

COMPANY REGISTRATION NUMBER: 02610208  
CHARITY REGISTRATION NUMBER: 1066776

**Improving Lives Plymouth**  
**Company Limited by Guarantee**  
**Financial Statements**  
**31 March 2023**

**WESTCOTTS (SW) LLP**

Chartered accountants & statutory auditor  
Plym House  
3 Longbridge Road  
Marsh Mills  
Plymouth  
PL6 8LT

# **Improving Lives Plymouth**

**Company Limited by Guarantee**

**Financial Statements**

**Year ended 31 March 2023**

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# Improving Lives Plymouth

## Company Limited by Guarantee

### Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2023

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The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2023.

#### Reference and administrative details

**Registered charity name** Improving Lives Plymouth

**Charity registration number** 1066776

**Company registration number** 02610208

#### Principal office and Head Quarters

Ernest English House  
Buckwell Street  
Plymouth  
PL1 2DA

Mannamead Wellbeing Hub  
156 Mannamead Road  
Hartley  
Plymouth  
Devon  
PL3 5QL

#### The trustees

S Keaty  
E Latham  
T Lea  
J Prichard  
E Steed  
S Waite (Appointed 25 July 2022)  
S Rodgers (Resigned 5 September 2022)

**CEO & Company secretary** Robert Smith

**Auditor** Westcotts (SW) LLP  
Chartered accountants & statutory auditor  
Plym House  
3 Longbridge Road  
Marsh Mills  
Plymouth  
PL6 8LT

**Bankers** Handelsbanken Plc  
Ground Floor, Salt Quay House  
4 Norther East Quay  
Sutton Harbour  
Plymouth  
PL4 0BN

# Improving Lives Plymouth

## Company Limited by Guarantee

### Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

#### Year ended 31 March 2023

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#### Strategic report

The following sections for achievements and performance and financial review form the strategic report of the charity.

#### Structure, Governance, and management

##### Governance

Improving Lives Plymouth is a Registered charity and a Company Limited by Guarantee. This means it is accountable to the Charity Commission and Companies House. All filings to these regulatory bodies are made each year within the required time frames.

The area of benefit is Plymouth.

The Board of Trustees comprises company directors and honorary officers. The trustees set the pay of key personnel in line with the local market. The Chief Executive Officer is also the Company Secretary. The board has responsibility for implementing the aims and objectives of the charity through the development of appropriate policies and strategies. Regular board meetings are held throughout the year to monitor and review the work of the charity. Once a year the trustees and the charity senior staff meet for a day to look at the strategic issues affecting the charity and its development.

All trustees have an induction programme which involves them visiting the Improving Lives Plymouth services and projects. They are also given all relevant documents, including the Articles, Business Plan, Annual Risk Assessment Plan, and other key documents and policies. The Charity Commission document 'The Essential Trustee CC3' is also included.

Improving Lives Plymouth uses the Governance Code of Good Practice as a benchmark for its Trustee Board.

##### Risk Assessment

The trustees have undertaken a rigorous assessment of the major risks to which Improving Lives Plymouth is exposed using guidelines developed by the Charity Commission.

Key areas have been identified and an action plan has been developed. The trustees have established a system to review and update this on an annual basis to ensure that these risks are mitigated.

##### Recruitment of Trustees

The board has, and regularly considers (at least annually), the skills, knowledge, and experience it needs to govern, lead, and deliver the charity's purposes effectively. It reflects this mix in its trustee appointments, balancing the need for continuity with the need to refresh the board.

There is a transparent procedure to appoint new trustees to the board, which includes advertising vacancies on our social media and our website. Appointments or nominations for election are made based on the skills, knowledge, and experience the board needs and with full consideration of the benefits, including service user representation. We target recruitment to achieve both a balance of skills and representation.

# Improving Lives Plymouth

## Company Limited by Guarantee

### Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2023

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#### Trustees' responsibilities statement

The trustees, who are also directors 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 charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping adequate accounting records that are 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 Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

#### Objectives and Activities

##### Our Purpose

The objects for which Improving Lives Plymouth was established in 1907, and amended in June 2019, are:

- a) to assist, comfort and guide any person who may be in distress by reason of poverty, ill health, loneliness or any other cause.
  - b) to promote and protect the health and wellbeing and to relieve need, suffering and distress among persons within Plymouth and the surrounding area, who are currently or have previously served in the armed forces and their dependents, through the provision of services, advice and facilities to assist in their rehabilitation and integration into the community.
  - c) to promote, encourage and foster any objects which may be for the common good of the community within Plymouth and the surrounding area; and
  - d) to encourage, initiate and co-operate in the work of other voluntary or statutory bodies for the advancement of education, the furtherance of health, the relief of poverty, distress or sickness or for any other work of a charitable nature or which may hereafter be deemed by law to be charitable.
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# Improving Lives Plymouth

## Company Limited by Guarantee

### Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

#### Year ended 31 March 2023

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#### **Our 5-Year Strategic Plan**

##### **Our Vision**

People in our communities have the resilience, confidence, and support they need, to lead happier and healthier lives.

##### **Our Mission**

To be an accessible charity at the heart of our community, supporting and inspiring people to improve their health and wellbeing. We do this by delivering high quality services, codesigned with people who have disabilities and long-term health conditions, their carers, and those in difficulty.

##### **Our Purpose**

We will work with you, to ensure you get the information, advice and support you need, at times in your life when you need us.

##### **Our Values**

- We treat everyone with dignity and respect.
- We are non-judgemental and respond to people's needs.
- We are empathetic, sensitive and compassionate.
- We have honesty and integrity in all that we do
- We are committed to continuous improvement, through learning and listening.

##### **Our Strategic Priorities**

- Continue to develop a well-respected and accessible charity.
- Codesign our activities and developments with our stakeholders, service users and partners
- Run a sustainable charity with the necessary financial, building and human resources.
- Maintain effective and integrated governance.

