

Changing Life Directions Trustee Annual Report March 2020 -March 2021



The Trustees present their annual report of Changing Life Directions for the years ending March 2020. The Trustees confirm that the annual report and the financial statement of the charity comply with the current statutory requirements and the provisions of the Statements of Recommended Practice (SORP) “Accounting and Reporting by Charities” issued in March 2005

Structure, Governance and Management

a CONSTITUTION

Changing Life Directions was established in March 2019. We are a Charitable Incorporated Organisation (CIO) registered with the Charity Commission – Number: 1182415.

b APPOINTMENT OF TRUSTEES, MEETINGS AND DECISION MAKING

The Trustees is formed by co-opted members who offer their specific expertise. Their input is invaluable and helps the smooth running and growth of the group. They are always available when required and their

specific specialisation enables a breadth of support that is vital to Trustees and staff members. Other local organisations also contribute to Trustees work and their responsibility in supporting Changing Life Directions. The Board of Trustees are aware of the need to encourage new members and during the year new people have been approached with a view of joining the Board. Encouraging new people to join the Board is helpful to the development of the work undertaken and ultimately to the success of the organization. When a request to join the management group is received people are invited to attend the volunteer training programme that is in place and once completed potential Trustees then meet existing members to conclude the recruitment process.

The Trustees have a yearly cycle of meetings where business is discussed, discussions are taken in a democratic manner and every member can ensure that they take an active part in the organization and keep themselves up to date with all aspects of the projects. Where urgent decisions are required between Trustees meetings the project manager wherever possible will consult all three Trustees to agree a decision. If this is not possible and only one or two Trustees are able to make a decision then colleagues will be consulted at the earliest opportunity by those who have made the decision. The next Trustee meeting following such an urgent decision will be used to enable all Trustees to ratify the decision. This ensures there is accountability for decision making and a clear process in place that can be scrutinised by all.

C ORGANIZATION, STRUCTURE AND DECISION MAKING

The Board of Trustees provide continuous direction and support to the Charity and its staff.

d RISK MANAGEMENT

The Trustees have assessed the major risk to which the charity is exposed, in particular those related to the operation and finance, and are satisfied that systems and procedures are in place to instigate our exposure to risk.

USE OF VOLUNTEERS

We use a number of volunteers throughout the year to help in health and wellbeing activities. The volunteers mainly our service users who have followed a support program and on a pathway back to work and students from college and university. All our volunteers are encouraged to their skills and experiences.

In selecting persons to be appointed as Trustees, the Trustees shall take into account the benefits of appointing a person who is by virtue of his or her personal or professional qualifications to make a contribution to the objects or the management of the Charity.

Our location

We operate from The Quest Centre, Brownlow Way, Bolton, Lancashire, BL1 3UB.

We are a registered charity which in partnership with the community, aims to enrich the quality of life for people of all ages by providing educational opportunities, raising awareness of health and well-being, training volunteers and engaging communities.

The objects of the CIO are:

1. To relieve the need of people suffering from dementia, or other mental health issues, and their carers, through the provision of therapeutic music, workshops and by other means that the Trustees deem appropriate.

2. The relief of emotional distress and suffering and the preservation and protection of the mental health of those who have suffered or who have been exposed to domestic violence and abuse, in particular by the provision of counselling and peer support.

Our Why

Changing Life Directions have a core team of mental health professionals and volunteers including 2 BACP Registered Counsellors, a BSc Hons in Psychology qualified staff and a Registered Mental. Health Nurse.

We identified early on in the development of our work that there was a real need for culturally tailored support to tackle mental health in BAME communities.

Our Mission statement is to provide good mental health and enable access to support and treatment by providing cultural and language appropriate services.

Building resilience and healthy minds is something we all need to do.

Learning to understand our thoughts and emotions, give ourselves space, push ourselves when needed and pick up ourselves up after things have not worked out is all part of the journey. We support the community by providing events and activities that will help in improving the wellbeing of people going through mental health issues within the community.

