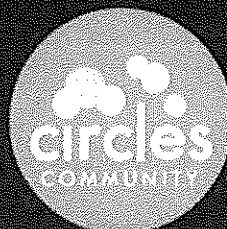


## 25th Annual Report of The Trustees and Financial Statements

31st March 2020



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# Charity Information

## Trustees:

**Chairperson**  
**Treasurer**  
**Vice Chair**  
**Vice Chair**

James Inglis  
James Hirons  
Andy Cater  
Andrea McTeare  
Wendy Evans  
Jane Harders  
Amiya Kagalwala  
Tony McTeare  
Emma Sharp  
Sue Woolnough (Resigned 22/11/19)

## Honorary President:

Oliver Russell

## Chief Executive Officer:

Mandy Neville

## Charity Number:

1043601

## Charity Number(Scotland):

SC038068

## Company Number:

2972700

## Registered Office:

The Penthouse  
Coventry Road  
Cawston  
Rugby  
CV23 9JP

## Auditor:

Mazars LLP  
First Floor  
Two Chamberlain Square  
Birmingham  
B3 3AX

## Bank:

The Cooperative Bank  
16 St Stephen's Street Bristol  
BS1 1JR

## Solicitor:

Anthony Collins Solicitors LLP  
134 Edmund Street  
Birmingham  
B3 2ES

# Chief Executive's Report



This year, our 25<sup>th</sup>, turned out to be the most extraordinary of all. Firstly, because it was transformational in various aspects of development and secondly because as we approached the last quarter, we faced the onset of the coronavirus pandemic, a worldwide tragedy that immediately changed everyone's way of life.

## Celebrating Longevity

Determined to celebrate a quarter of a century spent developing cutting edge approaches with and for disabled and disadvantaged people, we held events in every one of our current locations, culminating in a two-day, organisation wide conference and celebration. The aim of this was to bring together trustees, team members, people we support and other friends of Circles Network to reflect, share best practice and plan intentionally for the future of inclusion for people experiencing isolation and marginalisation in the UK. This was held early in December thankfully, in Leamington Spa, before we knew of what was to come via Covid-19.



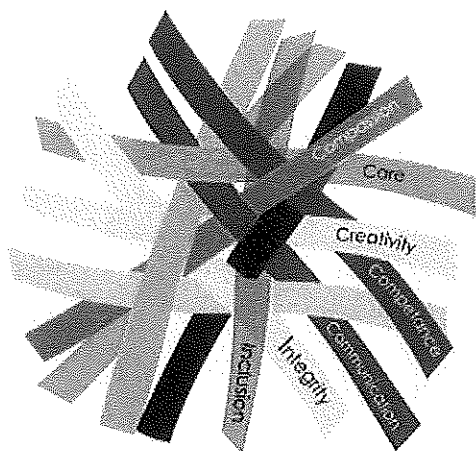
Each of the events were highly successful, making a significant milestone on the journey in our many locations. Local people engaged and participated and helped to shine a light on the methodology and experience that shaped the trajectory of our successes.

## Staying the Course

Circles Network offers support for children and adults, for young people, for carers and family members living in a variety of communities who may benefit from the facilitation of empowering support to make necessary changes in their lives. Our work is practical and life changing, ranging from coaching, guidance, the sharing of relevant information and expertise, direct support to live life interdependently all the way through to the assistance of finding and expressing a voice. We are not restricted to one group of people or to any labelling diagnosis and although this can be confusing in a service centred world, where is still typical for organisations related to specific impairments to be a gateway to support and people are separated according to the labels imposed on them, ours was a conscious decision to and yet being open to diversity and Inclusion; and this works remarkably well. Every year has brought about changes, we have always been quick to respond and flexible enough to meet individual need, which is one of the unique attributes of the organisation.



Each project or service is small enough for people to receive bespoke and tailored support in a personalised style, provided by local teams of people who radiate seven noticeable qualities: compassion, care, creativity, competence, communication, integrity and inclusion.



The qualities that weave us together.

Our work is relationship based and empowering, designed to complement and assist each person along their journey, to achieve fulfilling and purposeful lifestyles of choice. We ask for feedback and regularly review and respond to positive suggestions that improve the quality of each service.

In this year we have ensured that additional training and coaching is available to all colleagues and have been particularly grateful to our partners Flick Learning, Team Teach and Talking Mats to name just a few of the organisations that enhance our curriculum of learning.

Development opportunities and the sharing of skills and strategies stimulates team discussions and keeps our approaches fresh. In return, we offer training and learning opportunities to many external organisations and are delighted to be chosen providers in subjects such as Advocacy, Person Centred Approaches, Equine Facilitated Learning and Self-Directed Support.

### Key Developments

Our biggest changes were in Peterborough where we were fortunate enough to gain seven new contracts to support people in different ways. This required us to expand our work force and extend the building we had established. Since then we've expanded further and now occupy two large spaces on the same business park, keeping the team central and on hand.

In Moray, with the leadership of a new manager, Anne Pendery, we commenced an additional project with the local Drug and Alcohol partnership so that we could provide independent recovery advocacy for people affected by dependency. This has proved successful, even in its infancy and we are setting out to provide a similar project in South Ayrshire.

In Wales we ran a short project developing circles of support around a small group of people with learning difficulties. Despite the value of this support, we were unable to attract further funding in such a socially deprived area and we had to close on schedule.

Our contract to provide advocacy across the major region of Fife was extended and we continued to work above target with even higher levels of productivity in this area where we are incredibly well known.

In West Sussex we took a bold stand to restructure and redevelop our work because we were forced into losing our wonderful high street location and a dynamic project manager who had chosen to step down. Curiosity about what we could do if we looked at shaking things up and designing a new offer began to shape in this year and will reveal itself more in the following months under the watchful eye of Stevie Ruxton who we are delighted to have appointed as Project Manager.

In Warwickshire we also encountered some setbacks and ran into a difficult summer. This situation was quickly resolved with the well-timed return of Rhianne McCallion to a new senior position and the help of the local education and social care team's guidance.

We ended the year with successful growth, a much larger team and freshly honed skills.



