

PEOPLE MATTERS (WEST YORKSHIRE) CIO

REPORT AND ACCOUNTS

31st MARCH 2021

PEOPLE MATTERS (WEST YORKSHIRE) CIO

Office Address **41 Barkston House**
Croydon Street
Domestic Street Ind Est
Leeds
LS11 9RT

Trustees **S Moreland**
S Carter **resigned 3rd December 2020**
J Cravitz
R Firth
R Herbert
C Hirschhorn
M Hirschhorn
K Masters appointed 3rd December 2020
G Turner

Accountants **Lee & Company**
Chartered Accountants
Photon House
Percy Street
Leeds
LS12 1EL

Registered Charity No **1170724**

PEOPLE MATTERS (WEST YORKSHIRE) CIO

Trustee's Report

The Trustees submit their report and accounts for the year ended 31st March 2021.

Objectives and Activities

The charity commenced its operations on 1st April 2017, taking over the operations from People Matters (Leeds) CIC which was then closed and struck off at Companies House. The charity's principal activity is to develop initiatives that empower people with learning and other disabilities. Its constitution is based upon a wide membership model where everyone who accesses the charity's services automatically becomes a member with a say on the future direction of the organisation.

The charity's objectives are:

- (1) To promote social inclusion for the public benefit within Leeds and surrounding areas by preventing adults and young people with hidden disabilities or other disadvantage from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.
- (2) To promote learning for the public benefit within Leeds and surrounding areas by adults and young people with hidden disabilities or other disadvantage through the continued development of their individual capabilities, competencies, skills and understanding to promote independence and well-being and/or in subjects of education value.
- (3) To relieve unemployment of people with hidden disabilities or other disadvantage for the benefit of the public within Leeds and surrounding areas in such ways as may be thought fit, including, but not limited to, assistance to find employment (both paid and voluntary).

The charity's main activities align closely with its objectives and the trustees consider that they meet the public benefit requirements. Leeds has approximately 15,500 people with learning disabilities and approximately 7,000 people on the autistic spectrum. Holbeck where the charity is based is within the bottom 1% of deprivation nationally. This information demonstrates the needs which the charity seeks to address. It is recognised that people with disabilities are less likely to be in work, have lower life expectancy and more likely to be socially isolated as a result. The People Matters vision of 'developing inclusive communities' involves addressing these issues. It promotes the social model of disability where disability is considered to be caused by the way society is organised, rather than by a person's impairment or difference. It looks at ways of removing barriers that restrict life choices. People who accessed the charity's services were able to access impartial advice that guided them into the service area(s) that best suited their needs or signposted them to alternatives if these were appropriate.

To support meeting its objectives the charity supported social groups, each comprising up to 15 members where participants plan, agree and then meet up within the community or virtually on a weekly basis. Different groups are for young people (up to 25) and for adults. The intention is to promote friendships, independence, life skill development, well-being and reduce social isolation. In particular the charity has supported young people as they approach leaving full time education to have a social life with their peers away from their education setting and independently from their families.

For those members in particular need of support the charity offers a 1 to 1 outreach support service for adults and young people. This service is registered with the Care Quality Commission so it can include personal care where members have need of support of that nature. Members are supported to achieve their own goals which can vary from budgeting to leisure activities, in work support and more. The continuing aim is to offer a person centred service which actively strives to meet needs, enabling people to be active participants in the community and reduce isolation. Services are provided where members need this support such as in the community and/or in their own homes.

The charity provides adult learning opportunities both from its base in Holbeck, Leeds and at community partner locations. These are structured as short part time courses of up to 12 weeks in length. Courses are unaccredited and designed based upon feedback received from charity members, professionals and partner organisations. Progress is monitored using Recognising and Recording Progress and Achievement (RARPA), acknowledged by Ofsted as a preferred methodology where external accreditation is not in place. Courses cover life skills like exploring the city via travel using public transport, work related skills such as team building as well as popular hobbies/interests like art and craft. The intention in every course is to develop skills that promote independence though building confidence and social skills as well as subject knowledge.

In addition to the charity's adult learning it also has an employment service which includes, job clubs, short courses, work placements and an enterprise project where young people take part in running business related activities as trainees. Supporting people to progress closer to and into employment are key activities for the charity as those with learning disabilities are some of the furthest away from being in the workplace across Leeds and surrounding areas as well as nationally.

