

workingwell
trust

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trust

We help people with mental health
issues, Autism (ASD) and learning
difficulties return to work.

Working Well Trust.

Services in

WORKING WELL TRUST ANNUAL REPORT AND ACCOUNTS

MARCH 2023

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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Challenging Times but a Brighter Future

We are pleased to report that we worked with just under 1000 clients this year and over 200 employers from a wider range of sectors.

The environment has been incredibly challenging over the last year, especially for a charity focused on supporting people into employment when for a large part of the year the job market was closed. I am proud that the Trust, and especially the staff team, responded so well to the challenges by continuing to innovate new ways of supporting people achieve their employment goals.

Our plans for growth, initially set out in 2019, have had to be adjusted down over the last year as grants and contract funds were diverted by grantmakers and commissioners to respond to the impact of the pandemic. The funding environment is slowly returning to a non-covid focus as funding organisations look at how they can support people post pandemic. We saw that change in

action when Barnet, Enfield and Haringey Mental Health Trust agreed to support the expansion of the Enfield IPS team, allowing us to double the number of employment specialists. We hope to see further expansion over the next year to enable us to meet our revised target growth so that we can support even more people into work.

We have made significant progress in securing the financial future of the organisation and are now in the position to build reserves, invest in services and staff. The Board are obviously pleased with the improved position but also acknowledge that further work is needed.

I would like express our gratitude to the organisations that have funded Working Well over the last year, including the London Borough of Enfield, Trust for London, the Royal Borough of Kingston on Thames and the London Borough of Tower Hamlets. Local funders such as Action for Bow, Compass and the 42 Fenchurch Street Legacy have also supported the work of the Trust,



enabling us to develop new services for people over 50 and BAME communities. We look forward to building on our relationships with these funders, and hopefully new funders, over the coming year.

Finally, I would like to thank our staff team for their continued dedication and hard work over the last year.

Phil Evans
Chair of Trustees





I hope you will take the time to read some of the amazing case stories in this report. Although it has been yet another challenging year for the Trust, particularly the impact of the cost of living crisis, our clients and teams have worked so hard and produced wonderful results across all of the services.

I was particularly pleased about the development of the Kingston Peer service as it helps meet one of our strategic aims of creating more peer based services. The same for the confirmation of a second round of funding from Action for Bow allowed us to expand our services for older people.

We were able to support the progression of existing employees into lead roles including Claire Riley taking over the lead role for the Tower Hamlets IPS service just before the fidelity review. Rebecca Stewart also became the

new lead for the Kingston team and also saw her team expand with the new peer service. Nat Charles and Juliette Carter were also promoted to Senior Employment Specialist roles. We were also pleased to attract a wide range of new people to the organisation, who have brought new skills and ideas to help us continually improve the service.

As stated in our Chair's statement our funders have been incredibly supportive over the last year, along with the financial support they have also helped with the development of services, such as the Enfield Commissioner who helped secure a funding extension and the mobilisation of a whole new service in 2023.

Yes, there are still challenges and we expect to see new ones in 2023/24 but with the support of the Board of Trustees and our funders, we are confident about



the coming year and look forward to expanding our services further.

Helen Forster
Chief Executive

WHAT WE DO

ACCESS PRINT & DESIGN

472 Hackney Road E2 9EQ

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

Contact 020 7613 0045 or accessprint@wwtrust.co.uk for more information

SEW & SUPPORT

**The Shadwell Centre
Room G15
455 The Highway London E1**

Provides training and 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.

Contact 020 7613 7096 or info@wwtrust.co.uk for more information

BUSINESS & ENTERPRISE

**Pritchard's Road Day Centre
E2 9AX**

Advice and support for

clients wishing to start their own business. This can be as simple as an email consultation, or as complete as one to one support with emails, face to face meetings, funding advice, resource & application advice, business plan development, and more.

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

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, and role changes. Working Well Resource now provides

information via our website.

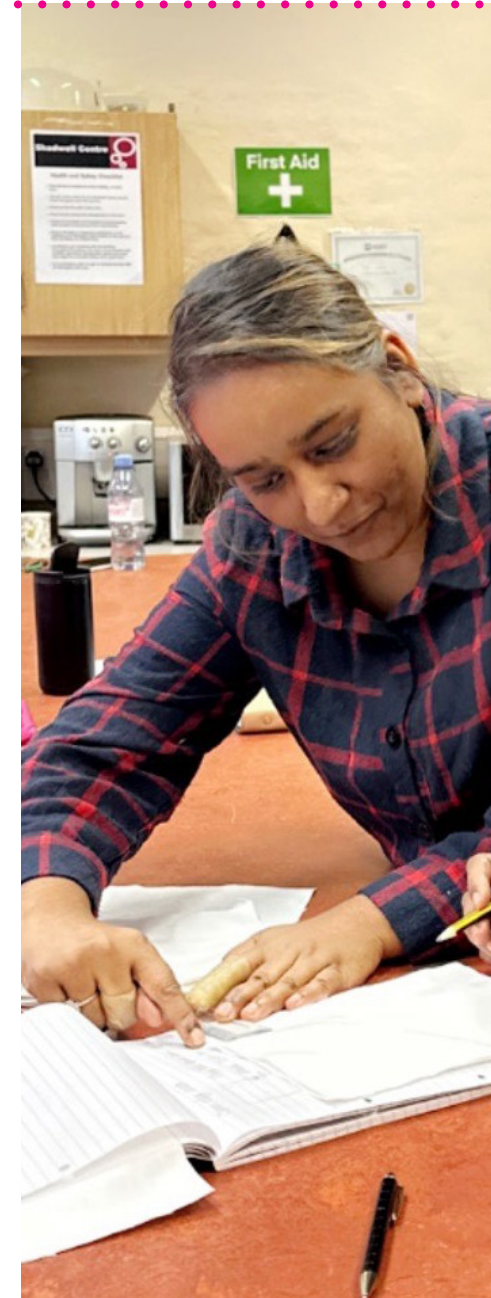
Contact 020 7729 7557 or info@wwtrust.co.uk for more information

PEER EMPLOYMENT COACH

**Pritchard's Road Day Centre
E2 9AX**

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





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**

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**

Works with clients 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**

ENFIELD IPS SERVICE

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.