##### **How we will deliver our Strategic Priorities**

Continue to develop a well-respected and accessible charity

We will do this by:

- Living our values
  - Continuing to review and update our strategy and business plan, undertaking development work in 2023 to launch a new plan for 24-25 onward.
  - Continue to improve our communications plans, using our website, social media and local media outlets.
  - Ensure our messaging reflects we are a charity that is integral to the life of the city.
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# Improving Lives Plymouth

## Company Limited by Guarantee

### Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2023

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- Continuously improve and work in line with charity best practice and charity commission guidance.
- Risk assessing all our work and developments, including safeguarding and working to best practice standards.
- Codesign our activities and developments with our stakeholders, service users and partners.
- Taking an active part in all aspects of Adult Social Care and Health planning across the city by seeking to influence policy and the development of new services through service user feedback and involvement in strategic forums across the VCSE (Voluntary Community and Social Enterprise Sector), PCC (Plymouth City Council), the LCP (Local Care Partnership), the Devon ICB (Integrated Care Board) and the emerging Devon ICS (Integrated Care System).
- Continually reviewing the purpose of our Mannamead Well-Being Hub to reflect multi agency working and integrated service delivery arrangements to better meet the needs of people in the area and across the wider city. To continue co-location arrangements with other agencies including Devon Mind.
- Continue our commitment to service delivery in the evenings via the location of the Crisis Café mental health services, the Devon Mental Health Alliance follow on support groups and the Veterans and Family Hub warm spaces and peer support groups.
- Developing services based at the Ernest English House building in the city centre to complement the Mannamead Well Being Hub. Embracing further co-location opportunities with a range of organisations and services to achieve Well Being Hub status. Including Devon Mind, Shelter, Citizens Advice, Operation Courage, Plymouth Energy Community, Plymouth Autism and Support Service.
- Developing our capacity to support people with Severe and enduring Mental Health Issues (SMI) through our membership of the Devon Mental Health Alliance in partnership with the One Devon NHS Mental Health Provider Collaborative
- Reviewing how we support the needs of Young Adults throughout our service design with a particular focus on Young Adult Carers.
- Continuing to develop the Plymouth Veterans and Family Hub by creating a sustainable business model with a mixed income portfolio and a clearly defined core service model based on evidenced needs and service user feedback gathered over the last 3 years.
- Run a sustainable charity with the necessary financial, building and human resources.
- We will continue to develop our fundraising strategy to grow our income; over the next two years this will include the revenue and capital required to grow and develop the Veterans and Family Hub, Young Adult Carers and Plymouth Community Assist.
- We will look to grow our financial reserves to give a sustainable funding base for the charity.
- Continue improvements at Ernest English House with regard to its overall presentation, to accommodate a wider range of services with improved utilisation of rooms and a new system for receiving visitors at reception accessing the different 'drop-in' services that is trauma informed.
- Review our Digital strategy to ensure ILP operates safely with appropriate back up plans combined with more effective, efficient and accessible ways of engaging with our service users, partners and wider stakeholders.
- Ensure our staff and volunteer recruitment attracts skilled and experienced people, and provide support and training to enable them to deliver great services.

# Improving Lives Plymouth

## Company Limited by Guarantee

### Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2023

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#### Ensuring Our Work Delivers Our Aims

We review our aims, objectives and activities each year. This review looks at what we achieved and the outcomes of our work in the previous 12 months. The review looks at the success of each key activity and the benefits they have brought to those groups of people we aim to help. The review also helps us ensure our aim, objectives and activities remain focused on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aim and objectives and in planning our future activities and consider the main activities undertaken to further the charity's purposes for the public benefit. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set and as they are laid out in the Improving Lives Plymouth Strategic Plan and Operational Plans.

#### Activities and Developments

The main focus of the year will be for the CEO to review the strategy, business plan and all areas of organisational activity pending the adoption of a new strategic review for implementation from 2024 onwards that acknowledges the major challenges created by the Covid pandemic, cost of living crisis and the emerging health and social care pressures across the city and wider Devon. To ensure the long-term sustainability of ILP as an organisation and to effectively meet the needs of the people we support.

Improving Lives Plymouth has a number of longstanding services, which continue to thrive and develop.

They are:

- Sensory Solutions – a resource centre at the Mannamead Well Being Hub supporting people with low vision and/or impaired hearing combined with tailored personalised self-development courses.
- Advice Plymouth – a partnership between ILP and Citizens Advice Plymouth to provide accredited Information and Advice services across the city including the drop-in service at Ernest English House.
- Long-Term Conditions Self-Management – courses for people with chronic health issues affecting their lives.
- Better Futures – a day-centre for adults with learning difficulties based at Mannamead.
- Active for All – a wide range of physical activities for people with mental health needs, autism, learning difficulties and those with physical disabilities.
- Caring for Carers – A service undertaking statutory assessments for all Adult Carers aged over 18 years across Plymouth combined with support groups, advocacy, counselling, information and advice services.
- Plymouth Veterans and Family Hub - A peer support service combined with a wide range of positive activities, information, signposting and advice services.

# Improving Lives Plymouth

## Company Limited by Guarantee

### Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

#### Year ended 31 March 2023

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In 2022/3 we continued with the new range of projects started in 21/22 funded through contracts, grants and fundraising activity. These included the following.

- Age Positive (peer support for over 65s to support ageing well).
- Armed Forces Community Social Prescribing
- Well-Being Hub Alliance development with 4 local VCSE partners and PCC to create an integrated service across the city.
- Plymouth Community Assist – A new complimentary front door to Adult Social Care and in partnership with Plymouth City Council and LiveWell South-West CIC.
- Changing Futures – a Plymouth wide project supporting people with lived experience of complex needs to undertake peer research to inform system wide changes to policy and practice across statutory and voluntary agencies.
- Devon Mental Health Alliance – a Devon wide Alliance of 6 charities working in a strategic partnership with the Devon Mental Health Provider Collaborative supporting people with Sever and Enduring Mental Health issues.