Across the financial year the country experienced the COVID 19 pandemic and this caused People Matters to implement its business continuity planning, managing the risks of infection and the impact of lockdowns on its' staff, volunteers and members. Group activities and support in the community quickly changed in nature as services responded. A great deal of digital and remote work was undertaken and the equipment and skills were built to be able to flip back and forth between face to face and virtual working and services. Keeping staff, volunteers and members safe and well became the overarching priority for the year. Infection control measures were very successful with no member experiencing face to face services becoming seriously ill and little staff illness. Mental health challenges were experienced, particularly around anxiety and depression. The mutual support between different members, staff and families reduced isolation and promoted well-being in difficult circumstances. During the year the People Matters office staff often worked from home with only a 'cover' service in the office. Towards the end of the year vaccinations became available and the organisation ensured its staff team and members were supported to access vaccinations on an early basis. Lastly the charity's leadership team liaised with funders and commissioners to secure support for the approaches adopted and all responded positively meaning the charity was well placed to address changing service delivery needs as the lockdowns progressed.

The strategies the charity adopted in 20/21 in order to meet its objectives included:

- Utilising a constitution involving a wide and open membership model where everyone can influence the direction the charity takes through feedback opportunities
- Concluding a 3 year business plan with a service offer that was matched against the charitable objectives
- Retaining a board of trustees with a good mix of skills and voices to guide and monitor the staff team in service delivery, who continued to meet regularly throughout the year
- Using technology to enable virtual working when the pandemic infection levels necessitated social distancing
- Having a commitment to being a good employer. This was approached by supporting staff to keep safe during a difficult year and enabling them to undertake training to become qualified, including apprenticeships where appropriate. We continued to support the Leeds Living Wage to the best of the organisation's abilities and offered work to people who are disadvantaged through disability or long term illness
- Actively seeking opportunities from a range of funding sources such as different departments of Leeds City Council, Lloyds Bank Foundation and the National Lottery Community Fund. This was in order to support services through the pandemic that align with its objectives, manage risk and respond to need.
- Seeking funding wherever possible that enables it to operate on a sustainable basis working as a social enterprise
- Actively developing partnerships and collaborating with other organisations where objectives align such as through Forum Central and the Day Services Recovery Group

- Reviewing it's service delivery and having an action plan to develop performance based upon its Business Continuity Plan in response to the pandemic.

In 20/21 the use of volunteers in the charity reduced due to changes in service delivery during the pandemic. As the year finished we started to rebuild this and the role of volunteer coordinator to ensure continuity of support to existing volunteers became set to grow again with new funding put in place to continue this role.

Achievements and Performance - A report from the teams

In the last year, People Matters members were offered the equivalent of approximately 12000 individual hours within group activities & over 32000 hours of one to one support to over 350 people. Our support changed dramatically this year due to the pandemic with us offering virtual sessions during lockdowns, lots of practical and telephone support as well as face to face sessions gaining the ability to flip back and forth between the two as infection levels changed. We

- Implemented our business continuity plans with the arrival of the pandemic
- Kept going as much as possible rapidly changing how we deliver our services as society closed down and opened up repeatedly
- Worked hard to keep our staff and members safe and well through our infection control measures, new ways of working and well being work
- Collaborated with other third sector organisations in the city to support each other through difficult times

Social groups

Our Teens and Twenties Matter project funded by the Big Lottery came to it's five year end in July. Sadly the last 5 months of the project saw only 4 groups and 76 members being able to meet online. That said group members remained active with both staff and members becoming very creative when it came to activities from watching a movie to scavenger hunts. A few members were able to take on responsibility for running group activities.

We successfully gained additional funding to be able to extend the project by six months. From this we were able to offer a total of 6 social groups an opportunity to meet in our COVID safe activities room with increased numbers of 90 members involved. When lockdown number 2 was announced 125 spaces were created in online social and activity groups where members were able to continue with choosing activities including Christmas Parties and murder mysteries. The activity groups included mindfulness and making Rangoli patterns. Our social groups created opportunities for members to make friends, socialise, learn and put life skills into practice away from their education settings and families. Though COVID caused additional barriers to group members building a network of friends and reducing isolation, the different groups continued to plan their programme. Many members learnt how to use devices, social media and online video chat safely. For some members though, online or returning to group sessions in the autumn proved too much. They continued to receive support from us through regular check ins, activity packs through the post and signposting to other activities/opportunities happening across Leeds.

