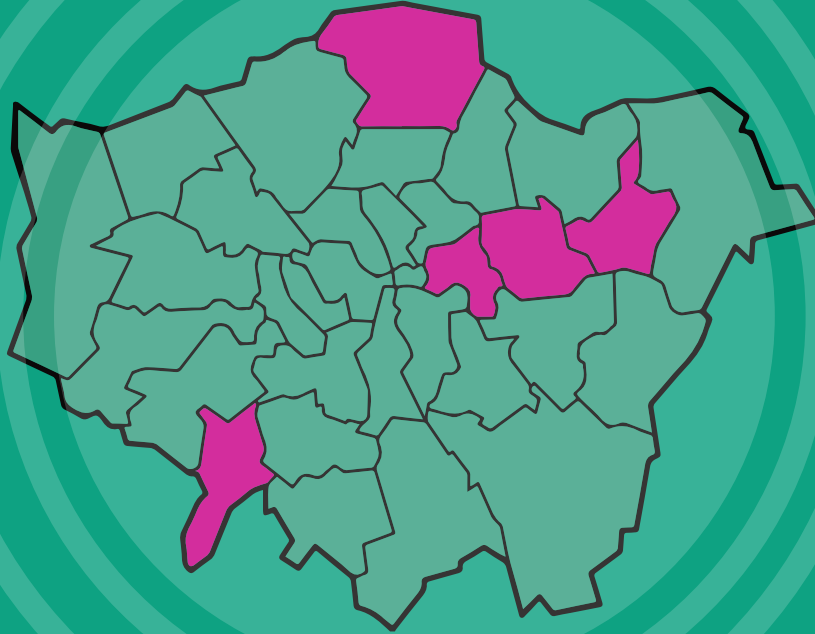




workingwell
trust


**ANNUAL REPORT
AND ACCOUNTS**

**20
24**



Working Well Trust is a London-based charity, founded almost 30 years ago by a group of passionate mental health professionals. They sought to address the low rates of employment typically experienced by those who have faced mental health issues. The charity supports people to prepare for, seek, sustain, and progress in employment. Since 2019, Working Well Trust has also been providing this support to people affected by learning difficulties and neurodiversity.

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WELCOME FROM THE CHAIR



“**A GOOD YEAR
FOR WORKING
WELL**”

I would like to welcome the team members of the Thrive into Work service in Enfield. The service is our first Individual Placement and Support service for primary care clients, consisting of two teams working with GPs, Jobcentres, the voluntary sector and a wide range of primary care teams across Enfield. Thrive is also our first DWP funded service (via Enfield Council) and is also our first contract delivered with Shaw Trust. We were also pleased to learn that the Upskill service will be funded for another three years.

Please take some time to read the client statements and case stories in this report. These demonstrate the great work done by clients, staff and our partners, working together to ensure the best outcome. We would particularly like to thank the frontline staff in the neighbourhood and primary care teams who have welcomed us into their teams and supported our work over the last year.

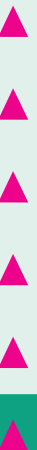
The most significant disappointment of the year was the news that funding for both of the

enterprises, Access Print and Sew & Support, would end in August 2024. These were the first two projects developed by the Trust back in the nineties, supporting the first step for many between clinical support and employment. We will continue to support the enterprise clients in our other services and thank the staff for their hard work over the years.

After the year end we were pleased to win a tender in partnership with Twining Enterprises to deliver IPS services in a total of five North East London boroughs; we will be leading in Barking & Dagenham and Newham. We also joined with the Shaw Trust to deliver the WorkWell service in Enfield, which was chosen as one of the pilot sites for this new programme

Going forward we are going to establish the new services and to look at developing new ways of working.

Phil Evans
Chair of Trustees



CHIEF EXECUTIVE STATEMENT

“IT’S **WONDERFUL** THAT WE ARE ABLE TO **SUPPORT** SO MANY **MORE PEOPLE**”



It has been an exciting year for the Trust as we have developed new projects and the staff team grew by over a third. These changes were also challenging as had to spread resources across a wider range of services and with further expansion expected later in the year. However, with the support of the Board and the wider staff team we have successfully mobilised all of the new services.

The growth of services in Enfield led us to create a new role of Operations Manager for Enfield, and with the later growth in East London we appointed a second Operations Manager. This new level of management will allow us to fully support the existing Team Leads, and to develop stronger relationships with our partners including delivery partners such as Shaw Trust and Twining Enterprises. To reflect the growth in services we are committing to ensure that staff have the tools and capacity to do their jobs well, and that we demonstrate our support of their wellbeing in the workplace.

On a more personal note I want to thank the Enterprise team; Brett Burgess, Arif Miah, Ninara Bibi and Angela Braithwaite for their amazing work over the last year. Even when they knew the services were closing their primary concern was supporting clients and volunteers. We wish Brett and Arif the best in their future careers.

It is wonderful that we are able to support so many more people to achieve their employment goals. We are looking forward to the coming year as we aim to focus on improving the quality of the services, co-working with clients and other stakeholders. We are also working with client forums to assess gaps in services and to develop new ways of working in 2024/25.

Helen Forster
Chief Executive

WHAT WE DO

ACCESS PRINT & DESIGN



Training and commercial experience to clients in a supportive environment. Comprises a shop area to learn customer service and cash & stock management; a print area which provides training & work experience in use of industry machines, imposition and layout; and a Desktop Publishing area which provides training on Adobe Photoshop, InDesign and Illustrator through a series of modules, as well as

opportunities to work on real customer items or develop an independent portfolio.

Weekly IT Drop In sessions via Zoom every Thursday between 1-4pm. There is also a weekly virtual peer group that clients can join to reduce isolation and connect with others.

Project closed August 2024

SEW & SUPPORT



Provides training and real commercial experience to clients in a supportive environment. Full training to commercial skill level on flat sewing machine, over lockers, pressing, finishing, pattern cutting, simple item & garment assembly, and basic

design drafting & customisation. Clients are encouraged to develop a portfolio of their own independent work.

Project closed August 2024

IN WORK SERVICE

PRITCHARD'S ROAD DAY CENTRE
E2 9AX

Support for clients whose employment is at risk due to mental health difficulties. This includes liaising with employers to discuss necessary accommodations, negotiated

leave, role changes, and more.

Contact 020 7729 7557 or info@wwtrust.co.uk for more information

PEER EMPLOYMENT COACH

PRITCHARD'S ROAD DAY CENTRE

Peer support for clients from a practical, lived experience point of view, to access opportunities to progress toward employment goals such as education, training and volunteering opportunities.

Contact 020 7729 7557 or info@wwtrust.co.uk for more information

Service became part of the new Mental Health Employment Service in Tower Hamlets in August 2024

TOWER HAMLETS IPS SERVICE

PRITCHARD'S ROAD DAY CENTRE
E2 9AX

Individual Placement and Support (IPS) for clients who want to gain paid employment or support to retain a job. This includes engaging with employers on the client's behalf to broker opportunities, information around different types of jobs, support

with CV and job search, mental health awareness sessions for employers, in-work advocacy, peer support, and more.

Contact 020 7729 7557 or empservices@wwtrust.co.uk for more information



WHAT WE DO

Support to find training and volunteering opportunities needed to develop the skills essential for future employment and wellbeing. This can include partial funding for courses, support to access volunteering, apprenticeships, work experience

placements, or finding free accredited training opportunities.

Contact 020 7729 7557 or empservices@wwtrust.co.uk for more information

UPSKILL

PRITCHARD'S ROAD DAY CENTRE
E2 9AX

Works with client to create an individual action plan to help them achieve their employment goals. As part of this they can support clients with creating a CV, job searching, accessing training as well as any other additional needs they will need to get on the road to paid employment. They also

offer support for those in work with job retention and mediation services.

Contact the Kingston team on 020 7613 7096 or kingston@wwtrust.co.uk for more information

KINGSTON

PRINCESS COURT HORACE RD, KINGSTON UPON THAMES KT1 2SL

Individual Placement and Support (IPS) for clients (SMI) who want to gain paid employment or support to retain a job. This includes engaging with employers on the client's behalf to broker opportunities, information around different types of jobs,

support with CV and job search, mental health awareness sessions for employers, in-work advocacy, peer support, and more.

Contact enfield@wwtrust.co.uk for more information

ENFIELD IPS SERVICE

Individual Placement and Support (IPS) for clients referred by primary care services who want to gain paid employment or support to retain a job. This includes engaging with employers on the client's behalf to broker opportunities, information around different types of jobs, support

with CV and job search, mental health awareness sessions for employers, in-work advocacy, peer support, and more.

Contact info@wwtrust.co.uk for more information

ENFIELD THRIVE INTO WORK



2023/2024
At

workingwell
trust

Our Total Active Clients totalled

1928 This year **1928** new clients looked to Working Well Trust for support on their Employment Journey putting their trust in our Service.



Employers we supported

236 We supported over **200** Employers in creating stronger working environments for their Employees. Helping them feel more confident in addressing Wellbeing in the Workplace.



Job outcomes

1124 At the end of the year **238** clients had found Paid Employment, **369** had entered volunteering, training or education and **717** clients had been supported in sustaining their employment



New Beginnings

Midway into the year we launched Thrive into Work a service partnering with the Shaw Trust to support the people of Enfield. By the end of the year 164 people had been referred a 200% increase from the service launch.



A service in demand

We ended the 2022/2023 year with 1455 referrals across our services. This year we ended with 1728. That's an 19% increase. Demonstrating that more and more people see Working Well as a service they can Trust.



OUR IMPACT



Access Print, Sew and Support and Peer Support

The aim of the social enterprises is to provide structured training placements in real commercial environments. It serves to give clients work experience, increase confidence, and a stepping-stone toward employment. The Peer Employment Coach is a key role in this model as they work with both the enterprise clients and peer specific clients to support the next step out of the enterprises, whether that be employment, further training or volunteering/work experience. The success of the model in 23/24 is reflected by the fact all trainees are progressing on to either higher level courses, courses of their choice or part time employment related activities.

Through the support of the enterprises we have seen the positive impact on clients. People have noted an increase in confidence building

from originally feeling apprehensive about leaving their homes or meeting new people. In terms of emotional support the enterprises and peer support provide a space for clients to discuss or enquire in a way that makes them feel confident, that we will listen and support with a non-judgmental approach. All this collectively contributes to their individual growth and wellbeing. This year we completed multiple evaluations and collated feedback from our clients to ensure that we are delivering services successfully and adapting where necessary.

