-90% of Newlife's team of dedicated staff were furloughed. Some difficult decisions were also taken and we sadly had to make a small percentage of our staff redundant, to ensure our survival, these decisions were taken with great thought and deep regret but were necessary in the light of the COVID-19 pandemic. We are incredibly grateful and

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thankful to all of the dedicated team of staff and volunteers at Newlife, especially during this difficult year. It is only with their continued support and efforts that we can do what we do, changing the lives of disabled, terminally ill children and their families.

Despite the challenges, there is also so much to be thankful for and to celebrate this year.

Despite the reduction in income, incredibly we have been able to help more children get the equipment they need during 20/21 (3,040) compared to the prior year (c2,543). Our focus as reported below, was primarily on children in crisis, who were unsafe at home, stuck in hospital during a pandemic simply because they didn't have the right equipment to be discharged, or those who were in pain. Our unique Emergency Equipment Loan service was there for children and families in the most desperate need.

We have been able to help more children thanks in part due to a successful year of fundraising, raising £2.6m during the financial year following successful trust and corporate fundraising and the launch of the COVID-19 appeal. Please see a breakdown of some of the substantial donations received on page 27.

During 2020/21 and with the closure of our stores during lockdown, Newlife was able to develop a variety of online selling options, becoming multi-channel for the first time. Online sales went from next to nothing to between £20-30k per week, generating £712k of income and there is a real potential to grow this further.

As part of its governance plan, trustees agreed to keep a charitable activity reserve of £2m to help with a crisis situation such as this. We were able to draw down from this when required during the year, to ensure that we continued to help Disabled Children and their families. As stores re-opened, we were able to restore reserves to this level.

Despite a challenging year, the likes of which we and many other charities have never experienced before, we are optimistic for the future and committed to changing the lives of disabled, terminally ill children and their families.

Review of Activity, Performance and Impact

The Trustees monitor performance and outcomes, ensuring efficiency and achievement of the aims of the Charity. Last year the following targets were set and significant progress has been made in all areas, a summary of achievements is included in the table below:

Targets set out in last annual report

1. Prioritise and help those disabled and terminally ill children who are in crisis, including those disabled and terminally ill children affected by the COVID-19 pandemic. We will look to provide emergency equipment loans in 72 hours and 'fast track' equipment grants for children in urgent need.

Achievements and progress made

Despite COVID-19, we were able to help 1,200 children in crisis, a slight increase on the prior year's figure of 1,190. This figure includes 507 Emergency Equipment Loans to children who were unsafe, stuck in COVID filled hospitals without the necessary equipment for discharge and those in pain. This figure is 30% up on the prior year as Newlife saw a significant increase in applications from families in

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- urgent need. We also helped 693 children and their families via urgent Fast track equipment grants.
2. Continue to fund equipment (where funds allow) which will make a significant difference to the quality of life of a disabled child. Equipment that can help a child to talk, walk, go to university or college. Newlife will maximise support available for families of disabled children in poverty.
3. Hold further meetings of the All Party Parliamentary Group (APPG) that will consult with families of disabled children, professionals and national decision makers so that problems can be identified, debates called and evidence collected before recommendations are put forward. We will work with and influence national decision makers to increase understanding and remove barriers that families of disabled children face regarding equipment provision.
4. Work with local decision makers to ensure that where possible, families can get the essential equipment they need from their local statutory services.
5. Increase the number of children helped through the Play Therapy Pod service. We
- Newlife helped 313 disabled children and their families, funding quality of life equipment. While helping children in crisis is Newlife's number one priority, we place great importance (where funds allow) on giving Disabled children the opportunity to be the best they can be. We also helped 204 Disabled children and their families in poverty, spending c£20.8k on daily necessities, which trustees saw as particularly important in the wake of the COVID-19 pandemic.
- The APPG specifically looks at the issues that prevent disabled children from getting the essential equipment they need, when they need it, across the UK. We held the second meeting in February 2021, reporting to members on the impact of COVID-19 for disabled children and their families after 250 families completed our family survey. Next steps include writing to the secretary of state for health and social care, holding parliamentary debates and reporting on the equipment crisis in the UK for disabled children and their families.
- Between October and March we were able to work with statutory services to secure long term equipment provision for 103 families who were initially helped via an emergency equipment loan. This represents two thirds of all equipment loans for the period and demonstrates how we can help children immediately in crisis before working with local health, social care and education services to secure long term equipment provision via our dedicated teams. Of the 38 complex cases that were referred to our advocacy service, we were able to get funding commitments in two thirds of all cases (25).
- With many disabled children and their families stuck in lockdown, trustees and

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will help children develop new skills, provide distraction from pain and give families the chance to play and have fun, particularly during COVID-19 lockdown and periods of isolation through specialist play and learn toys that will be loaned to families free of charge.

6. While volunteer opportunities will cease during the initial COVID-19 lockdown, we want to provide new opportunities and increase the number of volunteers who support Newlife. We also want to increase the opportunities for adults with additional needs to volunteer at Newlife, providing them with new skills, employment opportunities and the chance to make a significant contribution to Newlife alongside a friendly and supportive team of staff and volunteers.

7. We will provide a time extension to those researchers completing Newlife Research grants due to COVID-19. We will talk to families of disabled children and investigate areas that they would like us to focus research on. We will source opportunities to fund focussed medical research on childhood disability, working in partnership with organisations where possible to build and share expertise.

8. Continue to offer a real environmental recycling and re-use solution to leading retail companies which reduces the environmental effect of the fashion industry, reducing carbon footprint and waste with a target of saving over 10,000 carbon tonnes in the year.

9. We will develop a Newlife online selling platform via a variety of online selling options that are cost effective. This will provide a further income opportunity and greater diversification to reduce the

Newlife's leadership team identified the need to increase the Play therapy pod service, providing specialist toys to meet the individual needs of each child. Newlife authorised 1,323 Play therapy pod loans during 20/21 a 31% increase on the prior year's figure, giving many more children the chance to play and develop new skills during lockdown, shielding or isolation.

Despite lockdown and the closure of our opportunity centre and stores for large periods during the year, we still had over 3,200 volunteer hours given last year from 89 volunteers. As we look forward to 21/22 we are advertising exciting new volunteering opportunities within retail, online retail, opportunity centre, logistics and also through our child and family support services.

Time extensions were provided to ongoing research projects as researchers were contributing to the fight against COVID-19. We continue to look at opportunities to fund focussed medical research projects and now that COVID restrictions have eased will discuss this with our families.

With the closure of all stores for three periods in the year, it was inevitable that both stock donations and subsequently carbon savings would drop as a result of COVID-19. Despite this our carbon savings were still 4,372 tonnes¹, the equivalent of cars driving 12.5 million miles. The carbon emissions saved would fill 26 Wimbledon centre courts. We expect our carbon savings to improve with the easing of lockdown in 21/22.

COVID-19 provided us with the opportunity to try new things. One such success story was the development of our online retail platform across three different sites. This generated income of

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impact of COVID-19. We will also sustain and grow fundraising opportunities and maximise retail income opportunities despite COVID-19 limitations to provide a secure environment in-line with 'good governance' and promote confidence among staff, volunteers, beneficiaries and supporters of Newlife.

10. Continue to identify and provide opportunities to support, engage and develop Newlife's fantastic team of staff and volunteers, through the work of our dedicated 'People Team'. We will also continue to look at opportunities to provide employment to those disadvantaged in the workplace.

11. Seek out and recruit Newlife ambassadors to represent Newlife in many different areas including fundraising, campaigning and to further our charitable aims.

12. Ensure that Newlife operates 'good governance' to protect the charity, assess and mitigate all risks and to ensure that the charity functions as it should in compliance with the charity commission and other relevant regulatory bodies.

£712k, thanks to regularly bringing in income of £20-30k per week.

Fundraising also had a very successful year, raising £2.6m. This included £90k from Newlife's COVID-19 emergency appeal and a successful year from corporate and Trust Fundraising.

Great importance was placed on providing up-to-date information and support to our dedicated team during the COVID-19 pandemic. At times 90% of our team were furloughed and our people team were always available and in regular contact with our team members, especially those who were the most vulnerable. We provided regular updates and resources regarding mental health, personal financial management and fun activities for the family during lockdown. We continue to grow our dedicated People team including the recruitment of a dedicated Mental Health and wellbeing advisor. The team is expertly led by an experienced 'Head of' who is supported by a consultant HR Director from expert HR company People Puzzles, who assisted us during the initial phase of COVID-19 and will continue to aid us into 21/22.

Actor Will Mellor launched our 30th year online celebrations, helping us to raise vital funds and we continue to seek out and work with Newlife ambassadors to help us in many areas of the charity.

Newlife trustees, regularly met with Newlife's leaders to assess the rapidly changing risks to the charity and together put in place strategies to mitigate these risks. Trustees were also regularly informed of other key governance matters include Safeguarding concerns and Data Protection matters. Our dedicated Governance team continue to work closely with all staff and teams across the charity.

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Objectives

Newlife's charitable objects for the public benefit are set out in the constitution of the charitable incorporated organisation. The objectives are set by the trustees to meet these aims and are summarised below, a comprehensive review of each service is included on pages 8 to 26:

- 1) 'Rescuing children in crisis' – Emergency Equipment**
- 2) 'Be the best you can be' – Improved quality of life equipment**
- 3) 'Positive change for all disabled children' – Campaigning & Advocacy**
- 4) 'New life through play' - Learn and Play Equipment**
- 5) 'Family information & caring support' -Nurse Helpline and Online chat**
- 6) 'Change your life and the lives of disabled children' - Volunteering**
- 7) 'Protecting the environment' - Recycle and Re-use**
- 8) 'Hope for the future' - Medical Research**

How has Newlife changed lives this year? – take a look below and see for yourself the impact we have made.

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1. Unique Emergency Equipment Response - 'Rescuing children in crises'



Desperate Mum, fears for the safety of her sons without a special bed; including fire risk and her children falling from bedroom window.

Eight-year-old William and Leon both have severe autism, learning difficulties, ADHD and absolutely no awareness of danger. William also has a sleep disorder, is more mobile than Leon and highly impulsive - leading to a number of terrifying situations, including him setting fire to a tea towel on the hob and climbing to try and escape via his bedroom window. He is non-

COVID-19 caused the twins anxiety to spike, making the need even more urgent

The change in routine due to the country being in lockdown and the family self-isolating due to the pandemic caused the twins' anxiety to spike and their behaviours to escalate. The need for the equipment became urgent as William's safety was at risk, so his mum Kelli turned to Newlife for help keeping William safe instantly while the family's healthcare professional worked with their local statutory and healthcare services to provide permanent equipment.

Mum Kelli said: "William doesn't sleep much and he likes the feeling of dangling, so he will get out of bed and climb up to the curtain poles or swing from the light fitting. I have a bespoke extra tall child gate, but William just climbs over it. He also likes to wake Leon and they broke four beds in the last year.

"Although Leon is less mobile, he is a choke risk as he will put everything in his mouth. I can't give each child my full attention at the same time, so when I'm sorting out one, the other is at risk. I urgently needed a bed for William that I could put him in and know he was not in danger if he was awake. I get very little sleep and for me life is about having to risk assess absolutely everything, constantly, which is exhausting.