We help men, women and young people who are socially excluded due to cultural and language barriers and support anyone living in isolation,

needs help to build confidence, need advice or support to be able to live a healthy and happy life.

Our Understanding of Bolton (JSNA 2020)

Bolton's population currently stands at 285,372. This has steadily increased from 261,300 people in 1991. 20% of Bolton LSOAs are within the 10% most deprived in the UK.

In Bolton there is a large number of LSOAs with high proportions of the population in BAME groups.

The Crompton/Halliwell neighbourhood has a much higher IMD 2015 score (47.8) than is average for Bolton (28.4), reflecting the fact that the neighbourhood contains some of the most deprived Wards in Bolton. For reference, the highest IMD score locally (most deprived) is 61.3 and the lowest (least deprived) is 5.4. This equates to 26.7% of households living in poverty, that is, below 60% of the median income (before housing costs). Again, this is the neighbourhood with the highest level of household poverty in Bolton.

This quote from one of our service users helps to put this into context.

"How is it possible to self-isolate in a shared house with seven adults, a controlling husband and 6 children where you share a toilet and bathroom, do as you are told and cannot move freely? And because we have to stay at home, I cannot access my well-being hub at the Cobden Centre. We get benefits, but my husband spends most of it on takeaways and cigarette. I can't get personal hygiene product, needed for myself and my 2 teenage daughters. The money we have is hardly enough to eat for the whole week. And there is no way we can take help from any other person. I haven't had credit on my phone for four to five days. I wait to

get a call from my support worker Naila, she listens to me and helps to get through the day. Thank you Changing Life Directions

Our Achievements and performance

We started our journey with a base at All Souls Church, Astley Street in the Halliwell ward of Bolton. In March 2020 we co-located to the Cobden Centre on neighbouring Charlotte Street.

We are a welcoming place to meet, eat, connect and support each other. We listen to people needs and lifestyle requirements, contributing to better physical, mental, emotional and spiritual health.

87 % of our current service users are from BAME communities.

Our work was informed by a Launch Event that we held in June 2019. Here speakers talked about their experiences of mental health, isolation and loneliness. We evaluated feedback from attendees and asked what they needed to live a more healthy, happy and fulfilling life.

The findings that came back from that event included a lack of understanding on Mental Health; a lack of culturally/language appropriate information, services and engagement activities; a lack of bi-lingual staff/outreach workers; increased frustration in accessing current health and social care services.

50 people attended the Launch Event including a local Councillor from Halliwell who said that this was a worthy project and gave us his full support.

We aim to support the community and deepen the understanding of mental health. Our primary work emphasis is on promoting good mental health and the means to maintain it and build bridges between those with mental health issues and those without, to link our communities together.

Changing Life Directions aims to change the South Asian Communities attitude towards and raise awareness of the importance of good mental health.

We have an established relationship with people in the Halliwell community who have put their trust in our work. Vulnerable people see us as a safe space where they can open up and talk honestly about any problems or barriers they are facing.

The majority of the women we work with do not drive, husbands are unsupportive, hence the importance of being able to access services within walking distance of their homes. Ultimately, we will reduce social isolation and feelings of loneliness, provide a vehicle for active participation in social activities, provide access to opportunities, rights and services available to all in the wider BAME community.

Our Impact

We want to play a positive role in prevention and BAME-led public health. In our first 12 months of operation, we raised £21,867 from grants that contributed to our health and wellbeing objectives.

Our weekly social inclusion and peer-to-peer networks is where we started to make a real impact to BAME health and wellbeing through our 2 Well-being Hubs – All Souls Church and the Cobden Centre.

In June 2019 we received our first funding from Ambition for Ageing, with this funding we set up our Women's Health and Well-Being Group. 3 ladies arrived at our first session. Within 6 weeks we had 87 ladies registered for our services. 78% of our current service users attending our health and well-being activities are Asian women. Much of this generated through word of mouth within the Halliwell community.

