

Levels

Annual Report

2024



LIVING
ENGAGING
VOLUNTEERING
EMPOWERING
LEARNING
SOCIALISING

Welcome to Levels' Annual Report for 2024

Our central focus during the year was on Collaboration with the Shed Project Hull.

We worked in partnership with many of our amazing primary care and public health colleagues, however, our plans for 2024 included combining this constituted group and its charitable objectives into Levels-CIO to make the most of our joint assets, volunteers and fundraising experience. Together, or and with our local population, we improve health and wellbeing and tackle the health outcomes gap within the city.

As we continued to support and introduce a range of facilitated community peer support groups to our communal hubs at our supported housing sites, we also increased our attention on making Levels a more proactive and buzzing charity at Hull Churches' old warehouse on West Dock Street, where Groundwork and The Shed do amazing community support work. Levels and the Shed already jointly provide a huge variety of free activities, and wellbeing opportunities, alongside engagement and education events, and it made sense to join projects under one registered charity - Levels.

Our methods remain resident-led, asset-based, grassroots community development and, together with a huge range of partnerships with other voluntary organisations, we ensure that our communities benefit from all the city has to offer.

We continue to play an active role in the VCSE Assembly to support co-production and co-design processes, enabling those with lived experience to make the most impact to service development, commissioning, and review.

This Annual Report captures just some of the extraordinary work accomplished by both Levels CIO and The Shed. You can read about these accomplishments and more in this report.

During 2025 we are hoping to strengthen our collaboration with 'The Shed' project and formalising policies and processes. We will continue to recruit Shed project volunteers onto Levels' Board and make the most of our combined knowledge, experience, and valuable resources to help even more people in the city of Hull.

We want to thank all the people, volunteers, and Board members that are so committed to making a real difference, along with the incredible partners, funders, and donors for their support in making our work possible.

Petra van der Zande
Chair

Highlights of 2024

January

In January, we opened an additional warm space for tenants at St Barnabas Court in Hull connected to the national 'Warm Welcome' campaign. The warm space also offers a small foodbank through our Fairshare membership, and our tenancy services navigator holds a weekly drop in there.

Tenants can also use the warm space at The Shed in the heart of the St Andrews and Docklands ward - the most deprived ward in the city - enabling 87 participants to access the warm space, free hot refreshments, providing opportunities to gain the skills and confidence to make hats, draft excluders, and blankets.



April

In April we delivered a Bitesize advanced woodwork course. Enabling participants to increase their confidence and skills. From April to December 8 Taster Days enabling those new to crafting the opportunity to participate, in a range of crafting and making. This year thanks to a donation from KCOM we have been able to expand our sewing room with the addition of 5 new sewing machines.



July

Once again, Levels took part in Global pride using online platforms to broadcast Pride events, including musical performances, speeches and more to represent LGBTQI+ people in our communities in a massive celebration of equality and diversity.



August

Another successful project at the Shed is where we prevent leftover paint going to waste. We take donations of viable domestic or craft paint to Community Repaint Hull and Humber. We will process it and make it available at affordable prices to schools, community organisations, and local people struggling with the cost-of-living crisis.

Community Repaint based at The Shed has also diverted 1073.05 litres of paint between April 2024 and December 2024, enabling 542 people to benefit from access to affordable paint.



October

During October, thanks to our many supporters, we raised enough money to ensure every child in our supported housing had a pumpkin to carve for Halloween. Supported families enjoyed the morning in fancy dress playing Halloween bingo, facepainting, musical statues and colouring whilst listening to scary stories and spooky music.

In the meantime, at The Shed, some amazing creative workshops resulting in people learning new skills, making friends and creating some amazing Halloween decorations.



December

In December we were fortunate to receive a grant of the Integrated Partnership Board. To start a 14-week project 'Get Crafty' at The Shed which we will start in January. Workshops and taster sessions enable people to learn soft and hard crafts in a supportive environment.

In 2023-24, our taster sessions provided 72 participants with the space, support and opportunity to learn therapeutic crafting techniques, a recognised invaluable tool for each to manage their mental wellbeing more effectively.