67 clients were supported with CV prep, interview prep, and job search planning, 21 clients were supported into volunteer placements and 90 clients access training and education placements. 24 clients started employment this year with some examples below.

Below are some of the outcomes achieved:

B was supported to find part-time work as a mealtime supervisor at Stepney School

M started functional skills in English & Maths entry level 3

S started full time employment with Mind as a Peer Support Worker

M started at Royal Trinity Hospice as a customer service assistant

R found part time work as TA at a Primary School

S started at Hoxton Art Gallery as a front of house

B started at Brown House as a stewarding in music, with 0 contract

OUR IMPACT

Feedback

"I have seen a difference within myself and am not afraid to attend events/workshop or meet new people by myself. This helped me to open up as a person and able to articulate what I would like to do, before I was struggling to speak and would give up. The peer support coach has encouraged me and supported me with confidence building and introduced me to other peers with similar characteristics that struggle within themselves. I appreciate all the hard work that has helped me"

"I feel the time I've spent at graphic design has taught me some valuable lessons, not to be fearful of people when talking about my issues in life and it is alright to say I'm not well. The staff are friendly, welcoming and available to listen to any worries or concerns that I have encountered during the time I was doing the course. I enjoyed the atmosphere, meet lovely people who are in a similar situation as me and will keep in touch with them all."

"My emotional and social wellbeing has increased drastically during my time at Sew & Support, it has unlocked an interest in the creative fields, helped with my confidence level and making new friends. Changed my life and made a positive impact on my health. Enjoyed learning from the trainer, maybe the best teacher that I have so far of which I have come across, who is passionate about sewing, teaching methods are clear, approachable, easy to talk to and ask questions'.

The below article was published in Whitechapel London which highlights the support received from Sew and Support:

[Mental health support from Sew and Support — Whitechapel LDN \(whitechapelldn.co.uk\)](http://whitechapelldn.co.uk)

Case Study:

T started the graphic design course with a basic knowledge of Photoshop and no experience in Illustrator or InDesign but was excited to learn about the new software and gain new skills. Focusing on working on these skills helped him with his mental health and general wellbeing tremendously.

The graphic design course gave him some routine and structure to his day and as he progressed, his confidence grew. During the course T learnt all the technical skills needed to create advanced graphics and illustrations, making books, banners, business cards, leaflets and banners, eventually working on making material for WWT staff and events.

During the duration of the course, T gained enough knowledge to pass on his skills to other course members and helped his peers with their own learning journey. T volunteered at Access Print and alongside became involved in designing and making staff leaflets, banners, cards and the help was greatly appreciated.

Before attending the course and during the pandemic period, T

struggled with generalized anxiety and struggled to leave the house. The experience T had with our graphics course motivated T to accentuate a strong passion for graphics and design; enabling T to have a clearer vision of his future goals which is to become a professional graphics and user-experience designer.

T mentioned his mental health, self-esteem, confidence, communication skills and general outlook have all improved drastically and he feels like he is in a much better place. T is excited about his future endeavors and is currently looking for employment in his chosen sector. We think any employer would be lucky to have him.

T Quote:

"I feel lucky to have been given the chance to attend the graphic course and feel grateful to WWT. My friends and family have noticed a change in my confidence and although I still have a long way to go, I feel I have made big strides within myself thanks to the support I received here. The staff at Access Print were friendly, supportive and always listened to my concerns, enabling me to have a voice. My passion and the desire to grow in the creative field has only grown stronger; and I finally believe I can find and deserve employment in this area one day soon."

OUR IMPACT



Kingston Supported Employment

The Kingston Supported Employment Service provides individuals with autism, learning disabilities, or mental health conditions impartial support finding paid employment, volunteering placements or training. Our person-centered one-to-one support provides each client with time to explore and identify their career aspirations and create action plans with their employment support worker. We offer clients support to plan their career paths and provide impartial practical support such as cv writing, job searching, filling in applications and interview preparation. Our employment support workers also engage with local employers and other organisations to increase knowledge of our services, to broker paid opportunities and placements as well as increasing awareness of inclusive recruitment practices. We support clients and employers to consider reasonable adjustments and job carve roles to help create and establish a supportive, inclusive and diverse workforce. We offer

support to our clients for up to 1 year and up to 6 months whilst they are in employment to ensure they are supported and can maintain their role.

The team is made of a team lead, and 2 full-time and 1 part-time employment support worker. We also offer Peer support through our partnership with the South West London and St. Georges Trust, our peer support worker uses their lived experience of ADHD and Autism to support Kingston peers to achieve their wellbeing goals over a period of 6-8 sessions. During the end of the quarter, the team lead moved on and we have recruited a new member to start with a background in supported employment. Over the last year, the team have been working hard building new partnerships and developing existing contacts with local services. We have worked with the Kingston Disability Network, Kingston Job Centre and we have delivered disability awareness training to YMCA.

Our referrals have been consistent throughout the year with a total of 276 active clients. With 81% of initial referral assessments leading to active engagement with clients. The Kingston team have had an increase of referrals from clients with autism making up 84% of the people we have supported throughout the year. The team have also found an increase in clients seeking volunteering, education and training opportunities.

Key performance highlights below exemplify the success the team has achieved in generating positive outcomes for our clients. Outcomes for our clients in the last quarter:

- 9 Job starts
- 7 clients achieving 26-week job sustainment's
- 37 Interviews for paid roles
- 11 volunteering starts
- 10 clients provided with in-work support

OUR IMPACT

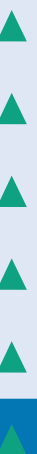
Case Study:

CW came to the service for support to find paid employment in a warehouse and worried about doing a role that would involve working with customers. The Employment Support Worker (ESW) supported this individual to update his CV, and find and apply for relevant positions based on his preferences. The ESW also carried out practice interviews with CW to help build his confidence.

CW was invited for an interview with a local retailer, and following this interview was offered a role. The client became overwhelmed and concerned that the role would be customer facing and was not sure whether he could accept it. CW asked the ESW to contact his new manager to clarify the responsibilities of the job, the hours and contract. The ESW spoke to the manager and clarified that it was a warehouse role as the client

was looking for and then reassured the client that it was what they had applied for. This meant CW felt more confident and able to start the role. The ESW has continued to provide in work support to SS to help him adjust to his new role and explore any reasonable adjustments that may be needed.

CW said to the ESW: "thanks for speaking to them, I was not sure as the process was a bit confusing, I am happy now."



OUR IMPACT



Enfield IPS employment service

Enfield IPS Service supports residents of Enfield borough, who are experiencing mental health difficulties to find employment. We are located in Lucas House – across the Early Intervention in Psychosis Service, South Core Mental Health Team, and in Silver Street with the North Core Mental Health team. We have continued to receive referral from a wider range of teams, and are now regularly getting referrals from the Complex Anxiety Disorders and Depression Pathway, the 18-25 Transition Team, and the Enfield Assessment Service.

Over the last year we have gone through many changes as a service and have come through a period of contract uncertainty that left us short staffed for several months. Despite this, over the year the service achieved increased outcomes across all KPIs compared to 22/23. In particular it should be highlighted that this year the team achieved an increase in 13 Week Sustainment’s of 34% compared to the previous year, meaning a total of 81% of clients who started a job in 23/24 sustained it for at least 13 weeks.

Outcomes for Enfield IPS for the year 23/24 were as follows:

- Referrals: 249
- Engagement (registration of a new service user): 158
- 1st Job starts (service user entering a role for the 1st time): 58
- Total Job starts (including multiple job starts per client): 67
- Jobs sustained (13 weeks in employment): 47

Client case study:

ML has been a client who has shown exactly what perseverance and dedication to the service can get you. Since working with their Employment Specialist (ES) ML has applied to and interviewed for many roles across the care/education sector, with an ideal goal of getting into a career in student support. ML and their ES worked together on intensive interview preparation, going through techniques to manage anxiety in interviews. Despite some setbacks, ML persevered with their job search and in January of this year ML started working full time at the University of Greenwich in student support services, which had been her goal from the very first meeting. She has excelled in this role so far, and it has been amazing to see the transformation working has brought about in her.

‘I finally feel as though the work has paid off and the support received has been incredible, I am hoping to continue in building my confidence’

The change in the client was also noted by their clinical team, with ML’s Care coordinator specifically mentioning that the change in ML’s confidence was amazing to see, and thanking the Employment Specialist for their work with ML.

Client Quote:

“My anxiety about working was really high after previous experiences. There is a lot to learn in the new job. I am still anxious but your advice and guidance has given me the confidence to go forwards.”

“Thank you for all your support. I particularly appreciated the support you provided helping me to navigate the

contract changes and adjustments at work during re-structuring.”

“The creation of pictures in understanding interview questions really helped me and overall, my confidence has improved.”

“(The ES) was always very helpful and appreciated my time. It was always great how they would call to make sure I’m happy and doing okay. And I am much happier at work now.”

“Thank you so much for all the support you have given me, I can tell how much you care and that has made a huge difference to me. My employer is lovely and inspires me every time I go. It has really helped me to get out of my home each week and to interact with other people. I am learning new skills which will help me in the future. Thank you for all your support, I feel like I am moving forwards again”.



OUR IMPACT



Tower Hamlets IPS employment service

The Tower Hamlets IPS employment service consists of a dedicated team of eight skilled Employment Specialists, including a Senior Employment Specialist, led by the Service Manager. This service supports individuals receiving SMI healthcare in gaining and maintaining employment through the evidence-based Individual Placement Support (IPS) approach. The team collaborates with local employers to create job carved opportunities and arrange reasonable adjustments, ensuring both clients and employers receive the necessary support when employment is secured. Employment Specialists are embedded within clinical mental health teams across Tower Hamlets, facilitating clinical input into the employment process.

End of year statistics for financial year 2023-2024, the service:

- Received 588 referrals for employment support
- Registered 270 new clients to the service

- Supported 101 clients into a total of 132 jobs (a 22% increase on the previous year).
- Reported 115 instances of clients sustaining their employment with milestones of 13, 26 and 52 weeks (a 17% increase on the previous year).

The team kick started the year with a Business Planning day to make sure the service is operating at the highest achievable quality. Following on from the Fidelity review in March 2023, the service committed to maintaining its key strengths of clinical integration while planning improvement actions for areas that were lower scoring. As a result, the service has seen a 22% increase in the number of clients gaining employment through the support and a 17% increase in clients sustaining these jobs.

The service experienced a 10% increase for the conversion rate between clients registering with the service and clients gaining employment and remained above

the IPS Grow required conversion rate for 23/24.