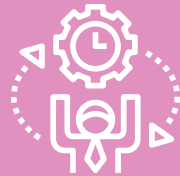
**Contact enfield@wwtrust.
co.uk for more information**

OUR IMPACT

In 2022/23 we worked with over 1400 people, supporting them to achieve their employment, training and wellbeing goals.

This is up by approximately 500 people from the year before.

Even though the total number of people supported was slightly lower we were really pleased to see we helped 45% more people into work.



244

Job starts



1425

Clients supported



IPS Grow Quality Mark awarded to Enfield and Tower Hamlets



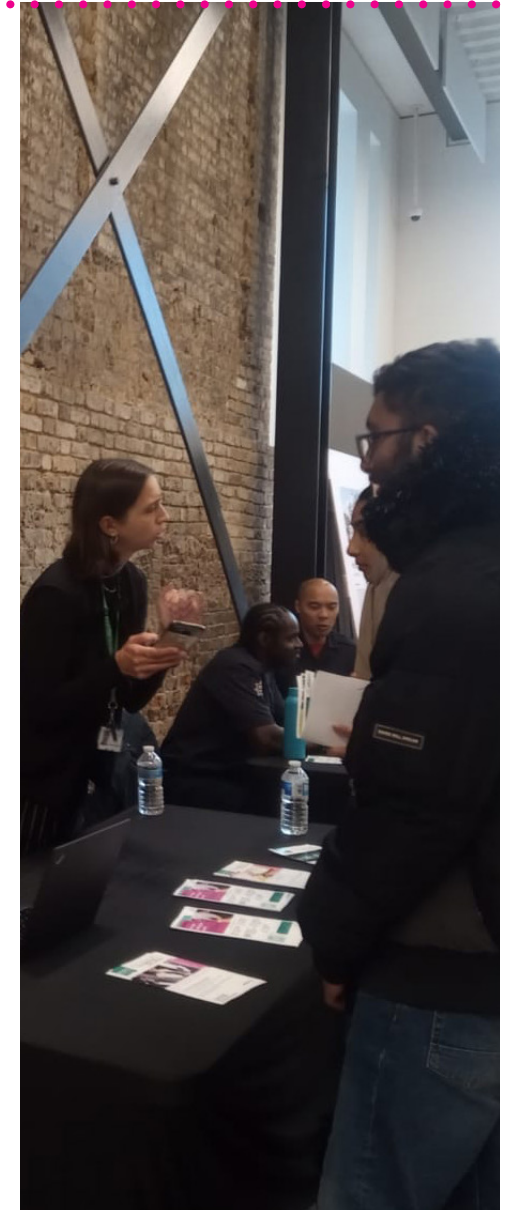
200+

Employers supported



244

Clients supported to retain employment



Access Print, Sew & Support and Peer Support

The new model has continued to prove successful in both enterprises. Both courses have been oversubscribed and have a waiting list for course places. Embedding regular peer support reviews with clients has meant that 100% of clients will progress following completion of the course and peer support has also ensured that clients less likely to drop out as they can access support to overcome barriers to learning including support with outside and lifestyle stresses. The Peer Employment Coach works closely with the training staff to support clients through the training programmes, to review progress and to ensure clients are fully prepared for their next step.

The courses are unit based with each client able to progress through the units at their own pace and able to access the courses with different levels of skills from complete beginners to those with some experience. The growing reputation of the service has meant increasing referrals from a range of both clinical and voluntary sector organisations. Both Access and Sew and Support have been proactive in recruiting, training volunteers with lived experience. At Access this has meant we have been able to offer a 1-2-1 service for people with mental health who have been digitally excluded to develop basic digital life skills.

Congratulations to the two volunteers this year who have gone on to secure paid employment. Sew and Support have partnered with Upskill and Age UK to offer summer workshops for older isolated residents of Bow, funded by the Bow East West project.

We hope to develop more of this partnership work in the future.

This year 36 clients completed courses with peer support and a further 36 clients accessed peer support to identify and progress towards individual goals a total of 72 Tower Hamlets residents with serious mental health challenges accessed support.

Some examples of trainees who completed their course this year at Sew and Support include N, G and S who are all progressing onto to next level training and G who is also looking for part time employment while he studies. S has become a volunteer teacher and is about to start her learning support assistant course, N has started her own business doing tailoring and dressmaking but has also had her own exhibition and has joined an advanced sewing class.

Here is what Angela the trainer had to say about this hard working and

tightly knit group who have become friends while improving their skills and being creative.

“It has been a wonderful 6 months getting to know a great bunch of people and watch them grow in confidence and skills. Each member of the course has a new challenge to go on to with many opting to carry on their training progressing onto an advanced level course.”

The commercial activities of both projects have fully resumed. The changes in the economy following the pandemic have affected our customer base but the teams have looked at ways of attracting new customers. Congratulations to Access Print and Design who have exceeded the commercial targets for the year despite the difficult commercial conditions.



Feedback

'I have enjoyed every moment of the Sewing Support Program from beginning to the end. It has boost my confidence and has encouraged me to further sewing course. Doing the sewing has been therapeutical for my wellbeing.'

'The training room was always clean and organised. So we could just start with our work on arrival. The whole team have been amazing throughout the six months module. Thank you so much!'

'Yes, warm + inviting and staff and everyone were friendly and very helpful. I really enjoyed my time doing this course very much and highly recommend it.'

Case study

CCM had a taster session at Access in December and officially joined Access in January. CCM was struggling with self-doubt and his confidence when he initially began and was looking for part time employment but started a course

in graphic designing to help him build his confidence. CCM wanted to focus on improving on his skills in in-design and photoshop Illustrator.

His goal was to leave his house as he was also struggling with this. CCM had an interest in creativity, woodwork, art, animation and Japanese Manga.

CCM still feels overwhelmed from time to time and struggles with motivation but is receiving support from his parents, keyworker, Muniza, Ninara, Brett and Karen.

CCM secured a job interview with Lift Futures as an apprenticeship on Junior Content Creator and passed first stages into second stage of the interview.

CCM with support started Tae-Kwando class to do exercise, to learn martial art techniques - started in June with help from Ninara.

CCM is also a lot more active and has a more positive attitude in general, he feels much more confident within himself.

"Me and Access is going well. I'm meeting all different types of people and learning something that I still enjoy even though it's not in my interest and field but I'm learning other things. Access has been very positive for me based on my enquiries helping me find my part time jobs. I'm feeling confident in a positive way."