Outreach services

It's been a really challenging year for the outreach services as the pandemic took hold and we went into lockdown from April 2020. Planning had been thorough to establish the essential support we needed to continue through face to face delivery. This was reviewed on a frequent basis to ensure everyone we supported one to one remained safe, well cared for and not at risk of further isolation. We were also in receipt of a small grant to ensure our members had access to the technology they needed for remote support. Staff became experts on engaging people online, devising quizzes and fun and engaging activities to keep people occupied and reassured throughout. Continuing and then also resuming other face to face support meant lots of changes in terms of PPE and minimizing the risks of infection when travelling. We made links with transport provision to ensure those that didn't drive could still avoid public transport and even purchased 3 electric bikes for staff to use! It was great to see people pull together and even as the lockdowns came to an end, the relationships between

members, staff and the organisation have been strengthened – with them knowing that People Matters have been there for them in a crisis, willing to deliver their support in whatever manner they needed and felt comfortable with.

Across the year we delivered 32,280 hours of support for 68 members. Person centred reviews still went ahead during the lockdowns, albeit remotely, with all members of the Outreach services still planning on the next 12 months despite what lay ahead! One of our members was keen to get involved with the roll out of the vaccination projects and became a community champion! Getting the word out to others and being a source of reassurance for anyone who may have had any worries about being vaccinated.

Adult Learning

20/21 started very differently for adult learning with no classroom based activity possible due the pandemic lockdown. It was still important to continue to offer our members learning opportunities to promote wellbeing and keeping in touch with others. Staff worked hard to create blended learning courses that 75 vulnerable adults enrolled on between May – July covering subjects from microwave cooking to mindfulness they received learning packs through the post and online/telephone support from a tutor.

As we approached September we took the decision to return to classroom based learning. This posed a problem as we had to promote and support social distancing. In order to do this we moved out of our office to create a larger space that meant we could appropriately support the number of learners needed under our funding. Our autumn programme offered a much needed opportunity for vulnerable adults to return to learning and social interaction. 42 members enrolled on 7 courses all with wellbeing themed subjects including creative storytelling. Enrolments and attendance were good despite the concerns over COVID-19 and self-isolating. When the 2nd lockdown was announced in mid-October we took the really difficult decision to cancel the courses and put our adult learning on hold. Learners were supported through online activity groups where possible.

Employment Service

Despite the major barriers and changes brought about by the COVID pandemic our employment services continued to support members throughout the year. Whilst the region and nation were in lockdown remote support was given through telephone calls and online sessions to existing, previous and new members.

Our micro social enterprise 6 trainees worked with the development coordinator to relaunch our range of healthy snacks when sales came to a halt at the start of the first lockdown. They continued to gain valuable work experience in production, sales and customer service. Whilst, building on their transferrable skills including resilience, communication and team-working skills.

In the autumn we started a new extended employment training services offer. Provided in groups through job workshops, clubs, and work experience and individual one to one job coaching. A big focus was to promote resilience and readiness to apply for jobs as the job market in Leeds started to open up. Members set their own targets with outcomes including paid employment and maintained or increased resilience, confidence and reduced social isolation. Essential for everyone in particular vulnerable adults during difficult times and when facing an uncertain future.

Relationships were maintained with local employers and referrals were received from DWP as well other local organisations.

Financial Review

The charity began to operate at the beginning of the 16/17 financial year when it received the assets of People Matters (Leeds) CIC of £209,066 via an asset transfer agreement. By the end of the period 20/21 the charity held £20,192 of restricted funds and £194,784 of unrestricted funds. The charity holds no substantial fixed assets such as property and no long term debt. Its bankers are the Cooperative Bank where a current account is held. The charity prefers to deposit its funds, where possible, with organisations that have a positive social or ethical stance to investment.

After tightening in 19/20 the cashflow position improved during the year. A surplus of £62,242 was achieved with restricted funds reducing to £20,192 and unrestricted reserves totaling £194,784 at year end. There is an auto enrolment pension scheme in place through the People's Pension. There are no outstanding liabilities with this scheme.

The trustees have an established policy whereby the unrestricted funds held by the charity should represent 3 to 6 months of the resources expended, which in 2021/22 should equate to approximately £195,392 to £390,784. At 1st April the unrestricted reserves amount to £194,784 i.e. near the lower limit but with an improvement from 19/20. Progressing the achievement of its reserves policy is usually addressed through the annual budgeting process where a goal of a small percentage surplus on earnings is sought to enable the gradual building of reserves in a manner that does not unreasonably impact on service delivery. In 20/21 additional funds were secured through a new core costs grant which was used to promote development within the charity leading to securing of further grants which supported the costs of responding to the pandemic.

The rationale for the reserves policy is that the charity wishes to maintain a positive cashflow with much of its income being received in arrears, some up to 6 months after service delivery. This was consistently achieved across the year meaning the limited overdraft facility put in place during 19/20 was not accessed. Improving its reserves position was identified as a key goal for 20/21 as the charity continued to grow and has also identified the need to relocate during 21/22, seen as the key financial risk.