19 men were attending our Male Mental Health Group funded by Lottery Awards for All. We wanted to set up something that was targeted for men

whilst starting to address the stigma that is attached to mental health. We know that on average, 1 in 8 men will experience depression and 1 in 5 men will experience anxiety at some stage of their lives. 19 men was a great take up joining in activities such as chess and walking football. 22% of our current service users attending sessions are male.

In March 2020 we had to stop all our face-to-face contact in line with Government social distancing advice. Our contingency plan enabled us to provide daily advisory engagement through virtual methods and digital technologies. All staff and volunteers continued to work from home with remote access using WhatsApp groups and Zoom; telephone support and crisis helpline; bi-lingual counsellor support for those who needed help in accessing services were, those living within coercive controlling home environments, to help women rebuild their lives after being discharged from Domestic Violence refuge, Mental Health; health checks; shopping and personal hygiene products. Rather than go to the local foodbank women came to CLD instead

Coffee and Luncheon Clubs

Giving people who may be elderly or feel isolated the opportunity to get out of the house and enjoy social contact with others as well as take part in a range of activities.

Well-being Hub Activity Programmes

Our well-being activity programme was held on Mondays and Wednesdays. We raise awareness of self-help, healthy eating, nutrition, exercise and positive lifestyle choices.

We offer a range of activities including mindfulness, creative therapies, arts and crafts, cooking, counselling, peer support, yoga. Our well-being programme is people and service user led. Since our launch event in July 19 feedback has been instrumental in shaping our activity programme. For many of the women attending our sessions we found out that this was the first time they had participated in physical exercise and mindfulness

activities. We teach women how to look after and improve their own mental and physical health and ultimately how to follow a healthier lifestyle, building resilience. Self-care; we provide an holistic approach of activities that support people to set personal goals on health and wellbeing.

Physical Activities

The Yoga session had only been running for only 5 weeks, when 40 women turned up to the class. Demand for these activities grew so significantly that the Tutor recommended adding an extra session per week. For many this was the first time that many of the women had participated in physical exercise.

Core Skills - Many women have basic or non-existent English. We offer a programme of basic English, Maths and IT skills along with a volunteer interpreter to assist with engagement and any necessary form filling.

Therapeutic Support - Face Mask Therapy

Sessions are delivered by a fully trained counsellor and working within the guidelines of BACP (British Association of Counselling and Psychotherapy).

Cancer Screening

This year we secured funding from Greater Manchester Cancer Screening Engagement programme to become an Answer Cancer Champion.

Answer Cancer is a VCSE-led GM Cancer Screening Engagement Programme commissioned by Greater Manchester Health and Social Care Partnership.

As Answer Cancer Champions we are committed to talking and raising awareness about cancer, challenging common myths and encouraging people from BAME communities to take up screenings.

67 women have already signed up and registered their interest in attending a future cancer screening programme for breast cancer and

cervical cancer. Our Male group will also be a forum where we can effectively target male screening programmes and raise awareness of possible symptoms and causes of bowel and prostate cancers.

Critical to reaching the target audience is our bi-lingual capacity. We know from our research that Asian women in Halliwell feel isolated due to lack of confidence, stigmas and understanding of importance of healthy living and life choices to prevent long-term illness. Often, they can feel trapped due to language barriers and no knowledge of how to access health opportunities or support pathways.

Our COVID Response

In March 2020 we had to stop all our face-to-face contact in line with Government social distancing advice. Our contingency plan enabled us to provide daily advisory engagement through virtual methods and digital technologies. All staff and volunteers continued to work from home with remote access using WhatsApp groups and Zoom.