Each service area has its own annual plan that describes the targets and outcomes they are seeking to achieve for their service users. These are performance managed by the board each quarter.

For further information go to our website: [www.improvinglivesplymouth.org.uk](http://www.improvinglivesplymouth.org.uk)

#### **Our Achievements 2022/23**

We are a long-established local charity (1907) with an excellent track record, we deliver health and well-being services to meet the needs of people in Plymouth and the surrounding area. Working from our two hubs, one in the city centre and the other based in Mannamead. At any one time we employ approximately 60 staff members and 80 volunteers delivering information and advice services to people with disabilities, their carers, and those who have long-term health conditions, or are in need.

We put people at the centre of what we do and build on our strength's, knowledge and experience, gained over many years. We worked with over 21,000 residents last year.

Post Covid we have continued working through a hybrid working methodology of home working, office-based working and community working backed up through digital services and telephony. We continued to upgrade our I.T./Digital and communication systems and have started work on gaining Cyber Security accreditation.

With 4 local charities we have co-designed and delivered a network of 5 neighbourhood well-being hubs in partnership with Plymouth City Council, connecting the local community to information and activities that support their health and emotional wellbeing. This is now called the Plymouth Well-Being Hub Alliance. The Alliance is governed through a memorandum of understanding based on Alliance principles and will seek to employ a Programme Manager in 23/24.

# Improving Lives Plymouth

## Company Limited by Guarantee

### Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

#### Year ended 31 March 2023

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##### Social Impact Statement

**In 2022/23 ILP provided support to over 20,000 local people through information, advice, emotional and practical support.**

**Better Futures is a day centre for adults with learning disabilities and enables individuals to develop skills to live independently, through one-to-one support, group activities, life-skills, healthy living workshops and community activities. We support people to make healthy and safe choices. We ran over 4,000 support sessions for over 100 members with a learning disability.**

**Active for All** supports and promotes inclusive physical activity in adults with disabilities and long-term health conditions including mental health and autism. 584 service users attended 560 sessions, including boccia, football, walking, basketball, gardening, golf, tennis, cycling and much more besides. Services were delivered in a mix of face to face and limited on-line provision. The walking groups proved more popular than usual with increased demand from people with mental health needs created by the effects of the pandemic.

**Sensory Solutions** makes a positive difference to the health and wellbeing of people with sensory loss, through the provision of specialist support, information, and advice. We helped 4,102 people, their families, and professionals.

**Information and Advice** was provided to 9,511 people, and we again helped obtain over £2 million in welfare benefits for those who needed it most. We run the Advice Plymouth Drop-In and Casework services in partnership with Citizens Advice Plymouth.

**Caring for Carers** We understand how difficult looking after someone can be, so we are here to help. We have 7,107 unpaid carers registered with us. We undertook over 600 assessments in the year under review and secured over £200,000 in personal budget. The service has successfully transferred through on-line assessments and telephone support post Covid which has made the service more efficient and effective based on feedback from people accessing our services. We still maintain a regular schedule of groups, activities and workshops for Carers throughout the city.

**Long-Term Conditions Self-Management - My Health, My Way.** This course empowers people living with any long-term physical or low-level mental health condition, to better manage their condition and to achieve a better quality of life. We delivered 12 x 4 week courses, (one every month) supporting over 100 people and started a new follow-on peer support group.

**Plymouth Veterans and Family Hub** supported over 1,500 veterans, and their carers, with social activities, peer support, and casework. We also work with a range of organisations in the city to shape better pathways to employment, mental wellbeing, welfare, housing advice and financial information. An interim social return on investment report has indicated that for every £1 spent on the Veterans Hub it saves the public purse in excess of £6.

##### Volunteering

This is at the core for much of our work. Many service users progress to become volunteer peer support workers and employed staff. We maintained a group of 80 volunteers who were trained and accredited to work with ILP across all of our projects. We estimate we have received in excess of 4,000 hours of voluntary hours over the year.

# Improving Lives Plymouth

## Company Limited by Guarantee

### Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2023

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#### Financial Review

Total income for the year was £2,301,159 (2022:£1,734,746) and total expenditure was £2,133,231 (2022:£1,596,124). There was loss on the value of investments of £15,295 ( 2022: gain £19,083), which all had led to a net movement in funds of £152,633 (2022: £157,705).

Income has been mostly earned through the charitable activities of the charity, with Note 7 showing most of this is due to grants and contracts, a large value of which is from local authorities. Note 6 shows how income is received by activity, with increases to most activities income in the period.

Expenditure has increased in this period mostly in-line with rises in income, with expenditure per activity, note 10, showing increases as expected.

The trustees use a discretionary management service with a risk classification of 'cautious with risk' with Brewin Dolphin as investment advisors. At the year-end the market value of the portfolio has decreased by £13,620 to £367,027 following an increase last year of £19,083. This largely follows global fluctuations in markets given external conditions. Income has also been earned from investments of £9,955 (2022: £10,849).

The net movement in funds was £152,633 (2022: £157,705), with net funds at the year end being £1,459,027 (£1,306,394), this is largely represented by the fixed assets as seen in the funds note 25.

#### Fund-raising Standards Information

Improving Lives Plymouth is registered with the independent national Fundraising Regulator of charitable fund-raising 'The Fundraising Regulator'. We appointed a professional fundraiser to primarily raise funds from institutions and we have policies and procedures in place to ensure commitment to good fund-raising practice including the protection of vulnerable people. We have not received any complaints from our fund-raising activities. The charity has a range of policies and procedures to respect a person's privacy.

