

Independent Examiner's Report to the Trustees of Telford After Care Team (TACT) CIO

I report to the charity trustees on my examination of the accounts of the charity for the period ended 31 March 2022 which are set out on pages 1 to 7.

Responsibilities and basis of report

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

I report in respect of my examination of the charity's accounts carried out under section 145 of the 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.

Independent examiner's statement

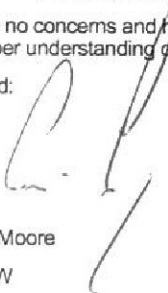
Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the Act. I confirm that I am qualified to undertake the examination because I am a member of The Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the charity as required by section 130 of the 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.

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.

Signed:



Chris Moore
ICAEW
58 High Street
Madeley
Telford
Shropshire
5 May 2022

REGISTERED CHARITY NUMBER: 1194205

UNAUDITED FINANCIAL STATEMENTS
FOR THE PERIOD ENDED 31 MARCH 2022 FOR
TELFORD AFTER CARE TEAM (TACT) CIO

TELFORD AFTER CARE TEAM (TACT) CIO

CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE PERIOD ENDED 31 MARCH 2022

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TELFORD AFTER CARE TEAM (TACT) CIO

STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted Fund	Restricted Fund	2022 Total Funds £
	Notes £	£	£
INCOMING RESOURCES			
Income resources from generated funds			
Voluntary income	2	353,667	353,667
Activities for generating funds	3	121,266	121,266
Total incoming resources		474,933	474,933
RESOURCES EXPENDED			
Cost of generating funds			
Wages	5	275,116	275,116
Projects		2,130	2,130
Support costs		120,853	120,853
Governance costs		5,658	5,658
Total resources expended		403,757	403,757
Net incoming Resources		71,176	71,176
Reconciliation of funds			
Total funds on conversion to CIO		<u>170,966</u>	<u>170,966</u>
Total Funds Carried Forward		<u>242,142</u>	<u>242,142</u>

TELFORD AFTER CARE TEAM (TACT) CIO

STATEMENT OF FINANCIAL ACTIVITIES

Balance Sheet
At 31 March 2022

	Unrestricted Fund £	Restricted Fund £	2022 Total Funds £
FIXED ASSETS			
TANGIBLE ASSETS		299,684	299,684
CURRENT ASSETS			
Debtors		13,500	13,500
Cash at bank and in hand		<u>104,156</u>	<u>104,156</u>
		117,656	117,656
Creditors: Amounts falling due within one year		(14,559)	(14,559)
NET CURRENT ASSETS		103,097	103,097
Total assets less current liabilities		402,781	402,781
Creditors: Amounts falling due after more than one year		<u>(160,639)</u>	<u>(160,639)</u>
NET ASSETS		<u>242,142</u>	<u>242,142</u>
FUNDS		<u>242,142</u>	<u>242,142</u>

The financial statements were approved by the board of trustees and were signed on its behalf by

Robert Hedison Trustee

5th May, 2022



NOTES TO THE FINANCIAL STATEMENTS
FOR THE PERIOD END 31 MARCH 2022

1. **ACCOUNTING POLICIES**

Accounting Convention

The financial statements have been prepared under the historical cost convention, and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008), the Charities Act 2011 and the requirements of the Statement of Recommended Practice, Accounting and Reporting by Charities.

Incoming Resources

All incoming resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Resources expended

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

Land and property	2% straight line
Plant and machinery	20% reducing balance
Motor vehicles	25% reducing balance
Fixtures and fittings	20% straight line
Computer equipment	33% straight line

Taxation

The charity is exempt from tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

2. **VOLUNTARY INCOME**

	2022 £
Grants	353,667 353,667
Grants received included in the above are as follows:	2022 £
Telford & Wrekin Council	162,050
The National Lottery	42,343
National Health Service	<u>149,274</u>
	<u>353,667</u>

3. ACTIVITIES FOR GENERATING FUNDS

	2022
	£
Donations	6,467
Other income – FRHP	<u>114,799</u>
	<u>121,266</u>

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the period ended 31 March 2022.

Trustees' expenses

There were no trustees' expenses paid for the period ended 31 March 2022.

5. STAFF COSTS

	2022
	£
Wages and salaries	258,189
Employer's National Insurance	14,096
Employer's pension – defined contribution scheme	<u>2,831</u>
	<u>275,116</u>

2022

The average monthly number of employees during the year was as follows:

19

No employees received emoluments in excess of £60,000.

