

LILYANNE'S

— W E L L B E I N G —

Report and Financial Statements

End of year accounts September 2024



Charity Information

Charity Name:

LilyAnne's Wellbeing CIO

Date of Incorporation:

September, 22 2023

Trustees:

Professor Brian Footitt OBE (Chair).
David John Green

Matthew Arnold
Samantha Hodgman

Management Team:

Trevor Sherwood
Angela Arnold

Chief Executive Officer
Wellbeing Hub Manager

Address:

LilyAnne's Wellbeing
Titan House
HARTLEPOOL
TS26 9HL

Banking:

Natwest Bank
150 York Rd,
Hartlepool,
TS26 9DZ

Solicitors:

R Bell & Sons Solicitors
32a Victoria Road
Hartlepool TS26 8DD

TBI Law
129A York Road
Hartlepool
TS26 9DP



A Message from the Chair of Trustees

We take great pride in the dedication of Trevor Sherwood and Angela Arnold, the co-founders of LilyAnne's Wellbeing. Their inspiring vision is focused on addressing feelings of loneliness, supporting individuals facing mental health challenges, and aiding those experiencing homelessness due to physical or mental health issues. The charity was motivated by brother and sister team Angela's husband and Trevor's brother-in-law, Matthew Arnold, who, after being discharged from the military, encountered numerous barriers in accessing mental health support. In their efforts to help him, they quickly recognized a significant lack of resources in Hartlepool that others desperately needed. This year, we provided support to 2,641 individuals, many of whom received assistance on multiple occasions through talking therapy, enhanced wellbeing programs, and one-on-one support.

Our mission is to promote social inclusion for the public good, which led to the establishment of LilyAnne's Wellbeing charity. We focus on:

- Preventing social exclusion
- Relieving the needs of those who are socially excluded
- Assisting individuals in their integration into society

Our charity is devoted to supporting individuals facing mental health issues, those in crisis related to mental health, suicide prevention, and people experiencing homelessness.

We collaborate with partner agencies, including local GP services and secondary mental health services, to assist individuals in registering as homeless. Together, we enhance mental wellbeing and support individuals on their journey toward improved mental health. Our focus is on three critical areas: **Loneliness, Mental Health, and Homelessness.**

Our ultimate goal is to ensure that everyone who engages with LilyAnne's Wellbeing receives the support they need to reduce feelings of loneliness and enhance their overall wellbeing. We strive to empower individuals, fostering a sense of control over their lives while nurturing hope and optimism to help them combat loneliness and improve their overall wellbeing.

Professor

Brian Footitt OBE



Trustee Report

LilyAnne's Wellbeing is a charitable non-profit organization that was incorporated and registered as a charity in 2023. The organization was inspired by the need for support after Trustee Matthew Arnold's medical discharge from the military. Co-creators Trevor (Matthew's brother-in-law) and Angela (Matthew's wife) aimed to establish a charity to assist others who find themselves in similar situations of isolation. The name pays tribute to both of their grandmothers, Lilian and Anne as well as to Angela and Matthew's daughter, Lily-Anne.

The financial statements comply with current statutory requirements, the Memorandum and Articles of Association, and the Statement of Recommended Practice – Accounting and Reporting by Charities (SORP) relevant to charities preparing financial statements under FRS 102.

Day-to-day management is handled by the Chief Executive Officer, who oversees operational matters including the work program, continual financial management, safeguarding, and human resources.

Background

Originally founded in 2017 LilyAnne's Wellbeing transitioned into a charity in September 2023 to promote greater transparency in our operations.

The mission of LilyAnne's Wellbeing Charity, established in 2023, is to support individuals in alleviating feelings of mental health issues and loneliness while providing advice and information related to housing.

The primary objective of LilyAnne's Wellbeing is to promote social inclusion for the public benefit by preventing social exclusion and addressing the needs of those affected, thereby assisting them in reintegrating into society.

For clarity, "socially excluded" refers to individuals who are marginalized from society or specific segments due to factors such as unemployment, financial hardship, age (youth or elderly), ill health (both physical and mental), substance abuse or dependency (including alcohol and drugs), discrimination based on sex, race, disability, ethnic origin, religion, belief, creed, sexual orientation, or gender reassignment, inadequate educational or skills attainment, relationship and family breakdowns, substandard housing, and crime (whether as a victim or an offender seeking reintegration).