'I feel more like a human and I'm able to parent both twins much better'

Newlife provided William with an emergency loan of a Safespace Voyager, which has strong and high sides, which keeps him safe, even when he's awake through the night, so the rest of the household can sleep more easily too, knowing he's not putting himself, or them, in danger.

"We have reduced school support and have lost sensory integration activities and human contact and they don't understand why, so without the emergency loan from Newlife, I'm not sure we would be coping at all.

"It's unbelievable how tired and stressed I have been, but I feel more like a human now and I'm able to parent both twins much better instead of William receiving the majority of my attention all the time.

"I'm very grateful to Newlife for the equipment, it has made a huge difference for us."

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Newlife is the only national charity providing emergency specialist equipment to disabled children in crisis. During this year, the impact of COVID-19 has been devastating for families. While many children will be impacted by the Pandemic, most will have the chance to catch up given time. That is not the case for disabled and dying children. If they don't get the treatment, intervention and care, at key milestones or when crisis hits, they end up more disabled and suffer greater pain and danger. Their families are driven to desperation and injury, trying to overcome the absence of statutory provision. More than ever before, families have been unable to get the specialist equipment they need from local statutory services. Key professionals such as Occupational Therapists and Physio's have been understandably diverted to the COVID-19 effort but this has meant thousands of families are unable to get the vital assessments they need and as such securing equipment is even harder than before.

Newlife's unique and trusted Emergency Equipment Loan service can get vital equipment to families in desperate need within just 72 hours when required. Newlife can also 'fast track' grant applications for equipment for children in urgent need.

We have and continue to respond to desperate situations, where children are:

- left **unsafe at home**, without the specialist beds they need to sleep safely
- left **in pain**, without the specialist seats they need to help with posture and comfort
- left **stuck in hospital's full of COVID-19 patients unnecessarily** because they don't have the specialist equipment they need to be discharged.
- **life limited** and every day is precious but families have been deprived equipment that could help to create memories and enjoy precious time together.

The figures

In 2020/21

- Despite COVID-19, Newlife helped **1,200 children in crisis** – an increase on the prior year's figure of 1,190.
- Newlife spent over **£1.1 million** on equipment for disabled children in crisis – in line with the prior year's expenditure.
- **69%** of equipment grants awarded were **fast tracked for emergencies** – similar to the prior year's figure of 70%. This is in-line with Newlife's strategy to prioritise support for those Disabled children and their families who are in crisis situations, particularly evident with the impact of COVID-19 hitting families hard.

The impact – 'Keeping children safe, reducing pain and improving care'.

In 20/21 to establish the impact of our emergency equipment services we interviewed families about the impact on their child's life:

- **81%** of 85 families told us **their child is now safe.**

Families strongly agreed or agreed when asked if their child is now safer, with a reduced risk of injury in comparison with before they had their equipment. In

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addition **84% of families** told us that the **whole family felt safer** now in comparison with before they received their equipment.

- **86%** of 86 families told us **their child is now more comfortable and in less pain.**

Families strongly agreed or agreed when asked if their child was more comfortable and in less pain now than prior to receiving their equipment.

- **62%** of 70 families told us **their child is now healthier** than before they had their equipment
- **64%** of 34 families' specifically receiving equipment to support their child to sleep safely reported that their **child slept better than before** they received their equipment.

Emergency equipment – your words, your stories!

Good night's sleep & more engaged at school *"I cannot express in words how, just by having this bed, it's changed our lives. My daughter is sleeping more than ever before and has woken up alert and rested, therefore she has been more engaged at school. I have been sleep deprived for five years and I have finally been able to catch-up on my sleep.*

Able to come home; *"Our daughter needed a specialist bed at home in order to be discharged following a removal of a brain tumour. Our local statutory services told us it would take six months, but Newlife sorted this straight away. The thought of being stuck in hospital all that time is mind boggling! We're so grateful for time at home together"*

A safe haven; *"My daughter uses her buggy as a safe haven to tuck herself into whenever she feels overwhelmed. The buggy keeps her safe in environments where she would escape. We have been able to visit museums, parks and zoos, all with the help of the buggy. It has made a tremendous difference"*

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2. Changing Lives - providing equipment that gives children the chance to 'be the best that they can be'



A specialist buggy has given Noah and his family the freedom to try new things together, including the chance to go on a family holiday and eat out for the first time in years!

Four-year-old Noah has autism, sensory processing disorder and asthma. He cannot communicate so becomes overwhelmed, distressed and has no awareness of danger. When he gets upset he will try to run away and as he is unable to communicate he will not respond to his parents calling for him to stop.

Noah had outgrown his standard pushchair so much that when he had a meltdown he could physically stop the buggy and get stuck, causing him to get even more upset. The only solution was a specialist buggy suitable for his height so he can go out safely with his parents and two siblings

Noah's family turned to Newlife for help

We provided Noah with a specialist buggy through our Equipment Grants Service. The buggy has a five-point harness to keep Noah safe and secure, and also gives him a calm space for him to self-soothe after meltdowns. Now Noah and his family can go on holiday, take day trips and do activities that they were unable to before they had the equipment, spending quality family time and making memories together.

Noah's mum, Debbie, said: "Thank you so much Newlife! This buggy has allowed us to explore new walks during lockdown with Noah. We've been stuck doing the same little walk for weeks now and have enjoyed our new found freedom. I can't thank you enough for the grant, it's made a huge difference for us!

Noah is no longer overwhelmed and able to ride a land train and eat out for the first time!

"Noah just loves his buggy, it is his safe zone. It made such a huge difference on holiday for both him and us. We easily got him to the activities, he's happily taken part in everything and when he needed time out he sat himself back in his buggy. He has had no meltdowns and nothing has overwhelmed him, all because of his buggy.

"We were able to use the wheelchair option and ride the land train, which Noah loved. We have even had our first family meal out in years, in a restaurant which Noah would normally hate. We used his buggy like a dining room chair, we used his favourite Paw Patrol plate and he joined in with the meal and was happy.

"It was simply amazing and has given us the confidence to try new experiences we have been putting off as he managed so well. Thank you again. The buggy has really changed all our lives for the better."

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Changing Lives - providing equipment that gives children the chance to 'be the best that they can be'

Getting disabled children the right equipment at the right time changes lives. It means:

- A child or young person **is able to go to school, to college, to university** because of their powered wheelchair.
- A child **is able to sit and eat at the table** with their family because of their special seat.
- A child **is able to tell their mother or father they love them**, for the first time, with a communication aid.
- A child **is able to walk** after being previously written off as 'will never walk again' because of their specialist walking frame.
- A child's condition will not get worse, **preventing the need for painful surgery at a young age** because they have the right chair or bed to support them.

Every child should be supported to fulfil their potential and not be defined by their disability. The points above may not be crisis situations, but they are everyday life events that we can all take for granted, – to be able to eat with loved ones, able to walk and go where we choose, able to make the most of our education.

Why should disabled children and young people be any different?

Newlife provides a complete service from applications onwards, assisting, liaising, ordering and arranging delivery and installation if required. The thank-you letters received from families show the real impact these grants have on the lives of children and young people.

The figures

In 2020/21

- Newlife helped **313** disabled children through **equipment to improve their quality of life** – which despite the impact of COVID-19 is very similar to the prior year's figure (341). Where possible, we will help as many disabled children in need of quality of life equipment as we can.
- Newlife spent **£679k** to improve the quality of life for disabled children through equipment compared to £816k the prior year. This means that we **were able to help a similar number of children** to the prior year, **spending over £100k less**.

The impact – 'Aiding recovery after major surgery, able to go on holiday and more quality time as a family'

- **83%** of 65 families agreed they can now take their child to places and do activities, **enjoying quality time together** after they had received their equipment.
- **84%** of 155 families agreed that they were **now less isolated as a family** after they received their equipment.

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Quality of life equipment – your words, your stories.

Freedom to go outside; *"Having this wheelchair has made a massive difference. Carers working with my son are now more able and more likely to take him outdoors as it's so much easier to push the chair... My son loves to be in open spaces, we are hugely grateful"*

She waves at everyone she passes! *"Lockdown has been so tough and outings were limited but the pushchair has opened up our world. We live a five minute walk from the countryside and my daughter loves it there. As a family we exercise too. My daughter in the pram, my son on his bike and me running and pushing. My daughter loves it, she waves at everyone we pass. We love life with our pram"*

Walker a massive help after major surgery; *"The walker has been massively important to our son and our family as it has really helped him to regain mobility and confidence following major surgery."*

Going to Nursery with his twin brother; *"My little boy needed a special seat so he could go to nursery, as it was something they couldn't fund. It was really upsetting at the thought I couldn't send them both together to Nursery. However, Newlife changed this, he can now attend with his brother and participate in all play and activities while being fully supported and his skills are improving all the time!"*

3. Campaigning and Advocacy – 'positive change for all disabled children and advocating to help individual children'

Why does this matter? – Because no family is immune from having a disabled child. If a child you loved suddenly became disabled, you would want the very best for them. It's personal for us too as we want the very best for every child.

Newlife is committed to helping disabled children in need, by providing essential equipment that changes lives – one at a time. Through campaigning we can help thousands and even hundreds of thousands of disabled children, now and in the future, by working with national and local decision makers to change laws, overcome barriers and help set up policies that lead to equipment provision.

Campaigning – Nationally

What did we do?

Influencing National decisions makers

As the leading experts in children's disability equipment we are best placed to support the national development of disability services, look for opportunities and challenge policies that prevent disabled children from thriving.

Newlife has influenced positive national change in regards to the new Personal Budgets for wheelchairs system and in achieving faster assessments. Newlife was part of an NHS England steering group, bringing together experts across health and social care to develop best practice, write legislation and implement improvements. Newlife has also been part of the consultation process for the draft NICE guidelines aiming to provide an integrated solution through health, social care and education for disabled children and

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young people with severe or complex needs. This will continue on into 21/22 with final consultations taking place in August.

Actions of the All Party Parliamentary Group (APPG)

On March 20th 2020 we launched the All Party Parliamentary Group specifically looking at the crisis regarding equipment provision for Disabled Children

The APPG purpose; *to remove barriers that prevent disabled and terminally ill children receiving the right equipment at the right time.*

We will work across Parliament and with health and social care professionals, decision makers and families to inform policy at both national and local level and shine a light on best practice.

The APPG met again in February 2021 to look at the impact of COVID-19 on Disabled Children and their families. Prior to this meeting, we surveyed 250 families who told us that:

- They faced long delays in speaking to key professionals such as Occupational Therapists and Physio's as many had been re-deployed to the COVID effort. In many cases families felt isolated and abandoned and hadn't had any support, key assessments or appointments since lockdown began 12 months earlier.
- They could not get the specialist equipment they desperately needed. With no contact with professionals and with long delays in assessments, many families were struggling to get the essential equipment their children needed.

This is further illustrated by speaking to families who Newlife have supported either by an Emergency Equipment Loan or an equipment grant. Many of these families completed an impact survey for Newlife:

- A staggering 94% of these families either significantly agreed (76%) or agreed (18%) with the statement; 'Without Newlife's support it is unlikely we would have been able to get the equipment we needed for our child'.