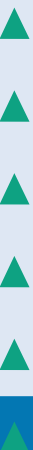
Other achievements:

990 employers were visited throughout the year. The team engaged in two training days to enhance employer engagement skills and ensure each visit counts.

The service partnered with Enable through ELBA to deliver 4 interview workshops including opportunities for clients to be interviewed and receive feedback from corporate volunteers.

The service developed its own reasonable adjustments workshop delivered locally to spread information and awareness of client's options and rights around accessing employment with a disability. These workshops will continue to be a regular offer.

The service experienced a substantially increased staff retention with only one employee leaving to pursue a role outside of the organisation.



OUR IMPACT

Client Quote:

I want to leave some feedback and express my sincere gratitude for the exceptional support and collaboration I have experienced while working with your esteemed team.

Over the period of time I have been associated with Working Well Trust, I have witnessed significant growth and improvement, both personally and professionally. This journey of progress has been made possible

by the unwavering dedication and assistance provided by your remarkable team.

In particular, I would like to highlight the outstanding contributions of my Employment Specialist. His commitment to going above and beyond to address all my needs and provide invaluable support has been truly commendable. He has taken a proactive approach and genuine concern for ensuring my satisfaction which has not gone unnoticed, and I am incredibly grateful for his efforts.

I am continually impressed by the level of professionalism, expertise, and genuine care exhibited by everyone at Working Well Trust.

It is evident that your team is deeply committed to the success and well-being of your clients, and I feel fortunate to have had the opportunity to work alongside talented individuals.

Thank you once again for your continued support.

TH IPS Goals for 2024/25

- More outcomes for clients, the service is working towards a minimum of 40% of clients who register with the service to be supported into a role of their preference within 3 months.
- More partnerships with employers; the team are increasing their collective knowledge on Corporate Social Responsibilities and how they can increase their 'offer' to drive innovation.
- Community Outreach; working with other employment services within the Borough to allow leads to be shared on a wider level, and a 'working together' approach to employer engagement.

'What drives us' by TH IPS team:



OUR IMPACT



Thrive into Work

Thrive into Work is Working Well Trust’s newest IPS service being delivered in partnership with Shaw Trust. At Thrive into Work we support individuals in a primary setting to find paid employment, who have a physical or mental health condition. Thrive is also one of Working Well Trusts biggest teams at present with 12 Employment Specialists working in the community to support clients into work. The service began delivery

in October 2023, with outreach and engaging with new referral partners in Enfield being a major focus. Since it’s beginning we have engaged with over 40 different potential referral partners across Enfield, and we have establish co-location for Employment Specialists in the Musculoskeletal Team, and the Family Hubs. Despite the challenges of delivery at the same time as setting up the new service.

Outcomes for Thrive into Work Enfield for October 2023 to March 2024 are as follows:

- Referrals: 207
- Engagement (registration of a new service user): 138
- Job starts (service user entering a role for the 1st time): 9

Case Study

from the first Thrive into Work client to gain employment:

KA was referred to Thrive into Work in November 2023. During the initial review with his Employment Specialist (ES), he reported that he had physical health issues resulting from an accident; was experiencing PTSD due to a past trauma; and was anxious about trying to find work quickly as he and his partner were expecting their first child. He also reported that he had a criminal conviction and although

spent, he was concerned it created an additional obstacle for him in securing employment.

His ES conducted an initial assessment with him and identified immediate actions that they could work on to assist him to get employment. She helped KA to identify his strengths and transferable skills and to consider potential job options. She assisted him to produce an improved version of his CV which better reflected his strengths and skills. She checked in with him regularly giving him encouragement and

emphasising his skills and abilities to help promote his self-esteem. KA expressed interest in undertaking a TFL apprenticeship so his ES researched opportunities for him. She encouraged him to attend a TFL briefing session on apprenticeships which she accompanied him to.

Whilst waiting for the apprenticeship application deadline, she also encouraged him to approach local supermarkets to see if they had any job opportunities. Inspired by the support, KA approached a manager in his local Sainsburys whilst doing his weekly shop and handed him

OUR IMPACT

his CV. The manager offered him an impromptu interview and an immediate job offer for a part time retail assistant working 15 hours a week, with scope for being offered additional hours.

KA is happy to be working again, and informed his ES that he was very grateful to have a job and excited about the career opportunities Sainsburys offers. He expressed the desire to work his way up to being a team leader. He also shared with her how having a job has improved his well-being and helped him have more confidence that he can provide for his family and be a capable and supportive father.

Client quote:

“I really appreciate the help and constancy of the service (ES) provided me over the last few months. The attitude and understanding have been second to none, (ES) listens well and puts what you’re saying into perspective. I want to thank her for her willingness and superb help to see me achieve my goals!”

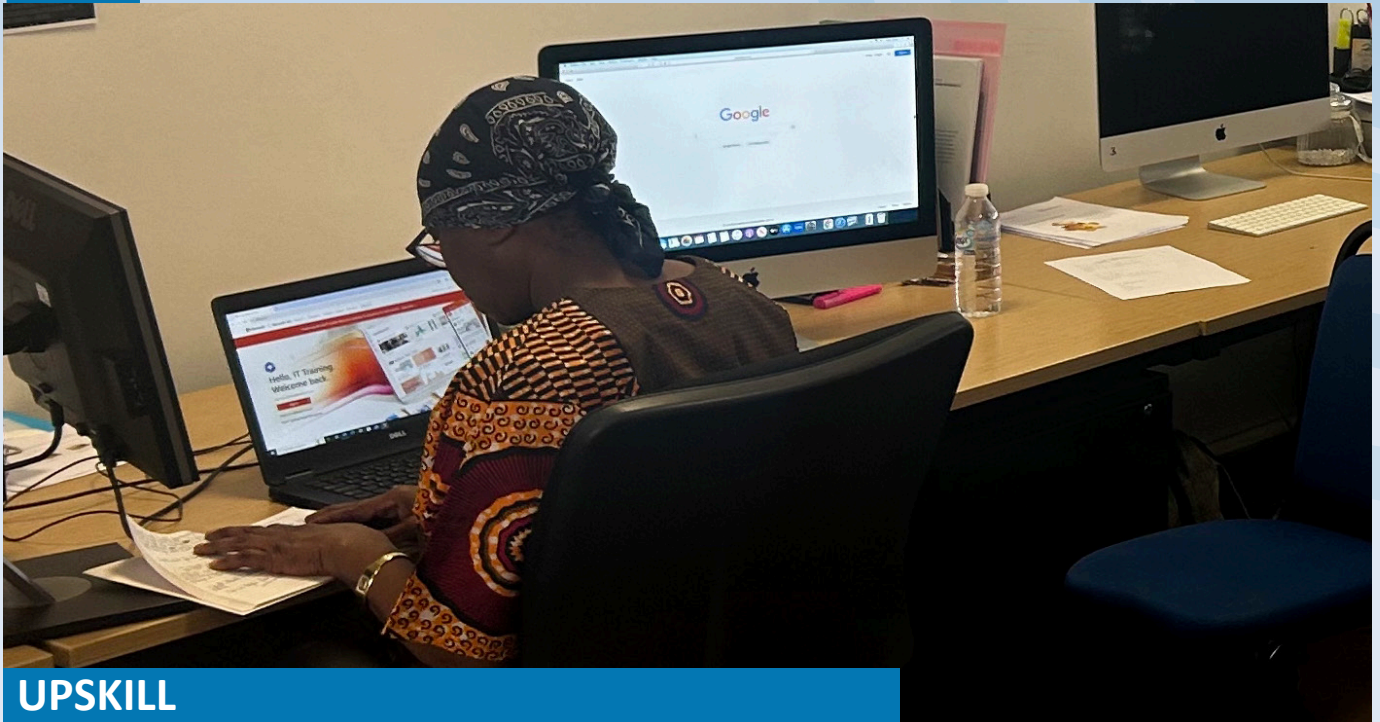
Client testimonial:

“I have been out of work for a good few years due to a serious accident I had. So when it came to writing my CV I simply wrote

that I have been out of work due to an accident. But when (ES) sent back her recommendations of how that part of my life should be explained, it blew my mind. She picked out all the positive skills and valuable qualities I had gained during my recovery period including all the educative courses I have been studying, saying that I showed resilience and strength and enrolled into new studies to increase my knowledge. She has provided a different perspective on my outlook on my recovery period and has given me immense confidence when applying for jobs. I am very grateful for everything she has helped me with so far”.



OUR IMPACT



UPSKILL

Upskill works with Tower Hamlets residents providing one to one support empowering and supporting people to access a range of activities including wellbeing, volunteering, skills based courses and employment opportunities. Upskill works with people to identify both long and short term goals and supports connecting with the wider community.

This year the Upskill project saw over 390 Tower Hamlets residents accessing the project for a variety of reasons. Wellbeing and Employment were very popular but there was also an increased demand for cost of living crises support. This year saw a stable staff team fully staffed for the whole year with no staff turnover ,work in partnership with a wide range of organisations within Tower Hamlets. This was a particularly successful year for work with the Over 50s Tower Hamlets residents with mental health challenges. We were able to secure some extra funding to run a summer programme of activities in partnership with Age UK in Bow. This meant we were able

to meet and exceed our targets for engagements with Over 50s and also engage with residents in the ward of Bow East and West . There was significant improvement in engagements within these wards .

Upskill has continued to reflect the diversity of the community in terms of engagements with the majority of engagements coming within white English and Bangladeshi reflecting the demographic of the community in which we work. Somali residents with mental health continue to be under represented within our participants however new peer initiative designed to engage and identify the barriers to participation experienced by this community is in place and we hope to improve engagement in future.

As Upskill in this present form has now come to an end we look forward to engaging with all the partner organisations that worked with us. Look Ahead, Croxley House, Social prescribers (especially Wilma at the Mission Practice and

Bromley by Bow) Age UK, Mind and the Community Connector team all as part of the new three Upskill Projects that have been funded by the Mayors Fund.

We are looking forward to continuing this important and needed work as a project Upskill has been consistently over subscribed and the referrals by both community and clinical organisations have continually outstripped capacity. We were able to keep waiting lists to a minimum which is a great testament to the Upskill staff team who have worked so tirelessly and so well on behalf of their clients.