Objectives and Activities

According to the Articles of Association, LilyAnne's Wellbeing charity was established to promote social inclusion for the public benefit by preventing social exclusion, addressing the needs of those who are socially excluded, and supporting their integration into society.

The charity provides assistance to individuals facing mental health challenges, those in crisis, suicide prevention, and support for individuals experiencing homelessness, in collaboration with partner agencies such as local GP services and secondary mental health services. Additionally, we facilitate the process of registering as homeless.

Collaborating for Enhanced Mental Wellbeing

We are committed to fostering better mental wellbeing by partnering with individuals on their journey towards improved mental health. Our support focuses on three key areas: 'Loneliness', 'Mental Health', and 'Homelessness'.

What Can Individuals Expect from LilyAnne's Wellbeing?

Our primary goal is to ensure that everyone who reaches out to LilyAnne's Wellbeing receives the necessary support, aiming to alleviate their feelings of loneliness and enhance their overall wellbeing.

We strive to empower individuals, enabling them to take control of their lives. Our mission is to instill a sense of hope, encouraging them to reduce feelings of loneliness while fostering optimism for improved wellbeing.

Charity Impact Report

This report examines the achievements of the charity and the outcomes of its work during the reporting period. The trustees assess the success of each key activity and the benefits the charity has provided to the groups it aims to assist. This review also helps ensure that the charity's goals, objectives, and activities remain aligned with its stated purposes.

Supporting Individuals

- **Empowering Individuals:** Clients are given ample time to explain the circumstances that led them to seek support from Lilyanne's Wellbeing. This allows them to set personal goals and targets while utilizing the core skills and counselling framework. In return, Lilyanne's Wellbeing offers respectful, validating, and non-judgmental language to support each person, recognizing that every situation is unique.
- **Symptom Management:** Clients receive strategies to alleviate their symptoms while gaining a deeper understanding of their condition and its related symptoms. We also provide techniques and coping skills to facilitate this process.
- **Personalized Consultations:** We ensure that enough time is dedicated to each individual during initial consultations and structured appointments of 45 minutes. Support continues until the client feels ready to move forward, which may range from a single session to months or, in rare cases, years.
- **Coping Techniques Development:** We help individuals develop coping strategies to manage their conditions, identifying triggers and learning how to better support themselves during challenging physical and emotional times.

Creating a Welcoming Environment

We strive to maintain a relaxing and friendly atmosphere, characterized by warmth and hospitality, ensuring a welcoming experience for everyone visiting Lilyanne's Wellbeing.

Connecting to Additional Support

For those needing further assistance, we facilitate connections to local services within both the charitable and statutory sectors. This includes access to local mental health services, substance misuse support, homelessness prevention services, and NHS services as required.

Achievements and Performance

- **Creation of the Hartlepool Suicide Prevention Scheme:** This initiative aims to raise awareness of local support services available in Hartlepool. Information is displayed in public spaces, promoting a QR code that connects individuals to immediate assistance.
- **Development of an Evening Wellbeing Walk:** This program addresses the needs of those experiencing distress during nights out, particularly when alcohol is involved. The initiative engages with the community to raise awareness about local help and support options.
- **Establishment of a Core Counselling Team:** This team serves as the first point of contact for individuals facing emotional distress or those identified by the suicide prevention campaign. Clients receive six counselling sessions, with referrals made to additional services following completion.
- **Implementation of a Secure In-house System:** This system integrates with NHS System One for safeguarding and logging initial client assessments, along with digital communications such as SMS, sound, and video calls for those unable to access services in person. Client information is securely recorded to ensure individuals do not need to repeat their stories. Support is continually reviewed, and clients are informed about local charities that can enhance their wellbeing and physical health. An appointments system has also been developed to minimize wait times for support.
- **Development of a Better Wellbeing Workshop:** This workshop assists individuals struggling with negative thoughts that impact their mindset. It offers strategies for challenging these thoughts and introduces concepts like self-care, coping techniques, a stress log, and a safety plan. This program supports clients who may have previously attempted suicide or are experiencing suicidal ideation but have no active plans. It ensures they have the right local support, including connections with their GP and access to secondary services as needed.
- **Coffee Mornings:** These gatherings provide a social setting for individuals to connect with others. Run by volunteers, they offer a safe and relaxing environment for those dealing with feelings of loneliness or poor wellbeing.
- **Support for Individuals at Risk of Homelessness:** This initiative assists those facing homelessness due to various factors, including job loss, domestic abuse, risk of violence, financial issues, and substance use. Team members help clients access services to aid their progression, collaborate with other organizations, report issues to the police, and support individuals through legal proceedings or medical appointments. Many individuals have received assistance in escaping dangerous domestic violence situations with guidance through available services.