Many of the APPG members were moved by the report and the following actions were agreed from the meeting, many of which will be taken forward in 21/22:

- Newlife to draft a letter to the Secretary of State for Health and Social Care, highlighting the effects of COVID-19 on families of Disabled Children and asking for investment in key areas, including that there are acceptable levels of professional support for Disabled and terminally ill children and their families even during a pandemic. This letter will be sent by the chair of the APPG.
- Newlife to send their findings to MP's and members of the House of Lords of relevant select committees and APPG's to raise awareness of these issues.
- Newlife to look into the prospects of various debates including a 90 minute debate within the House of Lords and a Westminster Hall debate.
- The next APPG meeting (the AGM) will be held on Wednesday 19th May 2021 at 1pm

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We continue to strive to represent families of Disabled and terminally ill children, to ensure that their voices are heard and to lobby national politicians and decision makers to ensure that they get the essential equipment, services and support they need.

Influencing local decision makers

Newlife's Advocacy Service is the voice of families struggling to get assessments and funding for equipment to meet their long-term needs. It works closely with front-line professionals such as Occupational therapists and Physio's to find solutions for families where they have been missed or denied previously.

Newlife supports 70-100 families at a time, many of whom have faced barriers such as unfair policies or long delays that are affecting their children. This might be because they cannot get an assessment of their child's needs, or are told that they can't have the equipment they need for their child because their local statutory service doesn't fund that type of equipment.

We do this because families often don't have the energy to battle to get the equipment, services and support they need and so Newlife is there to support Disabled Children and their families, to ensure they are not forgotten.

If we see the same thing happening and affecting several children in an area, we can use their real life experiences to push back on the issues and work with the local area to overcome these issues, ensuring that no more children will struggle.

Newlife's Emergency Equipment Loan service helps children in crisis, often providing equipment, available on loan within just 72 hours of an application. This also means that our Child and Family service team can initially work with local statutory services and dedicated professionals to ensure that a long-term equipment solution is found. Complex cases are then forwarded on to our advocacy team who can often challenge entrenched positions in regards to equipment provision with families who face long delays and refusals. During the second half of 20/21 there were some staggering successes as you will see below.

The figures.

- **80%** of Newlife's **Emergency Equipment Loans** were **necessary due to operational delays within statutory services** which meant they couldn't provide the equipment that was needed to disabled children on time. This resulted in Newlife providing 153 Emergency Equipment Loans between October 2020 and the end of March 2021.
- Newlife's team were able **in two thirds of these cases (103)** to work with local statutory services **to ensure that long term funding and provision of the equipment** needed was provided.
- Of the 38 complex cases that were escalated to our advocacy team, **two thirds (25) resulted in a funding commitment for equipment from statutory services**, despite families previously facing long delays or had even been initially

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refused. These cases required escalation to service manager/directors and/or commissioners, through a complex infrastructure that most families would find difficult and daunting, to achieve a successful outcome.

- In many cases, this can lead to a review of the policies and practices that were too restrictive and therefore can help many other families in need of similar support in the future.

The impact

We want to highlight two cases, where working with local decision makers has changed the lives of disabled children this year and in years to come.

Case study 1. We received an application for twins aged 12. They were both diagnosed with Autism and ADHD. They needed constant supervision because they had no awareness of danger and presented with unpredictable behaviours. They had outgrown previous buggies that had been funded by Newlife in both 2016 and 2018 and subsequently were no longer safe. This meant that they were climbing household objects and they couldn't go to play centres to help manage their sensory needs, putting them at increased risk of significant injuries.

Newlife loaned the twins specialist buggies in March 2021 and started working with local professionals to try to get long-term provision for the boys. However local services initially refused to assess the twins for the buggies they needed.

Newlife continued to work with the local wheelchair service who agreed to both assess and fund the equipment for the twins - by recognising the needs as exceptional. More so, this has influenced a review of the local assessment and funding criteria, potentially helping children in the future to have a better chance of getting the equipment they need in this area.

This is a great example demonstrating how Newlife can and does help children in urgent need, providing an emergency equipment loan, in this case to keep the twins safe. We then worked to ensure that the twins got the long term equipment and support they needed, not just securing equipment for them but this resulted in a local review that could change policies that go on to help many more children in the future. The cost of the buggies needed was c£3k each, well outside the reach of most families and by working with local statutory services to ensure long term provision, this potentially saved Newlife £6k which can be used to help other children in need.

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Advocacy service provides 'lifeline' bed



Mum sleeping on the floor for 3 years in fear for her daughter!

It was too dangerous to leave Mia alone through the night due to a genetic condition that means she sleeps very little and is at risk of choking on her own saliva, or harming herself due to having no awareness of danger, so her mum spent just over three years either sleeping on the floor next to her or sitting on the sofa through the night, because she had been unable to get a suitable bed for her daughter from health and social care services – until Newlife's Advocacy Service

Mia, now aged five, has Smith Magenis Syndrome – and as a result wakes multiple times per night, will usually wake for the day between 1am and 2am and is regularly violent towards her family and has injured herself. The stress and lack of sleep combined to push her mum, Sophia, to the edge, until she turned to Newlife in desperation.

Newlife quickly provided a specialist bed for Mia through the Emergency Loan service, while the Advocacy Service worked towards long term provision for the family. Mia's mum, Sophia, said: "Without the help from Newlife I can honestly say I would have been admitted to hospital or worse.

"When Covid struck we were in an awful situation as Mia wasn't at school so her meltdowns increased and the whole family suffered and got hurt by Mia. I was exhausted as I had to be with Mia 24/7. Then I called Newlife and they saved my life, they were amazing. Newlife got me a loan bed out so quickly."

The Advocacy Service asked for an Occupational Therapist assessment, which recognised the need for a specialist bed and funding was requested – but it was denied. The local authority simply said that they 'do not fund beds.' As a result of Newlife's advocacy work the local authority decided that they would review the case, but asked local health services to fund the bed, because it would mean there would be less A&E visits. In March 2021, nearly one year after the loan bed was provided, the health services considered funding the required bed but felt that this should be provided by social care. This led to a stalemate as neither service would fund the bed. Three months later and after funding panels had formally declined the bed an additional four times! – Social care services finally agreed to fully fund the bed.

Sophia added: "Newlife is a lifeline, I'm so grateful. I've just had Mia's new safety sleeper delivered. Now I will be able to get her into a better routine as this one has a window, so my camera can see her to make sure she is ok, and water proof sheets that are built in will save me so much scrubbing on a daily basis. It also means I get three to four hours' sleep a night now in my own bed, which just makes such a huge difference."

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4. Play Therapy Pods (PTP) – ‘New life through play’



Newlife’s Play Therapy Pod helps Ysella after surgery.

Specialist sensory toys through Newlife’s Play Therapy Pod service have given Ysella (Izzy) comfort and relaxation to help her recovery after spinal surgery, and a way to carry out her vital sensory routine while she is immobile.

Izzy will become immobile after surgery and needs sensory output.

Four-year-old Izzy was born with a heart defect, respiratory complications, and other complex medical needs including severe development delay and sensory processing disorder. She has had three heart surgeries, and is awaiting two major spinal surgeries. She will need 12 months to recover and she will be immobile for at least six months of her recovery.

Izzy needs a strong sensory routine that is carried out throughout the day, at home and at nursery, which is essential to help her sensory input. When she is in hospital she becomes very anxious and disconnected from the world, and struggles to eat.

Newlife provided Izzy with a loan of a Discovering Sounds Play Therapy Pod. These sensory toys will give her the stimulation and input she needs while recovering. The toys will allow her parents to engage with her during recovery, distracting her from pain and spending quality time together.

Mum Kate said: “We want to say a huge thank you to Newlife as the Play Therapy Pod service has made a massive difference to us. Izzy has very complex health needs, she is losing her mobility and is less able to walk than she used to, and this frustrates her. She is due to have spinal fusion surgery, and this will be the first surgery where she will be immobile afterwards.

Toys make her laugh and smile and helps her to feel like she is in control!

“She has been using the pods every day. The toys she enjoys the most are the coloured bells on a bar, which she can use while lying down and they make a noise when she hits or kicks them.

“There is a box that has different instruments on the sides which she enjoys to play with as she can change the sound and pitch and it feels like she is in control... and this reduces her frustration. She also enjoys the buttons which play animal noises, they make her laugh and anything that makes her smile and gives us a happy moment in a tough time is wonderful.

“The service was so easy to use, I just filled in the form and a few days later the pod appeared. At a difficult time it was one less thing to worry about. The pod gives us the option to try out a variety of new toys, to see which meet her needs and what she enjoys. It is difficult to buy sensory toys as they have a high price tag and don’t always work, so trying them out first is extremely helpful.”

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Play Therapy Pods (PTP) – ‘New life through play’

The gift of play should not be underestimated. Specialist toys can be so expensive and yet they can help a child in many different ways.

Newlife provides specialist development and sensory toys for a 12 week loan period. They give disabled children the chance to learn and smile!

Categories of pods range from birth right through to 18 years of age. Each pod contains a selection of specialist toys that can teach cause and effect, assist with developing hand/eye coordination and promote understanding of balance and movement, as well as helping with the development of motor skills and stimulating audio and visual senses.

The Play Therapy Pod Service gives children and their families the chance to ‘try before they buy’ and often a child will really enjoy one particular toy which parents and grandparents can then buy for a birthday or at Christmas.

The figures

In 2020 /21

- Newlife helped **1,323** disabled children through the loan of a PTP, a huge **31% increase** on the prior year. During COVID-19, Newlife recognised the important of play and development for Disabled children, particularly during lockdown, putting more resources to help more children and families

The impact of Play Therapy Pods – Your stories, your words

We have received some fantastic feedback from families who have used the service that thanks to a loan of a Play Therapy Pod their child has played with their parents or siblings for the first time, has learnt a new skill, or has had a calming effect for a child in pain.

New Skills; “We saw him demonstrate some skills he had not shown before. We saw changes in him during the time we've had the pod and how he interacts with some of the toys”

‘She shouted and the colours changed!’ “The magic led light – My daughter loved this and it made her go into her room to sleep and play. She figured out if she shouted at it, the colours changed.”

Making precious moments together; “My daughter loved the rainmaker toy. We used it in her hospital stay and she thoroughly enjoyed it. She would turn to face the sound and fixate her eyes towards the rainmaker. Those moments were precious for me. She passed away shortly before the play pod was returned. Thank you for helping us during such a trying time and creating lifelong memories.”