In Glasgow and in South Ayrshire we succeeded with independent advocacy reviews for different providers, enhancing our contracted work and bringing our own brand of delivery to enable people to influence and inform the services that are there to support them. Each team enjoyed the diversity of this work and we aim to grow further opportunities in the coming year.

### **Corporate Social Responsibility**

Our corporate sponsors: The World of Cars, Jaguar Land Rover, Coventry Rugby Club, Cummins, Portfolio and 91Untold have given so much support to us in this transformational year. We are indebted to them for much needed assistance in the myriad of creative ways they find to add value to our everyday results.

### **Gratitude**

This report would not be complete without a graceful bow to the courage and perseverance of the team around the organisation. The many members, both paid and unpaid, who dedicate their time, knowledge, skills and resources to enrich and heal the lives of others without judgement or patronisation are invaluable. Our Trustees, team members, volunteers, commissioners, funders and corporate supporters who, alongside the people we support and friends, guide and steer us towards elegant solutions and to being better than we were even yesterday. I am ever grateful for all those precious contributions. In the words of Brené Brown, "Integrity is choosing courage over comfort, choosing what's right over what's fun, faster or what's easy. And practicing your values." I am blessed to witness the results of such integrity every day.

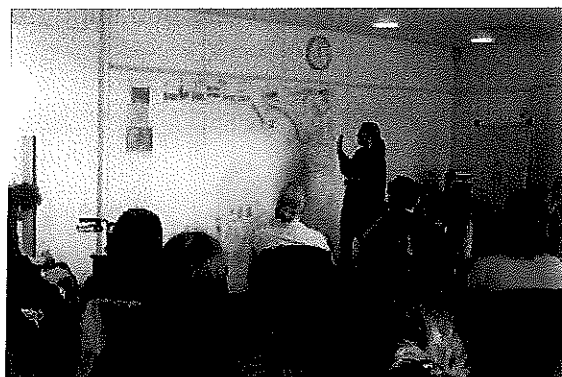
### **Planning Ahead**

The onset of the global pandemic has provided an intense need to look ahead and plan with others to consider any way we can help people to stay connected and safe from harm. We can never underestimate the desire for social interaction and how severely the wellbeing of community

members will be affected when isolated from others who care about them. The first steps were to increase our own digital proximity and we have begun to work closely with technology partners

ZenZero, to upgrade equipment and skill sets so that we remain responsive. By March we were forced to enable as many colleagues as possible to work remotely and provide advocacy along with other forms of support by phone and video links. For team members so used to face to face contact, this has been particularly hard but by working creatively we soon added the use of various portals to aid the responses available. Our community work continued wherever possible, with support from the local authorities enabling us to directly support the people most vulnerable in our main localities. None of us know how long this will go on for at this stage and the daily news bulletins are often frightening. We predict a massive increase in Mental Health issues and in suicides as individuals and families live through the terrible health risks to loved ones and the restrictions on personal liberty. Our intention will involve being an active part of any solutions, wherever possible.

The future is promised to no-one and this coming year brings an unknown and unprecedented level of risk. Forward Planning has never seemed quite so impossible a task. We are therefore delighted to have been awarded the support of Pilotlight to provide business coaching to the organisation for a year. This will be a welcome asset during this trickiest of times.



I know you will enjoy the following reports, especially the stories of change, as they open a window of hope and convey a small percentage of the vast array of powerful transformation going on through the collective work of Circles Network.

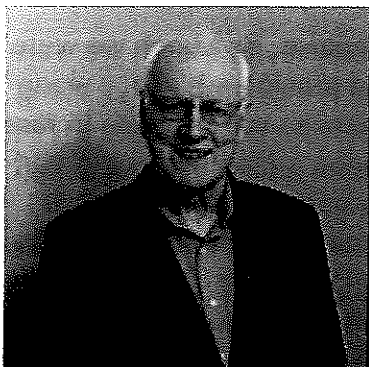
Thank you for your positive support. Stay safe and well as we share in compassionate leadership towards facing the year ahead,

With love and gratitude,

Mandy Neville

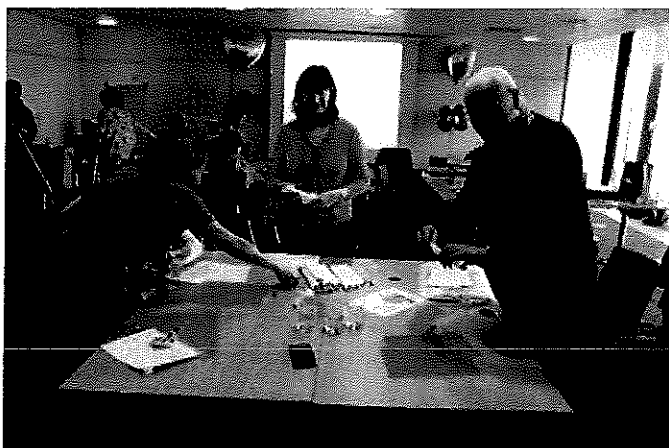
Chief Executive Officer

## Chairperson's Statement



As I take the time to read and digest the accounts contained within this annual impact report, I once again feel immense pride to be associated with such a dynamic organisation. The sheer volume and impact of the work undertaken to support those most at risk of isolation and discrimination is overwhelming.

For some people that we work alongside our contact is for a short period only, working to resolve an issue which they are experiencing, for others their involvement can last many years. I am delighted that we welcome so many volunteers through our doors and that a large proportion of these have been directly impacted by the services and supports that we provide.



I have been pleased to see the different localities celebrating the organisation's 25th anniversary in so many different ways. In some cases, this has taken great creativity and planning to overcome the restrictions within the services. I myself was privileged to spend two whole days with the teams at our celebratory event in Leamington Spa in December. It was wonderful to hear first-hand from people who have accessed our supports and services, the positive impact which they have felt from Circles Network's

involvement in their lives. There were tears, joy and laughter and a lot of planning and dreaming about what the future will hold.

Towards the end of this financial year, I have been amazed once again by the devotion and sheer determination of our teams to keep going, no matter what, in the face of the Covid 19 pandemic. I cannot thank our Managers and their teams enough for their time and creativity in overcoming the massive challenges which have been thrust upon them. The coming year is certainly set to challenge us both emotionally and financially, I know that our teams will continue to drive for positive change for the disabled and disadvantaged people that we work alongside and thank them in advance for their hard work.