Business and Enterprise

Business & Enterprise operates with one member of staff working two days a week with the Trust. The service supports clients aiming to start up their own enterprise or become self-employed. It achieves this through:

- 1-2-1 support and advice to clients working towards setting themselves up as self-employed or in business.
- Signposting to opportunities in the community to develop business skills, (e.g., business support programmes, writing a business plan, marketing, understanding social media etc.)
- Supporting clients to identify funding sources or survival budgets such as start-up

grants, paid work or assisted programmes whilst on benefits.

- Identifying goals of self-employment and self-assessing as to the viability of the business.
- Supporting clients to organise and develop pop ups/taster session in the community and gain real life experience on their chosen field.
- Matching members to business mentors via East London Business Enterprise (ELBA)

Case study

SaHo has been building his candle and wax-melt business for nearly a year, but has only recently been guided towards focusing his efforts towards his best sellers and high profit items.

This has seen him cease the losses his business suffered earlier in the year, and to report some good revenues of £1,000 on some days at markets, all from items with large profit margins, allowing SaHo to recoup some of those earlier losses.

“I would like to say, that the support you have been providing me has helped me to learn and develop more skills in order to build the foundation of my business. Its also helpful as you’re also going at my pace and understanding my condition and working round this makes it more helpful for me. I’m happy to have this support and mentoring, who’s always supporting me and helping motivate myself to make my business a success one day.

Thank you.”

In-work Service

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 being supported under a structured case management approach—a 55% rise.
- We supported 88 clients to retain employment, a 55% increase.
- 123 individuals referred were assisted with immediate advice and signposting support. Workplace interventions:
- IWS actively engaged with 63 new employers, marking a 15% increase from the previous year.

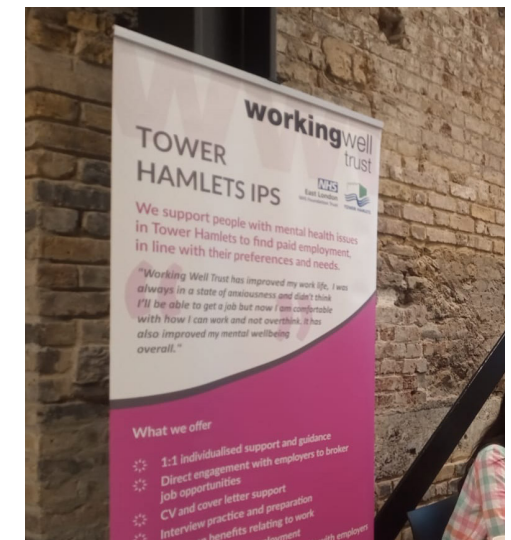
- We offered training and support to 106 employers, contributing to a total of 147 employers supported - a 36% increase.
- Our team conducted 2 impactful mental health in the workplace awareness sessions, with the training provision being improved. Building on these improvements, we are rolling out plans to deliver 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.



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 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.

Kingston Supported Employment

The Kingston Supported Employment Service consists of 2 full-time and one part-time Employment Support Workers and the Team Leader. The service provides individuals with autism, learning disabilities, or mental health conditions assistance with securing paid employment, volunteering placements or training. One-to-one support involves working with each person to identify their career goals and planning out steps to work towards them. Practical support is also given in areas such as CV writing, job searching, interview preparation. Our support workers engage with employers and organisations that offer volunteering opportunities to identify suitable placements for the people we support and to facilitate the onboarding process and give advice around workplace adjustments and disability awareness.

Within the past year, there have been role changes within the Kingston team with our previous Team Leader moving onto a new role. Consequently, Kingston Team’s Senior Employment Support Worker was recruited into this role, and a new Employment Support Worker joined the team. Despite some reduced capacity for client support during this period of change, the team had a successful fourth year of the service in the Kingston borough. The team worked hard on building new partnerships and developing existing contacts with local services. Close work with organisations that offer day services, including regular co-location with Balance, and offering “Thinking About Work” workshops to potential clients at 2 local day services has led to an increase in initial assessments of clients accessing day services from 1 to 11 on the previous year.

Referrals have been consistent on last year, whilst initial assessments

have increased by 58.7% which is attributed to the hard work of the team to avoid a waitlist to accessing support. Whilst job starts have remained consistent on the previous year, the team has seen a 13.3% increase in 26-week job

sustainments, and a 28% increase in the number of volunteering placements started by clients.

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



Case Study

Case Study SH has a learning disability, autism, and mental health issues. They were looking for hands-on work in an outdoors environment. The employment support worker (ESW) supported them to look for suitable opportunities. The ESW made contact with the manager of a local golf course and met with them in person to discuss a potential role for SH at the golf course. They discussed SH's previous experience and skills and arranged for SH to attend an interview for a position as a greenkeeper. SH was offered the role and has been really enjoying their work there. They really enjoy the early starts and say this has helped with their routine and boosted their mood. They are enjoying the technical aspects of the job and have been

trained to use lots of equipment and machinery. They say the rest of the team are friendly and supportive.

They have received very positive feedback from their manager and passed their probation period after working at the course for 6 months.

SH's father said "His mental health has improved so much. He is excited to go to work each day and his mood has gotten much better. He is a lot more motivated and more social. There isn't a better role for him."



Tower Hamlets IPS

The Tower Hamlets IPS employment service comprises a dedicated team of eight skilled Employment Specialists, including a Senior Employment Specialist, under the guidance of the Service Manager. The service assists individuals accessing SMI health care to gain and maintain employment. This is achieved through the implementation of a specialized and evidence-based approach, Individual Placement Support (IPS). As part of the service, the team engages with local employers to broker opportunities and arrange reasonable adjustments to ensure that the necessary support is available for both clients and employers when employment is found. Employment Specialists are co-located in clinical mental health teams across Tower Hamlets to allow for clinical input in an individual's employment experience.

End of year statistics

In the last financial year (2022-2023), the service:

- Received 601 referrals for employment support, this is a 20% increase from the previous financial year
- Registered 306 new clients to the service
- Supported 104 clients with finding employment (85 first position)
- 91 clients reported sustaining paid employment for greater than 13, 26 or 52 weeks*

* These figures are based on evidence collection, actual figures may be higher

Other achievements:

- The service achieved 'Good' Fidelity during the March 2023 fidelity review and was awarded the IPS Grow Quality Mark. During the review, clinical integration of the service was noted to be at exemplary level: 'This service is one of the best examples seen in terms of demonstrating how effective integration can positively impact both the trust, provider and most importantly service users.' It was also noted that integration was evident at all levels within the service including management, WWT senior stakeholders and ELFT executive Board of Trustees. 'IPS plays a central part in the care package offered to service users within NMHT.' (Fidelity report, 2023)
- 1,437 Employers were visited across the year. The Employment Specialists have also adopted an industry focus based on own

interests as well as caseload preferences to build effective relationships and grow TH's network of employers.