Placing a value on Community Development

In real monetary terms, the services we deliver continue to appear insignificant, however, as has become customary, we continue to assess and measure also how we improve the lives of the people we support in terms of added Social Value. The ability of Levels-CIO, to create social value stems from bringing together, and coordinating activities, events and support that are already embedded in our communities, so that they can make better use of available resources and become better accessible to more people. Due to our increased collaboration with The Shed, and combining our resources, we have seen a significant increase in attendance at workshops and support sessions, been able to provide more one-to-one support to individuals with mental health issues, and seen a staggering increase in available volunteering hours, rising from 220 to 1265.

Many of Levels’ activities are provided in line with a time-banking principle, thus reducing the need for high monetary investment. The key to this principle is nothing more than a group of people (our communities) and partner organisations contributing to service provision in exchange for services they may need, such as volunteering or providing training and knowledge sharing.

We feel we can be very proud of our achievement, and our success is mainly attributed to the commitment and loyalty of our many partnership organisations and volunteers, including Hull Churches Housing Association, who provide employer supported volunteering.

Levels continues to use HACT’s Social Value Calculator to provide a basic assessment of the actual social value delivered through our activities. Our Social Return on Investment Ratio for 2024 is £54.24 for every £1 invested.

Activity	Overall budget	Overall social impact	Analysis of benefit	
			Budget : social impact	Net benefit
TOTALS:	£ 23,382	£ 1,268,282	1 : 54.24	£ 1,244,900
Cooking up a Community	£ 1,000	£ 79,833	1 : 79.83	£ 78,833
Online events	£ 500	£ 82,270	1 : 164.54	£ 81,770
Older people partnership	£ 1,500	£ 109,702	1 : 73.13	£ 108,202
Walking Group	£ 200	£ 143,451	1 : 717.26	£ 143,251
Cancer Champion Training	£ 300	£ 5,573	1 : 18.58	£ 5,273
Mental Health Awareness Training	£ 300	£ 9,553	1 : 31.84	£ 9,253
Tooled-up	£ 500	£ 98,638	1 : 197.28	£ 98,138
The Shed	£ 16,482	£ 513,263	1 : 31.14	£ 496,781
Winter Warmth	£ 2,600	£ 225,998	1 : 86.92	£ 223,398

Fig 1. HACT Social Value Calculator – results overview 2024

- To calculate investment and SROI, the average hourly rate for volunteering is set at £13.65/hour in line with the UK Annual Survey of Hours and Earnings (2024) and reflects 1265 volunteer hours provided/ exchanged through above mentioned ‘timebank’ principle.
- For transparency of accounting, ‘timebank’ credits are not expressed in monetary value in Levels’ balance sheet and accounts below.

‘Levels’ Annual Report for the period

From	Period start date			To	Period end date		
	Day 1st	Month April	Year 2023		Day 31st	Month March	Year 2024

Section A Reference and administration details

Charity name	Levels	
Other names charity is known by	NA	
Registered charity number (if any)	1170752	
Charity's principal address	Studio 701 17 Princess Street Hull	
	Postcode HU2 8BJ	

Names of the charity trustees who manage the charity

Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
Petra van de Zande	Chair		
Kial Leigh Sigsworth	Secretary	August 2023 - present	Elaine Morgan (on behalf of HCHA as the only voting member)
Tia Scutt	Treasurer		
Karen Tozer		August 2023 - present	Elaine Morgan (on behalf of HCHA as the only voting member)

Section B Structure, governance and management

Description of the charity's trusts

Type of governing document	Constitution
How the charity is constituted	Charitable Incorporated Organisation (CIO)
Trustee selection methods	Elected by members of management committee

1. The development of the capacities and skills of the inhabitants of the economically and socially disadvantaged communities of the City of Kingston upon Hull and the East Riding of Yorkshire with a high percentage of social housing ("the Area of Benefit") and in particular, but not exclusively individuals who are tenants of Hull Churches Housing Association ("Tenants of HCHA") in such a way that they are better able to identify, and help meet, their needs, and to participate more fully in society; and
2. To promote social inclusion by preventing people living in the Area of Benefit and in particular, but not exclusively individuals who are Tenants of HCHA from becoming socially excluded, relieving the needs of those people living in the Area of Benefit and in particular, but not exclusively individuals who are Tenants of HCHA who are socially excluded and assisting them to integrate into society in such ways as the Trustees of the CIO shall think fit; and

For the purpose of this clause 3(2) "socially excluded" means being excluded from the society, or part of society, as a result of being a member of an economically and socially deprived community.