*J.R. Inglis*

James Inglis,

Chairperson

# Trustees Report

This report on the activities of Circles Network describes the key events, highlights and concerns during this year. It contains a review of the significant activities undertaken by the charity to further our purposes for the public benefit.

## Principle Activities

Circles Network is a UK-wide voluntary organisation, registered as a charity and a company limited by guarantee and governed by its Memorandum and Articles of Association.

Established with an educational objective to build inclusive communities, Circles Network supports thousands of people each year.

The organisational aims are to support people who are either experiencing social exclusion or are at risk of being isolated through disability, long term illness or other disadvantage, to become and remain included in community life. When we refer to 'disabled people' we include people who have physical impairments, sensory impairments, learning difficulties or enduring mental health differences.

Our work takes us into every dimension of life; childhood and parenting, disability and transition, criminality and employment, family dynamics and ethnicity, mental health, addiction and advocacy are just some of the areas of human experience in which we are involved. We work to build sustainable, inclusive communities where everyone belongs.

Circles Network also provides support, information, training and development opportunities to introduce and increase understanding about the concept of inclusion.

## Our work across the UK includes:

Individualised support for disabled people and people with learning difficulties living in their own homes in the community using personalised funding mechanisms.

Providing advocacy opportunities for people living in a wide range of situations including secure units, prisons, community and hospitals.

Unique support, coaching and advocacy for disabled parents in their parenting role.

Supporting people in the decisions they take around life's transitions – child to adulthood, relationships and parenting, marriage and bereavement.

Assisting people to plan for their life with individual Person Centred Planning tools and to build relationships and friendships.



Innovative approaches supporting the inclusion of disabled and disadvantaged children and young people such as Equine Facilitated Learning.

Development and delivery of alternative education provision for children and young people for whom mainstream education has not been a good fit.

Providing a wide range of extra-curricular activities for disabled and disadvantaged children and young people to engage with their peers, experience new opportunities and be included and valued.

Unique support designed to seek ways for disabled and disadvantaged young people with complex physical and sensory impairments, learning difficulties and differences, mental ill health and anxiety and those young people who have experienced trauma and loss, to understand their feelings and emotions and take steps to plan for their future.

Training, mentorship and support to professionals and others wishing to work in a person-centred way.

Consultancy and training for statutory, voluntary and independent sector services and for parents, individuals and carers.

A wide-ranging programme of courses, conferences, workshops and events, open to anyone.

Producing articles, publications and other learning materials, which promote the concept and practice of inclusion and equality.

## **The Organisation**

Circles Network is a leading organisation in the development of Circles of Support, the development of a person centred approach of empowerment and advocacy and of the tools utilised to support this. Created in 1994 by Chief Executive Mandy Neville, and a loyal group of people who were involved in the construction of the first Circles of Support in the UK, the intention was to set up an organisation, which from their experience was different: an organisation that embraced the philosophy of social inclusion and where information, knowledge and practice leading to improved, self-determined lives, became widely shared, particularly amongst people who are vulnerable and lonely.

To date we have developed a number of unique and exciting specialisms in particular geographic areas and it is our intention, to develop these successfully tried and tested models in other areas of the UK and Ireland.

## **Our Vision**

Our vision is to create inclusive communities where all lives matter.





## **Our Mission**

Our mission is to support disabled and disadvantaged people of all ages and backgrounds in transformational and empowering ways to live fulfilling and inclusive lives.

Circles Network exists to complement the efforts of people at risk of exclusion to become the architects of their own lives by:

- encouraging informed choice and individual control
- improving personal well-being and safety
- increasing confidence, respect and value
- fostering a variety of interdependent relationships
- developing gifts and competencies
- engaging in all aspects of community life

## **Our Strategic Objectives**

Circles Network aims to support people who are either experiencing social exclusion, or are at risk of being isolated through disability, disadvantage and long-term illness, to become and remain fully included in community life. Our strategic objectives are met through the provision of a wide range of projects and services delivered throughout the UK.

### **Our six strategic objectives are:**

1. To promote Circles Network's values and beliefs in building inclusive communities.
2. To deliver and develop focused work to improve life chances for disabled and disadvantaged children, young people and their families.
3. To deliver and develop focused work to improve life chances for disabled and disadvantaged adults.
4. To deliver and develop community-based learning opportunities with disabled and non-disabled parents, adoptive and foster parents who are at risk of exclusion.
5. To drive forward the agenda of leadership and empowerment with disabled and disadvantaged people through a range of learning opportunities provided through Circles Academy.
6. To strive for excellence in organisational development and resourcing.

## **Our Social Impact and Public Benefit**

The fundamental purpose of Circles Network is to make a positive difference in the lives of disabled and disadvantaged people of all ages, living throughout the United Kingdom and Ireland. In order to find out how well we are achieving this purpose, we require robust systems of measuring and monitoring our social impact. Over the last 25 years we have improved our ability to measure the social return on investment (SROI) and the implications of setting up effective methods of evaluating the return on each area of the organisation's work.

Clearly the diversity of programmes operating throughout Circles Network increases the challenges of creating effective systems. We have developed an evaluation framework, Measuring Up™, which offers broad implementation.

Importing, translating and developing the most transforming and empowering systems of support provides a fast-paced flow of learning, informed by disabled and disadvantaged people. In disseminating this learning throughout the UK, we make a huge social impact, helping to shape services, policies and practice and expanding expectations and horizons. The public benefits we offer throughout our work are evident and explicit in every project and service and are summarised throughout this report.

Our projects are designed to attract people either with a local, regional or national remit. We are always keen to open up opportunities, unless there are specific funding constraints, to benefit a whole range of people beyond the disabled and disadvantaged individuals who we are primarily available to. We find that through also supporting wider networks of family, friends, support staff and strategic practitioners, and by sharing the learning throughout our Academy and at conferences and workshops; we can multiply the public benefit through widening our reach.