There are no concerns about the charity's ability to continue as a going concern.

The principal funding sources of the charity are as follows

- Leeds City Council Adult Social Services funds the charities outreach support service for adults
- Leeds City Council Childrens Services funds the charities outreach support service for young people
- Leeds City Council Employment and Skills funds the charities adult learning provision
- The National Lottery Community Fund funds the charities community based social groups for young people 14-25

The charity operates using a social enterprise model with approximately 84% of its income being through contracts and the remainder via grants, the latter largely being from the National Lottery Community Fund, Henry Smith Foundation and Lloyds Bank Foundation.

Structure, Governance & Management

People Matters (West Yorkshire) was formed out of its predecessor organisation. It was registered with the Charities Commission on 13th December 2016 as a Charitable Incorporated Organisation and commenced its activities on 1st April 2017.

The charity's constitution uses one of the standard Charity Commission's proformas and is a wide membership model. The initial trustees were the directors of the CIC. Subsequently the trustees have sought to broaden their skills and knowledge base through the recruitment of additional and replacement trustees.

Professional skills were sought through public advertisement and an interview process. Parent and member voices are sought through advertisement and election. All trustees are approved for appointment by members at the annual general meeting and role descriptions are available. Trustees are inducted through briefing by the chair or chief executive, review of previous board papers and also offered access to guidance documents and occasional external training where appropriate.

Trustees meet approximately every six weeks and during this year of pandemic transferred to

meeting virtually as services continued to be delivered. They are responsible for strategic decision making and monitoring of performance. Trustees as always agree the charities business plan/strategy, annual budget and approve substantial expenditure according to the financial procedures. Monitoring information scrutinised by the trustees includes regular operational delivery reports from each service area and monthly management accounts. This year as service delivery changed extensively due to the pandemic they monitored the delivery of business continuity plans. Feedback is subsequently given to staff. Trustees also monitor key policy areas through standing items on safeguarding, health and safety and data protection.

The charity has 49 staff many of whom work on a part time basis approximating to 27 Full Time Equivalents. The salaries of key management personnel are set through the annual budgeting process.

Key management personnel, whom the trustees rely on to comply with the requirements of the charity's objectives, are the Chief Executive Officer and the Chief Financial Officer.

Market conditions and the financial performance of the charity inform decision making. One key goal of the charity has been to follow the implementation of the Leeds Living Wage for its staff to the best of its abilities.

Reference and Administrative Details

The charity is registered with the Charities Commission as People Matters (West Yorkshire) CIO. The registration number is 1170724. It is known informally as People Matters.

The address of the principal office is

41 Barkston House
Croydon Street
Leeds
LS11 9RT

Trustees

S Moreland
S Carter (resigned 3rd December 2020)
J Cravitz
R Herbert
C Hirschhorn
M Hirschhorn
K Masters (appointed 3rd December 2020)
G Turner
R Firth

There are no corporate trustees and no property was held on behalf of the charity by any of the trustees.

Exemptions from Disclosure

No exemptions from disclosure have been made in compiling this report

Funds held as custodian trustee on behalf of others

There are no funds held as custodian trustee on behalf of others

This report was approved by the Board on 19th October 2021.

Suse Moreland

S Moreland - Chairperson

**Independent Examiner's Report
to the Trustees of
PEOPLE MATTERS (WEST
YORKSHIRE) CIO**

I report to the charity trustees on my examination of the accounts of the CIO for the year ended 31st March 2021.

**Responsibilities and basis of
report**

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

**Independent Examiner's
Statement**

Since the CIO's gross income exceeds £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Company as required by section 130 of the 2011 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities.

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

AMcClean
Anna McClean FCA
Lee & Company
Photon House, Percy
Street
Leeds LS12 1EL

19th October 2021

**PEOPLE MATTERS (WEST
YORKSHIRE) CIO**

**Statement of Financial
Activities
for the year ended 31st
March 2021**

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds £	2020 £
Income from:					
Donations and gifts		10,000	-	10,000	5,759
Charitable activities		673,888	135,750	809,638	583,067
Other income		39,249	-	39,249	4,735
		<hr/> 723,137	<hr/> 135,750	<hr/> 858,887	<hr/> 593,561
Expenditure on:					
Charitable activities	2	653,761	142,884	796,645	680,757
		<hr/> 69,376	<hr/> (7,134)	<hr/> 62,242	<hr/> (87,196)
Net income					
Balance brought forward		125,408	27,326	152,734	239,930
Total funds carried forward		<hr/> 194,784	<hr/> 20,192	<hr/> 214,976	<hr/> 152,734