#### Plans for Future Periods

Our plans for the short and medium term have been impacted, as many charities and organisations, by rising inflation and increasing social needs. We expect to make permanent changes in how we develop our services to accommodate hybrid working arrangements (home/office/video conferencing), to embrace closer strategic partnership working with related charities across Plymouth and Devon. To explore the development of a new digital strategy, a fundraising strategy and a workforce plan all combined with redeveloping our core finance and business support functions to provide greater resilience and a platform for future sustainable growth. Ensuring we are secure to meet future shocks and that we embrace an adaptive strategic approach in an increasingly complex world.

# Improving Lives Plymouth

## Company Limited by Guarantee

### Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2023

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All indications are that there will be significant negative Health, Social Care, Economic and Mental Health challenges on the UK population due to the impact of Covid and wider societal changes created by Brexit, the cost-of-living crisis and Climate Change. The demands on Adult Social Care are higher in Plymouth than the national average with further deficit budgets predicted by the Local Authority. There are significant changes planned by Government to the wider Health and Social care system which will impact on ILP as we are largely a commissioned based charity. In particular, ILP will continue to develop strategies that can support the wider mental health needs alongside the physical health, social care and learning disabilities of our current client base and the wider population. Plus, we will explore how we can support other vulnerable groups across the wider Devon where appropriate.

With continuing remote and home working arrangements we will explore how we can maximise the building facilities at our Mannamead and Ernest English House offices to provide a wider set of Health, Mental Health and Social Care services to support our local populations through colocation arrangements and extended opening hours where possible. Also to generate an additional income stream.

The charity has proved itself to be resilient, creative, and person centred, through a very difficult period. We anticipate that our plans for 23/24 and beyond will have to embrace learnings from the previous 12 months and adapt to a more uncertain environment with particular challenges created by in excess of 10% annual inflation on core costs.

#### Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The trustees' annual report and the strategic report were approved on 11 December 2023 and signed on behalf of the board of trustees by:

We will support our new Senior Management Team with a remit for change to ensure the organisation is resilient and able to meet the increasing demands of our local communities

J Prichard  
Trustee



E Steed  
Trustee



# Improving Lives Plymouth

## Company Limited by Guarantee

### Independent Auditor's Report to the Members of Improving Lives Plymouth

Year ended 31 March 2023

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#### Opinion

We have audited the financial statements of Improving Lives Plymouth (the 'charity') for the year ended 31 March 2023 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, 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 FRS 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 charity'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;
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charity SORP

#### 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 auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

# Improving Lives Plymouth

## Company Limited by Guarantee

### Independent Auditor's Report to the Members of Improving Lives Plymouth

*(continued)*

**Year ended 31 March 2023**

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#### **Other information**

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. 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.

In connection with our audit of the financial statements, 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 audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. 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.

#### **Opinions 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; and
- 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 the knowledge and understanding of the charity 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 the 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.

#### **Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors 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 charity'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 charity or to cease operations, or have no realistic alternative but to do so.

# Improving Lives Plymouth

## Company Limited by Guarantee

### Independent Auditor's Report to the Members of Improving Lives Plymouth

*(continued)*

**Year ended 31 March 2023**

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#### **Auditor's 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 auditor's 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:

- We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general commercial and sector experience and through discussion with the directors and other management, and inspection of the charity's regulatory correspondence. We communicated identified laws and regulations throughout our team, and remained alert to any indications of non-compliance throughout the audit.
- The company is subject to laws and regulations that govern the preparation of the financial statements, including financial reporting legislation, and other companies legislation. The company is also laws and regulations where the consequences of non-compliance could have a material impact on the amounts or disclosures within the financial statements, including employment, anti-bribery, anti-money laundering and certain aspects of companies legislation.
- Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. In any audit, there remains a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations

As part of an audit in accordance with ISAs (UK), we exercise professional judgment 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 on the effectiveness of the internal control.
  - Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
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# Improving Lives Plymouth

## Company Limited by Guarantee

### Independent Auditor's Report to the Members of Improving Lives Plymouth

(continued)

Year ended 31 March 2023

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- 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 charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's 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 auditor's report. However, future events or conditions may cause the charity 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 charity'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 charity's members those matters we are required to state to them in an auditor's 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 charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

*Westcotts (SW) LLP*

Adam Croney (Senior Statutory Auditor)

For and on behalf of  
Westcotts (SW) LLP  
Chartered accountants & statutory auditor  
Plym House  
3 Longbridge Road  
Marsh Mills  
Plymouth  
PL6 8LT

*13 December 2023*

# Improving Lives Plymouth

## Company Limited by Guarantee

### Statement of Financial Activities (including income and expenditure account)

Year ended 31 March 2023

			2023		2022
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
<b>Income and endowments</b>					
Donations and legacies	6	9,766	1,322	11,088	21,381
Charitable activities	7	1,702,193	577,923	2,280,116	1,702,516
Investment income	8	9,955	–	9,955	10,849
<b>Total income</b>		<u>1,721,914</u>	<u>579,245</u>	<u>2,301,159</u>	<u>1,734,746</u>
<b>Expenditure</b>					
Expenditure on raising funds:					
Costs of raising donations and legacies	9	146	17,520	17,666	24,108
Expenditure on charitable activities	10,11	1,553,840	561,725	2,115,565	1,572,016
<b>Total expenditure</b>		<u>1,553,986</u>	<u>579,245</u>	<u>2,133,231</u>	<u>1,596,124</u>
Net losses/(gains) on investments	13	15,295	–	15,295	(19,083)
<b>Net income and net movement in funds</b>		<u>152,633</u>	<u>–</u>	<u>152,633</u>	<u>157,705</u>
<b>Reconciliation of funds</b>					
Total funds brought forward		1,298,803	7,591	1,306,394	1,148,689
<b>Total funds carried forward</b>		<u>1,451,436</u>	<u>7,591</u>	<u>1,459,027</u>	<u>1,306,394</u>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

The notes on pages 18 to 33 form part of these financial statements.