- 186** residents identifying targets via action plan with peer support
- 186** residents accessing 121 support
- 118** residents use data resource to identify activities
- 147** residents access wellbeing courses confidence building
- 82** tower hamlets residents accessing advice services
- 68** tower hamlets accessing volunteering opportunities



OUR IMPACT

Case Study

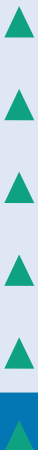
NC made particular progress whilst working with Upskill she wanted to develop her skills, working towards gaining part time employment. She came to regular meetings ,and was very motivated to get back to employment. Together we worked on NC cover letter to potential employers and worked on a professional CV. Norma completed a Community Money Advice Debt Specialist Course Level 1 and 2

with support from Upskill and was able to update her CV. Norma also provided a workshop at St Hilda’s Community Centre on money and mental health which was hugely successful .

NC successfully interviewed for a part time role as an over 50s debt advisor . Everyone was delighted for her as she has worked so hard to update her cv with courses and some work experience after 11 months of being unemployed she

is looking forward to working again. NC has been kind enough to give us some very positive feedback and we would like to congratulate her and the whole team are so happy for her.

“I would never have done this without Upskills help, it kept me going when I wanted to give up and after nearly a year of not working I have a job again”.



OUR IMPACT



In-Work Services

The In-Work Service (IWS) exists to empower residents of Tower Hamlets with mental health needs to stay in employment. Our team also steps in when clients are on the brink of losing employment, delivering targeted interventions to reduce the risks of clients falling out of employment due to mental health struggles. We're not just about individual support – we are on the mission to help employers to prioritise on mental health, to tackle workplace factors contributing to poor mental health and also empower line managers with the guidance and tools to effectively support staff impacted by mental health challenges.

Key achievements:

The IWS team witnessed a substantial demand for in-work support interventions, with the most notable highlights as follows:

Client interventions:

- We've witnessed a substantial demand for our services, receiving

252 referrals—a 88% increase from the previous financial year.

- In the past year, we've supported 277 clients, marking a 25% increase, with 98 new clients benefiting from our services—a 55% rise.
- We supported 88 clients supported to retain employment, showcasing a 55% increase.
- 123 individuals referred to us received immediate advice and signposting support.

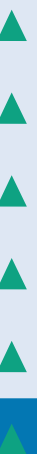
Workplace interventions:

- IWS actively engaged with 63 new employers, marking a 15% increase from the previous year.
- We offered training and support to 106 employers, contributing to a total of 147 employers supported - a 36% increase.
- Our team conducted 2 impactful mental health in the workplace awareness sessions, with the training provision being improved. Building on these improvements, we are rolling out plans to deliver a more sessions in the next financial year.

Working Well Resource:

In the third year of the Working Well Resource, new impactful marketing materials were drafted as the project sought to develop a new client section to the platform. Growing our reach, we conducted 40 client interviews and a year-long cohort study, shaping the project with practical insights and recommendations from clients, while stayed attuned to evolving job challenges for organisations. The work culminated in the launch the Working Well Resource on the main Working Well site, with the new client focused section.

In total, the Resource features 33 pages on a range of topics for clients and employers alike. After 3 years, the projects now concludes. We drafted a comprehensive research report that encapsulates all our findings from across the life of the projects.



OUR IMPACT

Case Study

ZR was referred for in-work support in the context of him suffering a crisis in his mental health state which required long term sick leave. ZR presented a myriad of concerns regarding his working conditions including concerns of discriminatory treatment and breakdown in his working with relationship with a colleagues. ZR was subject to a formal disciplinary process. The impact of these stressors resulted in ZR feeling unsafe, requiring interventions from a crisis services.

In terms of client focused interventions, the IWS team undertook several assessments with ZR to help understand what improvements and steps could be taken to help remedy his concerns. While ZR felt there was no real prospect of a return to work, the service encouraged ZR to avoid taking any precipitous decisions and to focus on his recovery process.

The IWS reached out to her employer to offer support and training. While the employer was initially cautious and defensive of the need for third party intervention, but nonetheless, the People / Employee relations advisor took up offers of support following reassurances that service also exists to support employers in their approach to supporting the mental health of staff.

The IWS supported ZR in a number of meetings with his employer. This allowed the team the opportunity to support ZR to communicate his concerns and what improvements and adjustments could be made to safely manage his return-to-work process. The IWS also provided his employer with tailored advice, with written recommendations around what steps could be taken to first support his return and secondly how to prevent avoidable setbacks in ZR's mental health wellbeing. The IWS also supported ZR in a facilitated / problem solving conversation with the employer to help address some of the barriers impacting on ZR's return to work process. Two key adjustments were discussed and negotiated including store transfer and a line management change. ZR returned

to work later in the month and has sustained his return to work. The IWS also supplied the people management with a comprehensive WR action plan.

Feedback:

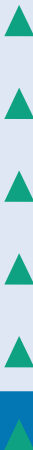
I was referred to Working Well organisation by the NHS due to suffering from mental health and emotional issues caused by ill-treatment from certain individuals at work. While facing discrimination and harassment, and being a very hardworking individual for many years, I am used to working long hours and always displaying myself with the utmost professionalism. However, facing these issues made my mental health spiral down a route of self-harm and emotionally doubting my own ability and worth as a human being. I could not see any way of bringing myself back to being a confident and capable human being who delivers value to a business/ company I'm working for.

After being referred to Working Well Trust, I was personally guided by my case worker on how to manage this situation which brought me to the lowest point I've ever experienced in my life from every angle. Working Well Trust and my case worker also accommodated me with face-to-face meetings to discuss on the appropriate steps to take to tackle the harassment and discrimination I was facing at work. After a few meetings with my case worker and also over the course of many phone conversations with Hassan, I felt a little improvement in my mental health and for the first time in a long time; as though I could reach back to the levels of confidence and emotional capability that I had felt before in my life. My case worker at Working Well also represented me at meetings with my employer throughout this time to help resolve the issues I was facing at work. With Hassan's guidance and support I was able to take time off to recover and focus on my mental health. Over the course of a month, I began feeling mentally stronger and emotionally more confident. And having Hassan at Working Well give me time in person during our scheduled meetings to really be able to talk in-depth with total confidence, in a very safe space, about how I was feeling and how to

move forward has been a key factor in enabling me to become an even better person at this moment in my life.

In addition, having Working Well represent me at meetings with my employer gave me a lot of support as it provided me with legal advice and support that is not readily available to most people in these employer-related harassment situations. The high level of competency and utmost professionalism that Working Well displayed and maintained throughout this whole time was also another important factor that really highlighted to me the amazing work, support and guidance that they are able to do and continuously provide to the public in the area of mental health and support. I had never ever thought that as an individual I would experience or reach a point in my life where I would actually commit self-harm risking death, but Working Well Trust provided an office environment where there is a totally safe space evidently visible, for everyone who goes there. I was always welcomed by the staff, including Hassan, and my situation was resolved with great care, attention, support and dedication by the Working Well team. Even at times where my mental health was very weak and low, causing me to feel so inadequate that I couldn't even get myself to go anywhere due to embarrassment and shame that I felt; Hassan was very considerate and always open to holding a meeting over the phone if I felt I could not attend in person. Working Well Trust has totally helped me at a stage in my life when I needed help but could not and did not know where to get this help from.

To date, I have resumed work and have been working in a much better work environment while at the same company. My employer has actively taken steps to ensure with Hassan and Working Well's help to ensure my mental health does not decline again and that I do not face such treatment again. My working relationships have improved and this would truly not have been possible without having Working Well represent me and providing me with legal guidance and counsel.



FUNDRAISING



During 2023/24 we secured:

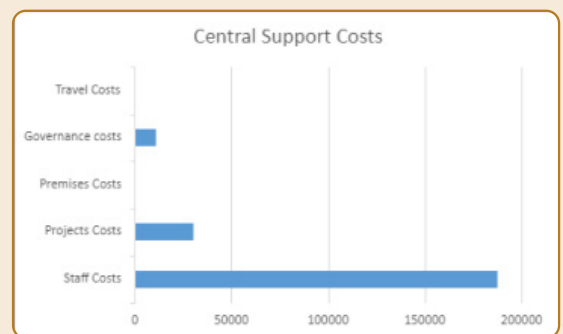
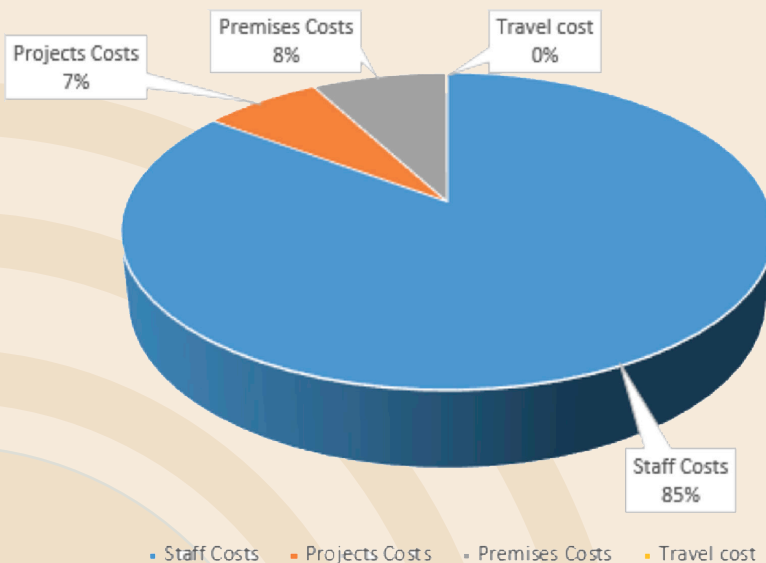
Upskill – funding renewed £22,435

Thrive in to Work - £254,162 (part year)

Where your money goes:

The charts shows below that over 85% of our expenditure is related to staff costs. This reflects our commitment to maintaining the quality and variety of frontline service delivery.

The majority of our governance costs also relate to staffing and core functions.



OUR PLAN



Working Well Trust has set the following objectives in our Strategic Plan for 2019 – 2024

RECOGNISE THE IMPORTANCE OF WELLBEING

VALUE EXPERTS BY EXPERIENCE IN OUR WORKFORCE

DEVELOP NEW EMPLOYMENT SERVICES

BECOME A LEADER IN COMPLEX RETENTION SUPPORT

EXPAND THE SOCIAL ENTERPRISE TRAINING OFFER

STRENGTHEN THE ORGANISATION THROUGH GROWTH

Staff

- Recognise staff wellbeing importance as part of our wellbeing plans
- Look at new ways of supporting staff development

Co-Production:

1. Co-Production group to be developed

Improve Communication:

- New website including client survey
- Plans to promote services
- Client induction pack

For 2024/25 we are looking to focus our expansion on the IPS services. We hope that once we are established in an area we can look to develop Upskill, Business Advice and peer employment support services. e established in an area we can look to develop Upskill, Business Advice and peer employment support services.