In planning our activities, the Trustees and leadership team keep in mind the Charity Commission's guidance on public benefit. We welcome all people regardless of personal background, faith, gender or personal circumstances and we believe this philosophy of openness to all enriches everyone through the sharing of skills, aptitudes and life

experience. We are reliant on generating income through submitting bids and tenders or attracting donations. Equal access to our services is important to us and we currently monitor use of our services on behalf of our commissioners.

## **Our Environmental Impact**

We are committed to reducing our negative impact on the environment. We see this as intrinsically linked to our social aims and the overall mission of our organisation. We currently focus on four broad areas – recycling, paper reduction, transport and energy savings.

**Recycling** – We already recycle our paper and printer cartridges. At our offices we recycle cardboard, glass, plastic and paper. At our head office we also compost food waste, which is then used in our gardens. We also provide local allotment holders with manure from our horses and ponies. Paper that is shredded onsite is used to provide bedding for our horses.

**Paper reduction** – We operate a campaign to significantly reduce the amount of paper we use on a daily basis. We have installed paper light scanning procedures in our offices and this has had a dramatic impact. Storage facilities have also reduced as a result.

**Transport** – We base our projects in local communities and seek to employ people who live there. We encourage them to use public transport or to walk whenever possible. Car use is kept to a minimum. We are currently researching a more environmentally friendly transport system. Our small fleet of pool cars are purchased on the basis of fuel efficiency. Wherever possible virtual meetings are held to reduce the need for travel.

**Energy savings** – We are encouraging all of the venues we work with to implement energy saving strategies such as energy-saving light bulbs and ensuring lights are switched off after use. We ask our team to conserve heat and reduce the temperature in our offices.

## **Why We Are Unique**

Critical to our success is the art of listening to people we support and valuing their lived experience of disability, disadvantage and discrimination. Based on what we have heard from individuals and families, our action research, and more than twenty-five years' experience of working in this field, we have developed considerable expertise in certain specialist areas of work.

Those areas include:

1. The development and facilitation of Circles of Support and other forms of collective advocacy.
2. Our consultancy and training, through The Circles Academy, for statutory, voluntary and independent sector services on issues relating to inclusion, creativity and change and the coordination of a wide ranging programme of courses, conferences, workshops and events, open to anyone, which expand on the best global learning about inclusion.
3. The provision of individualised support for disabled people, people with learning difficulties, people with mental health differences, parents and carers who are at risk of isolation and exclusion and for people who have experienced anxiety, trauma and loss.
4. Unique support for parents who have learning difficulties and other serious health issues and impairments, that require assistance to parent their children at home.
5. The development and delivery of individual, independent, professional advocacy



opportunities for people isolated through disability, mental health differences, early childhood trauma, long term illness, addiction, age or caring responsibilities.

6. The development and implementation of approaches for children, young people and adults with high level support needs and complex impairments which offer the specific and in-depth support necessary for real inclusion.
7. Support for young people leaving care to develop structures which promote and encourage full inclusion and citizenship in communities.
8. Support for parents and carers of disabled children and adults and for adoptive and foster parents looking after children who have experienced trauma and disadvantage.
9. Searching out people who are the hardest to reach, and potentially highly vulnerable in communities so that they may be offered opportunities to supportive links. We believe that our main keys to success include our:
  - Independent status
  - Specialist knowledge of disability and human rights
  - Un-shifting value base of inclusion and equality
  - Ability to draw alongside and engage with people at all levels
  - Effective, acclaimed methods of delivery
  - Reputation for providing elegant services and support
  - Timely response to offer solutions in a range of complex situations
  - Person Centred Approaches.

## **Projects and Services**

The person centred nature of our work means that our projects and services are extremely diverse. The following reports show an overview of our work during this financial year across the many projects and services that form our charity.

## **Policy on Reserves**

It is the intention of the Trustees to build upon unrestricted general funds of at least six months running costs for the central work of the organisation. It is also necessary to accrue a bridging fund for externally funded projects should we encounter a reduction or sudden end to funding being available. This is increasingly difficult to achieve in such times of austerity. We have a buildings fund to provide an ideal site for an accessible central hub in the future. In addition, we allocate a reserve fund for capital equipment and technology and a fund for the development of publications for dissemination of our work.

## **Policy on Investments**

The income of the company comes principally from grants, which are sometimes received in advance of the expenditure being incurred. It is the company's policy to invest the unspent grant income in suitable investments whilst maintaining a prudent balance between security, profitability and liquidity.

## **Risk Review**

The Trustees continue to review major risks to which the company is exposed and mitigate those risks through established systems. Our policies and procedures have been regularly updated to cover all known concerns. A risk register is closely maintained.

Financial security for individual projects remains a risk whilst we are dependent on variable time limited funding grants. We have a current funding strategy linked to our business plan, and with our senior leadership team, work hard to secure continuation of financial support. Our training programmes and consultancy work also help to underpin endeavors. We

aim to achieve full cost recovery for any new work undertaken. We have developed income generation through the creation of fee for service support and intend to develop the Academy. The sale of educational merchandise and related products will also increase our income. Creating a perpetual income stream in this way will reduce risk.

Recruitment and retention of key personnel has posed difficulties, especially as huge cuts in funding became implemented. Strengthening the management structure in the regions and the implementation of the business plan has enabled us to provide cover for some projects at risk.

Throughout the UK, with the impact of continued cuts in health and social work budgets, leaving the EU and continued economic crisis, we are aware of intense pressure ahead for Circles Network. To mitigate the worst of the risks we anticipate, we have diversified our scope and will continue to do so in the year ahead. Much of our funding has previously come through the public sector but we believe that 3D Community Support and our short breaks programme has potential throughout our operational landscape to grow organically. Funding for this work comes directly through the personalisation agenda that is agreed by the government to be the future strategy for disabled and disadvantaged people. Having made a strong start, we will continue to develop and roll out this work.

In addition, we have begun to attract new corporate sponsorship and will continue to seek out new funders.

## **The Board of Trustees**

Members of the Board of Trustees (also the Directors for the purposes of Company Law) who served during the year and up to the date of this report are listed on page one. The Board of Trustees meet on a quarterly basis to review the work of the organisation and plan strategically.