**Improving Lives Plymouth  
Company Limited by Guarantee  
Statement of Financial Position**

**31 March 2023**

	Note	2023 £	2022 £
<b>Fixed assets</b>			
Tangible fixed assets	18	841,113	859,485
Investments	19	367,027	380,647
		<u>1,208,140</u>	<u>1,240,132</u>
<b>Current assets</b>			
Stocks	20	3,333	3,813
Debtors	21	227,797	68,298
Cash at bank and in hand		634,455	453,374
		<u>865,585</u>	<u>525,485</u>
<b>Creditors: amounts falling due within one year</b>	<b>22</b>	<u>568,031</u>	<u>399,223</u>
<b>Net current assets</b>		<u>297,554</u>	<u>126,262</u>
<b>Total assets less current liabilities</b>		<u>1,505,694</u>	<u>1,366,394</u>
<b>Creditors: amounts falling due after more than one year</b>	<b>23</b>	<u>46,667</u>	<u>60,000</u>
<b>Net assets</b>		<u>1,459,027</u>	<u>1,306,394</u>
<b>Funds of the charity</b>			
Restricted funds		7,591	7,591
Unrestricted funds:			
Revaluation reserve		–	67,386
Designated funds		567,027	200,000
Other unrestricted funds		884,409	1,031,417
<b>Total unrestricted funds</b>		<u>1,451,436</u>	<u>1,298,803</u>
<b>Total charity funds</b>	<b>25</b>	<u>1,459,027</u>	<u>1,306,394</u>

These financial statements were approved by the board of trustees and authorised for issue on 11 December 2023, and are signed on behalf of the board by:

J Prichard  
Trustee

E Steed  
Trustee




**Improving Lives Plymouth** The notes on pages 18 to 33 form part of these financial statements.

**Company Limited by Guarantee**

**Statement of Financial Position**

# Improving Lives Plymouth

## Company Limited by Guarantee

### Statement of Cash Flows

Year ended 31 March 2023

	2023 £	2022 £
<b>Cash flows from operating activities</b>		
Net income	152,633	157,705
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	18,372	19,714
Net losses/(gains) on investments	15,295	(19,083)
Income from investments	(9,955)	(10,849)
Interest payable and similar charges	5,728	3,234
<i>Changes in:</i>		
Stocks	480	(3,813)
Investment cash	(5,951)	(2,211)
Trade and other debtors	(159,499)	(60,719)
Trade and other creditors	168,808	124,150
Cash generated from operations	185,911	211,898
Interest paid	(5,728)	(3,234)
Net cash from operating activities	180,183	208,664
<b>Cash flows from investing activities</b>		
Dividends, interest and rents from investments	9,955	10,849
Purchase of tangible assets	–	(1,378)
Purchases of other investments	(46,291)	(45,162)
Proceeds from sale of other investments	50,567	47,373
Net cash (used in)/from investing activities	14,231	11,682
<b>Cash flows from financing activities</b>		
Proceeds from borrowings	(13,333)	(13,334)
Net cash (used in)/from financing activities	(13,333)	(13,334)
<b>Net increase in cash and cash equivalents</b>	181,081	207,012
<b>Cash and cash equivalents at beginning of year</b>	453,374	246,362
<b>Cash and cash equivalents at end of year</b>	634,455	453,374

The notes on pages 18 to 33 form part of these financial statements.

# Improving Lives Plymouth

## Company Limited by Guarantee

### Notes to the Financial Statements

Year ended 31 March 2023

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#### 1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Ernest English House, Buckwell Street, Plymouth, PL1 2DA.

The nature of the charity's operation and principle activities are:

- a) To assist, comfort and guide any person who may be in distress by reason of poverty, ill health, loneliness or any other cause;
- b) To promote and protect the health and wellbeing and to relieve need, suffering and distress among persons within Plymouth and the surrounding area, who currently or have previously served in the armed forces and their dependants, through the provision of services, advice and facilities to assist in their rehabilitation and integration into the community;
- c) To promote, encourage and foster any objects which may be for common good of the community within Plymouth and the surrounding area; and
- d) To encourage, initiate and co-operate in the work of other voluntary or statutory bodies for the advancement of education, the furtherance of health, the relief of poverty, distress or sickness or any other work of a charitable nature or which may hereafter be deemed by law to be charitable.

#### 2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Companies Act 2006.

#### 3. Accounting policies

##### Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

##### Going concern

There are no material uncertainties about the charity's ability to continue.

# Improving Lives Plymouth

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2023

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#### 3. Accounting policies *(continued)*

##### **Judgements and key sources of estimation uncertainty**

Critical judgements in applying the Charity's accounting policies.

The judgements (apart from those involving estimations) that management has made in the process of applying the entity's accounting policies and that have the most significant effect on the amounts recognised in the financial statements are as follows:

##### i) Deferred Income

Income is recognised in the statement of financial activities when the following criteria are met: the charity is entitled to the income, it is considered probable that the income will be received, and the income can be reliably measured. Where terms and conditions (Including performance related conditions) have not been met or uncertainty exists as to whether the charity can meet the terms and conditions otherwise within its control, the income is not recognised but deferred as a liability until it is probable that the terms and conditions imposed can be met.

##### Key accounting estimates and assumptions

Accounting estimates and assumptions are made concerning the future and, by their nature, will rarely equal the related actual outcome. The key assumptions and other sources of estimation uncertainty that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are as follows:

##### i) Deferred Income

The charity is commissioned to deliver projects and services which often straddle the financial year end. Annually, the charity reviews the terms and conditions to assess whether the criteria for recognising the income have been met. Where some of the conditions have been met, the charity estimates the proportion of income to which the charity is entitled and the balance of income received in advance is deferred as a liability on the Balance Sheet. This requires estimation of the delivery of any performance related conditions or compliance with certain terms attached to the income.