- Due to staff turnover within the year, the team had a significant number of new Employment Specialists at any given time within the year.

Despite this, the Employment Specialists have worked extremely hard to support their clients into employment and have achieved outcomes that lead to the awarded Quality Mark.

The team have excelled in working together and have already co-produced a Business Plan for the next financial year with the support of the Operational Director. Each week, the team meets to discuss their impact and support each other to provide the best employment support for their clients and the service as a whole.

During a retention support meeting, an Employment Specialist reported that they are 'proud to work for such a great organization' and outlined their passion for working for a cause they 'believe in'.

- Job's secured were in sectors including; administration, education, hospitality, digital, security, retail, finance, animal care, healthcare and project management.

ELFT Clinical Team Quotes:

Clinician: "Consistently always had positive feedback from clients, they are not shoe-horned into jobs" and they have a "great referral process. As a time-pressed clinician there are no barriers".

Clinician: "The feedback I get about (the Employment Specialist) from patients I see is universally positive".

ELFT Borough Director: "I thank all our IPS Colleagues for their hard work and effort... what they do is truly fantastic".

Chief Operating Officer: "I am immensely proud of what they do and what they have achieved. There is a huge challenge ahead with financial situation in the country and in London. I am heartened by the work of the IPS colleagues".

Other Quotes:

Client: "100% recommend the support and consideration that is shown. They really care about my mental health".

Client: "First time in a long time that I have some hope".

Client: "Going into employment after a long break is very daunting, there is always a sense that you

should be a different person. My ES showed the perfect balance of encouragement and understanding. (The Employment Specialist) worked holistically and at my pace, always considering my preferences".

DWP: "WWT have been a pivotal provider" and (JCP) are "very happy with the way it is working now. It has a very effective and positive outcome for our customers".

Case study

Client, SA, has been accessing support since July 2022. She left her previous job in Barts Hospital as a new-born hearing screener in 2021 due to being unable to work because of her mental health and feeling unsupported.

SA has bipolar and severe anxiety and discussed feeling that despite her determination no one would

employ her. SA expressed that she loves helping people and working for the NHS and wanted to "give back". SA discussed with her Employment Specialist (ES) various ideas of what she wanted to do and had already started applying for roles and wanted support building her confidence and interview preparation.

The ES worked closely with SAA keeping regular contact with 1-1s and telephone calls before and after interviews to debrief and prepare for the next. SA was successful in several applications and talked through the pros and cons of both with the ES and SA decided to take a role she was familiar with in Moorfields Eye Hospital due to the good career prospects and training offered.

SA had reported an increase in confidence and that she wanted to apply for her “dream job” which she subsequently found as an assistant Psychological Welfare Practitioner. SA was unsure of how much personal information to share in her cover letter, and the ES liaised with a Psychologist in CMHT to speak with her to support.

SA has now been employed 3 weeks with weekly contact with the ES and SAA says she has never been

happier and so excited for her future as she has already been given more responsibility and told her work is of a very high standard.

The ES continues to support with regular contact and will continue to do so for as long as SA feels appropriate.

Client Quote:

““I was given the support from my ES to know and recognise my own potential and my capabilities, my hopes and my aspirations. My ES saw my vision for my life with me and supported me every step of the way with professionalism, knowledge and compassion to understand me as the person I am and what I have to offer not only society but more importantly to myself. I am now in a role that I had only dreamed of and I am building on the foundations of professional success thanks to all my own efforts and also those of ES. I am defined by my ongoing success and not my mental health history.

So thank you”



Enfield IPS

Enfield IPS Service supports residents of Enfield borough, who are experiencing mental health difficulties to find employment. We have expanded our reach over the last year, meaning that we are reaching a wider group of people than ever. Having previously relied on referrals from only three mental health teams in Enfield, we now support clients from 10 different clinical teams, in addition to accepting referrals from Disability Employment Advisors at our local job centres. This has allowed us to ensure that fewer people are falling through the gaps who would benefit from our support. Particularly in our work with the 18-25 Transition Team, who support individuals transitioning from child to adult services, a time when many fall off the radar of mental health services and miss out on crucial support.

Outcomes for Enfield IPS for the year 22/23 were as follows:



222

Referrals



143

Engagement
(registration of
a new service
user):



39

Job starts (service
user entering a
role for the 1st
time)



56

Jobs sustained

Enfield IPS has had a great year for both outcomes, and as a service in general. We became the first service in London to be awarded the IPS Grow Quality Mark in our fidelity review (followed by Tower Hamlets a year later). This review measured how closely we were adhering to the IPS model, and assessed the support we were giving to clients and the outcomes we achieved. IPS Grow had this to say about the service:

“The whole service demonstrated excellent knowledge, passion and an excellent attitude towards both delivery of IPS and in their approach to the fidelity review process. The service engages well with IPS Grow and is clearly well managed, supported and, despite being a relatively new team, they are achieving a great balance between driving performance and delivery of a quality service.”

As a team we have seen a great increase across all outcomes from last

years results. Referrals have increase by 43%, which can be attributed to the amount of outreach the team has performed over the last year to new services. We have

linked in with many new services in the borough that have come about as part of transformation, and it has been invaluable establishing these referral pathways. Engagements are also up by 52% on last year, so we are engaging a higher percentage of service users overall than last year. Job starts increased by 24% on the previous year, so increasing at a slower rate than referrals and engagements, but this is to be expected, and from Q3 22/23 to Q4, we saw a 36% increase in job starts, which should continue as a trend into the new financial year now that we have a higher number of new service users being engaged each quarter.

We are particularly proud of our sustainment outcomes this year, as

we have had a 59% increase on last year, in clients who are achieving 13 weeks in employment. A total of 63% of clients who started a job with us in 22/23 reached their 13 week sustainment outcome. We have seen some excellent in work support being given by Employment specialists that has allowed this to happen.