3. The relief of unemployment amongst individuals living in the Area of Benefit and in particular, but not exclusively individuals who are Tenants of HCHA in such ways as the Trustees of the CIO shall think fit including, but not limited to the provision of education, training, re- training, volunteering and work experience opportunities and assistance to find employment; and
4. To provide or assist in the provision of facilities in the interests of social welfare for recreation or other leisure time occupation of individuals living in the Area of Benefit and in particular, but not exclusively individuals who are Tenants of HCHA who have need of such facilities by reason of their youth, age, infirmity or disability, financial hardship or social circumstances with the object of improving their conditions of life.

Summary of the main activities undertaken in 2024

During 2024, our focus has been on strengthening the collaboration between 'The Shed' and Levels CIO, with the aim of combining projects, events and activities, rather than duplicating. Levels-CIO, has at its disposal means of fundraising, not currently available to The Shed as an unincorporated community group. In addition, both benefit from more formalised collaboration as a registered independent charity, in terms of adopting the values and principles set out in Levels' constitution, and the ability for both groups to make best use of assets and resources available to them such as additional community spaces, the generous contribution of volunteers, and formally adopting the same sets of policies and processes to assist the valuable work we do for our communities.

Increasingly we see increasing complexity of people's mental health and wellbeing issues that require a more holistic approach. Levels and The Shed jointly aim to provide such a holistic solution through offering support in navigating the services 'out there', signposting, and providing advocacy whilst providing skills development and prevention of social isolation through a range of social, health and wellbeing activities that also support people keeping cost of living down.

This includes upcycling and re-use projects, improving DIY and 'healthy food on a budget' skills, expanding the number of warm spaces, and providing green energy advice to reduce participants' energy bills.

We continue our work with VCSE assembly and infrastructure organisations, local councils and the Integrated Care Board, which links to the direction of travel Hull Churches Housing Association has also taken in focusing on placed-based health and wellbeing provision in an effort to close the health inequality gaps in our city.

Supporting Organisations and Grant Support for this period

- OPP-HER Partnership Organisations
- Butterfly Dementia Care
- Integrated Care Partnership
- Neighbourhood Network Hull
- Groundworks Hull
- Hull Champions
- Forum - CIO
- Hull City Council

Our thanks and appreciation also go to tenants, customers and staff of Hull Churches Housing Association, the amazing volunteers at Groundwork Hull and the Shed project, Supporting and Membership Organisations' staff and volunteers from Older People Partnership Group and Groundwork Hull, who have given their time freely in support of the Charity's objectives and events throughout the past year.

Section D Achievements and performance

Summary of the main achievements of the charity during the year

- Through therapeutic crafting activities from crochet to carpentry, Levels and The Shed have supported 109 community members to gain new skills, address loneliness, improve mental and physical wellbeing and access the right community services.
- 4 training sessions on GDPR and Data Protection provided to grassroots VCS organisations.
- Participating in a project to share mental health first aiders across VCSE organisations and providing mental health awareness training.
- 4 training sessions provided on Social Return on Investment and the use of social value calculators.
- Participated in 7 city-wide social inclusion, diversity and combatting health inequality events.

Brief statement of the charity's policy on reserves

We follow the recommendation in the Charity Commission guidance RS3 which states our Reserves Policy must quantify and explain the purpose of any designated funds, along with the likely timing of that expenditure. Additionally, that the amount of any funds held as designated funds is appropriate to the purpose or use for which the funds have been designated.

Details of any funds materially in deficit

NA



Further financial review details

See attached Statement of Financial Position.

Section G Declaration

The trustees declare that they have approved the Chairs report above.