The Board of Trustees is made up of ten individuals who collectively provide a wealth of expertise and experience. Included in the audit of skills are knowledge and expertise in the following areas:

- governance
- legal procedures
- philanthropic giving
- caring for disabled family members
- knowledge and expertise of further and higher education systems
- business and administration
- finance and human resources
- disability rights issues
- inclusion and the social model
- lived experience of disability issues
- health, social services and voluntary sector
- research and publications in relation to disability issues
- policy and practice in human services
- alternative therapies

Regular skills audits are held to ensure that this group have the appropriate skills for purpose. Probationary and ongoing training is available to Trustees; we pride ourselves on being a learning organisation.

The Trustees of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the company in the event of it winding up. The total number of such guarantees at 31st March 2020 was nine. Trustees are indemnified with third party indemnity insurance.

### **Trustee Induction, Training and Recruitment**

There have been no new Trustee appointments during this financial year. Trustees have received opportunities for training in Safeguarding.

### **Trustees Responsibilities**

Charity regulations and company law require the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the company and of the surplus or 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
- prepare financial statements on an ongoing basis unless it is inappropriate to presume that the company will keep operating.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the accounts comply with the Companies Act 2006 and with the 'Statement of

Recommended Practice for Charities'. The Trustees are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

#### **Statements as to disclosure of information to the auditor**

In accordance with company law, as the charity's Trustees, we certify that:

- so far as we are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the charity's Auditor is aware of that information.

#### **Volunteers**

Circles Network attracts many people to volunteer every year in the following ways as:

- Trustees;
- Facilitators, Advocates and Project Assistants;
- Course contributors and presenters;
- Administrators, Events Organisers and Assistants;
- Circle of Support members and community builders
- Fundraisers and Donors;
- Performers at festivals and events;
- Consultants and contributors to plans and reviews.

Our organisation depends heavily on this huge contribution of skills, experience and time and we acknowledge the effectiveness of such significant support.

## Relationship with other Charities and Organisations

Circles Network work closely with many other charities, statutory and private sector organisations in the UK and worldwide. In particular, the charity the Lifecare Charitable Trust receives management support directly from Circles Network. Too many to mention, these are some of the key partners:

Age UK Arc School	All Wales People First
Avon Park School	Autism West Midlands
Cambridgeshire Partnership Trust	BBC Children in Need
Communitas, USA	Cemex
Fife Council GA-VO	Cummins
Guide Dogs Association	Fife Health & Social Care Partnership
Jaguar Landrover MIND	Greater Glasgow & Clyde NHS
Moray Health and Social Care	Inverclyde HSCP
National Lottery Northamptonshire CC	Leonard Cheshire Foundation
Nuneaton Youth Justice Team	MHISC Warwickshire
Peterborough City Council	NHS Scotland
Queen Elizabeth School	North Warwickshire Probation Service
Round Oak School	National Autistic Society
South Ayrshire H&SC Partnership	Peterborough Council for Voluntary Services
Tapping Solution	Phoenix School
University of Coventry	River House School
Warwick University	Rugby Borough Council
WCAVA	Scope
World of Cars	
91 Untold	

### Auditor

The auditor, Mazars LLP, served during the year and will be proposed for reappointment at the AGM.

### The Circles Network Trustees

*J.R. Hughes*  
*13th November 2020*



# **circles**

## ADVOCACY



## Circles Advocacy Fife



CAROLANN HADDOW,  
SERVICE MANAGER

This year we supported:

1646 Advocacy Issues

671 New People Introduced

Circles Advocacy Fife provide advocacy to the full Fife region and have a large remit which includes supporting individuals who experience mental health difficulties, dementia, disability, chronic illness, acquired brain injury and autism. The

team also provide advocacy support for children under 16 years who are subject to compulsory measures under the Mental Health (Care & Treatment) Scotland act 2003.

We have three office bases across this huge region: in Kirkcaldy, Lochgelly and Stratheden Hospital. This ensures that our services are accessible to anyone throughout the Fife

area who may need advocacy and creates visibility, proximity, and widest reach possible for our experienced team. The

team supplies awareness sessions to professionals, service providers, voluntary organisations and any other stakeholders who want to know more about advocacy. This enables us to build

and sustain good working relationships and

importantly to share innovative learning, particularly around the many benefits of person-centred advocacy.

### This Year's Highlights:

During this year some of the highlights included:

Presenting a talk to Police Scotland in relation to our role within the Adult Support & Protection process.

Celebrating Circles Network's 25th Anniversary by holding an old school style sports day with patients from one of the local hospitals, which everyone enjoyed.

Having the opportunity to join representatives from across the organisation at a celebratory training and development event in Warwickshire.

Supporting two social work student placements through Dundee University, allowing us to give the students' knowledge and understanding of Advocacy which they can use when they qualify as social workers.

Gaining new skills and best practice through accessing training on the use

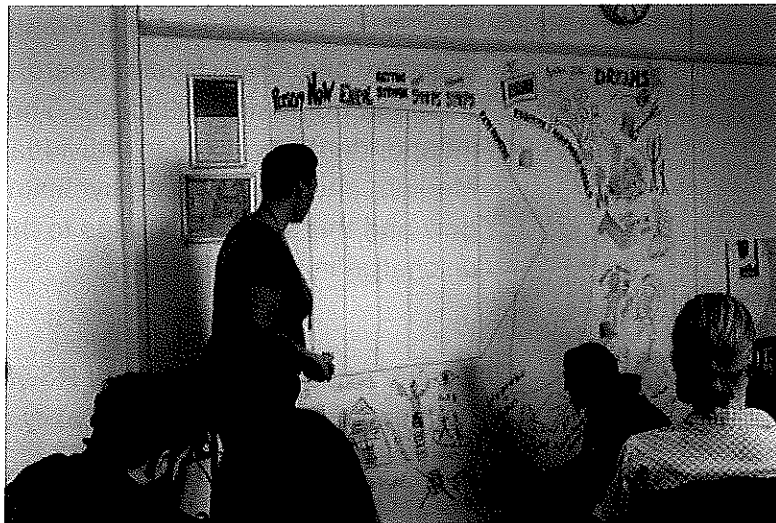
of Talking Mats, enabling team members to coach more advocates in this specific type of communication.