Case study

AH (client), had to take sick leave from her role, but felt very strongly that she wanted to return to work as soon as possible as her mental health was linked to her going to work and being busy. AH tried to return to work and had found it very challenging, and it was ultimately an unsuccessful process. Her Employment Specialist (ES) and AH worked together to understand the reasons for the first unsuccessful return to work so that they could find ways to make sure it didn't happen again.

After they completed a list of reasonable adjustments and changes to her phased return, AH and her ES presented these to AH's manager. Her manager agreed and it was decided that AH would begin a new phased return the following week. Since then, AH has had regular check in with her ES, ensuring that she was communicating when things weren't quite right at work. Her ES made sure that they focused on positives and solutions to any issue. Now, AH has completed her phased return and is back to full-time work and is happy to be back to doing what she loves.

"I have been very grateful for all the help my ES gave me to get me back to work. She was there when I wasn't sure about how something had gone at work and helped me feel motivated when things were slower than I hoped."



FUNDRAISING

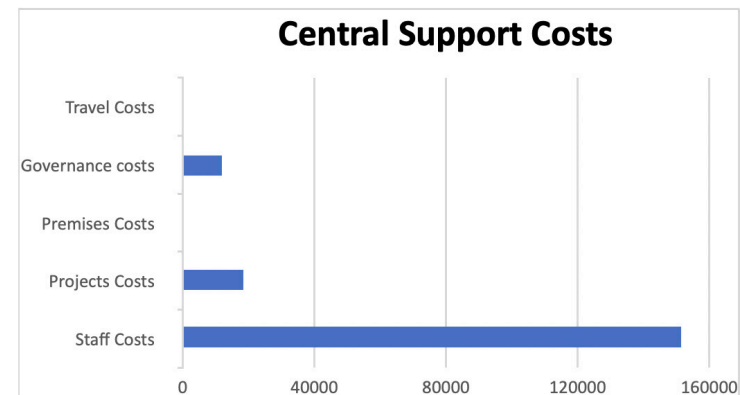
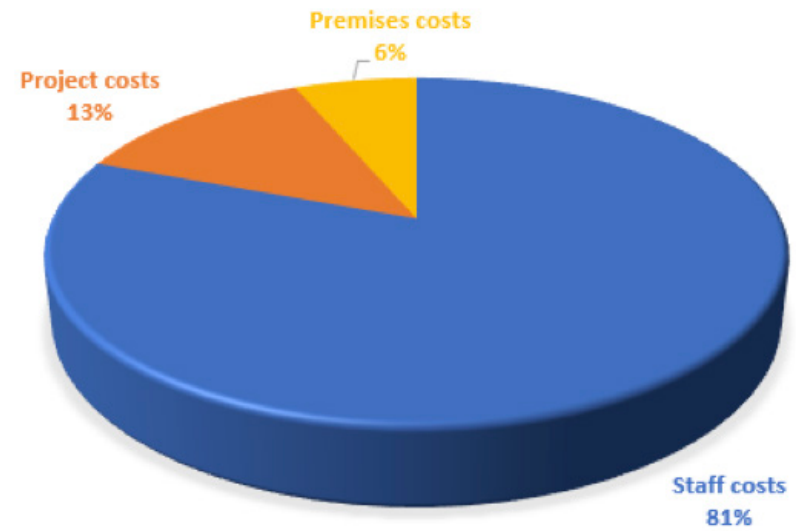


During 2022/23 we secured:

Kingston - £160,000 per annum for three years

Action for Bow £19713

Where your money goes:



OUR PLANS

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

EXPAND THE SOCIAL ENTERPRISE TRAINING OFFER

STRENGTHEN THE ORGANISATION THROUGH GROWTH

Staff

- Recognise staff wellbeing importance as part 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 2023/24 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.



FINANCIAL REVIEW



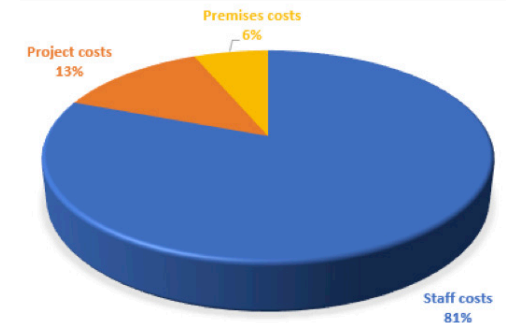
A combination of the recognition of the Compass grant income for 2022/23 activities in the previous year and the extraordinary impact of the cost of living crisis on both employee turnover and salary demands, led to a deficit for the year ending March 2023. However, the Board of Trustees were pleased to note that despite these challenges the balance sheet remained positive.

The Board of Trustees were pleased that the Kingston Supported Employment Service contract was extended for another three years with a new contract. Since the year end we have also seen funding secured for the Upskill service, also for another three years. With the news of funding from Enfield for a large Department of Work and Pensions employment service, the organisation is beginning to build on the foundations needed for financial strength and security.

Analysis

Working Well's income decreased during 2022/23 due to the recognition of a grant in the prior year. We were pleased to note an increase in commercial sales by almost 50%. The 2022/23 position still remain challenging as we have effectively no unrestrictive reserves.

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 2023 the accounts show a surplus of £21,814, although this is a decline from the previous as stated above the 2021/22 included income for the 2022/23 activities.

Financial plans

We have continued with our commitment to meeting the goals of the Financial Recovery plan to ensure that the organisation is secure, is able to sustain our services and to build our financial strength. To date we have:

Reducing costs **Restructured and reduce costs**

Fundraising strategy **Focused on unrestricted funding opportunities**

Performance **Met the majority of our performance targets**

Goals **Set an annual surplus target**

Going Concern Progress

We have continued our focus on improving the financial strength of the organisation over the last year, despite the significant environmental factors such as the cost of living crisis which have resulted in increased costs and staff retention challenges. Due to the recognition of the Compass funding in the previous year's account the year end position for March 2023 showed a deficit for that year but the balance sheet position remained positive.

We have continued to improve our internal financial reporting including adding new information to the monthly dashboard such as year-end position forecasts, and restricted and unrestricted funds position.

Due to the cost of living crisis the Board of Trustees agreed to reduce the surplus target for the year so that the employees could receive a higher than planned salary increase. This decision was based on the need to retain experienced staff during a period of high turnover linked to the crisis.