Laughs and giggles; “*It was lovely to see my son happy and giggle whilst he was playing with the toys and as a parent I enjoyed having one to one time with him in a positive way.*”

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Try before you buy; *"It's fantastic to access toys that are different to our usual ones and to try them before we perhaps buy them. Our children are unpredictable and this has led to many unused purchases. This way we can see whether they'd make use of certain toys or not."*

Lulled my child to sleep: *Victor the turtle was a hit! It helped with lulling her to sleep and was a comfort in the evenings at home. It stopped her pulling at her own hair or over-stroking the kitten!*

Frog and musical instruments a big hit: *My son enjoyed learning new skills, though it took a while and there was some frustration when he did it wrong, we encouraged and praised his efforts. Thanks to your help he can now build a tower without frustration (jumbo hoops & ball). The frog is lovely and has helped him settle at night much better than the cheap star projector we have. I think the look of water and the sound of waves is very settling for him. My son also enjoys using the musical instruments and floor keyboard...it was interesting watching him realise he was making the noise each time he pressed a different key. This pod has helped him enormously, we are on a low income and sensory toys can be expensive. As you know children with Down's syndrome can take longer to learn things and can need a little extra support, it has been wonderful to have the right type of toys available to help my son learn new skills. Truly, thank you!*

5. Nurse Helpline & Online Chat – 'Family information & caring support'

Whether it's the trauma of learning your child is terminally ill, or you need help to face the daily care challenges, Newlife is here for all families. During COVID-19 and particularly when stuck in lockdown, many families felt isolated and abandoned, unable to speak to professionals (Occupational Therapists, Physio's, social workers, consultants) who had been re-deployed understandably to the COVID-19 effort. Many of these families turned to Newlife, and our dedicated team.

We're proud of our dedicated nurses, professionals and the team around them, who are there when families need them the most. We get calls and emails because of:

Diagnosis - Families desperately need to understand a diagnosis, or even how they can seek a diagnosis for their child. Our nurses are also there to provide information and support if a child's condition has gotten worse.

Vital local support? - Families do not know who to turn to for help or cannot get vital services, for their child, from their local health or social care services – we get families the information they need to know on key workers, what services can be accessed and even break barriers down preventing families from getting the vital help and support they need.

Equipment; it's often needed in crisis situations – Our nurses and professional team inform families of the services that Newlife can offer, providing vital equipment that can and does change the lives of disabled children.

Newlife nurses are a trusted source of support and Trustees are pleased to have received reports and letters from families assisted through these services, which clearly achieve the aims of the Charity.

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The figures

- The Newlife team delivered **4,679 instances** of care, information and support to families and local professionals working on behalf of families of disabled and terminally ill children.
- Our free online resources on topics such as social services, adapted homes and podcasts on personal wheelchair budgets and what they mean have helped **thousands more families**.

The impact – your stories, your words;

“Just made the impossible possible”

Great communication; “Amazing service. Any questions I had were always answered and communication was excellent. Really made a big difference”

Caring staff; “Really outstanding service provided. When struggling to find help it is wonderful that your staff care. To find people to listen and care is a Godsend. I have dyslexia and the staff were always willing to help me with the forms.”

Knowledge and empathy; “Staff had great knowledge of my child’s disability and care needs which enabled them to empathise with me. Anyone I had contact with certainly did all that they could to help and ensure that the application was completed and processed as quickly as possible. I am very grateful to everyone at Newlife for not only the equipment but also how they spoke with me. Thank you.”

One statutory service professional who regularly supports family applications to Newlife wrote in our anonymous survey:

“The difference the equipment made to the well-being, pain relief, for the child and lessening of distress for the family, has been immeasurable. For the therapists working with these children, the support and close working you offer has also been very supportive and heartening.

We feel we are working with colleagues that truly put the child's needs first. Thank you!”

ACTION ON POVERTY

In the UK, half of people in poverty are in a family which includes a disabled person². Poverty through disability is therefore affecting families across the UK. Many families find they have to cease working due to carer responsibilities – in some cases both carers have to do this. Employment can be affected as children have complex needs which means lost days at work for parents and carers with hospital visits and surgery etc. resulting in unstable income for the household.

Newlife trustees understand and recognise the phrase ‘disability poverty’ where the family are in poverty directly because of the care needs of a disabled person/child or in some occasions disabled children (more than one child).

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How do we help families who are in receipt of certain 'passport benefits' which indicate their disability Poverty?

In 2020 we moved to asking those who didn't face disability poverty, to contribute up to 20% of the equipment to support this action. During the COVID lockdown, our Helpline Nurses and team recognised many families who were struggling financially with increased costs, especially as children were out of school. Many parents, carers who were able to work were placed on the furlough scheme, reducing their income or in some cases faced redundancy and much uncertainty for the future.

Newlife Trustees responded and quickly agreed a special reserve fund of £20,000 to help families fund everyday items, at around £100 a family. This fund **helped 195 families** between May and December 2020, providing them with necessities such as extra continence wear, specialist clothing, small aids and safety equipment.

This project made such a difference and had such an impact, trustees agreed to extend the project and help more children and their families. As such a further 9 children were helped in March 2021 at a cost of £865, bringing the **total number of children and their families helped to 204** at a total cost of **£20,865**.

The impact

We received so many thank you notes and emails from families, here are just a few which show the impact of this service;

Help with education, during lockdown;

"Many thanks for these items. These will really benefit my two boys, and especially to be able to access any educational work, while they are not currently in school. Many thanks for these."

Support when it's needed most

"I just want to say a huge thank you to everyone at Newlife! Your charity has supported us in such a challenging and difficult time and I will be forever grateful."

'We didn't know anyone could help us'

"Blanket and canopy received. Thanks so much for this help. We didn't know anyone could help us. We have been struggling a while and my daughter really needed this."

Together these five areas of activity form our equipment, information and support services

Despite the impact of COVID-19 and a substantial decrease in income, during the 12-month period **3,040** children and their families were helped by our equipment services and poverty project. This is an **increase of 20%** on the prior year's figure (2,543). We provided equipment to children in **97 of the 104 counties** in the United Kingdom, again a slight improvement on the prior year (93 counties) - showing that Newlife truly is a UK wide charity. In addition we helped **4679** families via our helpline and provided **4,679** instances of help, information and support. Many families downloaded our resources available via our website, providing valuable help and information on a variety of topics.

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6. Volunteering – ‘Change your life and the lives of disabled children’

How it helps Newlife

Volunteers make a real difference to Newlife, they help us to change children’s lives. This can be by helping us to process the stock we receive that can be sold in our Newlife stores, or online, by volunteering in our retail stores or by volunteering as a van driver, or helping us to clean, prepare and send out Play therapy pods to disabled children and their families. There are so many different ways in which volunteers play a vital role in supporting Newlife.

How volunteering helps the individual

Volunteering has personal, professional and social benefits that help individual’s lives. It gives people the opportunity to feel that they are making a difference to the lives of others, can help improve their health and wellbeing, help them to feel valued as part of a team, help them to gain confidence and self-esteem and give opportunities to meet new people and help them to feel less isolated.

Newlife has also seen volunteering give people the opportunity to develop new skills and gain vital experience which has provided opportunities for people to find employment at Newlife or elsewhere.

Skills and Integration for Disabled Adults

When children with disabilities grow, they often need a hand into work or help with social integration. Newlife offers disabled adults an opportunity of volunteering at Newlife, helping the charity alongside members of staff and other volunteers to process goods for retail and recycling and to help us raise vital funds.

Since Newlife became a CIO in 2016, this has become a new object of the charity and is part of our constitution. We believe it is crucial to give disabled young people and adults who can easily be socially excluded from society on grounds of their disability the support, training, workplace experience and volunteer opportunities they need in a meaningful, safe, social and happy environment which we believe will help them to feel part of society.

The figures

Despite COVID-19, lockdown and the uncertainty that surrounded other periods of 2020/21, many of our incredibly volunteers were still able and willing to help Newlife when they could:

- **89** volunteers gave **3,205 hours** to Newlife last year. Many adults with additional needs or disabilities were shielding for much of 20-21 due to COVID-19, but we are pleased to see that many were eager to return to volunteering as lockdowns eased as we moved into 21/22.

We are incredibly grateful to our remarkable volunteers, for all their hard work and dedication to Newlife, but we are even more thankful during this year for their support.

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The impact

We previously asked our volunteers what they thought about volunteering for Newlife. 33 volunteers came back to us with a reply. This is what they said:

- **100%** of volunteers would recommend volunteering for Newlife.
- **100%** of volunteers know they are helping disabled children and their families.
- **100%** of volunteers enjoy volunteering with Newlife.
- **97%** of volunteers feel that they are achieving their personal aims when volunteering for Newlife.
- **97%** of volunteers feel appreciated and supported.
- **94%** of volunteers feel part of the team.

What do Newlife volunteers say?

"I enjoy volunteering as it helps the charity. I also gain from it as it gives me a chance to mix with other people and give a structure to the week. I've made a few friends and we meet socially from time to time."

"I feel valued, motivated, appreciated. It helps me with my confidence and ability to follow instructions."

I feel good to think we are working to help disabled children

"It's a testament to all concerned that I am happy to travel a considerable distance to fulfil the volunteer role."

"Loved every minute and gained a job thanks to volunteering."

"I enjoy doing something positive for a good cause and benefit from meeting, chatting with new friends. It is great to be able to work alongside my son to support him so that he is able to improve his confidence and raise his self-esteem. This in turn improves his overall well-being. (Volunteer who attends with disabled son)"

7. Recycle and Re-use operation – 'Protecting the environment'

Tomorrow is important – we need a healthy planet to support future generations. Newlife offers recycling services so we can help protect our planet.

So what does Newlife do to protect the environment?

We divert thousands of unrequired commercial product from landfill/incineration. We work with hundreds of well-known and well-respected high street stores, designer labels and supermarkets to help them **reduce** their surplus waste, to find ways to **re-use** this

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product, honouring the energy resources that went into its creation and **recycle it**, when it cannot be reasonably re-used, recycling as much of the raw materials as possible.

In 2016, as Newlife became a CIO, Newlife added a new object to its constitution to protect, and preserve the environment for the public benefit through waste reduction, re-use, reclamation and recycling.

How do we do this?

- We take stock such as clothing, bags, shoes, accessories, soft furnishings, electrical items and home wares that are no longer wanted/required by UK and European retailers. We organise to pick it up from location if required.
- We then assess the stock through our warehouse operation, to see if it can be re-used, if so then we will take out the labels in line with the donors' wishes and make it ready to be sold in our retail stores across the West Midlands, East Midlands, North West and the South West.
- Any items that cannot be resold, we recycle using qualified and trusted partners to recycle as much as possible of the raw materials, often to create new products.

The recycle and re-use of this product sits within Newlife's commercial division. All profits from the commercial division are spent on our charitable aims, helping to change the lives of disabled and terminally ill children.

Caring for the Planet and our People is just part of what makes Newlife great and why our partners trust us to 'do the right thing' and make positive differences.

There was a significant reduction in carbon savings of 66.5% (4,372¹ tonnes compared with c13,000 tonnes for the prior year). This is largely due to the impact of COVID-19, with many Newlife trading sites closed and fewer collections from other stores, resulting in reduced transport emissions. Despite this we still had a significant positive impact on the environment.

The impact¹

- In 2020/21 over **1,600** tonnes of items were collected, preventing them from ending up on landfill.
- We saved **4,372** tonnes of carbon.
- Newlife's net carbon savings from donations are the equivalent of:
 - I.** Carbon emitted by cars doing **over 12.5 million road miles**.
 - II.** Carbon emitted in **540 homes** each year
 - III.** Carbon emissions saved would fill **over 26 Wimbledon centre courts** or the volume taken up by **4,268 houses**

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8. Medical Research – ‘Hope for the future’

Why is Medical Research important?