Statement of trustee responsibilities

The trustees are responsible for preparing the Trustees, Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (UK GAAP).

Company law 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 charitable organisation and of the incoming resources and application of resources including the income and expenditure of the charitable company 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 judgments and estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation
- The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006.

They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable organisations website.

Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the trustees on 20th May 2025 and signed on their behalf by



Professor Briain Footitt - Chair, Board of Trustees

LilyAnne's Wellbeing: Future Plans for 2025



In 2025, LilyAnne's Wellbeing will transition from our current location, which has served us since 2017, to Titan House on York Road. This move will allow us to establish a new coffee shop space, a dedicated wellbeing hub, private therapy rooms, and management offices to better accommodate our growth and expand our charitable work.

Team Development

We are committed to enhancing internal training and personal development for our team members, ensuring we have minimum standards for new volunteers to achieve setting the highest standards within the charity sector.

Voluntary Leadership

Our goal is to evolve LilyAnne's Wellbeing into a volunteer-led organization, thriving with lived experience at all levels of our charity.

Collaborative Partnerships

We will continue to collaborate with like-minded local organizations that empower individuals without fostering dependencies.

Peer Support Models

We aim to create peer-to-peer support models that are centered around the individual, fostering confidence over time.

Accreditation and Standards

Our objective is to become a registered safe space and an accredited counseling service, ensuring we meet the highest standards in policies, procedures, and safeguarding practices.

Framework for Client Support

We will develop structured frameworks for team members to assess clients, ensuring they receive appropriate support. If necessary, we will collaborate with other organizations to guarantee that clients are receiving the best care while ensuring their safety during crisis situations.

Lived Experience voice

Additionally, we are committed to developing support systems based on lived experience, ensuring our charity reflects the people it serves. This approach provides those at their lowest with the opportunity to be part of our charity's future, as their confidence and resilience grow over time.

Trustee Biographies

Professor Brian Footitt, a former Director at Hartlepool and North Tees Hospital, brings a wealth of experience as a Mental Health Professor and a former chair of a hospice. His strong background in clinical practice, management, and trusteeship fuels his commitment to offering peer-to-peer support. His previous positions include Director of Nursing Development at South Tees Hospitals NHS Trust and Visiting Professor at the University of Teesside.

Brian is passionate about assisting individuals facing mental health challenges and loneliness. With extensive experience in mental health care and end-of-life support, he spent several months alongside Hollywood actor Robin Williams, who inspired the film **Patch Adams**. During this period, Williams shadowed him, wearing clown shoes and a nose to bring humor and fulfill the final wishes of patients during end-of-life care.

David Green serves as an operational air traffic controller and also functions as a national test examiner for aspiring controllers. His expertise includes conducting investigations and managing teams while excelling in the high-pressure environment of his role.

David is committed to supporting individuals struggling with mental health issues, drawing from his personal experience in assisting those in crisis.

Matthew Arnold offers a unique perspective influenced by his lived experience as a former military ordnance disposal dog officer. After receiving a medical discharge, he encountered complex mental health challenges, providing him with invaluable insights from a management viewpoint. Matthew inspired the creation of LilyAnne's Wellbeing after facing significant barriers to support following his discharge. His firsthand experience with both physical and mental health conditions motivates him to ensure that others receive the critical support he once found difficult to access.

He engages in various activities within the charity, including DIY projects and creating artwork, which help him maintain focus and enhance his mental health and well-being. Matthew has served multiple tours in both Afghanistan and Iraq, where he developed PTSD as a result of his experiences, along with chronic pain from an incident during one of his deployments that left him physically injured and living with the effects to this day.

Samantha Hodgman acts as the safeguarding lead for both adults and children, in addition to serving as our data controller. She is a qualified Level 3 First Aider and has completed diplomas in various domains, including counseling, self-harm and suicide prevention, nutrition and health, and domestic abuse.

Having faced anxiety, depression, and mental health issues linked to a physical health condition, Samantha offers a vital perspective based on her lived experiences. She has also survived domestic violence, using her journey to empower others toward improved mental well-being.