Undertaking Outcomes & Logic training with other advocacy services in Fife to aid us in measuring the softer outcomes of our provision.

Networking widely across the whole area which allows us to build close relationships and work in partnership with services we have not worked with previously.

We were delighted to be able to attend the Circles Network 25th Anniversary Event, in Warwickshire in December. A great chance to come together as an organisation, to plan, share and celebrate the past, present and future of the organisation.



### **Story of Change:**

*Circles Advocacy was introduced to Karen by her support worker. Karen had recently been assessed by a social worker who said that she did not require any additional support hours. Karen was asking for one*

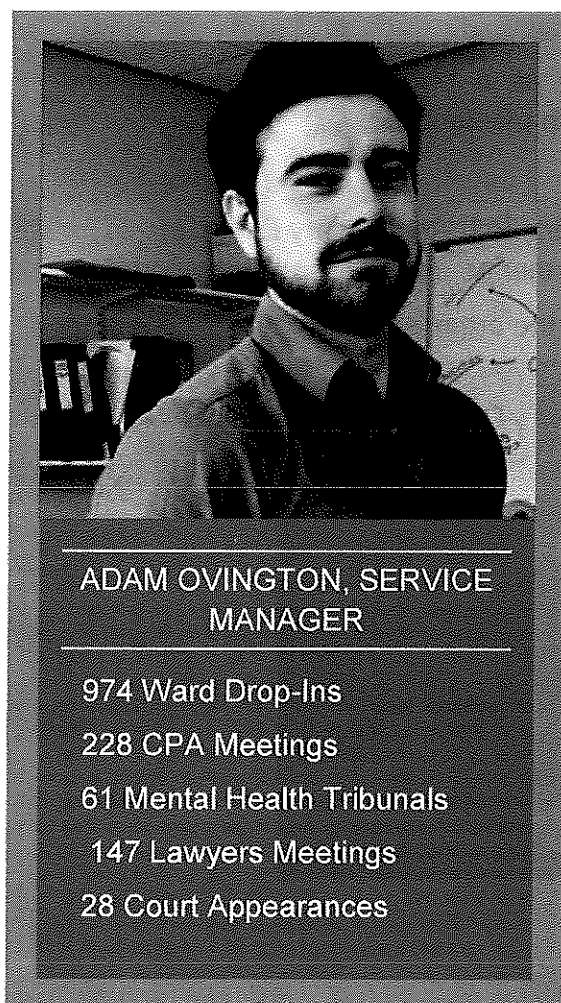
*extra hour per day. She is registered blind, has mental Health issues and some mobility issues. The advocate contacted the social worker involved to let her know that Karen was unhappy and that she would not be signing the assessment document. The social worker replied that she would not be changing her decision. The advocate, at Karen's request, lodged a complaint to the Manager of her team. A re-assessment was arranged, to be completed by a different social worker, which the advocate attended at Karen's request. Karen was delighted when a few weeks later, she was awarded five extra support hours. Karen thanked the advocate for her support.*

*We are always pleased to get feedback from advocacy partners, this helps us to improve our services and provide positive reinforcement to our teams:*

*"I so appreciate you coming with me that day you're a nice lady"*

*"Thank you for your help you're amazing."*

## Circles Advocacy Glasgow



Circles Advocacy in Glasgow supports individuals who are detained under the Mental Health (Care and Treatment) (Scotland) Act 2003 and Criminal Procedure (Scotland) Act 1995 due to either, or a combination of, severe and enduring mental disorder, including mental illness, learning difficulties and personality disorder.

The Glasgow service is jointly funded by Greater Glasgow and Clyde Health Board and the West of Scotland Forensic Directorate. The service provides independent advocacy to individuals detained within Medium and Low secure psychiatric services in Glasgow and this support extends to three months post-discharge in the community.

Circles Advocacy is based at Rowanbank Clinic meaning that this service is easily accessible for the individuals whom we support.

### This Year's Highlights

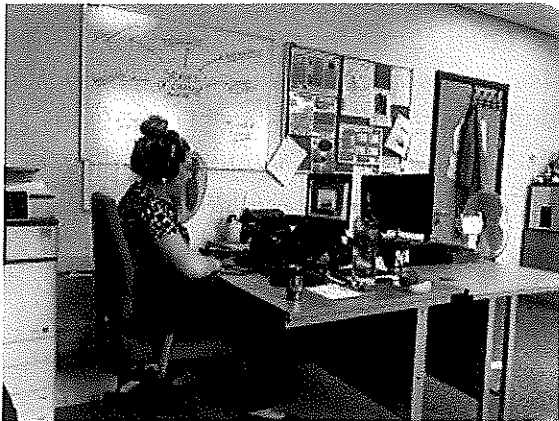
This year, the Advocacy team attended the in-patient facilities across Medium and Low security on 974 occasions for Ward Drop-ins.

The Circles Team have continued to build rapport with the individuals that are open to the Forensic Services, this year saw an increase in engagement with individuals with a total of 5899 contacts. Our team continually encourage individuals to engage and have their say in formal proceedings which involve decisions being made regarding their care and treatment. This year has seen the team attend and support individuals at 228 CPA Meetings, 61 Mental Health Tribunals, 147 Lawyers Meetings and 28 Court Attendances. Our organisation has promoted attendance and input for Forensic Mental Health Reviews as well as the independent review of the Mental Health Act for Learning Disabilities and Autism.

The team created many achievements for Circles Advocacy. This included supporting individuals to have discussions with the Mental Welfare Commission across Rowanbank and Leverndale. As a result, we were delighted with positive feedback for the service from the Commission who stated within both 2019 reports:







"The patients all have access to advocacy and the wards have very good and regular advocacy input from Circles Advocacy, a specialist forensic advocacy service. As well as individual work they run meetings on the wards to help patients with collective issues."

In celebration of Circles Network's 25th anniversary we were able to hold an event that included people we support. This was a historic event in more ways than one, mainly in the careful management of processes that enabled an equal sense of partnership and inclusion.

Two members of the team also benefitted from attending the two-day

conference and celebration event, participating fully in sharing the work of the team to a UK audience and in listening to renowned speakers and presenters. The evening dinner and party atmosphere was a shared bonus for all.