TELFORD AFTER CARE TEAM (TACT) CIO

NOTES TO THE FINANCIAL STATEMENTS
FOR THE PERIOD END 31 MARCH 2022

6. TANGIBLE FIXED ASSETS

	Land & Property			
	Freehold	Plant & Machinery	Motor Vehicles	Fixtures & Fittings
	£	£	£	£
Cost				
On conversion to CIO	321,944	11,571	49,087	24,018
Additions	-	-	-	-
Disposals	-	(1,700)	(45,837)	-
As at 31 March 2022	321,944	9,871	3,250	24,018
Depreciation				
On conversion to CIO	25,094	6,628	39,016	15,558
Provided during the period	6,439	877	192	4,594
Disposals	-	(1,143)	(36,537)	-
On conversion to CIO	31,533	6,362	2,671	20,152
Net Book Value				
As at 31 March 2022	290,411	3,509	579	3,866
On conversion to CIO	296,850	4,943	10,071	8,460
			Computer Equipment	Total
			£	£
Cost				
On conversion to CIO			12,492	419,112
Additions			1,460	1,460
Disposals			-	(47,537)
As at 31 March 2022			13,952	373,035
Depreciation				
On conversion to CIO			11,648	97,944
Provided during the period			985	13,087
As at 31 March 2022			12,633	111,031
Net Book Value				
As at 31 March 2022			1,319	299,684
On conversion to CIO			844	321,168

7. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £
Other taxation and social security	181
Other creditors	603
Accruals and deferred income	2,775
Capital grants	<u>11,000</u>
	<u>14,559</u>

8. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

Capital Grants	160,639
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9. MOVEMENT IN FUNDS

	On conversion 04/22 £	Net movement In funds £	At 31/03/22 £
Restricted funds			
General fund	170,966	71,176	242,142
TOTAL FUNDS			
Net movement in funds, included in the above are as follows:	170,966	71,176	242,142
	Income Resources £	Resources Expended £	Movement in Funds £
Restricted funds			
General fund	474,933	(403,757)	71,176

TELFORD AFTER CARE TEAM (TACT) CIO

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE PERIOD END 31 MARCH 2022

	2022 £
INCOMING RESOURCES	
Voluntary Income	
Grants	353,667
	353,667
Activities for generating funds	
Donations	6,467
Other income – FRHP	<u>114,799</u>
	121,266
Incoming Resources	474,933
RESOURCES EXPENDED	
Governance	
Accountancy fees	3,666
Legal and professional fees	1,992
Project	
Project costs	2,130
Support	
Waste disposal	2,196
Staff training	492
Staff welfare	2,822
Travel and subsistence expenses	6,718
Canteen	860
Rent	37,279
Rates	6,256
Light and heat	17,520
Repairs and maintenance	5,848
Cleaning	408
Premises insurance	8,781
Vehicle running costs	5,332
Computer software, consumables and maintenance	2,472
Printing, postage and stationery	2,440
Advertising and marketing costs	398
Telecommunications	8,193
Service user costs	5,679
Subscriptions	184
Bank charges	407
Sundry expenses	1,773
Depreciation	13,088
(Profit)/loss on disposal of tangible fixed assets	(8,293)
Wages	
Wages and salaries	258,189
Employers NI	14,096
Employers and pensions – defined contributions scheme	<u>2,831</u>
TOTAL RESOURCES EXPENDED	<u>403,757</u>
NET INCOME	71,176



Trustees' Annual Report for the period

From April 2021 to March 2022

Charity name: Telford After Care Team (TACT) CIO

Charity registration number: 1194205

Objectives and Activities

	SORP reference	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	The objects of the CIO are, for the public benefit, to relieve sickness and need amongst people suffering severe and multiple disadvantage including but not limited to the rehabilitation and recovery of people suffering from drug and alcohol addiction; poor mental health and victims of domestic violence and abuse.
Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.	Para 1.17 and 1.19	a) The provision of peer group and one to one support and providing a network of trained volunteers who are able to offer support to individuals, to assist in their recovery and rehabilitation as considered necessary and appropriate b) Providing services in collaboration with local community and partner organisations who are concerned with the rehabilitation and recovery of those suffering from addiction and poor mental health c) Raising awareness to the public on the effects of drug and alcohol addiction d) Providing or facilitating in the provision of opportunities for work, vocational training and recreation e) Providing a signposting service to support mental health wellbeing f) Educating and raising awareness of the public on all areas relating to domestic abuse and violence. These services are provided through our core strands, the "pillars" of TACT: • Drop-in service • Outreach Service • Listening Service • Night Service • Strickland Housing • TACT Training

Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	Para 1.18	Trustees have all read the guidance and this is used in all of their discussions and decision making.
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Additional information (optional)