FINANCIAL REVIEW



The Board of Trustees is pleased to report that the surplus rose to £90,412 (including restricted funds of £7687).

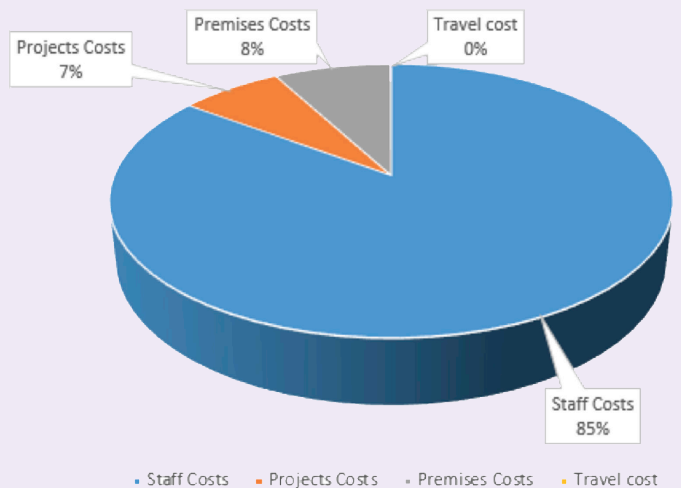
The Board of Trustees were pleased that the Upskill services are funded for another three years with a new contract and the Thrive into Work service has been mobilised fully and extended for another year. Since the year end we have secured the tender, in partnership with Twining Enterprise, for the Barking & Dagenham and Newham IPS services. We are also working in partnership with the Shaw Trust on the new WorkWell service in Enfield.

The Board of Trustees is pleased with the progress made over the last year and are confident that it will continue into 2024/5 and beyond.

Analysis

Working Well’s income increased during 2023/24 mainly due to the addition of the Thrive into Work service. We have also begun to build unrestrictive reserves and have reviewed our reserves policy.

Income and expenditure



Pensions

Working Well Trust offers staff the option to join a defined contribution workplace pension scheme operated by Standard Life or for our employer contribution to be paid into any personal pension scheme of the staff member’s choosing.

Financial Health

As of 31 March 2024 the accounts show that the carried forward reserves rose to £90,412 (including restricted funds of £11,793).

OUR PLAN

Financial plans

We have continued with our commitment to meeting the goals of the Financial Plan to ensure that the organisation is secure, is able to sustain our services and to build our financial strength.

Going Concern

The Board of Trustees are pleased to report that the Trust has exceeded the surplus goal in 2023/4 and we are therefore making steady progress towards the aim of achieving financial security.

The Board of Trustees have reviewed the risks that could impact on the ability to meet the Trust’s liabilities in good time including the increasing risk of late payment by major funders. To mitigate this risk shorter invoice periods have been agreed for some funders. The addition of a new IPS contract and the successful retendering of the Hub contract, supports the Board of Trustee’s positive assessment of the current and future position.

The security provided by contract and grant income means that cashflow will remain positive over the next twelve months, even without new income being secured or generated. The Board of Trustees are aware that two major contracts are subject to re-procurement next year and the leadership team have drafted appropriate plans.

The Board of Trustees is also pleased to report that the unrestricted fund position remains in surplus. We have agreed a surplus target of £50,000 for March 2025 and thereafter a minimum annual surplus target of £50,000 to build up reserves.

The Trust has maintained our existing borrowing facilities, although this is rarely required and only in the short term.

After reviewing all the information, the Board of Trustees have agreed that the Trust is a Going Concern but to ensure they are being vigilant in their responsibilities as Trustees they will continue to monitor the position on a monthly position for the next twelve months.

Reserves Policy

The trustees aim to maintain free reserves in unrestricted funds at a level which equates to approximately three months of unrestricted charitable expenditure. The trustees consider that this level will provide sufficient funds to respond to applications for grants and ensure that support and governance costs are covered. The trustees consider that a level of three months is sufficient at this time given our current contracts and grants.

Total unrestricted funds held at 31 March 2024 was £78,619.. It remains a financial priority for the Trust to improve the position with a minimum annual target of £50,000 unrestricted reserves to gradually build the required reserves. This policy will be reviewed annually.

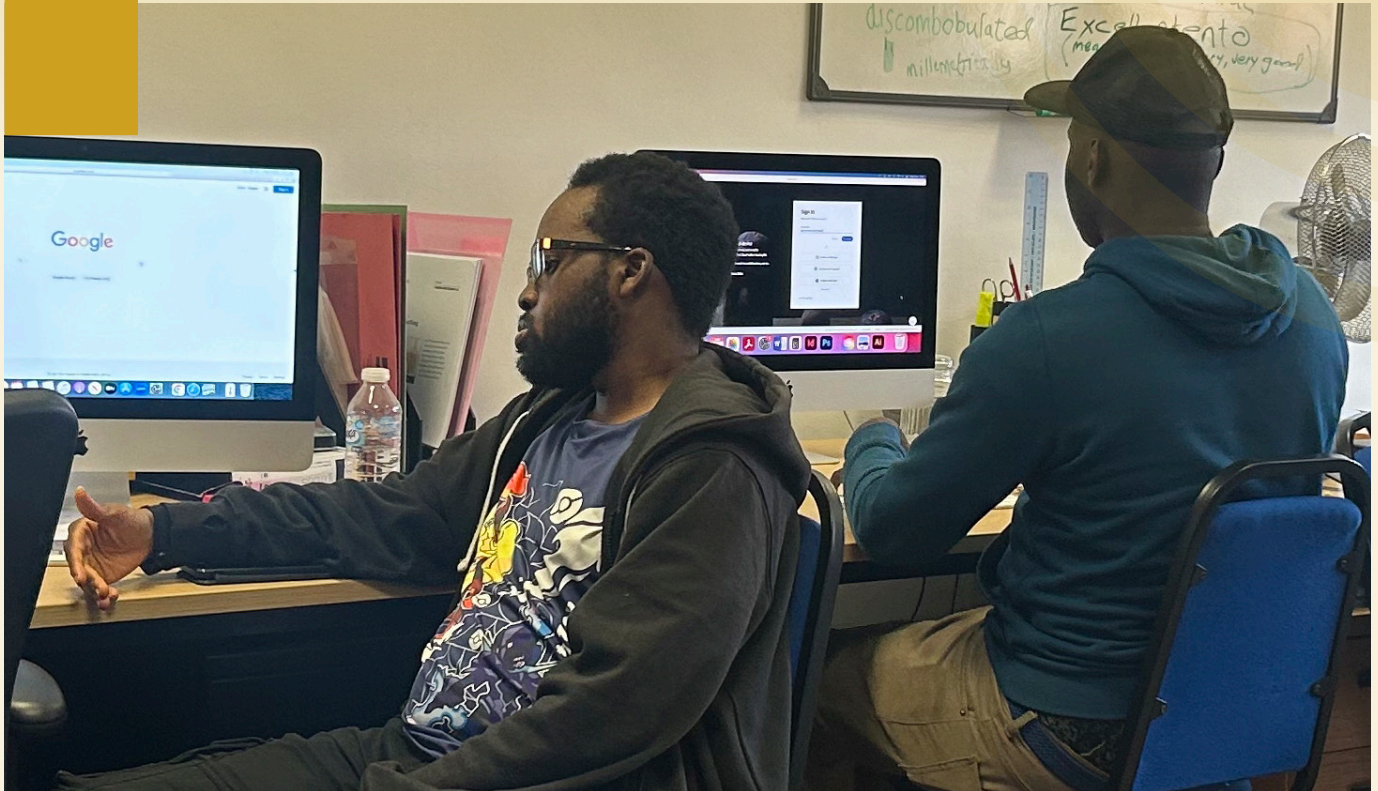
Financial Policy

Working Well Trust’s Financial Policy is reviewed annually.

The policy covers:

1. Role of the Trustees
2. Income/Expenditure, Budget
3. Audited Accounts
4. Income
5. Expenditure
6. Cashbook and Bank Statements
7. Fixed Assets
8. Petty Cash
9. Cheque Books and Cheque Signatories
10. Cheque Requisition Procedure
11. General Security
12. Postage, Couriers, and Other Means of Carriage
13. Staff and Management Committee Expenses
14. Staff Remuneration
15. Contracts with Others

GOVERNANCE



Working Well Trust’s vision is for people who have mental health needs, learning disabilities and who are neurodiverse to have the same employment opportunities as the rest of society, free from discrimination, bias and stigma. We believe that everyone has the right to work and that employment can support an individual’s personal recovery.

Our purpose is to promote the personal recovery of people through support, training and employment.

Our purpose is to promote the personal recovery of people through support, training and employment.

We do this by:

- Supporting people to enter and retain employment
- Offering training opportunities
- Providing recovery-based activities and social connections
- Creating an active environment which allows people to achieve personal outcomes such as increased confidence and resilience
- Supporting people to achieve their goals

Leadership

The organisation is led by a Board of Trustees as defined in our Memorandum and Articles of Association. The Board of Trustees, with the support of the work of the sub-committees, sets the strategy for the Trust, as well

as supporting the Chief Executive and staff team to develop and deliver services. They are responsible for our statutory compliance and risk assessment.

Board of Trustees Membership

Along with being trustees the Board of Trustees also hold other positions in the Trust

Phil Evans	Chair of Trustees, member of the Finance, Digital and Operations Sub Committees
Neil Lukha Sub	Treasurer and Finance Committee Chair
Julia Ingall	People and Culture Sub-Committee Chair
Martin Bould	Member of the Governance Sub Committee
Ollie Brothwood	Member of the Digital Working and Operations Sub Committees
Phil Stitson	Member of the Finance sub-committee
Brigid MacCarthy	Resigned 15 October 2024
Caroline Atkinson	Member of the People and Culture Sub-Committee

GOVERNANCE

Senior Team

There are three members of the Senior Team, the Chief Executive, Operations Director and Finance Manager.

The team are responsible for delivering the Board of Trustees’s plans and supporting staff.

Measuring Leadership Performance

The Trustees have committed to an annual review of their performance of the Charity Governance Code. To this end the Governance Working Group has been created to complete a full assessment and develop an improvement plan, which will then be reviewed annually.

All staff undergo an annual performance review, along with monthly line management, and quarterly catch ups.