We introduced a telephone befriending and crisis helpline. We had 4 staff who were providing peer support to the 87 ladies who attended our sessions. A rota was introduced to make a daily phone call. Many of these women stated that they needed the breakaway from meeting the demands of their husbands/in-laws, by providing 30mins phone chat which could give them the opportunity to talk through any anxieties and wellbeing concerns. Our Women's Empowerment Group by Zoom also created a forum and space where they could come to talk. Yoga also continued by Zoom over as our support moved online.

Quote from a service user.

"I am in a house with 5 adults and 7 children, every time I ask for basic essentials, I get yelled at. Its horrible for my children to see me cry, I don't want to keep asking, he might get too angry. Thanks to Changing Life Directions, I have someone to talk to about how I feel, I wait every day to

get that call, that keeps me going. Nobody else cares. Today I got some books and jigsaws for my kids sent to me from them and toiletries for my daughters. Thank you so much."

Throughout COVID we have:

- Made 279 befriending and well-being calls to members of the BAME community
- 187 Zoom sessions of the Women's Empowerment Group
- 34 Zoom sessions of the Male Mental Health Group
- 23 Yoga Zoom sessions
- 203 Therapy art packs and essentials items posted direct to people's homes
- 301 COVID Public Health booklets produced in Urdu and Gujarati

REVIEW OF ACTIVITIES

Changing Life Directions have throughout the year helped relief of emotional distress and suffering and the preservation and protection of the Mental Health of those who have suffered or are exposed to domestic violence and abuse in particular by the provision of counselling and peer support. We have helped relieve the need of people suffering from Dementia, or other Mental Health issues, and their carers, through the provision of therapeutic Art therapy workshops, empowerment hubs, counselling and music therapy.

We have actively involved our service users and the community in planning our projects, regular feedback has been gathered and studied by the management team.

Our management committee have had regular meetings to ensure that adequate staff training and supervision and financial controls are being followed by all members involved on a daily basis, with adequate procedures and rules.

Financial Review

a. reserves policy

The free reserves are held to secure long-term security of the charity. The trustees consider that this level of reserve is required to enable the charity to fulfil its obligations and commitments.

b. principle income

Principle income is via 3 grants and contributions from the wider community.

PLANS FOR THE FUTURE

Changing Life Direction has been working on a 2-year business plan supported by Bolton Council for Voluntary Service to focus on the work developed over the years and to focus on the work developed over the years and to link with the locality plan and Assessment Needs Strategy.

- We are linking with Strategic partners to share resources, referrals, staffing and costs.
- We will continue to delivery existing projects
- In November 2020 we introduced our new Fit4life project for women to access exercise equipment within our own private space.
- We have built our team of staff and work with Universities to offer work placement and have 6 new volunteers.
- We have introduced our new projects- Sahara and Women's financial resilience.
- We have grown so significantly over the past 18 months that we now have a new office and base at the Quest Centre in Bolton Town Centre. We also use the Cobden Centre in Halliwell for our community interventions.

APPOVED BY THE TRUSTEES ON 12 April 2021 AND SIGNED ON THEIR
BEHALF

marshad

Miss Marium Arshad
Changing Life Directions

CHANGING LIFE DIRECTIONS

STATEMENT OF TRUSTEES RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2021

The trustees are responsible for preparing the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations. The law applicable to charities requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources 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 Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- 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 proper accounting records that 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, the applicable Charities (Accounts and Reports) Regulations, and the provisions of the constitution. The trustees 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 of the charity on 27 April 2021 and signed on its behalf by:

fismail.....

Miss Fatima Ismail
Chair person and Trustee

ACCOUNTANTS REPORT FOR
THE YEAR ENDED 31 MARCH 2021

We are pleased to act as the appointed accountants for Changing Life Directions.

We confirm that the attached Financial Statements for the period ended 31 March 2021 have been prepared in accordance with relevant statutes and standards, without audit, from the accounting records, invoices, receipts, information and explanations provided to us.