Circles Advocacy also conducted an independent review of the Mungo Foundation within Glasgow. This involved obtaining the views of people who use their services and employees. Circles Advocacy concluded the review with two reports, one for people accessing the service and one for employees. This feedback was welcomed by the Mungo Foundation who stated that they would be keen to use this service again in the future.

## Story of Change

*Jim is an individual who is currently detained in a low secure hospital ward within the forensic system. Jim is a very independent individual who seldom seeks support from advocacy unless he feels he needs additional support to put forward his views and to gain information on his rights. At the end of March, an advocate received a phone call from Jim concerned about the new restrictions for the patient population due to the Covid-19 restrictions and guidance being put in place by the government. Jim explained that it was a lot more restrictive on the wards than the government guidance advised, and he felt it to be unfair as several individuals on the wards usually had unescorted access to the community for hours at a time. The new guidelines stipulated all individuals open to the forensic system would now have only 15 minutes each day on the hospital grounds whether that was escorted or unescorted.*

*An advocate spoke with the Senior Charge Nurse for additional information on this matter who confirmed that the guidance came from higher up and included no free unescorted time, no smoking, all visits to local shops cancelled and one takeaway meal a week. The advocate was of the view that this was overly restrictive with regards to the principles of the mental health act*

*which stated that and that those detained in hospital should have the same rights as those who are not. As such, the advocate discussed this issue with the Lead Nurse for the low secure provision and explained the challenges the individuals on the wards were experiencing. Through negotiation, it was agreed that the guidance would be reconfigured to allow for unescorted and escorted time out for 30 minutes a day, access to the local shops twice a week, in addition those who smoke would be able to smoke on the patio in the interim until Covid-19 guidance was relaxed.*

*This was fed back to Jim who felt this was an agreeable resolution and compromised. Due to getting further time outside and access to smoke, Jim reported higher levels of happiness and wellbeing. His self-determination was also demonstrated as he was very unhappy with the original restrictions put in place and was prepared to challenge this with advocacy support as well as self-advocating with the clinical team. Jim explained that he felt*

*listened to throughout the process and now as a result feels more included in society as the forensic directorate are following government guidance more closely.*

## Circles Advocacy Inverclyde



MOYA SWEENEY, SERVICE  
MANAGER

603 New Introductions

275 Introductions from Health

48 Introductions from Care  
Homes

96 Mental Health Tribunals

Circles Advocacy in Inverclyde delivers a free, independent service to individuals aged 16 and over who reside within the boundaries of our four main towns of Greenock, Gourock, Port Glasgow and Kilmacolm and to the outlying villages of Bridge of Weir,

Inverkip and Wemyss Bay; comprising a population of over 79,500 people. We deliver advocacy to our outlying communities by providing drop in hubs within community resources, and we offer home visits to individuals who are unable to access our main hub, which is situated in the heart of our community. The service is generic and promotes equal opportunities for individuals who require advocacy from time to time with their issues. Being a generic service means that we support individuals who

are: Elderly, Carers, Prisoners, Women in Refuge, or Homeless and to those who experience Learning Disabilities, Learning Difficulties, Autism, Physical and Sensory Disabilities, Mental Ill Health, Detainment under the Mental Health Act, Acquired Brain Injury, Alcohol Dependency, Drug Dependency, Dementia, Ethnic Minority issues, difficulties with Parental Rights, and long term Health Issues. We support individuals regarding their specific concerns, providing information

about the options that are available to them and guiding their route through the systems and rights available.

We work in partnership with many local organisations, since advocacy is important to ensure social inclusion, social justice, equality and fairness. We are jointly funded through the Health and Social Care partnership for the core service, and we receive further funding from the Scottish Government to deliver the Self- Directed Support Project.

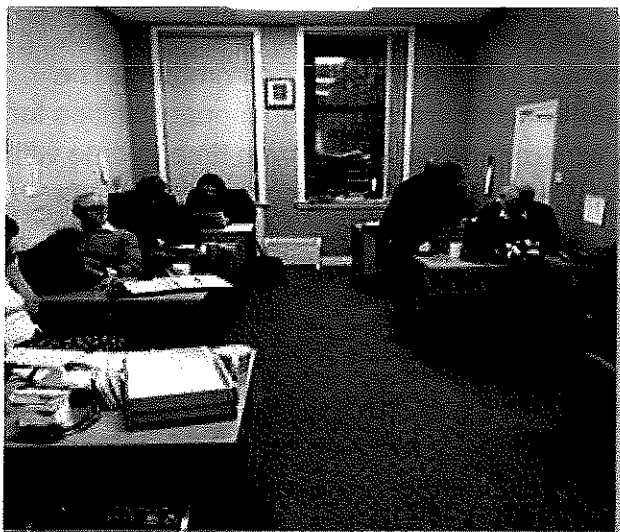
### This Year's Highlights

This year Circles Advocacy in Inverclyde continued to operate with a no waiting list policy, delivering one to one advocacy to 603 new individuals (103 more than our contractual agreement) whilst closing 531 issues throughout the year. 454 individuals resided within the main town of Greenock, which is mainly due to our main hospitals and care homes being situated within the central area. We received:

275 new introductions from hospitals and clinics

48 new introductions from our local care homes  
 29 individuals introduced themselves to advocacy  
 126 were introduced by a Mental Health Officer  
 52 individuals were introduced by a third sector organisation  
 51 introductions were made at our outreach hubs  
 79 families were introduced a family member  
 87 carers introduced themselves to our service

The service also attended 96 Mental Health Tribunals and supported 87 individuals who wished to challenge their detention under the Mental



We have participated in 51 training and development courses and we have continued to raise awareness of our service by providing 45 information talks to organisations on the benefits of independent advocacy. We provided seven information stalls at other third sector events; we also delivered leaflets and posters to 60 different organisations within Inverclyde.