Public Benefit Statement

The Trustees have paid due regard to the Charity Commission guidance in Section 17 of the Charities Act 2011 on public benefit when setting the activities of the charity.

Integrity

- Working Well Trust has clear and thorough monitoring systems to ensure that we use our funders’ money effectively and in line with our contracts.
- Sub-committees and the Board of Trustees review the decision-making processes to ensure we meet our own standards as well as regulators such as the Charity Commission and the Centre for Mental Health.
- We undertake quarterly anonymous questionnaires with clients to ensure we are delivering the services they want at the highest standard.
- We have registered with the Fundraising Regulator to ensure our fundraising activities are in line with best practice.
- We comply with GDPR to ensure our clients, staff and funders information is protected.

Avoiding Conflicts of Interest

Trustees and senior team complete a conflict of interest form annually and declarations are requested at the beginning of each Board of Trustees meeting. Where there is a conflict the staff member or trust member is unable to participate in the discussion and has no

voting rights.

The Trustees and Chief Executive review all declaration in line with the Charity Commission guidelines, the accounting requirements for charities laid down in the Statement of Recommended Practice (SORP) and HMRC ‘fit and proper persons’.

There were no externally reportable conflicts of interest in 2023/24.

Transparency for Funders

We understand that we have a responsibility to be transparent with our funders about how they donation, contract or grant is spent by Working Well.

As part of this responsibility we ensure that we are clear how income is spent and for what purpose. Financial controls are in place to enable us to monitor spending and income against specific activities and services. Reports are run monthly, quarterly and annually, and are reviewed by our Finance Sub-Committee and Board of Trustees.

Where required we share information with funders but will always do so within the data protection rules, such as providing anonymised information on client activities and outcomes. We will also not share information about staff or volunteers if there is a dispute until there is a resolution, and only information relevant to funders will then be disclosed.

Modern Slavery and Human Trafficking

We are committed to ensuring modern slavery and human trafficking are not present in our supply chains. This includes undertaking due diligence checks with sub contractors and suppliers, and our contracts require sub-contractors and suppliers to also meet their legal obligations.

Environment

Working Well is committed to being an environmentally responsible organisation and have implemented new practices to reduce our carbon footprint including recycling and reducing printing in-house. We have also offer staff support with cycling to work, reducing unnecessary travel through remote meetings, and sharing resources where possible. We have also eliminated the use of one-use plastic from all our sites.

GOVERNANCE



Equality and Fairness in Pay

We are committed to offering staff good levels of pay (for our sector) so that we can attract and retain staff with the right skills and approach to meet our clients’ and funders needs. We are a Living Wage employer and no posts within Working Well are paid below this level.

Remuneration Decisions

The remuneration decisions are agreed by the People and Culture Sub Committee. The committee consists of two trustees, the Chief Executive and two staff representatives.

Recommendations from this committee are considered for approval by the full Board of Trustees without the presence of staff.

At present all staff, including the senior team, are awarded a flat percentage increase each year. No other remuneration decisions are currently considered.

Pay Policy

Our pay policy is based on sector practice and NHS England guidance for the IPS team members. We do not currently offer individual pay decision based on performance.

Pay Principles

Working Well Trust adheres to the UK government’s statutory and living wage rates. We ensure that all staff delivering similar roles within each project are paid the same. We set an annual pay budget taking into account contract requirements, affordability and external pay trends.

Senior Staff Pay

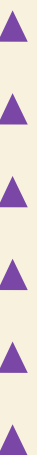
No staff member is paid over the disclosure threshold.

Decision-making risk and control

We have implemented new systems to ensure that the Board of Trustees and senior team are making evidence based decisions including awareness of significant risk issues. The CEO provides a quarterly report to the Board of Trustees including an update on risk issues covering financial, operational, external, governance, regulatory and compliance. In addition to the full Board of Trustees review, the sub-committee teams review risks related to their area of work.

Board of Trustees responsibilities

The Trustees (who are also directors of Working Well Trust Ltd for the purposes of company law) are responsible for preparing the Trustees’ report and



GOVERNANCE

the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the directors to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Practice (United Kingdom Accounting Standards and applicable law). Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs if the charitable company and if 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 directors are required to:

1. Select suitable accounting policies and then apply them consistently;
2. Observe the methods and principles in the Charities SORP FRS102 (2019);
3. Make judgements and accounting estimates that are reasonable and prudent;
4. State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
5. Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation;

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and 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 charitable company and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from the legislation in other jurisdictions.

Financial responsibilities

The Trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with the applicable law and regulations. We comply with charity law requiring the trustees to prepare financial statements each financial year in accordance with the UK Generally Accepted Accounting Practice. Under charity law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity, and of the surplus and deficit for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Make judgements and estimates that are reasonable and prudent
- State whether 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 to operate.

The Trustees are responsible for keeping proper accounting records. These must be sufficient to show and explain the charity's transactions, and 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 UK Charities Act 2011 and applicable accounting regulations. They are also responsible for safeguarding the assets of the charity including taking reasonable steps to prevent and detect fraud and other irregularities.

Financial statements are published on the Working Well website.

Financial Oversight

The strategic management of Working Well Trust is entrusted to the Board of Trustees (also known as the Management Committee). The Chief Executive is responsible for executing the Board of Trustees's decisions as well as the day-to-day management. The Chief Executive delegates authority to the other senior team members, currently the Operations Director, project leads and Finance Manager. Financial authority is granted by the approval of specific budgets to the project leads.

GOVERNANCE



Each contract has a detailed budget and business plan for each year. Where a contract has multiple projects and project leads, a separate budget will be created for each project.

Budgets are reviewed quarterly and reforecast when appropriate.

The finance team are involved in the tendering and application process for new income streams, and the planning of new activities and contract agreements.

Financial Reporting

There are three main elements of financial reporting:

1. Annual Report and Accounts – to ensure we meet with our responsibilities outlined previously.
2. Monthly accounts and statutory returns - to support the Board of Trustees and senior team to make ongoing financial decisions.
3. End of quarters reports to the Board of Trustees.

Financial Policy

All staff, volunteers and trustees must comply with the Trust’s financial policies and procedures without exception.

Financial Sub-Committee and External Audit

The Financial Sub-Committee oversees the work to prepare for the external audit. This committee also

recommends the appointment of the external auditors to the Trustee Board of Trustees.

Risk Management

The Board of Trustees reviews risks at every meeting and specific risks are addressed within the sub-committee meetings. We have adopted the NCVO risk management register to assess and agree mitigating actions.

We have also developed a business continuity policy and procedure to respond to a significant event or crisis.

Financial Risk

The most significant short term financial risk for the Trust is the income uncertainty due to commercial income and payment by result activities being affected by staff turnover. We have taken action to mitigate these risks by significantly reducing commercial targets, by increasing salary levels to help staff retention and by carefully monitoring performance. Commercial income and performance levels are monitored regularly as part of risk management.

The most significant long term financial risk for the Trust is funding uncertainty. To minimise this risk a fundraising strategy is agreed annually, and progress reviewed quarterly.

GOVERNANCE

Non-Financial Risks to Working Well

The most significant non-financial risk is employee turnover, which disrupts service effectiveness due to the need to recruit employees, cover absences and induct new team members. As stated above we have revised salary levels and implemented organisational wide career progression initiatives such as Lead roles in Wellbeing and EDI.

Fundraising Statement

At present we do not undertake any fundraising activities other than grant and tender applications. All applications and tenders are completed by Working Well staff (CEO with support from senior team) as no external contractors are used. All applications and tender adverts must meet an internally agreed standard based on the agreed criteria including:

- Shared values
- Contribution to organisational strength and aims
- Meeting core aims
- Delivery capacity
- Innovation
- Sustainability

The Strategy Development Sub-Committee monitors the fundraising activities of the Trust and this is also reported to the full Board of Trustees. The Finance Sub-Committee reviews progress of applications against the Trust’s financial plans.

The CEO is experienced in writing tender and grant applications. To ensure standards are maintained drafts are shared with the senior team members and summaries are shared with the relevant committees.

▲ We have not and do not intend to include vulnerable people in our fundraising activities. Where funders have contact with our clients we ensure that these meetings are facilitated in a way that ensures our clients are treated with respect and their personal information is protected. Clients are provided with support prior and post meetings.

▲ We have not received any complaints about any fundraising activities of the Trust in the reporting period.

▲ Our fundraising strategy is set annually and reviewed quarterly by the Board of Trustees.

Fundraising Standards and Regulation Compliance

All fundraising is compliant with the Fundraising Regulator’s Code of Fundraising Practice.

Board of Trustees effectiveness

Appointments to the Board of Trustees

Trustees are mainly recruited through volunteering initiatives such as ELBA and Reach. Recruitment to the Board of Trustees is now based on a regular trustees’ skill assessment which identifies areas to be strengthened. Potential trustees submit a curriculum vitae to the Board of Trustees and if they are considered suitable, they are invited to meet with the Chief Executive and a member of the Board of Trustees. At the meeting the role of the trustee is explained and the candidate can ask questions. Interested candidates are then invited to observe a Board of Trustees meeting. New trustees complete an induction process which includes information from the Charity Commission on their responsibilities and key personnel within the Trust. The induction has also been adapted to promote the recruitment of people with lived experience of mental health, learning disabilities and Autism to the Board of Trustees.

Maintaining Independence

All trustees must declare any conflicts of interest in line with our Conflict of Interest policy. At the beginning of each Board meeting the trustees are asked to declare any conflicts specific to the agenda items of that meeting.

Each Board of Trustees meeting’s actions logged which are reviewed at each meeting.

Length of Service

At present there is no limitation on the length of service for each role within the Board of Trustees. This is being reviewed as part of the governance improvements and is likely to change within the next twelve months.

Board of Trustees Meetings

The Board of Trustees meet formally four times a year. The standing agenda item includes finance, operational updates covering performance and strategy.

The Senior Team attend the meetings but do not have any voting rights.

GOVERNANCE



We hold an annual strategy planning event with trustees, staff, clients and other stakeholders to discuss opportunities and areas of developments.

Openness and accountability

Co-Production Commitment

Co-production is a way of working that involves people who use our services, carers, service stakeholders and the community to design, deliver and evaluate our services. It is based on respecting people’s strengths, mutual respect and recognising every contribution. Working Well Trust is committed to using the co-production approach in all of our services and in how those services are delivered. For example: In the enterprises – clients work with staff to decide how commercial work is prioritised and how the training is delivered to meet their individual needs. In the employment services – clients lead on action planning by identifying their strengths and aims, and then work with the staff to reach their goals.