One mum described it as:

“So comforting to know that Newlife is supporting families in so many different ways, including through research. There have already been significant breakthroughs which are the building blocks for the future.”

2019/20 saw a strategic change as agreed by the majority of trustees regarding how we will identify and fund research opportunities in the future. We will focus on identifying research opportunities that improve the lives of disabled children today and tomorrow through applied research that aims to improve disabled children’s health issues and help children and young people to overcome their disabilities. Our plan will be to speak to families and ask them what issues they face, what barriers are difficult to overcome, areas where disabilities can get worse and so what areas they would like us to investigate through research. The plan was to investigate this further in 2020/21 but the impact of COVID-19 prevented this from happening. However this will be explored further in 21/22.

Another strategic aim is to work in partnership with other organisations to fund this applied research. In 2019/20 our first joint funded research project was funded in collaboration with the Royal College of Paediatrics and Child Health (RCPCH). The total project which awarded £262,585k of which Newlife’s contribution is £135k was awarded to Dr Asma Soltani, from the University of Cambridge, who will focus her research on the devastating childhood condition Rett syndrome. The condition leaves the child disabled and fully dependent, the research aims to understand the network level defects and the potential to identify specific targets for novel drug therapies.

This research grant, along with the few remaining research grants from the previous programme of research were put on hold during this year, in agreement with post holders due to the impact of COVID-19. Many researchers and institutions played a key role in the fight against COVID, including work on vaccinations.

Public Benefit

In detailing the activities of the Charity, Newlife can clearly demonstrate the wide-reaching activities of the Charity in the interest of disabled, terminally ill children and their families, adults with disabilities who are a substantial part of the UK public as defined by the Charity Commission Guidance. This demonstrates ‘public benefit’ as required by the Charity Commission. The Trustees confirm that they have referred to this guidance on public benefit when reviewing the Charity’s aims and objectives and in planning future activities.

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Financial Review

These are the fourth set of accounts for the CIO and reflect income and expenditure for the year ended 31st March 2021. The balance sheet is at the 31st March 2021.

Income

The main source of income in the year relates to the commercial activities of the Charity from the recycling of donated product through the Charity's network of retail locations. In addition, the Charity continued to receive both restricted and unrestricted non-capital donations during the year. These donations have been received from individuals, groups, trusts, foundations, companies and other organisations. It is the Trustees' view that developing new income streams should give further security to the provision and achievement of the Charity's aims.

Overall, incoming resources for the year to 31st March 2021 was £10.4m (2020 £13.4m), including government grants of £2.4m a decrease of 23% over the comparison period.

Commercial income is generated from the recycling of goods donated for the benefit of the Charity. These goods are either recycled for their raw materials or sold through the Charity's various retail locations. All the goods are donated to benefit the Charity by companies, mainly retailers, but also manufacturers and wholesalers. Gross commercial income for the year was £5.1m (2020 £11.5m) a decrease of 55%, due to the extended periods of lockdown.

Income from donations & legacies and fundraising activity was £2.6m in the year (2020 £1.8m). The income has increased over the comparison period by 49%.

Interest and Investments income is generated from the handling and/or investment of funds held by the Charity. A policy on investment exists to control any risks associated with this. Income remains low in the year at £17k due to a cautious investment policy being pursued to protect the Charity's assets using a mix of low and medium-risk investments causing a reduction in interest and dividends.

Thanks - The Trustees continue to be grateful to the hundreds of corporate and public sector donors who support the work of the Charity through the donation of unwanted goods. They would also wish to send thanks to individual and organisational supporters.

We are particularly grateful to:

- ❖ The Trustees of The Marian Elizabeth Trust, whose kind support of our Play Therapy Pods over a number of years has enabled this vital service to significantly grow. Thanks to their continued generosity, more children than ever before have access to the toys they need to help with their development and enable families to play together.
- ❖ BBC Children In Need, whose substantial support enabled us to provide equipment to children to enhance their lives, to give disabled children the chance and opportunity to be the best that they can be, thanks to our quality of life equipment grants service.

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- ❖ The National Lottery Communities fund whose significant support during 20/21 enabled us to help many disabled, terminally ill children and their families in crisis, in need of vital equipment.
- ❖ The trustees of the of The Geoff & Fiona Squire Foundation, who have generously supported our Emergency Equipment Loan service since it was established 10 years ago. The Trustees' on-going investment in this vital service has enabled us to expand our suite of loan equipment and reach a greater number of children in emergency situations.
- ❖ The Sun Newspaper and The Morrison's Foundation who both supported our COVID-19 appeal.

The Trustees wish to thank all volunteers and acknowledge the Newlife Opportunity Centre in Staffordshire that continues to allow volunteers to assist the Charity further by offering their time and skills in a variety of ways related to stock management or administration. In the year Newlife benefited from over **3,200** hours from volunteers who continue to make an important contribution to the work of the Charity and therefore the children and families Newlife serves throughout the UK.

The Trustees would like to record their sincere thanks to all team members for their hard work, effort and dedication especially during what has been a very challenging year as a result of the COVID-19 pandemic. Many have been patient while remaining on furlough for long periods and many team members have gone above and beyond on so many occasions to help in so many ways during this year. Our team of dedicated staff make it happen so that we can change the lives of thousands of disabled terminally ill children and their families, help to protect the environment and give adults with additional needs and disabilities, opportunities to volunteer and get jobs. Well done Newlife team!

Expenditure

Newlife expends resources in a number of ways:

- **Expenditure on Raising Funds** – these costs relate to the investment made in generating income to achieve the aims of the Charity. These costs are split between those in relation to the commercial operations and those relating to fundraising. In the year these costs totalled £8.1m, with £7.7m in relation to commercial operations and £0.4m in relation to fundraising activity. Costs relating to the commercial operations have decreased by 18% over the comparison 12 month period in line with the impact of COVID. Costs of fundraising have decreased by 20% over the prior year. During the year a return on investment of 8.4:1 was achieved, this is an increase on the 19/20 return of 3.5:1. There is a minimum return on investment for all income generated activities. The strategy for the future of fundraising is now being considered, to ensure the long term stability of the income stream.
- **Charitable Expenditure** – these are specifically related to achieving the aims of the Charity: equipment grants and loans, nurse services, campaigning, medical research and volunteering. Expenditure is in the form of grants and direct costs. In the year to 31 March 2021 a total of £3.0m was spent across these charitable areas, of which £2.2m came from restricted income.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN
TRUSTEES REPORT FOR THE YEAR ENDED 31ST MARCH 2021

It is the Trustees' view that the resources expended in achieving the charitable aims have been in line with the aims and objectives of the Charity with clear beneficial outcomes. It is also their view that the cost of governance of the Charity is very low. Meeting venues are donated and minimal expenses by Trustees for their duties are claimed. All this acts to keep the real costs of running the Charity at a very low level. Investment in 'fundraising' is a long-term cost. It is the Trustees' view that their investment will in time reap rewards as it is based on sound principles and practices within the sector.

At the 31st March 2021 the Charity had funds of £3.0m (2020 £3.4m), including restricted funds of £1.0m (2020 £0.7m).

Key Performance Indicators

This year the key performance indicators were reviewed with some amendments made in consultation with department heads and members of the Trustee board. The KPIs cover all parts of the commercial division including stock received, production of stock delivered and commercial division sales. We also have KPIs for other key departments that work across Newlife, including the People Team, Finance, I.T and telecommunications, Governance and Compliance, Communications and Facilities.

Finally the key performance indicators for the charitable services/aims are based around the number of children helped, individual/group policies changed through campaigning action and the number of volunteers contributing to the work of the charity. These KPIs are regularly reviewed by the Trustees.

Investment Policy and Performance

The Trustees having regard for the liquidity requirements of the Charity keep the investment of the Charity in a mix of equity and interest bearing deposit accounts with the aim of achieving a return that exceeds the rate of inflation. The Trustees have given the investment manager discretion to manage the investment portfolio with an agreed risk profile. Funds are allocated across a variety of investments including cash deposits and equities designed to give both long term capital growth and income. Risks are managed by having a diverse range of investments.

Overall that portion of investments held in equities has increased in value by 32% over the year – recovering the reduction seen at the prior year end following the impact of COVID on the stock market. The Trustees are satisfied with this performance given the agreed levels of investment risk.

Risk Management

The Board of Trustees acknowledges its responsibility for managing risks to which the Charity is exposed. It oversees an ongoing assessment of the major risks – in particular those relating to its strategic objectives, operations and finances – and control systems are in place to manage those risks.

The responsibility for providing guidance to the Board on matters relating to risk is delegated to the CEO and Operations Director who consider the subject of risk

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

TRUSTEES REPORT FOR THE YEAR ENDED 31ST MARCH 2021

management in the wider context of Charity management and governance. Internally, a risk register is maintained where all risks are assessed and scored based on the impact they could have and likelihood of occurrence. New risks are identified as part of the ongoing development of the Charity's activities.

The risk register was reviewed via a scoring matrix that is recommended by the charity commission. The risk register was drafted in consultation with all departments and was presented to trustees for review along with a summary of the more substantial risks. Due to the impact of COVID-19, a summary of key risks was provided to trustees at each trustee meeting during 2020/21 by the leadership team for discussion and to review mitigation plans. The trustees agreed with the mitigation strategies put forward and have agreed to continue to review risks throughout 2021 and 2022.

Charity Governance Code

The Trustees understand their legal duties and recognise the importance of good governance and subsequently the seven key principles of the Charity Governance code including the new principle devoted to equality, diversity and inclusion.

The CEO, Operations Director and the governance team review the principles of the code, apply and explain the approach that Newlife takes to the code, and discuss this with the Trustees on an annual basis.

Reserves Policy

Due to the identified risk of having one main source of income generation i.e. the commercial operations, the Trustees need to act wisely to ensure that a platform of funds is available to continue the work of the Charity, should income from the commercial operations stall or reduce.

The Trustees review the level of reserves annually and designate funds to cover key aspects of charitable activity. As at the 31 March 2021 the Charity held reserves of £3,049,495. This is split as follows:

	20/21	19/20
	£	£
Restricted funds	1,022,644	701,313
Designated funds	296,442	439,831
Charitable activity reserve	500,000	500,000
Accumulated charitable funds	1,230,409	1,800,859
Total Funds	3,049,495	3,442,003

The Trustees have agreed that the level of unrestricted reserves should not fall below £2m, at the 31 March 2021 the unrestricted funds were £2,026,856. This is higher than targeted and represents close control of activity over the pandemic.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN
TRUSTEES REPORT FOR THE YEAR ENDED 31ST MARCH 2021

Disabled Persons Statement

At Newlife, we employ and train disabled adults and give enrichment and purpose to disabled volunteers who work alongside our staff and other volunteers in equality and appreciation. Newlife meets all legislative requirements, including the Equality Act 2010, to ensure equality of access and opportunity regarding recruitment and professional development and is the holder of the disability positive mark. While many volunteers with additional needs were unable to volunteer in 20/21 due to shielding and lockdown, we fully hope and expect that many will return to volunteering at Newlife as lockdown measures ease as know many are eager to return.