You may choose to include further statements where relevant about:

	SORP reference	
Policy on grant making	Para 1.38	Not applicable
Policy on social investment including program related investment	Para 1.38	Not applicable
Contribution made by volunteers	Para 1.38	Based on the latest quarter, the annual number of hours contributed by volunteers is 6,684. Based on the National Minimum Wage (from April 2022) this equates to a value of £63,498. Volunteers work in every part of the service; their support is vital to service delivery and equally the experience that they gain is demonstrably enabling them to move on into paid work either within TACT or with other employers.
Other		Not applicable

Achievements and Performance

	SORP reference	
Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.	Para 1.20	See below

REFERRALS IN

The statistics in this following section contains data that covers the period of April 2021 to March 2022.

There were **401** new service users accessing Strickland and the split by service accessed was as follows:

TACT & Branches - 155

Listening Service – 106

Night Service - 54

Outreach- 86

Out of the **123 direct** referrals into TACT/Branches services the majority were again via word of mouth (25%) and secondly from the Police (9%). This year the number of different locations Referrals originated from was less in comparison to last year, 20 compared to 26.

In comparison to the previous year the percentage of referrals from organisations remained stable except for the Police and MPFT where there were increases of 7% each and Word of Mouth referrals increased by 16%. These were balanced out by a large decrease in the Not Stated category and minor variations in the other categories.

SERVICE USER DEMOGRAPHICS

The following data refers to the 241 direct referrals received by TACT, Branches and the Outreach Project only, Listening Service and the Night Service demographics are dealt with separately within this report.

1. Gender of new service users

Male 49.5%

Female 48.6%

Transgender 1.9%

2. Ethnicity of new service users

Asian 12.1%

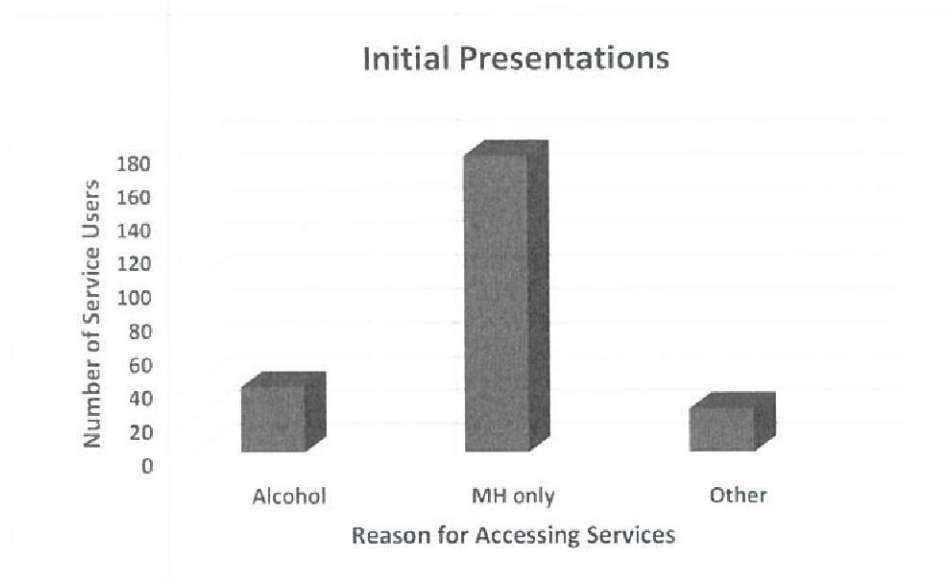
Black 0.6%

Egyptian 1.3%

Mixed	1.3%
White	93.2%
Not Stated	0.6%

3. Age group of new service users

19	2.5%
20s	21.5%
30s	15.6%
40s	21.5%
50s	22.3%
60 plus	7.3%
70s	3.9%
Not Stated	5.4%



(Other – Cannabis – 3, Cocaine 2, Heroin 3, Not Specified -18)

- a) Those with mental health issues dominated the presentations at **73%** followed by alcohol at **16.2%**.
- b) **23.2%** of the new service users stated they had mental health and addiction issues (Dual Diagnosis).
- c) Of the new service users **68.8%** stated they were abstinent, compared to the current overall abstinent rate of **66.3%**.
- d) Of the 241 new service users **12%** stated they were poly users (more than one substance).

4. Other Treatment Providers

21.5% of the new Service Users stated they were receiving ongoing help and support from other agencies (decrease of 33% on last year).