Serious Incident Reporting

No serious incidents were reported during 2023/24.

Raising Concerns Internally

Staff and clients are encouraged to concerns as soon as they arise under the Complaints Policy. Most matters

can be resolved informally but where necessary the policy sets out a formal procedure. Regardless of the outcome of the complaint a review is undertaken to identify what we could learn from the complaint and what we can do to improve the services. The complainant is advised of the results of the review. Complaint responses are reviewed by the HR Sub Committee every six months.

Our Commitment to Safeguarding

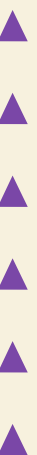
All staff are trained in safeguarding of vulnerable adults as part of their induction and the training is repeated annually.

We comply with local authorities procedures in reporting and handling safeguarding issues. Where staff are co-located in clinical teams they also comply with the health authority procedures.

Complaints and Feedback

We collect feedback from clients and customers every month and complete regular anonymous feedback surveys as part of our commitment to continuously improve our services and performance.

Last year one complaint was received relating to the service offer in Enfield. Although the complaint was not upheld we revised the service offer agreement and included a new condition that this must be signed during the registration process.



GOVERNANCE

Certifications and Registrations

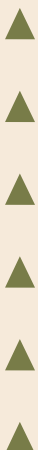
- (i) Fundraising Regulator – we are registered with the Regulator and are committed to adhering to the Code for all our fundraising activities.
- (ii) Centre of Mental Health – we are accredited as a Centre of Excellence for Individual Placement and Support, and regularly conduct fidelity reviews to ensure we continue to operate high fidelity services.

Conclusion

The Annual Report of the Trustees of the Working Well Trust was approved by the Trustees on 2/12/24 and signed on their behalf by

Phil Evans

Phil Evans
Working Well Trust Chair



INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF WORKING WELL TRUST

Opinion

We have audited the financial statements of Working Well Trust (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the balance sheet, the statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies

Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate. Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on

the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

However, as we cannot predict all future events or conditions and as subsequent events may result in outcomes that are inconsistent with judgements that were reasonable at the time they were made, the above conclusions are not a guarantee that the charitable company will continue in operation.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditors' report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the

other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.”

“Opinion on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees’ Report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees’ Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees’ Report.

We have nothing to report in respect of the following matters in relation to which

Companies Act 2006 requires us to report to you if, in our opinion:

- accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees’ remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies’ exemptions in preparing the Trustees’ Report and from the requirement to prepare a Strategic Report.

Responsibilities of trustees

As explained more fully in the trustees’ responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company’s ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditors’ responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors’ report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities,

including fraud is detailed below:

- Enquiry of management and those charged with governance.
- Reviewing trustees’ meetings minutes.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance.
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.”

“As part of an audit in accordance with ISAs (UK), we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion of the effectiveness of the charitable company’s internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees’ use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company’s ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors’ report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors’ report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent

the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

This report is made solely to the charitable company’s members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company’s members those matters we are required to state to them in an auditors’ report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.



Reema Mistry
(senior statutory auditor)

for and on behalf of

Griffin Stone Moscrop & Co
Chartered Accountants
Statutory Auditors
21-27 Lamb’s Conduit Street
London WC1N 3GS

Date: 2 December 2024

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

BALANCE SHEET AS AT 31 MARCH 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	10	1,063	3,799
Current assets			
Stocks and work in progress	11	1,801	1,801
Debtors	12	86,821	99,893
Cash at bank and in hand		146,637	13,714
		<u>235,259</u>	<u>115,408</u>
Creditors: amounts falling due within one year	13	(136,676)	(81,928)
		<u>98,584</u>	<u>33,480</u>
Net current liabilities			
		<u>98,584</u>	<u>33,480</u>
Total assets less current liabilities		<u>99,646</u>	<u>37,278</u>
Creditors: amounts falling due after more than one year	14	(9,235)	(15,465)
		<u>90,412</u>	<u>21,814</u>
Total net assets		<u>90,412</u>	<u>21,814</u>
Charity Funds	20		
Restricted funds		11,793	7,687
Unrestricted funds		78,619	14,127
		<u>90,412</u>	<u>21,814</u>

The trustees acknowledge their responsibilities for complying with the requirements of the act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the trustees and signed on their behalf by:

Phil Evans

Philip Evans
Chair of Trustees

Date : 2 December 2024

Company Registered number : 02703078

The accompanying notes form part of these financial statements.

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2024**

		Unrestricted Funds	Restricted Funds	Total Funds	Unrestricted Funds	Restricted Funds	Total Funds
	Note	2024 £	2024 £	2024 £	2023 £	2023 £	2023 £
Income from:							
Donations and legacies	2	832	-	832	620	-	620
Charitable activities	3	1,222,346	451,054	1,673,400	1,197,645	184,366	1,382,012
Total Income		1,223,178	451,054	1,674,232	1,198,265	184,366	1,382,632
Expenditure on:							
Charitable activities	4	1,158,685	446,949	1,605,633	1,195,523	211,038	1,406,560
Total Expenditure		1,158,685	446,949	1,605,633	1,195,523	211,038	1,406,560
Transfers between funds		-	-	-	-	-	-
Net Movement in Funds		64,493	4,105	68,598	2,742	(26,672)	(23,928)
Reconciliation of funds:							
Total funds brought forward		14,126	7,688	21,814	11,383	34,359	45,742
Net movement in funds		64,493	4,105	68,598	2,743	(26,671)	(23,928)
Total Funds Carried Forward	19	78,619	11,793	90,412	14,126	7,688	21,814

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

The accompanying notes form part of these financial statements

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2024

	2024 £	2023 £
Cash Flows from operation activities		
Net cash used in operation activities	<u>139,153</u>	<u>-40,930</u>
Cash flows from investing activities		
Purchase of tangible fixed assets	-	0
Net Cash used in investing activities	<u>-</u>	<u>0</u>
Cash Flows from financing activities		
Borrowing	- 6,229	-6,229
Net cash provided by(used in) financing activities	<u>- 6,229</u>	<u>-6,229</u>
Change in cash and cash equivalents in the year	132,924	-47,159
Cash and cash equivalents at the beginning of the year	13,714	60,873
Cash and cash equivalents at the end of the year	<u><u>146,637</u></u>	<u><u>13,714</u></u>

The cash and cash equivalents figure above includes both the cash and the charities overdraft facilities at year end.

The accompanying notes form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

a) Statutory information

Working Well Trust is a charitable company limited by guarantee and is incorporated in the UK. The registered office address and principal place of business is First Floor, Pritchard's Road Day Centre, Marian Place, London, E2 9AX

b) Basis of preparation

The financial statements have been prepared in GBP in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice

applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)(effective 1 January 2019) – (Charities SORP (2019)) and the Companies Act 2006. The functional currency is £ sterling. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

c) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

d) Going concern

e) Income is recognised when the company has entitlement to the funds, any performance conditions attached

to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the company has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met. Donations are recognised upon receipt of funds.”

f) Donations of gifts, services and facilities

Donated professional services and donated facilities are recognised as income when the company has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the company of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees’ annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the company which is the amount the company would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

g) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the bank.

h) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations

and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

i) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Expenditure is classified under the following activity headings:

- Expenditure on charitable activities includes the costs undertaken to further the purposes of the company and their associated support costs
- Other expenditure represents those items not falling into any other heading

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.”

j) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Support and governance costs are re-allocated to each of the activity based on contracted project expenditure and staff time.

k) Operating leases

Rental charges are charged on a straight line basis over the term of

the lease.

l) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £1000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Plant and machinery	15% - 20% straight line basis
Office equipment and fixtures and fittings	10% straight line basis
Computer equipment	33.3% straight line basis

m) Stocks

Stocks are stated at the lower of cost and net realisable value. In general, cost is determined on a first in first out basis and includes transport and handling costs. Net realisable value is the price at which stocks can be sold in the normal course of business after allowing for the costs of realisation. Provision is made where necessary for obsolete, slow moving and defective stocks.

n) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

o) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the

date of acquisition or opening of the deposit or similar account.

p) Creditors and provisions

Creditors and provisions are recognised where the company has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Assets purchased under finance leases are capitalised as fixed assets. Obligations under such agreements are included in creditors. The difference between the capitalised cost and the total obligation under the lease represents the finance charge. Finance charges are written off to the SOFA over the period of the lease so as to

produce a constant periodic rate of charge.

q) Financial instruments

The company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value, which is at cost, with the exception of Fixed assets are measured at cost less depreciation

r) Pensions

The company operates a defined contribution scheme and the pension charge represents amounts payable by the company to the fund in respect of the year. The assets of the scheme are held separately from those of the company in an independently administered fund. The company has no liability under the scheme other than for the payment of those

contributions.

s) Critical Judgements and estimates

Preparation of the financial statements requires management to make significant judgements and estimates. The items in the financial statements where these judgements and estimates have been made include:

Depreciation—the Trust exercises judgement to determine useful lives and residual values for tangible fixed assets. The assets are depreciated down to their residual values over their estimated useful lives.

Provisions – provisions have been made against trade debtors; these provisions are an estimate of actual expected outcome and the timing of future cash flows is dependent on future events.”