The notes on pages 13 and 14 form part of these accounts

**PEOPLE MATTERS (WEST
YORKSHIRE) CIO**

**Balance Sheet as at 31st
March 2021**

	Notes	£	£	2020 £
Fixed assets			9,745	<u>6,948</u>
Current assets				
Debtors		148,414		120,136
Cash at Bank and in hand		<u>84,506</u>		<u>39,508</u>
			232,920	<u>159,644</u>
			<u>242,665</u>	<u>166,592</u>
Creditors: amounts falling due within one year				
Accruals		19,312		5,523
Taxation and social security		<u>8,377</u>		<u>8,335</u>
			27,689	<u>13,858</u>
Net Assets			<u>214,976</u>	<u>152,734</u>
Unrestricted Funds				
General fund			194,784	125,408
Restricted fund			20,192	27,326
Total funds	5		<u>214,976</u>	<u>152,734</u>

Approved by the Board on 19th October 2021 and signed on its behalf by:

K Masters



The notes on pages 13 and 14 form part of these accounts

**PEOPLE MATTERS (WEST
YORKSHIRE) CIO**

**Statement of Cash Flows
for the year ended 31st
March 2021**

	£	2020 £
Net cash raised from operating activities		
Net movement in funds	62,242	(87,196)
Depreciation	6,860	3,474
Increase in assets	(9,657)	(10,422)
(Increase)/decrease in debtors	(28,278)	97,371
Increase/(Decrease) in creditors	13,831	(6,486)
Change in cash in the year	44,998	(3,259)
Cash brought forward	39,508	42,767
Cash carried forward	<u>84,506</u>	<u>39,508</u>

The notes on pages 13 and 14 form part of these accounts

**PEOPLE MATTERS (WEST
YORKSHIRE) CIO**

**Notes to the accounts
31st March 2021**

1. Accounting Policies

Basis of accounting

The accounts 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 (FRS102) and with the Charities Act 2011.

Incoming resources

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 the income receivable can be measured reliably.

Expenditure

Expenditure is recognised when a liability is incurred, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Fixed assets

Small items of office furniture and equipment are written-off in the year of purchase. Larger items are written off over 3 years.

Fund accounting

Funds held by the charity are either:

Unrestricted general funds - these are funds which can be used in accordance with the charitable objects at the discretion of the Trustees.

Restricted funds - these are funds that can only be used for particular restricted purposes within the objects of the charity.

2. Expenditure

	Unrestricted £	Restricted £	Total £	2020 £
Direct expenses	37,461	1,219	38,680	22,205
Rent, rates and premises costs	11,270	5,309	16,579	22,933
Motoring and staff expenses	8,043	393	8,436	7,191
Legal and professional	6,881	3,965	10,846	10,529
General administration costs	44,285	9,041	53,326	27,825
Depreciation	6,860	-	6,860	3,474
Staff costs	538,961	122,957	661,918	586,600
	<u>653,761</u>	<u>142,884</u>	<u>796,645</u>	<u>680,757</u>

3. Staff costs

	Unrestricted £	Restricted £	Total £	2019 £
Salaries	502,984	114,749	617,733	545,455
Social Security costs	28,395	6,478	34,873	32,187
Pension	7,582	1,730	9,312	8,958
	<u>538,961</u>	<u>122,957</u>	<u>661,918</u>	<u>586,600</u>

Average number of employees during the year was 27 Full Time Equivalents

During the year some employees were furloughed and £36,414 was received in government support. This receipt is included in 'other income'.

The Trustees have identified 2 Key Management Personnel and their total remuneration in the year was £78,223.

4. Trustees Remuneration and expenses

The leadership of the charity is undertaken by volunteers. No Trustees received remuneration or expenses during the year.

5. Statement of Funds

	At 01.04.20 £	Incoming Resources £	Resources Expended £	At 31.03.21 £
General reserve - unrestricted	125,408	723,137	653,761	194,784
<u>Restricted fund</u>				
Big Lottery	27,326	73,600	95,952	4,974
Henry Smith Foundation	-	29,150	19,432	9,718
Lloyds Bank Foundation	-	33,000	27,500	5,500
	<u>27,326</u>	<u>135,750</u>	<u>142,884</u>	<u>20,192</u>
Total funds	<u>152,734</u>	<u>796,737</u>	<u>749,713</u>	<u>214,976</u>