BRANCHES LISTENING SERVICE

Throughout the year there have been a few changes in staff in the service as the manager left the role in December 2021 to take the position of TACT operations manager and a volunteer successfully applied to be the new manager in the service. Another student volunteer completed their hours and a new volunteer came on board. At the end of the fourth quarter there are currently two paid members of staff and two student counsellor placements. All staff are now working back at the premises, but some clients are continuing to have telephone sessions. The Listening Service social media page has 600 plus followers of which 72.6% are from the Telford area, with the remaining from Shrewsbury, Bridgnorth, Shifnal, Market Drayton, and

Wolverhampton. 82% are female and 18% male. The Branches media page had its best performing post in August 2021 which reached 1,615,037 people and was shared 18.6k times. The manager regularly attends the Suicide Prevention Board and Mental Health Alliance meetings. Some feedback left is as follows

Q. What difference has the service made for you?

- "Ratification that its ok to feel like this. I got the chance to share my thoughts and feelings with someone who has experience" (11/06/2021)
- "Helped me to live in the moment. Very helpful. 10 out of 10" (29/11/2021)
- "Felt like that someone cares and I am not alone. Helped to talk and to not hold onto how I feel" (16/03/2022)

Outcomes:

MONTH	Q1	Q2	Q3	Q4	TOTAL
Referrals in	34	39	-	33	106
Number of sessions	181	136	56	76	449
Disengaged	6	10	10	3	29
Clients completed	20	27	7	7	61

In comparison to the previous year there has been a decrease of 58.2% in the number of referrals in, and consequently a decrease in the number of sessions of 64% (700 to 449). This does not mirror the trend across the rest of our services. This is due to in the previous year capacity was increased for 3 months which saw an influx of clients which doubled the number of people accessing the service coupled with the continuing decline of referrals from GPs and IAPT. This year the service has resumed its normal capacity and the number of clients and sessions have returned to "normal".

NIGHT SERVICE

There are currently 4 members of staff who cover the night service between Thursday to Sunday evenings between the hours of 6pm to 2am.

Below is the number of individuals referred into the Night Service.

Quarter	Number	Engaged
1	17	11
2	18	18
3	9	9
4	10	10
Total	54	48

There was a decrease of 5.6% in referrals in comparison to the previous year, but an increase of 20.8% in the number of clients that engaged with the night service.

Organisation	Number
ABT	1
CMHT	1
CRHT	3
Crisis Team	2
Manin Place	5

Mind	1
Police	19
Stars	1
TACT	11
Not stated	10
Total	54

Out of the 54 referrals, 48 were engaged and the remaining 6 were dealt with as follows:

- 3 were nonresponsive to contact
- 3 were dealt with onsite – required no further support

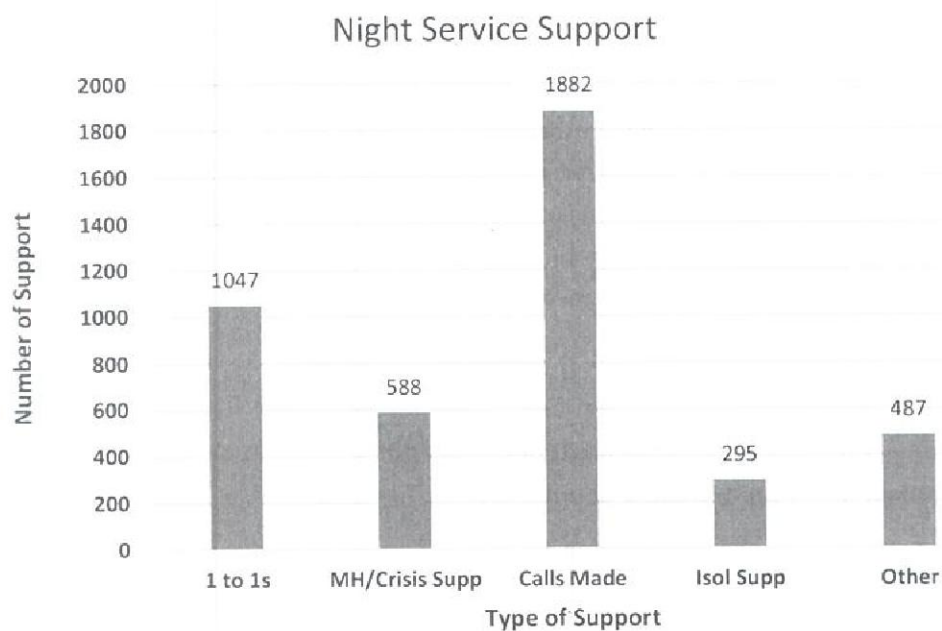
Demographics

Gender of clients engaged

Female 43.8%

Male 56.2%

Below is a breakdown of the support given.