With a background in drug and alcohol wards at Hartlepool Hospital, she possesses extensive knowledge of substance use and recovery. Samantha excels at supporting individuals in mental health crises, administering first aid to those who have self-harmed, and assisting those at risk of homelessness. Additionally, she manages essential administrative tasks, such as scheduling and coordinating team appointments.

Senior Leadership Team Biographies

Trevor Sherwood, co-founder and Chief Executive Officer of LilyAnne's Wellbeing, is an individual who lives with high-functioning autism and ADHD. He possesses a visionary outlook, skillfully crafting solutions to challenges by developing services and pathways that assist others. His journey began upon recognizing significant gaps in local support services. As an accredited counselor, he has completed a foundation degree in counseling and has trained in cognitive behavioral therapy.

Trevor's diverse background spans hospitality, leadership, management, mental health safeguarding, suicide prevention, and counseling, providing him with a unique perspective on mental health. Additionally, he holds a degree in Psychology, Crime & Investigation, highlighting the importance of personalized support.

Originally, in 2017, Trevor envisioned creating a coffee shop to serve the local community and provide employment for his sister Angela, who was returning home with her husband after being medically discharged from the military due to trauma from Afghanistan and Iraq. However, he soon realized a pressing need for services addressing local homelessness, mental health issues, and loneliness, inspired by his brother-in-law, Matthew.

In 2021, Trevor was severely impacted by COVID-19 and continues to deal with its lasting effects, feeling grateful to have emerged from such a challenging period. He faced personal hurdles, including the development of long COVID and receiving a diagnosis of severe allergic asthma, which eventually led to fibromyalgia. In February 2024, he required hospitalization for life-saving treatment, during which he was diagnosed with Type 1 insulin-dependent diabetes.

He experiences profound brain fog, chronic body pain, and heightened sensory sensitivity, often finding daily life to be a struggle.

Angela Arnold brings a unique perspective shaped by her personal experiences, having faced a mental health crisis and the feelings of suicide in early 2010. Living with ADHD, she also manages anxiety and depression. As a co-creator of LilyAnne's Wellbeing, Angela sought to support her husband Matthew after his military discharge, recognizing the scarcity of available resources.

With expertise in hospitality, leadership, management, and mental health safeguarding, Angela is dedicated to providing housing assistance. She possesses extensive experience in supporting individuals dealing with domestic violence, childhood trauma, psychotherapeutic counseling, grief and loss, abuse and trauma, and addiction. Angela employs a person-centered humanistic approach to counseling.

Angela excels at ensuring you receive the appropriate support, especially during challenging times, and can help connect you with additional services, such as your GP.

Her support also extends to issues related to homelessness or the risk thereof, particularly when they affect an individual's physical or mental well-being.

Moreover, Angela plays a vital role in nurturing and managing relationships with other professionals, including the council and various support services, to ensure you receive the most comprehensive assistance possible.

Assistance Provided to Our Community

Addressing Root Causes for Enhanced Community Support 2,641 individuals walked through our doors to access support.