Fundraising

Section 162a of the Charities Act 2011 requires charities to make a statement regarding fundraising activities. Although we do not undertake widespread fundraising from the general public, the legislation defines fundraising as "soliciting or otherwise procuring money or other property for charitable purposes." Such amounts receivable are presented in our accounts as "Donations and Legacies".

In relation to the above we confirm that all solicitations are managed internally, without involvement of commercial participators or professional fundraisers, or third parties. The day-to-day management of all income generation is delegated to the leadership team, who are accountable to the Trustees.

The Charity is not bound by any undertaking to be bound by any regulatory scheme however the Charity is a member of the Fundraising Regulator and complies with the relevant codes of practice. There were no compliance issues or failures regarding fundraising standards.

We have received no complaints in relation to fundraising activities.

Plans for the Future – ‘The need is greater than ever’

As presented throughout this report, while COVID-19 had a substantial impact at Newlife, in all areas, it also presented new opportunities. Despite the pandemic we were actually able to help more disabled children this year, compared to 19/20 through our equipment services.

After surveying 250 families in January 2021, we know that the outlook for many families of disabled and terminally ill children is bleak. They feel increasingly abandoned and alone, unable to get the vital equipment, services, appointments and information they need. We believe there are **over half a million disabled children who cannot get the vital equipment they need, in the UK today**. Many professionals such as Occupational Therapists, Physio's and consultants were diverted to the COVID effort and as such many appointments were cancelled and vital contact was lost. It is likely to take some time, to clear backlogs that have been created and we know for many disabled children and their families they are in crisis right now.

This means that more and more families will be reliant on Newlife to provide the essential equipment, services and support that they so desperately need, the need is

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TRUSTEES REPORT FOR THE YEAR ENDED 31ST MARCH 2021

greater than ever before. Therefore our focus in the next 12 months will be on helping as many disabled children and their families as we can. To do this we need to recover income levels to 19/20 levels and spot opportunities for growth where possible, to give us the platform to meet this increase in need and to change the lives of more disabled children and their families.

During the next 12 months (2021/22) the trustees anticipate Newlife will:

- Expand the equipment in our Emergency Equipment Loan service to enable us to help even more disabled children in crisis. This will include helping children who are not safe and have no awareness of danger either at home or outside of the home environment. In particular we will look to provide a greater number of buggies to help families access the community safely and more easily. We will look to provide emergency equipment loans in 72 hours and 'fast track' equipment grants for children in urgent need.
- Continue to fund equipment (where funds allow) which will make a significant difference to the quality of life of a disabled child. We want disabled children to have the opportunity to be the best they can be and we know equipment can empower, providing opportunities to talk, walk, go to school or higher education and to enjoy precious time with family and friends.
- Campaign on behalf of disabled children and their families, giving them a real voice for change. We will identify unreasonable local barriers and challenge these. We will also work with members of the All Party Parliamentary Group on equipment for Disabled Children (for which Newlife is the secretariat) and other policy makers to improve equipment provision across the UK. We will integrate our advocacy work more closely with our Child and family support team, in particular for children in crisis. We will provide Emergency Equipment Loans to meet the initial urgent need and then work closely with local professionals to source long term equipment provision.
- Through our Play Therapy Pod service, we will look to grow this much sought after service. We will help disabled children develop new skills, provide distraction from pain and give families the chance to play and have fun.
- To create a substantial environment impact, we will rescue more stock and re-use it, to extend its life, reducing the environmental effect of the fashion industry and creating a sustainable income source for the charity. We will continue to raise awareness to corporate retailers of our Corporate Social Responsibility (CSR) services to protect the planet and people.
- To increase volunteering opportunities for all, including adults with disabilities and additional needs. To give volunteers the potential to develop new skills, meet new people and create new opportunities so that more people can benefit from the gift of volunteering. We want to significantly increase the number of volunteer hours across Newlife during the year.
- We will talk to families of disabled children and investigate areas that they would like us to focus research on, that will improve the lives of Disabled children, today and tomorrow.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN
TRUSTEES REPORT FOR THE YEAR ENDED 31ST MARCH 2021

- We will source opportunities to re-grow income streams, to further support our charitable aims. Through our commercial operation, we will source opportunities to open up pop-up stores in suitable locations and we will continue to seek a significant site for retail and production in the north of England.
- After completing an independent review and the creation of a new fundraising strategy, we will execute plans to expand our fundraising team in specific areas to develop increased and sustainable income sources and opportunities.
- As we continue to seek growth, our people are more important than ever. As such we believe it is imperative that we review our culture and values, consulting with our dedicated team of staff and volunteers. We will expand our people team, to support our recruitment and training plans.
- We will invest in a significant infrastructure project to safeguard and optimise our technological services including a transfer from physical services to a remote cloud based solution and the integration of a new telecommunications system to improve our call service and monitoring.
- We will review our internal and external communication, including the review and launch of the charities website in early 2022. We will also launch a new child and family newsletter resource.
- Seek out and recruit Newlife ambassadors to represent Newlife in many different areas including fundraising, campaigning and to further our charitable aims.
- Ensure that Newlife operates 'good governance' to protect the charity, assess and mitigate all risks and to ensure that the charity functions as it should in compliance with the charity commission and other relevant regulatory bodies.

Structure, Governance and Management

These accounts show the combined position of the CIO and Newlife Foundation.

The Trustees are responsible for the overall governance of the Charity. Trustees are either named within the trust deed or elected following a process of open selection or dialogue with interested parties. The decision on Trustee appointment is solely taken by agreement of the board of Trustees.

Where Trustees are appointed they are given a formal induction process to the work of the Charity and provided with information that they need to fulfil their roles, including information about the role of trustees and charity law.

Trustees receive updates and training from key industry sources and have substantial personal experience in the sector and business.

The principal officer is the Chief Executive who is responsible for the day to day management of the Charity's affairs and implementing policies agreed by the Trustees.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN
TRUSTEES REPORT FOR THE YEAR ENDED 31ST MARCH 2021

Trustees receive regular updates on the work of the Charity including financial statements and all activities are administered nationally from the head office.

The Trustees consider the board of Trustees, the Chief Executive and the Commercial Director as comprising the key management personnel of the Charity in charge of directing and controlling the Charity and running and operating the Charity on a day-to-day basis. All Trustees give their time freely and no remuneration is paid to the Trustees in their capacity as Trustees. Details of trustee expenses and related party transactions are disclosed in note 3 of the accounts. Trustees are required to disclose all relevant interests and register them with the Chief Executive and in accordance with the Charity's policy withdraw from decisions where a conflict of interest arises. The pay of the Charity's Chief Executive and Commercial Director is reviewed periodically. The remuneration of all senior and executive positions are bench-marked with grant-making charities of a similar size and activity to ensure that the remuneration set is fair and not out of line with that generally paid for similar roles.

Reference and Administrative Information

NAME:	Newlife the Charity for Disabled Children
STATUS:	Registered with the Charity Commission on 10 th November 2018
TRUSTEES:	Life Trustees: Mr B. Lewis, OBE, Mr C. Lewis, Mr L. Lewis and Professor M. Patton. Term Trustees: Mr C Chaney, Mr N Lewis, Mrs P Burnett, Mr R Bradbury, Mrs V and Mrs K Griffith
KEY MGMNT PERSONNEL:	Trustees, Mrs S. Brown, OBE, Chief Executive Officer, Mr C. Brown, Commercial Director
REGISTERED ADDRESS:	Newlife Centre, Hemlock Way, Cannock, Staffs, WS11 7GF
HEAD OFFICE:	Newlife Centre, Hemlock Way, Cannock, Staffs, WS11 7GF
AUDITORS:	BDO LLP, Two Snowhill, Birmingham B4 6GA
LEGAL ADVISORS:	Anthony Collins Solicitors LLP, 134 Edmunds Street, Birmingham, B3 2ES
BANKERS:	Barclays Bank Plc, PO Box 90, 357/366 Strand, London
INVESTMENT MANAGERS:	Barclays Private Bank, 1 Churchill Place, London

NEWLIFE THE CHARITY FOR DISABLED CHILDREN
TRUSTEES REPORT FOR THE YEAR ENDED 31ST MARCH 2021

Trustees' responsibilities

The Trustees are responsible for preparing the annual report and the financial statements in accordance with applicable law and regulations.

Charity law requires the Trustees to prepare financial statements for each financial year in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under charity 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 the incoming resources and application of resources, including the income and expenditure, of the Charity for that year.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards 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 Charities Act 2011. 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

Approved by the Trustees on Jan 27, 2022 and signed on their behalf by


Clive Lewis (Jan 27, 2022 15:07 GMT+1)

(Trustee).

Notes:

1. [Newlife's Carbon Footprint Estimate \(2020/21\)](#) – prepared for Newlife by an independent environmental consultancy Resource Futures 30 July 2021
2. [Poverty in the UK: Statistics](#) by Bridget Francis-Devine, Commons Library Research Briefing, 26 October 2021

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

**STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31ST MARCH
2021**

	Note	Restricted £	Unrestricted £	2021 Total £	2020 Total £
Income and endowments					
Donations and legacies		1,829,365	784,164	2,613,529	1,747,728
Income from Charitable Activity		-	217,070	217,070	-
Government Grants		-	2,371,357	2,371,357	75,829
Other Trading Operations					
Fundraising activities		5,492	-	5,492	57,806
Commercial operations		-	5,140,241	5,140,241	11,509,107
		-	0	0	
Income from investments		-	16,600	16,600	18,223
Total income		1,834,857	8,529,432	10,364,289	13,408,693
Expenditure					
Expenditure on raising funds					
Fundraising		-	421,312	421,312	520,532
Commercial operations expenditure		-	7,715,838	7,715,838	9,406,684
Expenditure on charitable activities					
Life changing equipment, collaboration, campaigning and support		1,818,200	1,109,024	2,927,224	3,122,579
Medical research		-	77,300	77,300	219,151
Total expenditure	6	1,818,200	9,323,474	11,141,674	13,268,946
Net (expenditure) / income before gains and losses on investment		16,657	(794,042)	(777,385)	139,747
Net gains / (losses) on investment	8	-	384,877	384,877	(191,104)
Net income / (expenditure) for the period and net movement in funds		16,657	(409,165)	(392,508)	(51,357)
Reconciliation of funds					
Total funds brought forward		701,313	2,740,690	3,442,003	3,493,360
Total funds carried forward		717,970	2,331,525	3,049,495	3,442,003

All disclosures relate to ongoing operations.