Other Support:

Addiction/Recovery Support - 41

Signposting - 27

Emails sent – 8

Referrals made - 14

(Ambulance – 4, Crisis Team – 1, Police – 9)

In comparison to 2020/2021 the number of 1 to 1's increased by 41.7% and the number of calls made increased by 48.6%. Staff also gave isolation and addiction/recovery support which were not part of the service last year.

Out of the 48 new individual people seen by the night service 30 (62.5%) continued to engage after their initial contacts. By the end of the fourth quarter:

Outcomes:

- Dealt with on initial contact

• Stopped responding to contact	5
• Closed	51
• Still receiving support	21
• Receiving support from staff/services at TACT	10

PROGRAMME OF SUPPORT

TACT and Branches at Strickland House currently provides the following support:

Addiction/Recovery

- 1 to 1 telephone/face to face support (no appointment necessary)
- Listening and signposting to treatment and other support services
- Harm reduction/relapse prevention advice
- Alcohol Relapse Group run by Stars
- AA Group twice weekly
- Smart Recovery Group weekly

Mental Health

- 1 to 1 telephone/face to face support (no appointment necessary)
- Listening and signposting to other mental health services
- Anxiety & Depression Group twice weekly
- Branches Listening Service (phone/face to face)
- Branches Night Service (Thursday to Sunday nights)
- Family and Friends Group

Mutual Aid

- Coffee Mornings x 2
- Gardening Group
- Arts Group
- Men's Group

Other

- General Advice (benefits, finance, housing etcetera)
- Day and night access, over seven days per week (including online)
- Chair Aerobics
- Serenity Group x 2
- Poetry Group
- Access to Hepatitis C treatment (with Inclusion)
- Supported housing through the 'Strickland Housing Project.'
- Freedom Programme

IN HOUSE SUPPORT

All the information in the following section relates to data recorded by TACT, Branches, Housing & Outreach staff/volunteers.

1,835 1 to 1 sessions were carried out by staff & volunteers, & **6,354** specific types of in-house support were given. **919** 'different' people were accessing the support we provide.

• Advice	572
• Phone calls	1,121
• Signposting	122
• General support/Listening	467
• Addiction/Recovery support	249
• Crisis/ mental health support	1,053*
• Other support	426
• Referrals out	60
• Listening service sessions	449

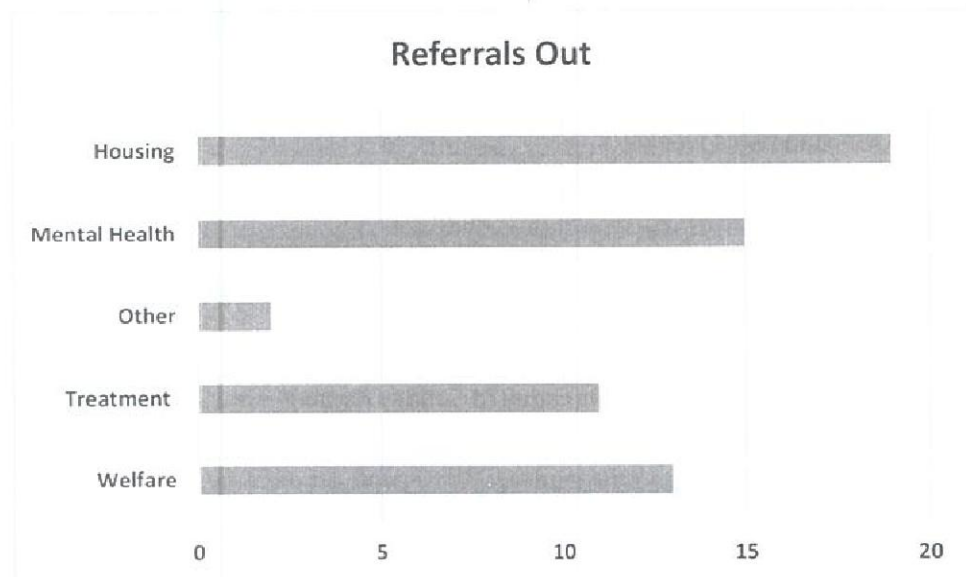
In comparison to last year there was again increases the levels of support in the areas of addiction and recovery (+12%), crisis and mental health (+22%), general support (+31%) and referrals out

(+18%). Which was mirrored by a decrease in the number of telephone support calls (-37%), advice (-58%), and 'other' support (-84%). Overall, the general levels of support remained consistent.