Going Concern

The Board of Trustees are confident that the Trust is progressing, despite the external economic pressures, towards greater financial security. The Board of Trustees have reviewed the risks that could impact on our ability to meet our liabilities in good time including the accuracy of our

income forecasts and have adjusted payment times to reflect changes in payment processing by Integrated Care System funders. As stated above the Finance Dashboard has been improved to provide a monthly update on our current and forecast year end position. The Board of Trustees were pleased that the Kingston contract has been secured for another three years, that new funds have been granted through Kingston Mind and that the Employment Hub has been extended. The Board of Trustees have also considered the positive impact of the new DWP IPS contract in Enfield which will further strengthen our position. 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. We have again reviewed all cost areas but at this point no further



significant savings are planned.

We also maintained our existing borrowing facilities, although this is rarely required and only in the short term. We have the ability to borrow more in the short term should we need to.

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

In conclusion, the Board of Trustees are confident that Working Well Trust should be assessed as a going concern. 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 2024 and thereafter a minimum annual

surplus target of £50,000 to build up reserves.

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.

The balance held as unrestricted funds at 31 March 2023 was a surplus of £14,127. It remains a financial priority for the Trust to improve the position with a minimum annual target of £50,000 unrestricted income surplus to gradually to slowly 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.

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 Treas

Neil Lukha Treasurer and Finance Sub 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 Member of the

MacCarthy People and Culture Sub Committee

Caroline People and Culture Sub-Committee

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’ 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 2022/23.

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.

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 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.

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.

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.

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 2022/23.

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.

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 11th December 2023 and signed on their behalf by Phil Evans.

Provision of Information to Auditors

Each of the persons who are Trustees at the time when ehwn this Trustees' report is approved has confirmed that:

- so far as that trustee is aware, there is no relevant audit information of which the charitable company's auditors are unaware, and
- that trustee has taken all the steps that ought to have been taken as a trustee in order to be aware of any information needed by the charitable company's auditors in connection with preparing their report and to establish that the charitable company's auditors are aware of that information

Phil Evans
Working Well Trust Chair



INDEPENDENT AUDITORS' REPORT

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 2023 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 2023 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.

Material uncertainty relating to going concern

The trustees have prepared the financial

statements on a going concern basis. We draw your attention to Note 1d in the financial statements which explains the measures implemented during the financial year and the procedures in place post year end. The trustees have clarified the key factors which could impact the going concern status and concluded that the charity will continue to operate on a going concern basis for a period of at least 12 months from the date of approval of these financial statements ("the going concern period").

In our evaluation of the trustees' conclusions, we considered the inherent risks to the charitable company and analysed how those risks might affect the charitable company's financial resources or ability to continue operations over the going concern period.

Our conclusions based on this work:

- we consider that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate;
- we have not identified, and concur with the trustees' assessment that there is not, a material uncertainty related 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 the going concern period.

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.

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 are satisfied of the steps taken by the charitable company to continue as a going concern.

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:

- adequate 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)

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

11 December 2023

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2023

	Note	Unrestricted Funds	Restricted Funds	Total Funds	Unrestricted Funds	Restricted Funds	Total Funds
		2023	2023	2023	2022	2022	2022
		£	£	£	£	£	£
Income from:							
Donations and legacies	2	620	-	620	2,078	-	2,078
Charitable activities	3	1,197,646	184,366	1,382,012	1,189,882	266,017	1,455,899
Total Income		1,198,266	184,366	1,382,632	1,191,960	266,017	1,457,977
Expenditure on:							
Charitable activities	4	1,195,523	211,038	1,406,560	1,081,583	259,061	1,340,644
Total Expenditure		1,195,523	211,038	1,406,560	1,081,583	259,061	1,340,644
Transfers between funds		-	-	-	-	-	-
Net Movement in Funds		2,743	(26,671)	- 23,928	110,377	6,956	117,333
Reconciliation of funds:							
Total funds brought forward		11,383	34,359	45,742	(98,994)	27,402	(71,591)
Net movement in funds		2,743	(26,671)	(23,928)	110,377	6,956	117,333
Total Funds Carried Forward	19	14,127	7,687	21,814	11,383	34,359	45,742

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

The accompanying notes form part of these financial statements



BALANCE SHEET AS AT 31 MARCH 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	10	3,799	5,978
Current assets			
Stocks and work in progress	11	1,801	1,801
Debtors	12	99,893	94,235
Cash at bank and in hand		13,714	60,873
		<u>115,409</u>	<u>156,910</u>
Creditors: amounts falling due within one year	13	(81,928)	(95,452)
		<u>33,481</u>	<u>61,458</u>
Net current liabilities		33,481	61,458
Total assets less current liabilities		<u>37,279</u>	<u>67,436</u>
Creditors: amounts falling due after more than one year	14	(15,465)	(21,694)
Total net assets		<u>21,814</u>	<u>45,742</u>
Charity Funds			
Restricted funds	20	7,687	34,359
Unrestricted funds		14,127	11,383
Total charity funds		<u>21,814</u>	<u>45,742</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:

Philip Michael Evans

Digitally signed by Philip Michael Evans
DN: cn=Philip Michael Evans, o, ou, email=philm_evans@hotmail.com, c=GB
Date: 2023.12.14 17:16:31 Z

Philip Evans
Chair of Trustees

Date : 11 December 2023

Company Registered number : 02703078

The accompanying notes form part of these financial statements.

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2023

	2023 £	2022 £
Cash Flows from operation activities		
Net cash used in operation activities	- 40,930	-74,469
Cash flows from investing activities		
Purchase of tangible fixed assets	-	-1,032
Net Cash used in investing activities	<u>-</u>	<u>-1,032</u>
Cash Flows from financing activities		
Borrowing	- 6,229	-2,076
Net cash provided by(used in) financing activities	<u>- 6,229</u>	<u>-2,076</u>
Change in cash and cash equivalents in the year	- 47,159	-77,577
Cash and cash equivalents at the beginning of the year	60,873	138,450
Cash and cash equivalents at the end of the year	<u>13,714</u>	<u>60,873</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.

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

The Board of Trustees are confident that the Trust is progressing, despite the external eco-

nomical pressures, towards greater financial security. The Board of Trustees have reviewed the risks that could impact on our ability to meet our liabilities in good time including the accuracy of our income forecasts and have adjusted payment times to reflect changes in payment processing by Integrated Care System funders. As stated above the Finance Dashboard has been improved to provide a monthly update on our current and forecast year end position. The Board of Trustees were pleased that the Kingston contract has been secured for another three years, that new funds have been granted through Kingston Mind and that the Employment Hub has been extended. The Board of Trustees have also considered the positive impact of the new DWP IPS contract in Enfield which will further strengthen our position. 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. We have again reviewed all cost areas but at this point no further significant savings are planned.