The notes on pages 39 to 49 form part of these financial statements.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN
CHARITY BALANCE SHEET AS AT 31ST MARCH 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	7	842,288	1,084,997
Investments	8	3,337,506	3,442,812
		4,179,794	4,527,809
Current assets			
Debtors	10	758,384	582,780
Stock		9,817	7,072
Cash at bank and in hand		582,746	1,242,374
		1,350,947	1,832,226
Creditors - amounts falling due within 1 year	11	(2,402,937)	(2,712,614)
Net current liabilities		(1,051,990)	(880,388)
Creditors - amounts falling due after 1 year	11	(78,309)	(205,418)
Net assets		3,049,495	3,442,003
Restricted funds			
Restricted funds	12	717,970	701,313
Unrestricted funds :			
Designated funds	13	296,442	439,831
Charitable activity reserve	17	500,000	500,000
Accumulated charitable funds	18	1,535,083	1,800,859
Total funds		3,049,495	3,442,003

Approved by the Trustees and authorised for use on:

Jan 27, 2022

Trustee 
Clive Lewis (Jan 27, 2022 15:07 GMT+1)

The notes on pages 39 to 49 form part of these accounts

NEWLIFE THE CHARITY FOR DISABLED CHILDREN
STATEMENT OF CASHFLOWS FOR THE YEAR ENDED 31ST MARCH 2021

	Note	2021 £	2020 £
Net cash (outflow) / inflow from operating activity	14	(779,017)	95,455
Cash flows from investing activities			
Interest received		2,391	7,848
Dividends received		14,209	10,375
Purchase of tangible fixed assets		(415,208)	(698,575)
Sale of tangible fixed assets		27,814	18,016
Net cash (used in) investing activities		(370,794)	(662,336)
Change in cash and cash equivalents in the reporting period		(1,149,811)	(566,881)
Opening cash and cash equivalents		3,474,328	4,041,209
Closing cash and cash equivalents		2,324,517	3,474,328
Represented by:			
Cash at bank		582,746	1,242,374
Cash equivalents held in investments		1,741,771	2,231,954
		2,324,517	3,474,328

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021

1) Accounting Policies

The accounts (financial statements) have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

The Trustees consider that there are no material uncertainties about the Charity's ability to continue as a going concern.

Newlife meets the definition of a public benefit entity under FRS102. The financial statements have been prepared on a going concern basis.

In the current business climate, the Trustees acknowledge the ongoing COVID-19 pandemic. Actions taken last year including operational changes and enhanced monitoring procedures ensured that the Charities financial position remained strong throughout the period under review and has continued to strengthen as operations reopened. All stores are now trading ahead of forecast, and opportunities to expand retail space are being taken where financially viable to do so. The Charity continues to stress test reserves / cash availability whenever significant new activity is considered and continues to look for new trading opportunities. Current forecasts are prepared and monitored based on current activity levels and best and worst case scenarios are considered. In all cases the charity has sufficient liquid assets to remain cash positive.

Given the strength of the balance sheet and availability and liquidity of investments, the members of the Board believe that, while uncertainty exists, this does not pose a material uncertainty that would cast doubt on the charity's ability to continue as a going concern for a period of at least 12 months from the signing of these accounts. The Board, therefore, consider it appropriate for the accounts to be prepared on a going concern basis.

a) Accounting for 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. Donations are recognised when the Trust has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance before the Charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the Charity and it is probable that those conditions will be fulfilled in the reporting year. Where an appropriate value can be placed on non-cash donations, they are included in the SOFA.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021

b) Accounting for Expenditure

All revenue expenditure is accounted for when incurred. Grants payable are payments made to third parties in the furtherance of the charitable objectives of the Charity. In the case of an unconditional grant offer this is accrued once the recipient has been notified of the grant award. The notification gives the recipient a reasonable expectation that they will receive a single or multi-year grants. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

c) Investments

Investments are made from unrestricted funds and are shown on the balance sheet at market value.

d) Allocation of Support and Governance Costs

Support costs have been allocated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the Charity and its compliance with regulation and good practice. These costs include costs related to statutory audit and legal fees together with an apportionment of overhead and support costs. Governance costs and support costs relating to charitable activities have been apportioned based staff time and asset use. The allocation of support and governance costs is analysed in note 5.

e) Pension Costs

Contributions to the Charity's defined contribution pension scheme are charged to the statement of financial activities in the year in which they become payable. The assets of the scheme are held separately from those of the Charity in an independently administered fund.

f) Operating Leases

The annual rentals are charge to the statement of financial activities on a straight-line basis over the term of the lease. Where the unavoidable costs of a lease exceed the economic benefit expected to be received from it, a provision is made for the present value of the obligations under the lease.

g) Fixed Assets

Fixed assets are stated at cost incurred or estimated market value at date of receipt where assets have been donated to the Charity. There are no un-capitalised assets.

Depreciation is provided to write off cost (or market value at date of receipt) less estimated residual values of all fixed assets over their expected useful lives on a straight-line basis. The need for any fixed asset impairment write-down is assessed by comparing the carrying value of the asset against the higher of realisable value and the value in use.

Motor vehicles	- 25% straight-line basis
Office equipment, Fixtures and Fittings	- 10% - 33% straight-line basis
Loan equipment	- 50% straight-line basis
Leasehold Improvements	- over the life of the lease

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021

h) Reserves

The Trustees have established a charitable activity reserve. The reserve is reviewed annually and is calculated to cover the basic cost of charitable activities (other than grants already committed) for a period of a year.

i) Restricted Funds

Where a donor has specified a particular purpose for a donation, the income is so recognised in the statement of financial activities. Expenditure is allocated to it accordingly.

j) Designated Funds

Where the Charity is committed to a specific project an allocation is made to a designated fund. Income is recognised in the Statement of Financial Activities as it arises and is allocated as explained in the reconciliation and analysis of movements of designated funds shown in note 13.

k) 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.

l) Stock

Stock represents items equipment that have been donated to the Charity for use within its operations. The value of stock comprises the costs that have been incurred in bringing the stocks to their present location and condition (refurbishment) ready for use within the charity's operations.

m) Estimates and judgement

In preparing these financial statements, the key area where the Trustees have made judgements around the length of time grant commitments are held, and subsequently when these commitments can be released. Judgement is also used to determine the length of time over which to depreciate assets, whether to write off bad debt and whether leases are operating leases or finance leases.

n) Financial instruments

The Charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021

2 Net Expenditure

	2021	2020
	£	£
Net outgoing resources after charging:		
Auditors' remuneration - audit services	24,000	24,000
Depreciation	415,208	415,650
Operating lease rentals	376,813	565,435

3 Related Party Transactions and Trustees' Expense and Remuneration

The Trustees all give their time and expertise freely without any form of remuneration or other benefit in cash or kind. Expenses paid to a trustees in the year totalled £0 (2020 £316) and relate to travel expenditure.

As at 31st March 2021 Newlife Foundation, a linked charity, owed the CIO £0 in respect of donations received in the Foundation name that had not yet been passed through to the CIO.

During the period the Charity received a donation of £700,000 (2020 £300,000) from the Bernard Lewis Family Charitable Trust, a trust whose trustees include 3 of the same Trustees as Newlife. A debtor of £2,500 (2020 £0) is included in the accounts from this related charity at the year end for the purchase of stock.

4 Analysis of Staff Costs and Other Remuneration of Key Management Personnel

Average number of Charity employees	466	490
	2021	2020
	£	£
Wages and salaries	5,820,105	6,668,825
Employers NI	394,291	451,279
Pension contributions	108,623	125,005
Total Emoluments	6,323,019	7,245,109

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021

The Trust considers its key management to be the Trustees, the Chief Executive Officer and the Commercial Director. The total employment benefits including employer pension contributions of the key management personnel recognised in the accounts for the period was £194,003 (2020 £175,885)

The number of employees whose emoluments as defined for taxation purposes amounted to more than £60,000 in the year, was as follows:

	2021	2020
£60,000 - £69,999	2	3
£70,000 - £79,999	2	1
£90,000 - £99,999	-	1
£100,000 - £109,999	1	-

The number with retirement benefits accruing in

- money purchase schemes was	5	5
- for which contributions amounted to £	17,920	16,465

The Charity enjoys the benefit of a dedicated team of volunteers who assist in the preparation of stock for resale through the commercial operation in the dedicated opportunity centre and other roles throughout the Charity. In the 12 months of operations over 3,200 (2020 24,343) volunteering hours were recorded.

5 Allocation of Governance and Support Costs

The breakdown of support and governance cost is shown in the table below, these costs are allocated across charitable and non charitable expenditure:

	Total Allocated	Other Support Costs	Governance Related	Basis	Total Allocated
	2021	2021	2021		2020
	£	£	£		£
Cost Type					
Staff / management costs	1,041,673	993,842	47,831	Staff Time	1,261,886
Office rental and other costs	273,545	254,213	19,332	Staff Time	351,587
Depreciation	59,942	58,817	1,125	Staff Time	42,681
Audit Fee and trustee related expenses	24,000	-	24,000		24,287
	1,399,160	1,306,872	92,288		1,680,441

Allocation on staff time is based on a review of time spent on each activity.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021

Governance Costs	2021	2020
	£	£
Audit Fee	24,000	16,355
Trustee Indemnity Insurance	7,236	7,616
Legal / Professional fees	1,034	3,482
Staff costs	47,831	47,219
Cost of meetings / Other	12,187	6,955
Trustee Expenses	-	316
	92,288	81,943

The total cost of support costs allocated to charitable activities is then apportioned over different activities based on an estimated time spent on each area. All governance costs are met from unrestricted funds and apportioned over both charitable activity, and the costs of generating income.

6 Analysis of Expenditure

	Staff Costs	Other	Grant Funding	Support and Governance Costs	Total	
	2021	2021	2021	2021	2021	2020
	£	£	£	£	£	£
Equipment Information and Support Medical Research	679,537	688,122	1,405,378	154,187	2,927,224	3,122,579
Total	686,698	717,834	1,406,128	193,864	3,004,524	3,341,730
Cost of Generating Funds Commercial Activities	204,978	135,233	-	81,101	421,312	520,532
Total Resources Expended	5,301,152	3,035,234	1,406,128	1,399,160	11,141,674	13,268,946

Grants are made for a variety of purposes including equipment, salaries, consumables, training and related costs. All grants under medical research are payable to institutions and are detailed in the Trustee report. All grants under Care Services, Equipment Grants and Loans are grants of equipment made directly to individual children or families, the number and amount of these are detailed in the Trustee report.