# Improving Lives Plymouth

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

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#### 3. Accounting policies *(continued)*

##### Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

##### Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised when requirements of contracts are met such that charity is entitled to the funds on a case by case basis. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

# Improving Lives Plymouth

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

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#### 3. Accounting policies *(continued)*

##### Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

##### Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

##### Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

# Improving Lives Plymouth

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2023

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#### 3. Accounting policies *(continued)*

##### Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Long leasehold property	-	Amortised over life of lease
Fixtures and fittings	-	4 years to 15 years straight line
Computer Equipment	-	3 years straight line

Expenditure less than £1k is not capitalised except for assets gifted in kind where the value of equipment is deemed to be more than £1k.

##### Investments

Unlisted equity investments are initially recorded at cost, and subsequently measured at fair value. If fair value cannot be reliably measured, assets are measured at cost less impairment.

Listed investments are measured at fair value with changes in fair value being recognised in income or expenditure.

##### Pensions

The charity operates a group personal pension scheme on behalf of its employees. This is a defined contribution scheme. The costs are charged to the income and expenditure account and statement of financial activities as they fall due.

##### Stocks

Stocks are measured at the lower of cost and estimated selling price less costs to complete and sell. Cost includes all costs of purchase, costs of conversion and other costs incurred in bringing the stock to its present location and condition.

##### Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

# Improving Lives Plymouth

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

#### 4. Limited by guarantee

The company is limited by guarantee of members and does not have a share capital. The liability of members is limited to £1.

#### 5. Donations and legacies

	Unrestricted Funds	Restricted Funds	Total Funds 2023
	£	£	£
<b>Donations</b>			
Donations	9,766	1,322	11,088
	<u>9,766</u>	<u>1,322</u>	<u>11,088</u>
	Unrestricted Funds	Restricted Funds	Total Funds 2022
	£	£	£
<b>Donations</b>			
Donations	11,381	–	11,381
<b>Legacies</b>			
Legacy	10,000	–	10,000
	<u>21,381</u>	<u>–</u>	<u>21,381</u>

#### 6. Charitable income by activity

	Core	Information and advice	Disability and long term health conditions	Caring for carers	Plymouth Veterans and Family Hub	Total Funds 2023
	£	£	£	£	£	£
Rent Income	68,529	–	–	–	30	68,559
Grants and Contracts	212,509	471,566	668,896	561,932	237,110	2,152,013
Other Income	440	39,155	847	9,431	9,671	59,544
	<u>281,478</u>	<u>510,721</u>	<u>669,743</u>	<u>571,363</u>	<u>246,811</u>	<u>2,280,116</u>

	Core	Information and advice	Disability and long term health conditions	Caring for carers	Plymouth Veterans and Family Hub	Total Funds 2022
	£	£	£	£	£	£
Rent Income	48,123	–	–	–	–	48,123
Personal Budget Services	–	–	11,254	–	–	11,254
Sale of Goods	–	–	3,584	–	–	3,584
Grants and Contracts	38,826	293,442	445,021	603,229	247,153	1,627,671
Other Income	88	464	6,599	4,733	–	11,884

<b>Improving Lives Plymouth</b>	<u>87,037</u>	<u>293,906</u>	<u>466,458</u>	<u>607,962</u>	<u>247,153</u>	<u>1,702,516</u>
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**Company Limited by Guarantee**

**Notes to the Financial Statements** *(continued)*

**Year ended 31 March 2023**

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# Improving Lives Plymouth

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

#### 7. Charitable income from restriction

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Rent Income	68,529	30	68,559
Personal Budget Services	—	—	—
Sale of Goods	—	—	—
Grants and Contracts	1,583,792	568,221	2,152,013
Other Income	49,872	9,672	59,544
	<u>1,702,193</u>	<u>577,923</u>	<u>2,280,116</u>

  

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Rent Income	48,123	—	48,123
Personal Budget Services	11,254	—	11,254
Sale of Goods	3,584	—	3,584
Grants and Contracts	1,158,909	468,762	1,627,671
Other Income	11,884	—	11,884
	<u>1,233,754</u>	<u>468,762</u>	<u>1,702,516</u>

#### 8. Investment income

	Unrestricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Total Funds 2022 £
Income from listed investments	<u>9,955</u>	<u>9,955</u>	<u>10,849</u>	<u>10,849</u>

#### 9. Costs of raising donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Costs of raising funds	<u>146</u>	<u>17,520</u>	<u>17,666</u>

  

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Costs of raising funds	<u>14,014</u>	<u>10,094</u>	<u>24,108</u>

# Improving Lives Plymouth

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

#### 10. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Core	8,055	–	8,055
Information and Advice	340,977	–	340,977
Disability and Long Term Health Conditions	448,550	–	448,550
Caring for Carers	325,600	323,848	649,448
Plymouth Veterans and Family Hub	–	183,506	183,506
Support costs	430,658	54,371	485,029
	<u>1,553,840</u>	<u>561,725</u>	<u>2,115,565</u>

  

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Information and Advice	201,831	–	201,831
Disability and Long Term Health Conditions	297,205	7,250	304,455
Caring for Carers	260,617	233,359	493,976
Plymouth Veterans and Family Hub	22,773	145,963	168,736
Support costs	319,252	83,766	403,018
	<u>1,101,678</u>	<u>470,338</u>	<u>1,572,016</u>

#### 11. Expenditure on charitable activities by activity type

	Activities undertaken directly	Support costs	Total funds 2023 £	Total fund 2022 £
General	8,055	101,576	109,631	8,616
Information and Advice	340,977	89,745	430,722	313,280
Disability and Long Term Health Conditions	448,550	126,259	574,809	449,040
Caring for Carers	649,448	74,300	723,748	542,458
Plymouth Veterans and Family Hub	183,506	43,665	227,171	252,502
Governance costs	–	49,484	49,484	6,120
	<u>1,630,536</u>	<u>485,029</u>	<u>2,115,565</u>	<u>1,572,016</u>

Personal Independence Payments (PIPs) were made during the year amounting to £235,923 (2022: £232,985), this is included within the costs for caring for carers.