*In quarter four we began recording the number of clients that accessed our drop-in service in crisis, with 'in crisis' being defined as "someone who has suicidal thoughts or a plan to end their life". Out of the 294 times support was provided to a total of 74 individuals 19 were in Crisis – 12 in person and 7 over the telephone.

REFERRALS OUT

1. A total of 60 referrals were made out to other agencies, a 34.3% increase on last year.



Compared to last year the most noticeable increases are referrals to mental health crisis services and treatment providers (Stars). The two latter may be because they are open for referrals again now that Covid restrictions have eased. Referrals to housing/accommodation providers remain high but welfare referrals have decreased slightly.

ADDED VALUE SUPPORT

Polski Glos

Has returned to the building and operates on an appointment basis with the facilitator. They offer advice and support to members of the Polish community in Telford but also work collaboratively with other organisations in supporting minority groups.

Outreach Project

This was a service that was begun in October 2020 to run for a period of 6 months to engage socially isolated and vulnerable individuals with mental health issues. It operated on a referral basis, clients would be seen in their home, and a maximum of 5 appointments would be given over a period of 5 weeks. It ended in March this year after being funded by the National Lottery, latterly the Telford CCG and Manin Place and now has been replaced by two different service formats due to commence in April (*see Outreach Project Replacement Services*).

For the period of this year (April 2021 to March end 2022) 86 individuals were referred in and 129 had actively engaged (43 carried over from the previous year) and 240 home visits/appointments had been conducted. To date:

12 people are still actively engaging

117 have completed/closed.

Of the remaining 12 they will be referred into either of the two new services, other services or closed.

Strickland Housing

Despite the numerous logistical challenges that the Housing Team faced the previous year, the latter part of this year has seen a tremendous growth and development in the project and the team. Since February 2022 when there was a change in management and recruitment of new volunteers the houses have been almost fully occupied and the residents' levels of engagement has increased not only with housing staff and those at TACT, but with other services also. The number of residents being evicted, on warnings or requiring out of hours support has reduced dramatically and this has consequently reduced pressure on the staff and freed them up to spend more time with all residents equally. Some of the residents are now volunteering at TACT, attending courses and they are supporting each other.

The new manager herself started out as a service user as TACT over six years ago and had a background of drug use and had been in prison for drug related offences when she had met Rob Evers (our founder). Since then, she became a volunteer, then progressed to being the volunteer coordinator in our drop-in office, then onto a housing volunteer and now the manager. The new senior housing support worker himself has also followed a similar path, and they both epitomise what TACT's purpose is and is aiming to achieve, by empowering those who access it to achieve things they never thought or were told was not possible.

Strickland Housing offers 18 rooms that provide drug and alcohol-free supported accommodation to service users referred in with addiction/mental health issues seeking recovery. The running costs (including staff) is entirely funded with the income from housing benefit, utility payments by residents, and donations (to cover any deficit). The support offered is the same as day services at Strickland House in addition to those stated as part of their tenancy agreements.

(Please note that all the monies received for the provision of services or sales are reinvested back into the running of the projects, or TACT/Branches.)

Hep C Project

The Hep C project, funded through STARS has been setup to utilise a peer support element to increase the engagement, and uptake of treatment, amongst the hardest to reach groups who have had positive tests for Hepatitis C Virus (HCV). The project funding has allowed, through permitted work regulations, the employment on a part-time basis of an individual with lived experience to provide ongoing support to positively enable individuals to access clinics at Strickland House. This has been done through developing a close working relationship with relevant individuals identified by STARS, utilising funding available to incentivise (taxi fares, vouchers at each stage of treatment and completion). The project has so far seen a significant upshift in numbers within this group accessing, undertaking, and completing treatment. It will continue until the non-recurring money is exhausted but, again, it is anticipated that this will engender closer working relationships with STARS and TACT that will enable this to continue in some form moving forward.

WASS Project

WASS (Wrap Around Support Service), came about as part of the implementation of the Mental Health Alliance (MHA). It was a collaboration between TACT and Manin Place to address the specific issue of homelessness and ongoing support upon discharge from inpatient care. The two organisations utilised workers on a co-located basis to provide time-limited support around ongoing mental health difficulties faced by individuals accessing the service and addressing the homelessness issues via the Manin Place existing network. Funded from a non-recurring source, the project was time limited, but it is expected that the development of close working relationships within the two organisations will lead to a more streamlined, and ongoing, process moving forward *(See Outreach Project Replacement Services)*.

Freedom Programme

The Freedom Programme is a woman only education programme of 11 weeks for victims of domestic abuse. It helps them sense and understand of what has happened to them (and their children) and it enables the women attending to recognise coercive control tactics and to educate themselves to make more positive choices in relationships.