We also maintained our existing borrowing facilities, although this is rarely required and only in the short term. We have the ability to borrow more in the short term should we need to.

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

In conclusion, the Board of Trustees are confident that Working Well Trust should be assessed as a going concern. 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 2024 and thereafter a minimum annual surplus target of £50,000 to build up reserves.

e) Income Recognition

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) Government Grants

Grants relating to the Coronavirus Job Retention Schedule are recognised in the statement of comprehensive income in the same period as the related expenditure.

h) 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.

i) 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.

j) 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.

k) 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.

l) Operating leases

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

m) 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

n) 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.

o) 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.

p) 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

q) 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.

r) 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

s) 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.

t) 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.

STATEMENT OF FINANCIAL ACTIVITIES

2 Income from donations and legacies

	Unrestricted Funds	Restricted Funds	Total Funds	Unrestricted Funds	Restricted Funds	Total Funds
	2023	2023	2023	2022	2022	2022
	£	£	£	£	£	£
Gifts	620	-	620	2,078	-	2,078
Other Income	-	-	-	-	-	-
	<u>620</u>	<u>-</u>	<u>620</u>	<u>2,078</u>	<u>-</u>	<u>2,078</u>

3 Income from charitable activities

	Unrestricted Funds	Restricted Funds	Total Funds	Unrestricted Funds	Restricted Funds	Total Funds
	2023	2023	2023	2022	2022	2022
	£	£	£	£	£	£
Sew and Support	101,162	-	101,162	105,273	-	105,273
Access	145,730	-	145,730	132,750	-	132,750
Hub support	133,231	-	133,231	144,637	-	144,637
Upskill	-	109,815	109,815	-	108,485	108,485
Reskill	-	9,739	9,739	-	7,791	7,791
Action for Bow	-	19,713	19,713	-	-	-
Kingston	161,000	-	161,000	164,243	-	164,243
East End Comm Fund	11,500	-	11,500	11,000	-	11,000
Tower Hamlets CCG/IPS	411,200	-	411,200	408,500	-	408,500
Pilgrim Trust	-	-	-	-	4,668	4,668
In Work Research	-	45,100	45,100	-	47,600	47,600
Enfield	232,128	-	232,128	203,800	-	203,800
Digital Project/IT project	-	-	-	19,677	-	19,677
Covid Infection	-	-	-	-	56,523	56,523
BME/COMPASS	-	-	-	-	40,951	40,951
Other income	1,696	-	1,696	-	-	-
	<u>1,197,646</u>	<u>184,366</u>	<u>1,382,012</u>	<u>1,189,882</u>	<u>266,017</u>	<u>1,455,899</u>

4 Analysis of expenditure

	Direct costs	Direct Staff costs	Depreciation	Support	Total	Total
					2023	2022
	£	£	£	£	£	£
Sew and Support	30,110	60,388	-	10,464	100,962	100,569
Access	89,716	44,428	-	11,366	145,509	129,534
Hub Support	7,064	125,734	176	765	133,740	140,738
Rework/IPSTH	28,537	298,791	586	83,219	411,133	383,564
Upskill	4,546	120,209	-	7,915	132,670	128,878
Enfield	2,574	210,887	1,047	17,621	232,128	169,453
Pilgrims Trust	-	-	-	-	-	7,309
Kingston	14,097	115,905	213	30,336	160,551	147,585
Industry Expert	-	-	-	-	-	-
Inwork research	1,422	39,139	157	4,383	45,100	60,459
Digital Project	-	-	-	-	-	3,653
OTHER project costs/East End	-	-	-	11,500	11,500	12,381
BME	212	28,856	-	4,200	33,268	-
Covid Infect control	-	-	-	-	-	56,523
	<u>178,277</u>	<u>1,044,337</u>	<u>2,179</u>	<u>181,767</u>	<u>1,406,560</u>	<u>1,340,644</u>

The expenditure above is split between funds as follows £1,195,523 (2022: £1,081,583) unrestricted expenditure and £211,038 (2022: £259,061) restricted expenditure

4 Analysis of expenditure – Support costs

	2023	2022
	£	£
Staff costs	131,087	101,196
Other Staff Costs	20,256	63,966
Project support Costs	18,310	27,132
Premises Costs	9	30
Communications & office	223	528
Staff training	1,333	338
Insurance	891	121
Legal and professional	2,188	-
Travel & Subsistence	214	28
Equipment	4,147	132
Depreciation	-	304
Governance - audit costs	11,850	15,150
	<u>181,767</u>	<u>208,924</u>

5 Net income / (expenditure) for the year

	2023	2022
	£	£
This is stated after charging:		
Depreciation	2,179	6,912
Auditors' remuneration (excluding VAT):		
- Audit	11,850	12,791

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

Staff costs were as follows:

	2023 £	2022 £
Salaries and wages	995,305	860,440
Social security costs	90,878	72,672
Employer's contribution to defined contribution pension schemes	46,533	37,448
	<u>1,132,716</u>	<u>970,560</u>

No employee earned more than £60,000 during the year (2022: nil).

The company trustees were not paid or received any other benefits from employment with the company in the year (2022: £nil). No company trustee received payment for professional or other services supplied to the company (2022: £nil). No trustees received reimbursed expenses in 2023 or 2022. 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 £149,999 (2022: £124,957). Other staff costs include a payment of £13,500 (2022: £26,128) to the company Finance Director.