# Improving Lives Plymouth

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2023

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#### 12. Analysis of support costs

	General £	Total 2023 £	Total 2022 £
Premises	100,139	100,139	57,739
General office	98,550	98,550	115,968
Human resources	212,756	212,756	199,953
Finance costs	5,728	5,728	3,234
Governance costs	49,484	49,484	6,120
Travel training and volunteers	–	–	290
Depreciation	18,372	18,372	19,714
	<u>485,029</u>	<u>485,029</u>	<u>403,018</u>

#### 13. Net (losses)/gains on investments

	Unrestricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Total Funds 2022 £
Gains/(losses) on listed investments	<u>(15,295)</u>	<u>(15,295)</u>	<u>19,083</u>	<u>19,083</u>

#### 14. Net income

Net income is stated after charging/(crediting):

	2023 £	2022 £
Depreciation of tangible fixed assets	18,372	19,714
Gains/(losses) on listed investments	(15,295)	19,083
Auditors Remuneration	<u>7,800</u>	<u>6,120</u>

#### 15. Auditors remuneration

	2023 £	2022 £
Fees payable for the audit of the financial statements	<u>7,800</u>	<u>6,120</u>

# Improving Lives Plymouth

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2023

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#### 16. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	<b>2023</b>	2022
	£	£
Wages and salaries	1,232,298	923,185
Social Security	86,804	57,960
Pensions	53,951	38,935
	<u>1,373,053</u>	<u>1,020,080</u>

The average head count of employees during the year was 67 (2022: 55). The average number of full-time equivalent employees during the year is analysed as follows:

	<b>2023</b>		2022	
	No.	FTE.	No.	FTE.
Information and Advice	13	11	12	8
Disability and Long Term Health Conditions	28	19	16	11
Caring for Carers	11	9	10	8
Plymouth Veterans & Family hub	5	4	7	6
Support	10	8	10	8
	<u>67</u>	<u>52</u>	<u>55</u>	<u>41</u>

No employee received employee benefits of more than £60,000 during the year (2022: Nil).

#### Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £164,951 (2022:£139,899).

#### 17. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees

# Improving Lives Plymouth

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2023

#### 18. Tangible fixed assets

	Freehold property £	Long leasehold property £	Fixtures and fittings £	Total £
<b>Cost</b>				
<b>At 1 April 2022 and 31 March 2023</b>	<u>650,333</u>	<u>352,291</u>	<u>148,678</u>	<u>1,151,302</u>
<b>Depreciation</b>				
At 1 April 2022	–	174,728	117,089	291,817
Charge for the year	–	8,864	9,508	18,372
<b>At 31 March 2023</b>	<u>–</u>	<u>183,592</u>	<u>126,597</u>	<u>310,189</u>
<b>Carrying amount</b>				
<b>At 31 March 2023</b>	<u>650,333</u>	<u>168,699</u>	<u>22,081</u>	<u>841,113</u>
At 31 March 2022	<u>650,333</u>	<u>177,563</u>	<u>31,589</u>	<u>859,485</u>

Tangible fixed assets with a net book value of £841,113 (2022: £859,485) are used as security for liabilities of the charity.

The charity has a long leasehold interest for the use of the Ernest English House.

Freehold land and buildings is 156 Mannamead Road, Plymouth, PL3 5QL.

#### 19. Investments

	Other investments £
<b>Cost or valuation</b>	
At 1 April 2022	380,647
Additions	46,291
Disposals	(50,567)
Fair value movements	(15,295)
Other movements	5,951
<b>At 31 March 2023</b>	<u>367,027</u>
<b>Impairment</b>	
<b>At 1 April 2022 and 31 March 2023</b>	<u>–</u>
<b>Carrying amount</b>	
<b>At 31 March 2023</b>	<u>367,027</u>
At 31 March 2022	<u>380,647</u>

All investments shown above are held at valuation.

# Improving Lives Plymouth

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2023

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<b>20. Stocks</b>	<b>2023</b>	<b>2022</b>
	£	£
Raw materials and consumables	<u>3,333</u>	<u>3,813</u>
<b>21. Debtors</b>	<b>2023</b>	<b>2022</b>
	£	£
Trade debtors	68,562	–
Prepayments and accrued income	158,037	68,298
Other debtors	<u>1,198</u>	<u>–</u>
	<u>227,797</u>	<u>68,298</u>
<b>22. Creditors: amounts falling due within one year</b>	<b>2023</b>	<b>2022</b>
	£	£
Bank loans and overdrafts	13,333	13,333
Trade creditors	2,957	24,100
Accruals and deferred income	545,616	318,099
Social security and other taxes	–	15,870
Other creditors	955	27,821
Carers' Personal Budgets - Held Cash	<u>5,170</u>	<u>–</u>
	<u>568,031</u>	<u>399,223</u>
<p>The bank loans and overdrafts is a mortgage which is secured with a fixed charge against the property at 156 Mannamead Road, Plymouth, PL3 5QL, together with a floating charge over all other charity assets.</p>		
<b>23. Creditors: amounts falling due after more than one year</b>	<b>2023</b>	<b>2022</b>
	£	£
Bank loans and overdrafts	<u>46,667</u>	<u>60,000</u>
<p>Included within creditors: amounts falling due after more than one year is an amount of £Nil (2022: £6,667) in respect of liabilities payable or repayable by instalments which fall due for payment after more than five years from the reporting date.</p>		
<p>The bank loans and overdrafts is a mortgage which is secured with a fixed charge against the property at 156 Mannamead Road, Plymouth, PL3 5QL, together with a floating charge over all other charity assets.</p>		
<b>24. Deferred income</b>	<b>2023</b>	<b>2022</b>
	£	£
At 1 April 2022	300,297	146,759
Amount released to income	(300,297)	(146,759)
Amount deferred in year	<u>511,980</u>	<u>300,297</u>
<b>At 31 March 2023</b>	<u>511,980</u>	<u>300,297</u>