In the period the expenditure on charitable activities was £3.4m (2020 £3.8m), £2.0m (2020 £2.0m) of this was from unrestricted funds and £1.4m (2020 £1.8m) was from restricted funds.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021

7 Tangible Fixed Assets

Tangible Fixed Assets	Leasehold Improvement £	Loan Equipment £	Fixtures & Equipment £	Motor Vehicles £	Total £
Cost					
Balance at 31 March 2020	1,813,749	1,116,611	1,225,602	293,814	4,549,776
Additions	2,314	378,619	34,275	-	415,208
Disposals		(74,569)		(50,075)	(124,644)
Balance at 31 March 2021	1,916,063	1,420,661	1,259,877	243,739	4,840,340
Accumulated Depreciation					
Balance at 31 March 2020	1,418,342	933,011	957,518	155,908	3,464,779
Charge for period	189,822	269,270	121,183	57,718	637,993
Disposals		(72,976)		(31,744)	(104,720)
Balance at 31 March 2021	1,608,164	1,129,305	1,078,701	181,882	3,998,052
NBV at 31 March 2021	307,899	291,356	181,176	61,857	842,288
NBV at 31 March 2020	495,407	183,599	268,084	137,906	1,084,997

8 Investments

All investments are in the United Kingdom. The cost of investments held at 31 March 2021, excluding high interest accounts, was £1,260,027 (2020 £1,260,027)

	Equity £	Total £
Balance at 31 March 2020	1,210,858	1,210,858
Change in market value	384,877	384,877
Market Value at 31 March 2021	1,595,735	1,595,735
High interest accounts		1,741,771
TOTAL INVESTMENTS		3,337,506

Equities represent shares in a mixed investment fund selected to mitigate investment risk and are valued at market value. In addition we received small holdings in 4 developed market equities which we still held at the year end. No one equity represented more than 5% of the portfolio value. The change in value includes all realised profits and losses on disposals in the year.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021

9 Financial Instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments.

Financial assets	2021	2020
	£	£
Financial assets measured at fair value through the SOFA	1,595,735	1,210,858
Cash at bank and equivalents	2,324,517	3,474,328
Trade receivables	248,867	157,873
Prepayments and other receivables	509,517	424,907
	<u>4,678,636</u>	<u>5,267,966</u>
 Financial liabilities		
Trade payables	518,061	420,474
Accruals and other creditors	1,963,185	2,497,558
	<u>2,481,246</u>	<u>2,918,032</u>

Financial assets measured at fair value through the SOFA comprise fixed asset investments in a trading portfolio of listed company shares, which are valued at the quoted market price.

10 Debtors

	2021	2020
	£	£
Prepayments and accrued income	382,733	256,705
Trade debtors	248,867	157,873
Other debtors	126,784	168,202
	<u>758,384</u>	<u>582,780</u>

11 Creditors

	2021	2020
	£	£
Trade Creditors	518,061	420,474
Payroll Creditors	202,222	223,615
Other creditors & accruals	545,731	587,793
Approved grants < 1 year	1,136,923	1,480,732
	<u>2,402,937</u>	<u>2,712,614</u>
Approved grants > 1 year	78,309	205,418
	<u>2,481,246</u>	<u>2,918,032</u>

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021

12 Restricted Funds

The income funds of the Charity include restricted funds comprising the following unexpended balances of donations and grants held on trust to be applied for specific purposes. Sums are drawn down as and when specific expenditure occurs.

Movement in Funds

	Balance 31 March 2020	Incoming Resources	Expenditure & Transfers	Balance 31 March 2021
	£	£	£	£
Noonan Syndrome	1,355	87	(1,442)	-
Equipment Grants	192,849	728,465	(772,592)	148,722
Newlife Emergency Appeal	14,921	33,025	(40,946)	7,000
Loan Schemes	271,296	24,055	31,359	326,710
Play Therapy Pod Scheme	215,558	113,022	(143,342)	185,238
COVID-19 appeal	-	124,927	(76,463)	48,464
Children in Need	-	200,000	(200,000)	-
National Lottery	-	599,336	(599,336)	-
Other	5,334	11,940	(15,438)	1,836
	701,313	1,834,857	(1,818,200)	717,970

Prior Year Comparative

	Balance 31 March 2019	Incoming Resources	Expenditure & Transfers	Balance 31 March 2020
	£	£	£	£
Noonan Syndrome	876	479	-	1,355
Equipment Grants	107,288	1,195,453	(1,109,892)	192,849
Newlife Emergency Appeal	113,923	134,668	(233,670)	14,921
Loan Schemes	70,560	10,150	190,586	271,296
Play Therapy Pod Scheme	292,104	100,780	(177,326)	215,558
Other	27,654	340	(22,660)	5,334
	612,405	1,441,870	(1,352,962)	701,313

Funds held for Equipment Grants are to be used to provide grants of essential equipment to families within the UK. Funds held under Loan Schemes are to fund equipment for our suite of emergency loan equipment that can be lent free of charge to those children and families who are in most need right now. Funds held under the Play Therapy Pod fund are to provide specialist development and sensory toys to children for a 12 week loan period.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021

13 Designated Funds

The income of the Charity includes the following designated funds which have been set aside out of

	Balance 31 March 2020 £	New £	Utilised / Released £	Balance 31 March 2021 £
Equipment Grants and Loans	45,517	30,000	(44,292)	31,225
Other Projects	394,314	-	(129,097)	265,217
	439,831	30,000	(173,389)	296,442

	Balance 31 March 2019 £	New £	Utilised / Released £	Balance 31 March 2020 £
Research Grants	135,000	-	(135,000)	-
Equipment Grants and Loans	527,000	200,000	(681,483)	45,517
Care Services Dept.	782,091	-	(782,091)	-
Research Admin and Operations	46,568	-	(46,568)	-
Campaigns, Intervention and Awareness	180,257	-	(180,257)	-
Other Projects	249,620	394,314	(249,620)	394,314
	1,920,536	594,314	(2,075,019)	439,831

Funds held under designations are for the operation of charitable activity for the next 12 months, this includes operation of the care service department and associated equipment grant and loan costs. There were no transfers between funds in the period.

14 Reconciliation of Cash Flows from Operating Activities

	2021 £	2020 £
Net movement in funds before taxation	(392,508)	(51,357)
Bank interest received	(2,391)	(7,848)
Dividends received	(14,209)	(10,375)
Depreciation	637,993	415,650
Change in value of investments	(384,877)	191,104
Increase in debtors and prepayments	(175,604)	(78,339)
(Decreased) / Increase in approved grants	(470,918)	(283,329)
Increase in creditors and accruals	34,132	(77,519)
(Profit) on disposal of fixed assets	(7,890)	(5,800)
Decrease / (Increase) in Stock	(2,745)	3,268
Net cash (outflow) / inflow from operating activities	(779,017)	95,455

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

NOTES FORMING PART OF THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2021

15 Commitments Under Operating Leases

	Land & Buildings	
	2021	2020
	£	£
Total minimum lease commitments under operating leases :		
Within 1 year	561,655	469,385
Within 2-5 years	1,918,133	1,209,129
After 5 years	428,608	60,924
	2,908,396	1,739,438

16 Analysis of Group Net Assets between Funds

	Free Reserves	Designated Funds	Restricted Funds	Total	Total
	2021	2021	2021	2021	2020
	£	£	£	£	£
Fixed Assets	342,288	500,000	-	842,288	1,084,997
Investments	2,527,280	296,442	513,784	3,337,506	3,442,812
Cash at Bank	378,560	-	204,186	582,746	1,242,374
Other net current liabilities	(1,634,736)	-	-	(1,634,736)	(2,122,762)
Creditors > 1 year	(78,309)	-	-	(78,309)	(205,418)
Total	1,535,083	796,442	717,970	3,049,495	3,442,003

17 Charitable Activity Reserve

Out of the funds raised and on account the Trustees have agreed, as a matter of wise management to establish a reserve of £500,000 (2020 £500,000) to cover any unforeseen event that may impact the Charity. The Trustees set designation (note 13) at the start of each financial year to cover planned activity but due to the ongoing impact of COVID-19 feel it is a wise course of action to hold an additional amount in the event of any unplanned activity or opportunity.

18 Accumulated Charitable Funds

These are unrestricted, undesignated funds which can be used as required to fund the future work of the Charity. At the 31 March 2021 these were £1,535,083 (2020 £1,800,859). These funds are the balance of what unrestricted income has not been designated or expended in the year. The Trustees took the decision not to tightly designate funds due to the COVID situation, instead activity has been prioritised to ensure the Charities continued ability to meet need.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN
INDEPENDENT AUDITOR'S REPORT TO TRUSTEES OF NEWLIFE THE
CHARITY FOR DISABLED CHILDREN

Opinion on the financial statements

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31st March 2021 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

We have audited the financial statements of Newlife the Charity for Disabled Children ("the Charity") for the year ended 31st March 2021 which comprise the statement of financial activities, the balance sheet, the cash flow statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence

We remain independent of the Charity in accordance with the ethical requirements relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements.

Conclusions related to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the Charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN
INDEPENDENT AUDITOR'S REPORT TO TRUSTEES OF NEWLIFE THE
CHARITY FOR DISABLED CHILDREN

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the Trustees Report, other than the financial statements and our auditor's report thereon. The other information comprises: the Trustees Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities Act 2011 require us to report to you if, in our opinion;

- the information contained in the financial statements is inconsistent in any material respect with the Trustees' Annual Report; or
- adequate accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Trustees' responsibilities statement, the Trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the Charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act[s] and relevant regulations made or having effect thereunder.

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

INDEPENDENT AUDITOR'S REPORT TO TRUSTEES OF NEWLIFE THE CHARITY FOR DISABLED CHILDREN

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Extent to which the audit was capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We made enquiries of management. This included the following:

- how they have identified, evaluated and complied with laws and regulations and whether they were aware of any instances of non-compliance;
- their process for detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud; and
- which internal controls have been established to mitigate risks related to fraud or non-compliance with laws and regulations.

We obtained an understanding of the legal and regulatory frameworks that are applicable to the Charity. These include, but are not limited to the Charities SORP and UK GAAP.

In addition, the charity is subject to many other laws and regulations where the consequences of non-compliance could have a material effect on amounts or disclosures in the financial statements, for instance through the imposition of fines or litigation. We identified the following areas as those most likely to have such an effect: data protection. Auditing standards limit the required audit procedures to enquiry of the Those Charged with Governance and other management and inspection of regulatory and legal correspondence if any.

We considered management's incentives and opportunities for fraudulent manipulation of the financial statements (including revenue recognition and the risk of override of controls), and determined that the principal risks were related to posting inappropriate journal entries to manipulate financial results and management bias in accounting estimates.

Audit response to risks identified

- We reviewed the financial statement disclosures and sample tested to supporting documentation to assess compliance with relevant laws and regulations discussed above;
- We made enquiries of management;
- We reviewed minutes of meetings of those charged with governance;

NEWLIFE THE CHARITY FOR DISABLED CHILDREN

INDEPENDENT AUDITOR'S REPORT TO TRUSTEES OF NEWLIFE THE CHARITY FOR DISABLED CHILDREN

- We reviewed any Serious Incident Reports submitted;
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments; assessed whether the judgements made in making accounting estimates are indicative of a potential bias; considered completeness of related party transactions; and evaluated the business rationale of any significant transactions that are unusual or outside the normal course of business.

Our audit procedures were designed to respond to risks of material misstatement in the financial statements, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery, misrepresentations or through collusion. There are inherent limitations in the audit procedures performed and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we are to become aware of it.

A further description of our responsibilities for the audit of the financial statements is located at the Financial Reporting Council's ("FRC's") website at:

<https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the Charity's trustees, as a body, in accordance with the Charities Act 2011. Our audit work has been undertaken so that we might state to the Charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charity and the Charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

DocuSigned by:
Kyla Bellingall
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Kyla Bellingall
BDO LLP, statutory auditor
Birmingham, UK
Date 27 January 2022

BDO LLP is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

BDO LLP is a limited liability partnership registered in England and Wales (with registered number OC305127).