The facilitator has personal experience of domestic abuse, and the current group consists of 6 women, 4 dropped out. Below is a testimonial kindly provided by one of the participants.

"Since starting the Freedom Programme at Telford After Care Team, it really has opened my eyes to how some people can be, from previously being in an abusive relationship myself, I didn't realise how it can actually affect an individual who has been in that situation. But the last few weeks on the programme has really helped me to see that it wasn't my fault. For years I've been putting off coming onto the programme as I wasn't ready to, but I'm so glad I have as it's helped me massively. Helped me to realise that I'm not worthless and I'm not useless and that I'm worth so much more and it's helped me realise that I can achieve anything if I put my mind to it. But yes, I 100% recommend the programme to anyone who has been or is in that situation."

Christmas/New Year

It was decided this year that Strickland House would remain open throughout the holidays and not close at any point and that staff wishing to take leave could as long as there was sufficient cover. On Friday the 24th we had an 'open' kitchen whereby anyone could come and have a hot meal consisting of a soup and roll (cooked from scratch) which was advertised on our social media. A total of 24 people came, which includes 4 staff.

The Night Service was also covered on Boxing Day evening by 2 of our day in staff whilst the 2 workers took annual leave.

Outreach Project Replacement Services- Calm Café & WASS

Calm Cafe

This is a service where many organisations will be working together "to engage to connect to those who find it harder to engage with services via provision of the Dual Diagnosis Calm Café" venues at TACT and ABT premises. There will be staff from those organisations as well as Mind and Telford and Wrekin Council and it is a referral only basis, for those individuals who are having difficulties with their mental health but also have a dual diagnosis.

WASS

The aim of this service is to "primarily support those in temporary accommodation or are rough sleeping who are experiencing poor mental health, but where capacity allows support can be extended to anyone who has needs who is not eligible for support under the Care Act, or they are not engaging with statutory support provision".

EDUCATION AND TRAINING

Due to Covid application for funding was put on hold and a decision was only reached last year in which we would receive funding for a five-year rolling programme from the National Lottery. The monies would cover the cost of providing courses and training for volunteers and staff as well as service users an interested parties from other organisations as well as covering operating costs (including staff recruitment), and all the education is accredited by the Open College Network West Midlands.

Training commenced in the third quarter and below is a list of courses completed to date:

- | | |
|---------------------------------------|------|
| • Safeguarding | - 20 |
| • Level 2 Addiction Recovery | - 6 |
| • Level 2 Understanding Mental Health | - 6 |

- Level 1 Peer Mentoring - 3
- Freedom Programme facilitator

Other training completed by staff:

- Suicide Prevention training - 17
- Peer Support Worker training (ongoing)
- Level 2 Apprenticeship in Accountancy (ongoing).

Our next cohort of volunteers are already enrolled on the mandatory courses due to commence in the next quarter and current volunteers are gaining experience by shadowing staff in our different departments.

SERVICE USER ATTENDANCE

Since the increase in footfall to the premises we have restarted collating client attendance figures and below is a breakdown of the number of times Service Users frequented TACT for the period of the Fourth Quarter.

MONTH	NO SERVICE USERS	NUMBER OF HOURS
Jan	624	1,000.5
Feb	707	1,173
Mar	857	1,427
Average	729	1,200

Attendance figures indicate that *levels are now nearly the same as they were in the months prior the first lockdown in March 2020*. The average number of people was 897 and hours was 1,285. For the fourth quarter the average attendance per day was 34.7 and of 57.2 hours per office day, and each visit lasted around 2 hours and 5 minutes.

Additional information (optional)

Achievements against objectives set	Para 1.41	See below
At the end of last year's report, we stated that due to changes in priorities and reduction in staffing levels we would refocus our efforts on the most important services and needs of our clients. Therefore, we concentrated on keeping TACT operational, the continuation of the Night Service, and working with the most socially isolated and hard to reach members of our community by adapting the way we delivered all our services. This was achieved by alteration of the Outreach project and service it provides to keep it continuing after all funding avenues had ceased for its current format, in which the new Operations Manager helped facilitate two new projects (WASS and Calm Café) into being and brought the previous project and clients to a close. Adjusting staffing hours at the Night Service with the new Operations Manager from two full time staff to four part time to obtain more flexibility of staff cover and reaffirming the service format and staff roles. Regarding the other aims cited please see as follows:		

Charity Status and Fundraising

TACT is now a registered charity and will be formulating a fundraising policy and committee. We have a dedicated Local Giving donation page, which regularly receives donations from members of the public.