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# Improving Lives Plymouth

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2023

#### 25. Analysis of charitable funds

##### Unrestricted funds

	At 1 Apr 2022 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2023 £
General funds	245,265	1,721,914	(1,553,986)	(309,897)	–	103,296
Fixed Asset Fund	786,152	–	–	(5,039)	–	781,113
Revaluation reserve	67,386	–	–	(67,386)	–	–
Designated Fund - Revenue Reserve	200,000	–	–	–	–	200,000
Investment Valuation Fund	–	–	–	382,322	(15,295)	367,027
	<u>1,298,803</u>	<u>1,721,914</u>	<u>(1,553,986)</u>	<u>–</u>	<u>(15,295)</u>	<u>1,451,436</u>

	At 1 Apr 2021 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2022 £
General funds	94,229	1,265,984	(1,115,692)	(18,339)	19,083	245,265
Fixed Asset Fund	791,154	–	–	(5,002)	–	786,152
Revaluation reserve	63,306	–	–	4,080	–	67,386
Designated Fund - Revenue Reserve	200,000	–	–	–	–	200,000
	<u>1,148,689</u>	<u>1,265,984</u>	<u>(1,115,692)</u>	<u>(19,261)</u>	<u>19,083</u>	<u>1,298,803</u>

##### Restricted funds

	At 1 Apr 2022 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2023 £
Carers Fund Plymouth	–	235,694	(235,694)	–	–	–
Veterans and Family Hub	7,591	197,384	(197,384)	–	–	7,591
Carers Trust	–	45,917	(45,917)	–	–	–
PCC - Household Support Fund	–	49,500	(49,500)	–	–	–
Royal Navy and Royal Marines Helping Hands	–	50,750	(50,750)	–	–	–
	<u>7,591</u>	<u>579,245</u>	<u>(579,245)</u>	<u>–</u>	<u>–</u>	<u>7,591</u>

# Improving Lives Plymouth

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2023

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#### 25. Analysis of charitable funds *(continued)*

	At 1 Apr 2021 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2022 £
Carers Fund	–	233,359	(233,359)	–	–	–
National Lottery Community Fund Plymouth	–	7,250	(7,250)	–	–	–
Veterans and Family Hub	–	228,153	(239,823)	19,261	–	7,591
	–	468,762	(480,432)	19,261	–	7,591

#### Description of funds

The General Fund represents the free funds of the charity which are not designated for particular purposes or represented by fixed assets.

The Fixed Asset Fund represents the value of funds tied up in tangible fixed assets less the mortgage, which enable the charity to deliver services.

The Revaluation Reserve represented the difference between the year-end market value of the investment portfolio and the original cost of those investments. During the year it was decided the total value of the investment portfolio should be separated from the general funds, and so the Investment Valuation Fund has replaced this.

The Investment Valuation Fund represents the total value of the investments held under fixed asset investments in the statement of financial position. This is now held separately as the charity intends to hold these funds and utilise income made towards charitable goals.

The Revenue Reserve is a designated fund which represents the reserves policy of the charity to hold three to four months of core running costs.

The Carers Fund is income from Plymouth City Council (PCC) to be distributed to carers over the age of 18 in the city of Plymouth, to provide them with respite. Income received and not spent is included in other creditors as it is repayable to the council if not used for this purpose.

The carers trust fund is other income received to assist carers in Plymouth which is restricted for this purpose but does not fall into the above classification.

The Plymouth Veterans and Family Hub fund is from funding to work with local health service partners to help veterans get the support they are entitled to under the military covenant.

The PCC household support fund is made up of amounts received which is restricted for assistance to struggling households within Plymouth.

The Royal Navy and Royal Marines Helping Hands fund is made up of restricted grants and contracts to support veterans in the Plymouth area.

# Improving Lives Plymouth

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

#### 26. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Tangible fixed assets	841,113	–	841,113
Investments	367,027	–	367,027
Current assets	718,099	147,486	865,585
Creditors less than 1 year	(428,136)	(139,895)	(568,031)
Creditors greater than 1 year	(46,667)	–	(46,667)
<b>Net assets</b>	<b>1,451,436</b>	<b>7,591</b>	<b>1,459,027</b>

  

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Tangible fixed assets	859,485	–	859,485
Investments	380,647	–	380,647
Current assets	449,923	75,562	525,485
Creditors less than 1 year	(331,252)	(67,971)	(399,223)
Creditors greater than 1 year	(60,000)	–	(60,000)
<b>Net assets</b>	<b>1,298,803</b>	<b>7,591</b>	<b>1,306,394</b>

#### 27. Interest in freehold property

Improving Lives Plymouth has an equal interest as tenants in common in a property in Plymouth with another charity and that property cannot be sold without Improving Lives Plymouth's consent. Improving Lives Plymouth has no control over the use of the property and no legal interest in any revenue it may generate other than on sale. Improving Lives Plymouth has a covenant to receive half of the proceeds of sale if the property is sold. The legal interest was acquired by deed in 1973 with no value being attributed at that point in time and prior to the Charities SORP (FRS 102). Henceforth this asset was valued at a cost of £nil in these financial statements.

#### 28. Analysis of changes in net debt

	At 1 Apr 2022 £	Cash flows £	At 31 Mar 2023 £
Cash at bank and in hand	453,374	181,081	634,455
Debt due within one year	(13,333)	–	(13,333)
Debt due after one year	(60,000)	13,333	(46,667)
	<b>380,041</b>	<b>194,414</b>	<b>574,455</b>

# Improving Lives Plymouth

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2023

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#### 29. Operating lease commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	<b>2023</b>	2022
	£	£
Not later than 1 year	6,563	6,703
Later than 1 year and not later than 5 years	22,657	7,903
Later than 5 years	12,400	12,800
	<u>41,620</u>	<u>27,406</u>

#### 30. Related parties

There were no related party transactions in the year (2022: £nil).