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 (CONTINUED)

2 Income from donations and legacies

	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £
Gifts	832	-	832	620	-	620
Other Income	-	-	-	-	-	-
	<u>832</u>	<u>-</u>	<u>832</u>	<u>620</u>	<u>-</u>	<u>620</u>

3 Income from charitable activities

	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £
Sew and Support	106,228	-	106,228	101,162	-	101,162
Access	146,938	-	146,938	145,730	-	145,730
Hub support	148,071	-	148,071	133,231	-	133,231
Upskill	-	107,269	107,269	-	109,815	109,815
Reskill	-	-	-	-	9,739	9,739
Action for Bow	-	24,288	24,288	-	19,713	19,713
Kingston	143,272	-	143,272	161,000	-	161,000
Kingston Peer	-	31,667	31,667	-	-	-
East End Comm Fund	-	-	-	11,500	-	11,500
Tower Hamlets CCG/IPS	435,000	-	435,000	411,200	-	411,200
In Work Research	0	24,000	24,000	-	45,100	45,100
Enfield	242,632	-	242,632	232,128	-	232,128
Enfield Thrive /DWP	-	254,162	254,162	-	-	-
Awards 4 All	-	9,668	9,668	-	-	-
Other income	205	-	205	1,696	-	1,696
	<u>1,222,346</u>	<u>451,054</u>	<u>1,673,400</u>	<u>1,197,647</u>	<u>184,367</u>	<u>1,382,012</u>

4 Analysis of expenditure

	Direct costs £	Direct Staff costs £	Depreciation £	Support £	Total 2024 £	Total 2023 £
Sew and Support	16,195	61,183	251	14,539	92,168	100,962
Access	89,168	45,949	-	11,507	146,624	145,509
Hub Support	2,079	112,467	252	20,051	134,849	133,740
Rework/IPSTH	42,506	305,014	865	68,721	417,106	411,133
Upskill	11,665	102,315	-	9,890	123,870	132,670
Enfield	3,485	180,729	902	20,864	205,983	232,128
Kingston	23,101	119,124	465	16,108	158,798	160,551
BME	514	7,173	-	-	7,687	33,268
Enfield Thrive/DWP	10,811	193,020	-	50,332	254,162	-
Kingston Peer	2,066	24,627	-	4,973	31,667	-
Inwork research	630	12,104	-	11,266	24,000	45,100
Other Project costs/East End	-	-	-	-	-	11,500
Awards 4 All	879	4,683	-	-	5,563	-
Data	653	2,275	-	-	2,929	-
Head Office	-	-	-	228	228	-
	<u>203,753</u>	<u>1,170,665</u>	<u>2,735</u>	<u>228,478</u>	<u>1,605,633</u>	<u>1,406,560</u>

The expenditure above is split between funds as follows £1,158,685 (2023: £1,194,523) unrestricted expenditure and £446,949 (2023: £211,038) restricted expenditure

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 (CONTINUED)

4 Analysis of expenditure – Support costs

	2024 £	2023 £
Staff costs	172,288	131,087
Other Staff Costs	13,565	20,256
Project support Costs	21,870	18,310
Premises Costs	-	9
Communications & office	1,614 -	223
Staff training	1,122	1,333
Insurance	155	891
Legal and professional	1,531	2,188
Travel & Subsistence	108	214
Equipment	5,474 -	4,147
Depreciation	-	-
Governance - audit costs	10,750	11,850
	<u>228,478</u>	<u>181,767</u>

5 Net income / (expenditure) for the year

	2024 £	2023 £
This is stated after charging:		
Depreciation	2,735	2,179
Auditors' remuneration (excluding VAT):		
- Audit	10,750	11,850
	<u>10,750</u>	<u>11,850</u>

6 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2024 £	2023 £
Salaries and wages	1,154,247	995,305
Social security costs	104,520	90,878
Employer's contribution to defined contribution pension schemes	55,005	46,533
	<u>1,313,772</u>	<u>1,132,716</u>

No employee earned more than £60,000 during the year (2023: nil).

The company trustees were not paid or received any other benefits from employment with the company in the year (2023: £nil). No company trustee received payment for professional or other services supplied to the company (2023: £nil). No trustees received reimbursed expenses in 2024 or 2023. Key management personnel comprise the Chief Executive Officer, Finance Manager and Operations Director. Total employee benefits of key management personnel, including figures in note 6 above, were £160,336 (2023: £149,999). Other staff costs include a payment of £7,163 (2023: £13,500) to the company Finance Director.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 (CONTINUED)
7 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2024 No.	2023 No.
Access	1	1
Sew and Support	2	2
IPSTH	9	11
Upskill	4	4
Advice	4	5
Kingston	5	5
Kingston Peer	1	1
Enfield	6	5
Enfield Thrive	9	1
	<u>41</u>	<u>35</u>

8 Related party transactions

There are no related party transactions in the year. (2023 – none).

9 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

10 Tangible Fixed Assets

	Plant and Machinery £	Computer Equipment £	Total £
Cost or valuation			
At 1 April 2023	107,850	60,871	168,721
Additions in the year		-	
At 31 March 2024	<u>107,850</u>	<u>60,871</u>	<u>168,721</u>
Depreciation			
At 1 April 2023	105,962	58,961	164,923
Change for the year	825	1,910	2,735
At 31 March 2024	<u>106,787</u>	<u>60,871</u>	<u>167,658</u>
Net Book Value			
At 31 March 2024	<u>1,063</u>	<u>- 0</u>	<u>1,063</u>
At 31 March 2023	<u>1,889</u>	<u>1,910</u>	<u>3,799</u>

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 (CONTINUED)

11 Stocks

	2024	2023
	£	£
Stock items and printing paper	1,801	1,801

12 Debtors

	2024	2023
	£	£
Due within one year		
Trade debtors	76,060	84,641
Other debtors	633	719
Prepayments	1,880	5,214
Accrued income	6,068	9,319
Deposit	2,180	-
	<u>86,821</u>	<u>99,893</u>

13 Creditors: Amounts falling due with one year

	2024	2023
	£	£
Trade creditors	24,559	27,586
Taxation and social security	63,563	15,095
Pension creditor	29,074	23,267
Accruals	13,250	9,750
Bank Loan	6,229	6,229
	<u>136,676</u>	<u>81,928</u>

14 Creditors : Amounts falling due after more than one year

	2024	2023
	£	£
Bank Loan	9,235	15,465

15 Loans

Analysis of maturity of bank loan is shown below

	2024	2023
	£	£
Amount falling due within one year	6,229	6,229
Amount falling due 1-2 years	6,229	6,229
Amount falling due 2-5 years	3,007	9,236
	<u>15,466</u>	<u>21,694</u>

16 Financial Instruments

	2024	2023
	£	£
Financial Assets		
Financial assets measured at fair value through income and expenditure	146,638	13,714
	<u>146,638</u>	<u>13,714</u>

Financial assets measured at fair value through income and expenditure comprise cash at bank and in hand.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 (CONTINUED)

17 Pension Commitments

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £55,005 (2023 - £46,533). Contributions totalling £29,074(2021 - £23,276) remained outstanding at the balance sheet date.

18 Commitments under operating leases

As of 31 March 2024, the company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2024	2023
	£	£
Within one year	16,753	20,894
Within 2-5 years	2,102	18,855
	<u>18,855</u>	<u>39,749</u>

19 Analysis of net assets/(liabilities) between funds (current year)

	General unrestricted	Restricted	Total funds
	£	£	£
Tangible fixed assets	1,063	-	1,063
Net current assets/(liabilities)	10,730	78,619	89,349
Net assets at the end of the year	<u>11,793</u>	<u>78,619</u>	<u>90,412</u>

19 Analysis of net assets/(liabilities) between funds (prior year)

	General unrestricted	Restricted	Total funds
	£	£	£
Tangible fixed assets	3,798	-	3,799
Net current assets/(liabilities)	10,328	7,687	18,016
Net assets at the end of the year	<u>14,126</u>	<u>7,687</u>	<u>21,814</u>

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 (CONTINUED)

20 Movements in funds (current year)

	At 1 April 2023	Income & gains	Expenditure & losses	Transfers	At 31 March 2024
	£	£	£	£	£
Restricted funds:					
Upskill & Reskill and Action for Bow	-	131,557	-123,870		7,687
Enfield Thrive /DWP	-	254,162	-254,162		-
InWork Research	-	24,000	-24,000		-
BME/COMPASS	7,687	-	7,687		-
Kingston Peer		31,667	-31,667		-
Awards for All	-	9,668	-5,563		4,105
Total restricted funds	7,687	451,054	-446,949		11,792
General funds	14,126	1,223,178	-1,158,685		78,619
Total unrestricted funds	14,126	1,223,178	-1,158,685		78,619
Total funds	21,813	1,674,232	-1,605,633		90,412

20 Movements in funds (prior year)

	At 1 April 2022	Income & gains	Expenditure & losses	Transfers	At 31 March 2023
	£	£	£	£	£
Restricted funds:					
Upskill and Reskill	-6,596	139,266	-132,670		-
InWork Research	-	45,100	-45,100		-
BME/COMPASS	40,954	-	33,268		7,687
Total restricted funds	34,358	184,366	-211,038	-	7,687
General funds	11,383	1,198,266	-1,195,523		14,127
Total unrestricted funds	11,383	1,198,266	-1,195,523	-	14,127
Total funds	45,742	1,382,632	-1,406,560		21,814

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024 (CONTINUED)

Purposes of restricted funds

Upskill and Reskill
Support to find training and volunteering opportunities needed to develop the skills essential for future employment and wellbeing

Enfield Thrive /DWP
Support to help and thrive into employment

InWork Research
Works with client to create an individual action plan to help them achieve their employment goals.

BME/COMPASS
Develop connections with and improved referral pathways for people from BAME communities who were under-represented in mental health

Kingston Peer
The delivery of the Kingston Peer Support Service.

Awrds for all
This relates to grant funding specifically restricted for work in the community

21 Reconciliation of net income to net cash flow from operating activities

	2024 £	2023 £
Net income for the reporting period (as per the statement of financial activities)	68,598	-23,928
Depreciation charges	2,735	2,179
Decrease/(increase) in debtors	13,072	-5,657
Increase/(Decrease) in creditors	54,748	-13,524
Net cash provided by / (used in) operating activities	139,153	-40,930

22 Analysis of changes in net debt

	At 1 April 2023 £	Loans	Cash flows £	Other non cash changes £	At 31 March 2024 £
Cash at bank and in hand	13,714	-	132,923	-	146,637
Overdraft facility repayable on demand	-	-	-	-	-
Loans falling due within one year	6,229	-	-	-	6,229
Loans falling due more than one year	15,466	(6,229)	-	-	9,237
Total cash and cash equivalents	35,409	(6,229)	132,923	-	162,103

23 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

Income

	2023/24
	£
Donation and legacies	832
Sew and Support	106,228
Access	146,938
Hub support	148,071
Upskill	107,269
Reskill	-
Action for Bow	24,288
Kingston	143,272
Kingston Peer	31,667
East End Comm Fund	-
Tower Hamlets CCG/IPS	435,000
In Work Research	24,000
Enfield	242,632
Enfield Thrive/DWP	254,162
Awards 4 all	9,668
other income	205
	<u>1,674,232</u>

-

Expenditure

	2023/24
	£
Sew and Support	92,168
Access	146,624
Hub Support	134,849
Rework/IPSTH	417,106
Upskill	123,870
Enfield	205,983
Kingston	158,798
BME	7,687
Enfield Thrive/DWP	254,162
Kingston Peer	31,667
Inwork research	24,000
Other Project costs/East End	-
Awards 4 All	5,563
Data	2,929
Head Office	228
	<u>1,605,633</u>

ACKNOWLEDGEMENT

With grateful acknowledgement to our statutory funders



workingwell
trust

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