Hepatitis C Project

Our collaboration with Stars to engage those hard-to-reach individuals to help them access Hepatitis C treatment, for which there was funding for 3 months is still ongoing and monies still remain to fund it further.

Outreach Project Expansion

The project was reduced to 20 hours per week in August 2021 as funding ended and we covered running costs ourselves for several months in order to keep the service operational until the onset of the Calm Café service and securing of extra funding later.

Covid19

Over the period of the year as restrictions have eased TACT has followed recommended government guidelines and safety protocol and staff have regularly tested and followed isolation procedures if positive. Throughout the year there has been cases of positive tests from staff and clients, but the spread has been controlled and all necessary procedures followed.

Performance of fundraising activities against objectives set	Para 1.41	Not applicable
Investment performance against objectives	Para 1.41	Not applicable
Other		Not applicable

Financial Review

Review of the charity's financial position at the end of the period	Para 1.21	The charity had income of £474,933 during the period, and expenditure of £403,757
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	The charity holds reserves in order to sustain its charitable objectives on an ongoing basis
Amount of reserves held	Para 1.22	At the end of the financial period, the charity held reserves of £242,142
Reasons for holding zero reserves	Para 1.22	Not applicable
Details of fund materially in deficit	Para 1.24	No funds were in deficit at the end of the financial period
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	Not applicable

Additional information (optional)

You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	Para 1.47	Local Authority Grant, Big Lottery Funding (TACT Training project), income from Strickland Housing, donations. Fundraising is in its infancy and is an area that we intend to develop in the future.
Investment policy and objectives including any social investment policy adopted	Para 1.46	Not applicable
A description of the principal risks facing the charity	Para 1.46	Potential reduction of Local Authority grant. Gradual expansion of Strickland Housing to generate increased revenue should mitigate this risk.
Other		Not applicable

Structure, Governance and Management

Description of charity's trusts:		
Type of governing document (trust deed, royal charter)	Para 1.25	Telford After Care Team is a charitable company governed by its Articles of Association (presented as a Constitution) dated 30th March 2021. It is also registered as a charity with the Charity Commission. In the event of winding up, the members of the CIO have no liability to contribute to its assets and no personal responsibility for settling its debts and liabilities.
How is the charity constituted? (e.g. unincorporated association, CIO)	Para 1.25	CIO
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	Apart from the first charity trustees, every trustee must be appointed by a resolution passed at a properly convened meeting of the charity trustees, giving the duration of the appointment. In selecting individuals for appointment as charity trustees, the charity trustees must have regard to the skills, knowledge and experience needed for the effective administration of the CIO.

Additional information (optional)

You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	Para 1.51	The charity trustees will make available to each new charity trustee, on or before his or her first appointment: (a) a copy of the current version of this constitution; and (b) a copy of the CIO's latest Trustees' Annual Report and statement of accounts.
The charity's organisational structure and any wider network with which the charity works	Para 1.51	The trustees meet fortnightly through the year and ad-hoc as events dictate. They receive financial reports as well as regular updates on the charity's activities and fundraising. They are responsible for the overall legal, financial and strategic direction and development of the charity. Day-to-day management, including finance, HR and operations, is the responsibility of the Operations Manager. She is supported by other members of the management team, who meet weekly, and who take responsibility for the assets of the charity, the supported housing and fundraising.
Relationship with any related parties	Para 1.51	Not applicable
Other		Not applicable

Reference and Administrative details

Charity name	Telford After Care Team (TACT) CIO
Other name the charity uses	TACT (CIO)
Registered charity number	1194205
Charity's principal address	Strickland House The Lawns, Wellington Telford Shropshire TF1 3BX

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)	
1	Robert Hedison	Chair			
2	Robert Leo Gillis	Trustee	16/9/2021		
3	Thomas Currie	Trustee			
4	Joan Ruth Jones	Trustee			
5	Martin Simmelker	Trustee			
6	Mark Hemming	Trustee			
7	Paul Naylor	Trustee			
8	Sam Eysers	Trustee			
9					
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Corporate trustees – names of the directors at the date the report was approved

[illegible]

Name of trustees holding title to property belonging to the charity

[illegible]

Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	Not applicable
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	Not applicable
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	Not applicable

Additional information (optional)

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)

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Exemptions from disclosure

Reason for non-disclosure of key personnel details

Not applicable

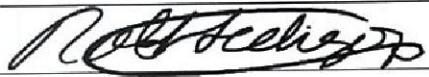
Other optional information

Not applicable

Declarations

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

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	Rob Hedison	
Position (eg Secretary, Chair, etc)	Chair, Board of Trustees	
Date	9 th January 2023	