Signed on behalf of the charity's trustees

Full Name	Signature	Position
Petra van der Zande		Chair
Tia Scutt		Treasurer

Date: 26 January 2024

Balance at a Glance

LEVELS

Ending Balance: £2,472.56

Lloyds Account Number: 77855168

Sort Code: 30-65-22

Date	Ref	Details	Fund	Category	Money In	Money Out	Balance
			Unrestricted	Balance Brought Forward	£3,554.34		£3,554.34
4/3/2023	395089448	Service Charges	Unrestricted	Bank Charges		£15.00	£3,539.34
4/6/2023	CD7724	Amazon	RF - WW	Charitable Expenditure		£156.80	£3,382.54
4/11/2023	CD7724	Amazon	RF - WW	Charitable Expenditure		£139.96	£3,242.58
4/11/2023	CD7724	Amazon	RF - WW	Charitable Expenditure		£202.92	£3,039.66
4/12/2023	CD7724	Amazon	RF - WW	Charitable Expenditure		£32.48	£3,007.18
4/18/2023	CD7724	Amazon	RF - WW	Charitable Expenditure		£13.99	£2,993.19
4/24/2023	9887698398754353	Amazon Smile	Unrestricted	Donations	£5.00		£2,998.19
5/2/2023	397487434	Service Charges	Unrestricted	Bank Charges		£15.74	£2,982.45
3/11/2023	500006	Cheque Deposit	Unrestricted	Donations	£13.75		£2,996.20
5/19/2023	9553749349574760	Amazon Smile	Unrestricted	Donations	£16.90		£3,013.10
6/2/2023	399855330	Service Charges	Unrestricted	Bank Charges		£16.85	£2,996.25
7/3/2023	402042528	Service Charges	Unrestricted	Bank Charges		£16.97	£2,979.28
8/1/2023	404873832	Service Charges	Unrestricted	Bank Charges		£15.00	£2,964.28
8/3/2023	RP18104339	Lloyds Compensation	Unrestricted	Sundry Income	£100.00		£3,064.28
9/1/2023	412145636	Service Charges	Unrestricted	Bank Charges		£15.00	£3,049.28
10/3/2023	409755708	Service Charges	Unrestricted	Bank Charges		£15.00	£3,034.28
10/31/2023	412154635	Service Charges	Unrestricted	Bank Charges		£15.00	£3,019.28
12/4/2023	414644855	Service Charges	Unrestricted	Bank Charges		£15.00	£3,004.28
12/8/2023	BACS	HCC Training CVS	Unrestricted	Donations	£200.00		£3,204.28
1/2/2024	417135895	Service Charges	Unrestricted	Bank Charges		£15.37	£3,188.91
2/8/2024	419543820	Service Charges	Unrestricted	Bank Charges		£15.00	£3,173.91
3/4/2024	421969643	Service Charges	Unrestricted	Bank Charges		£15.00	£3,158.91
3/27/2024	4000000013232585542	Clear intercompany account	RF - WW	Charitable Expenditure		£82.99	£3,075.92
3/27/2024	4000000013232585542	Clear intercompany account	Unrestricted	Charitable Expenditure		£603.36	£2,472.56

LEVELS

Total Receipts & Payments for the year ending 31/03/2024

	Unrestricted	Restricted	Total	Previous Year
Receipt				
Donations	235.65	0.00	235.65	125.24
Grant Income	0.00	0.00	0.00	4,813.00
Contracts	0.00	0.00	0.00	0.00
Sundry Income	100.00	0.00	100.00	0.00
	335.65	0.00	335.65	4,938.24
Payments				
Bank Charges	(184.93)	0.00	(184.93)	(185.73)
Charitable Expenditure	(603.36)	(629.14)	(1,232.50)	(3,432.78)
Indirect Staff Costs	0.00	0.00	0.00	0.00
IT & Communications	0.00	0.00	0.00	0.00
Marketing & Recruitment	0.00	0.00	0.00	0.00
Rates & Rent	0.00	0.00	0.00	0.00
Salaries & N.I.	0.00	0.00	0.00	0.00
Stationery	0.00	0.00	0.00	0.00
Subscriptions	0.00	0.00	0.00	0.00
Sundry Items	0.00	0.00	0.00	0.00
Training	0.00	0.00	0.00	0.00
Travel & Subsistence	0.00	0.00	0.00	0.00
	(788.29)	(629.14)	(1,417.43)	(3,618.51)
Net receipts / (payments)	(452.64)	(629.14)	(1,081.78)	1,319.73
Balance Brought Forward	1,752.64	1,891.70	3,644.34	2,324.61
Balance Carried Forward	1,300.00	1,262.56	2,562.56	3,644.34
Made up of:				
Bank	2472.56			
Cash	90			
	2562.56			
Check:	0.00			