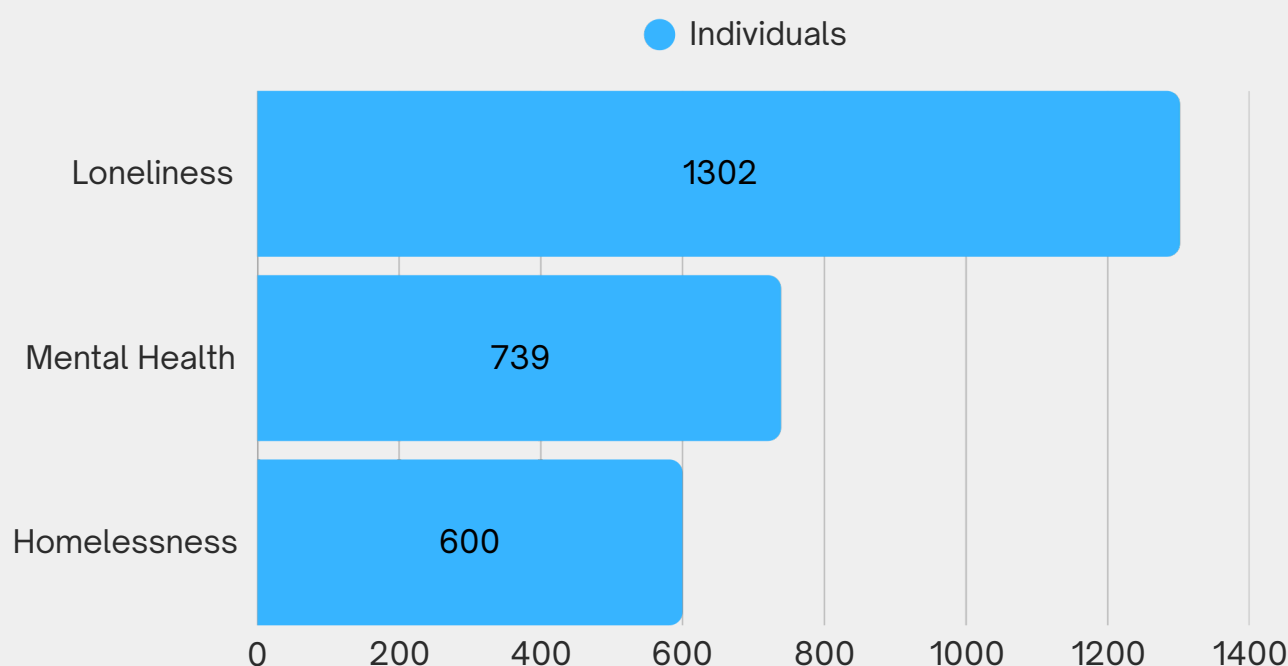
By tackling the root causes of these three primary areas, we have successfully concentrated on providing assistance to individuals across nine essential support areas, ensuring they can access the right resources within the community.

- Coffee Mornings (peer-to-peer support)
- Walk-In Crisis Support
- Domestic Abuse Assistance
- Suicide Prevention Support (Hartlepool Suicide Prevention Campaign)
- Support for Loneliness
- Support for Depression
- Support for Anxiety
- Talking Therapy & Counselling
- Cognitive Behavioral Therapy (CBT)



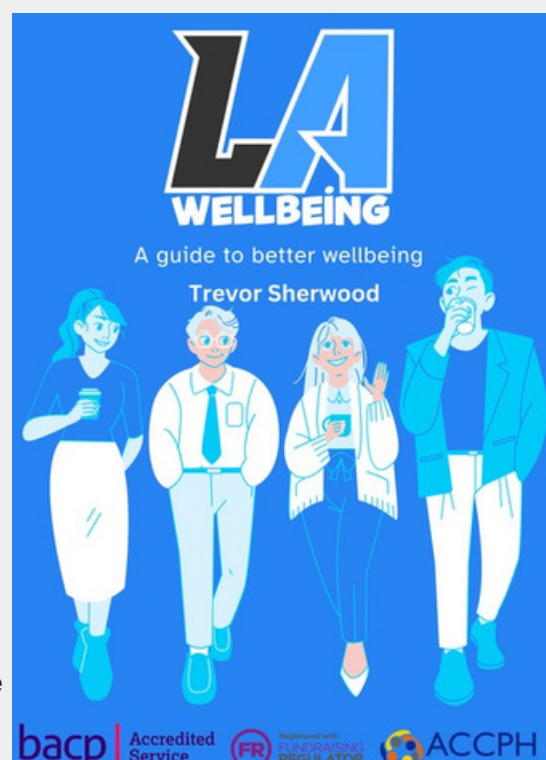
We are here for those who require our support.

In the period from 2023 to September 2024, we provided support to 2,641 individuals, focusing on key issues such as loneliness, mental health, and homelessness.



Of those who received support, 283 individuals engaged in the Talking Therapy Better Wellbeing Programme. This programme consists of a minimum of seven hours of therapy, which can be extended by two additional hours if further assistance is required, spanning a duration of seven to nine weeks. Altogether, we have completed 1,968 hours of pre-scheduled counselling appointments dedicated to mental health. Importantly, there was no waiting list for accessing our services, enabling individuals to improve their wellbeing while reducing the demand for secondary mental health services within the community. We accomplish this by following a trauma-informed, person centred, and humanistic approach to support.

Out of those appointments only three people failed to attend an appointment due to various reasons but were re-booked to a later date and within 100% of cases everyone accessed us for support was able to be supported.



We are here for those who require our support.

We have collaborated with partner agencies to ensure individuals can access the appropriate support.