7 Staff numbers

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

	2023 No.	2022 No.
Access	1	1
Sew and Support	2	2
IPSTH	13	11
Upskill/Reskill	3	4
Advice	4	5
Kingston	5	5
Industry Expert	-	1
Enfield	8	5
Women Project	-	-
Digital Project	-	1
	<u>36</u>	<u>35</u>

8 Related party transactions

There are no related party transactions in the year. (2022 – 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 2022	107,851	60,871	168,722
Additions in the year	-	-	-
At 31 March 2023	<u>107,851</u>	<u>60,871</u>	<u>168,722</u>
Depreciation			
At 1 April 2022	105,463	57,281	162,744
Change for the year	499	1,680	2,179
At 31 March 2023	<u>105,962</u>	<u>58,961</u>	<u>164,923</u>
Net Book Value			
At 31 March 2023	<u>1,889</u>	<u>1,910</u>	<u>3,799</u>
At 31 March 2022	<u>2,387</u>	<u>3,590</u>	<u>5,978</u>

11 Stocks

	2023 £	2022 £
Stock items and printing paper	<u>1,801</u>	<u>1,801</u>

12 Debtors

	2023 £	2022 £
Due within one year		
Trade debtors	84,641	86,532
Other debtors	719	188
Prepayments	5,214	2,015
Accrued income	9,319	5,500
	<u>99,893</u>	<u>94,235</u>

13 Creditors: Amounts falling due with one year

	2023 £	2022 £
Trade creditors	27,586	27,895
Taxation and social security	15,095	29,529
Pension creditor	23,267	24,148
Accruals	9,750	7,650
Bank Loan	6,229	6,229
	<u>81,928</u>	<u>95,452</u>

14 Creditors : Amounts falling due after more than one year

	2023 £	2022 £
Bank Loan	<u>15,465</u>	<u>27,500</u>

15 Loans

	2023 £	2022 £
Analysis of maturity of bank loan is shown below		
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	9,236	15,465
	<u>21,694</u>	<u>27,924</u>

16 Financial Instruments

	2023 £	2022 £
Financial Assets		
Financial assets measured at fair value through income and expenditure	13,714	60,873
	<u>13,714</u>	<u>60,873</u>

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

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 £46,533 (2022 - £37,448). Contributions totalling £23,267 (2022 - £24,148) remained outstanding at the balance sheet date.

18 Commitments under operating leases

As of 31 March 2023, the company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2023 £	2022 £
Within one year	17,641	17,641
Within 2-5 years	15,572	35,690
	<u>33,213</u>	<u>53,331</u>

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

	General unrestricted	Restricted	Total funds
	£	£	£
Tangible fixed assets	3,799	-	3,799
Net current assets/(liabilities)	10,328	7,687	18,016
Net assets at the end of the year	14,127	7,687	21,814

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

	General unrestricted	Restricted	Total funds
	£	£	£
Tangible fixed assets	5,978	-	5,978
Net current assets/(liabilities)	5,405	34,359	5,405
Net assets at the end of the year	11,383	34,359	45,742

20 Movements in funds (current year)

	At 1 April 2022	Income & gains	Expenditure & losses	Transfers	At 31 March 2023
	£	£	£	£	£
Restricted funds:					
Upskill & Reskill and Action for Bow	-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

21 Movements in funds (prior year)

	At 1 April 2021	Income & gains	Expenditure & losses	Transfers	At 31 March 2022
	£	£	£	£	£
Restricted funds:					
Upskill and Reskill	6,005	116,276	-128,877	-	-6596
Digital Project	3,653	-	-3653	-	-
InWork Research	12,859	47,600	-60,459	-	-
Pilgrim Trust -Women Project	2,641	4,668	-7,309	-	-
Industry expert - East end Comm fund	4	-	-	-	4
Capital Fund	2,241	-	-2241	-	-
Covid Infection	-	56,523	-56,523	-	-
BME/COMPASS	-	40,951	-	-	40,951
Total restricted funds	27,402	266,017	-259,061	-	34,359
General funds	-98,994	1,191,960	-1,081,583	-	11,383
Total unrestricted funds	-98,994	1,191,960	-1,081,583	-	11,383
Total funds	-71,591	1,457,977	-1,340,644	-	45,742

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

Digital Project
The purpose of the Digital Inclusion project is to reduce the isolation of Working Well Trust clients during the pandemic

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

Pilgrim Trust - Women Project
This relates to a grant towards supporting women on low income job to secure a better paid job.

Employment Support - East End Comm fund
To contribute to the employment support activities.

Capital fund
This relates to grant funding specifically restricted to capital expenditure.

Covid Infection
To support the safe working practices for employees and clients during the pandemic.

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

Transfers
Where restricted projects allow for reallocation of surplus funds to overhead expenditure they have been done through a transfer between funds.

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

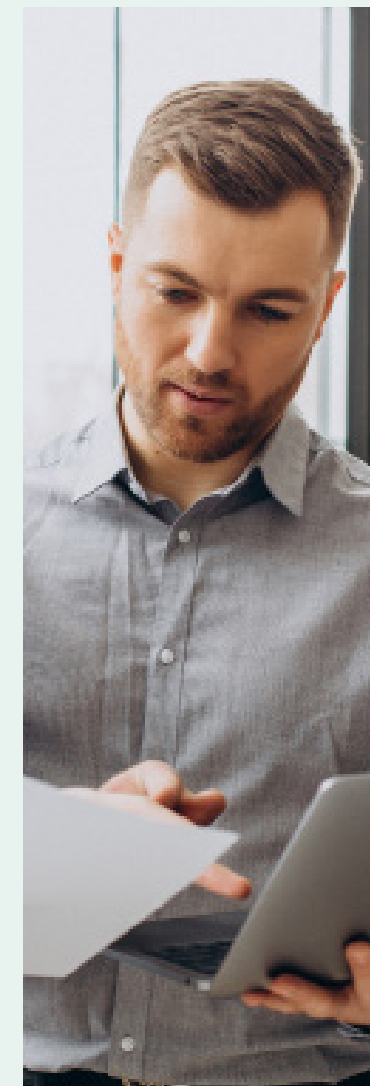
	2023	2022
	£	£
Net income for the reporting period (as per the statement of financial activities)	(23,928)	117,333
Depreciation charges	2,179	6,912
Increase in debtors	(5,657)	(30,532)
Decrease in creditors	(13,524)	(168,182)
Net cash provided by / (used in) operating activities	(40,930)	(74,469)

23 Analysis of changes in net debt

	At 1 April 2022	Loans	Cash flows	Other non cash changes	At 31 March 2023
	£		£	£	£
Cash at bank and in hand	60,873	-	(47,159)	-	13,714
Overdraft facility repayable on demand	-	-	-	-	-
Loans falling due within one year	6,229	-	-	-	6,229
Loans falling due more than one year	21,694	(6,229)	-	-	15,465
Total cash and cash equivalents	88,797	(6,229)	(47,159)	-	35,409

24 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.



ACKNOWLEDGEMENT

With grateful acknowledgement to our statutory funders



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