AYA Accountants
82 Blackburn Road
Accrington
Lancashire
BB5 1LL

CHANGING LIFE DIRECTIONS

INDEPENDENT EXAMINERS REPORT FOR THE YEAR ENDED 31 MARCH 2021

Independent examiner's report to the Trustees of Changing Life Directions

We report on the accounts of the Charity for the year ended 31 March 2021, which are set out on pages 5 to 12
Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examiner is needed.

It is our responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the General Directions given by the Charity Commission under section 145(5)(b) of the Act ; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

Our examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as trustee concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true fair view, and the report is limited to those matters set out in the statements below.

Independent examiner's statement

In connection with our examination, no matters have come to our attention:

1. which gives us a reasonable cause to believe that, in any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the 2011 Act; and
 - to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the 2011 Act have not been met; or
2. to which, in our opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Independent Examiner
Team Audit
Kingham House
161 College Street
St Helens
WA10 1TY

Date: 27 April 2021

CHANGING LIFE DIRECTIONS
STATEMENT OF FINANCIAL ACTIVITIES FOR
THE YEAR ENDED 31 MARCH 2021

		<u>50,031</u>	<u>-</u>	<u>50,031</u>	
		<u>37,294</u>	<u>-</u>	<u>37,294</u>	
		<u>37,294</u>	<u>-</u>	<u>37,294</u>	
		<u>12,737</u>	<u>-</u>	<u>12,737</u>	
		-	-	-	
		<u>12,737</u>	<u>-</u>	<u>12,737</u>	
		15,510	-	15,510	
		<u>28,247</u>	<u>-</u>	<u>28,247</u>	
		General	Restricted	Total	Total
	Note	Funds	Funds	2021	2020
		£	£	£	
Incoming resources					
Voluntary Income	2a	50,031	-	50,031	
					22,768
Charitable Activities	2b	-	-	-	
					-
Activities for Generating Funds	2c	-	-	-	
Total incoming resources available for charitable					

CHANGING LIFE DIRECTIONS

application	<u>22,768</u>		
Resources expended			
Charitable activities		3	7,258
Total resources expended	<u>7,258</u>		
Net incoming resources before transfers	<u>15,510</u>		
Transfers	-		
Movement in total funds for the year	15,510		
Total funds brought forward			
Total funds carried forward	15,510		

The statement of financial activities includes all gains and losses recognised in the year.

All incoming resources and resources expended derive from continuing activities.

5

BALANCE SHEET FOR THE YEAR ENDED 31 MARCH 2021

	Note	2021 £	2020 £
Fixed Assets	6	1,319	294
Current Assets			

CHANGING LIFE DIRECTIONS

	Debtors	7	-	
	Cash at bank and in hand	8	31,449	15,586
			<u>31,449</u>	<u>15,586</u>
	Creditors	9	(4,521)	(370)
	Net current assets		<u>26,929</u>	<u>15,216</u>
	Net Assets		<u>28,247</u>	<u>15,510</u>
The financial statements were approved by the trustees and signed on their behalf by:	Funds			
	Unrestricted Fund		28,247	15,510
	Restricted Funds		-	-
			<u>28,247</u>	<u>15,510</u>

Signed:*fismail*.....

Miss Fatima Ismail
Chair Person

Date: 27 April 2021

**CHANGING LIFE DIRECTIONS
INDEPENDENT EXAMINERS REPORT
FOR THE YEAR ENDED 31 MARCH 2021**

Independent examiner's report to the Trustees of Changing Life Directions

I report to the trustees on my examination of the accounts of the above charity (the 'Trust') for the year ended 31 March 2021 set out on pages 5 to 11.

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the Charities Act 2011 (the 'Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the which gives me cause to believe that, in any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or;
- the accounts did not accord with the accounting records; or
- the accounts did 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.

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



Paul Kingham FCA
Kingham House
161 College Street
St Helens
WA10 1TY

Date: 27 April 2021