- We focus on helping people connect with the right resources, encouraging them to communicate with their GP. This includes making sure they are aware of their needs, booking regular appointments, and actively engaging in their treatment.
- For those receiving secondary mental health care, we support them in communicating with their care team if there are any changes to their mental health. We emphasize the importance of continued engagement and provide encouragement for those who may have stopped seeking help, ensuring they are referred to the appropriate secondary support if they disengage from the service.
- We make certain that individuals accessing support through LilyAnne's receive assistance for drug and alcohol misuse, as addressing these issues is crucial for tackling the underlying causes of mental health challenges and loneliness.
- We assist people in accessing secondary mental health services after they have completed an initial assessment, should this be the most suitable path forward.

We ensure that individuals are connected with the appropriate local authority resources, linking them to other local charities and organizations to guarantee they receive the support they require.

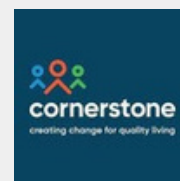


- **Assigning Ownership:** Designate a person to oversee external pathway support, ensuring individuals receive the assistance they need rather than being left to navigate challenges on their own.
- **Safeguarding Support:** Ensure that safeguarding reports are filed whenever there are concerns. Connect with local authorities, including police and housing teams, as well as domestic violence support services, to provide appropriate help.
- **Crisis Situation Assistance:** Offer support to individuals in crisis who are seeking help for their mental health. Whether they are contemplating or have already begun to implement a plan, provide a listening ear, a safe environment, access to first aid, and assistance in engaging the crisis team.
- **Internal Pathway Referrals:** Refer individuals to internal resources to address feelings of mental health challenges and loneliness. This includes one-on-one support, peer-to-peer interactions, and group activities aimed at improving mental health and fostering confidence over time.
- **Safe Community Spaces:** Ensure that individuals have access to safe spaces within the community when they feel vulnerable.
- **Wellbeing Workshops:** Facilitate access to workshops focused on wellbeing, tackling the inner critic, and building self-confidence. These resources equip individuals with the tools they need to cultivate resilience and work towards enhancing their mental health.
- **Collaboration with Partner Agencies:** Work alongside local police and other agencies to assist individuals in reporting crimes that may adversely affect their health and wellbeing, such as historic child sexual abuse, domestic violence, or coercion into criminal activities.
- **Interagency Coordination:** Collaborate with local adult and children's services to report any risks, with the client's consent, and address safeguarding issues that may impact their health or wellbeing.



Our local community partners.

LILYANNE'S
— WELLBEING —



Balance Sheet

LilyAnne's Wellbeing
As at 30 September 2024

	30 SEPT 2024
Fixed Assets	
Tangible Assets	
Office equipment and IT - Cost	59.73
Total Tangible Assets	59.73
Total Fixed Assets	59.73
Current Assets	
Cash at bank and in hand	
LILYANNE'S WELLBEING	2,148.39
Total Cash at bank and in hand	2,148.39
Total Current Assets	2,148.39
Creditors: amounts falling due within one year	
Net Wages	(5,721.77)
Total Creditors: amounts falling due within one year	(5,721.77)
Net Current Assets (Liabilities)	7,870.16
Total Assets less Current Liabilities	7,929.89
Creditors: amounts falling due after more than one year	
Long term Loans & Mortgages	2,633.68
Total Creditors: amounts falling due after more than one year	2,633.68
Net Assets	5,296.21
Capital and Reserves	
Current Year Earnings	5,296.21
Total Capital and Reserves	5,296.21

Profit and Loss

LilyAnne's Wellbeing

For the year ended 30 September 2024

2024

Turnover

Donation (10001)	7,780.93
Grant Income	500.00
Sales - Products	3,614.47
Total Turnover	11,895.40

Cost of Sales

Cost of Sales - Goods	1,073.66
Cost of Sales - Materials	473.94
Total Cost of Sales	1,547.60

Gross Profit

10,347.80

Administrative Costs

Bank Charges and Interest	0.01
Business Insurance	50.00
Computer & Software	108.18
Electricity	1,057.32
Entertainment	51.25
General Rates	190.27
Internet Charges	203.08
Marketing	280.48
Repairs and Renewals	378.32
Telephone	29.99
Training Costs	20.00
Water Rates	9.00
Total Administrative Costs	2,377.90

Operating Profit

7,969.9 0

Profit on Ordinary Activities Before Taxation

7,969.9 0

Profit after Taxation

7,969.9 0

Thank You

LILYANNE'S

— W E L L B E I N G —



LilyAnne's Wellbeing Charity
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Hartlepool
TS26 9HL