Our service joined a few forums across Inverclyde, and we are actively working in partnership with Inverclyde Centre for Independent Living, The Autism Strategy, HSCP Inverclyde Advocacy Plan, CVS Inverclyde volunteers Forum and the Self-Directed Support

### **Story of Change**

*Jai was referred to the service by his Mental Health Officer (MHO) who had earlier advised him that she was applying to vary his Compulsory Treatment Order (CTO). Jai was told about Circles Advocacy by his MHO, and he confirmed to her that he wanted advocacy support. Jai had been involved with the service during an earlier admission to hospital when he was subject to measures under the Mental Health (Care and Treatment) (Scotland) Act 2003. He had built up a trusting relationship with his previous advocate and requested the MHO to ask for that person by name. The MHO agreed to this and made the introduction to the service on Jai's behalf. Where possible, the service always attempts to meet the needs of individual requests for advocacy partners and Jai was appointed the advocate he requested.*

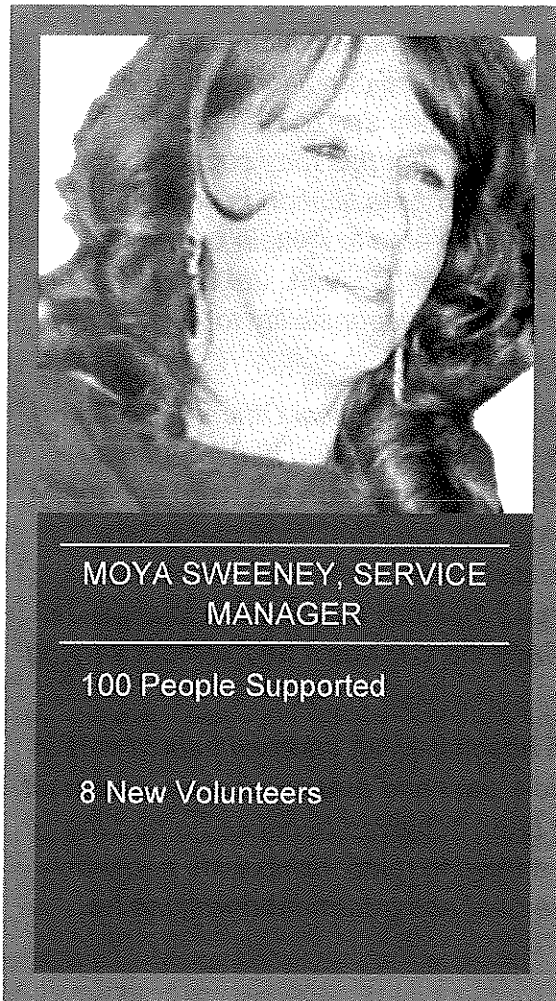
*Jai had been living at home for quite some time following a long admission to hospital. His mental health was well maintained by his medication, with which he agreed, and he also had a care plan that provided him two hours daily support from a local support agency. Jai was prescribed medication that required close monitoring with regular blood tests, and one of these showed abnormal results. Unfortunately for Jai this meant the withdrawal of medication that had kept him well and had offered him a relatively normal way of life staying out of hospital and without repeat admissions.*

*Despite Jai's willingness to return to hospital, the multidisciplinary team decided an application to vary and extend CTO was necessary. Jai asked his advocate to contact the legal firm who had represented him previously. An appointment was made for his solicitor and his advocate to make a joint visit to Jai. At this meeting they discussed the circumstances which led up to his admission to hospital. It became evident that Jai had complied with all conditions within his order, and that it was unfortunate his medication had to be withdrawn due to side effects. The solicitor discussed independent medical evidence and suggested that this may support Jai's request to remain a voluntary patient on the ward whilst a review of medication is performed, and alternative treatments initiated. Jai thought that he should be able to remain on the ward voluntarily until his medication was changed and titrated to therapeutic levels. Jai would say that he has good insight into his illness, and he should be afforded the responsibility to take more control, instead of all decisions being taken by his clinical team.*

*The solicitor assisted Jai to arrange a meeting with the Responsible Medical Officer (RMO) and multidisciplinary team. In preparation for the meeting Jai's advocate assisted him to put his views regarding his treatment in writing, in particular his desire to remain on the ward informally without the need for variation of his CTO. When the meeting with the RMO took place Jai's treatment, medication, care plan and his legal status were discussed. Jai's RMO, MHO and multidisciplinary team took account of Jai's views and agreed that they were willing to allow Jai to remain in hospital as an informal patient. They would leave the CTO as it was without varying it to a hospital-based order.*

*The multidisciplinary team agreed that for Jai to remain in hospital as an informal patient was in keeping with the principles of the Act regarding participation, past and present wishes, and least restrictive option. Jai was happy with this outcome. It had been achieved because he had the support of an advocate whom he knew well, had a positive trusting relationship with, and who understood and could give a good account of the views he held and treatment decisions he would accept.*

# Self-Directed Support Inverclyde



Circles Self-Directed Support Project provides end to end independent support to individuals and carers to ensure that their voice is heard throughout their journey. Everyone has the right to participate in decisions which affect their human rights; participation will be active, free and meaningful, giving attention to issues of accessibility, and providing information in a form and language which the individual can understand. We support people to understand the process when faced with assessments, reviews or other changes in their lives. The project also supports people prior to the assessment process to gain a full understanding of what they wish to receive from their support package, and what their circumstances are at that time. Each person will be assisted to consider all parts of their care, or the care they provide to another individual. As the service is completely independent, we can take the time to research and explain all options depending on the individual's preferences. The SiRD project delivery is funded by the Scottish Government.

## This Year's Highlights

This year the project has delivered one to one SDS support to 100 individuals seeking information and assistance with issues and assessments.

21 were carers

19 were individuals with learning difficulties

30 were people with physical impairments

10 individuals had an acquired brain injury

Softer outcomes

8 partners were able to seek different support options

23 people increased their understanding of Self-Directed Support

9 people felt listened to, supported and less stressed

11 people gained more confidence to enable them to challenge decisions

19 people reported that they can make a more informed choice

9 individuals had an increased sense of choice and control

Closed outcomes





We closed 83 issues

16 of which related to personal assistance

11 individuals obtained Option 1

14 people gained access to payroll services.

The project gained eight new volunteers who attended 23 training events. We held a special 'Volunteer Award Day' to show our appreciation for all our volunteers' hard work and the time they have given to SDS Advocacy, which is more often than not above and beyond the time they signed up to give. The day also gave us an opportunity to thank all team members for supporting the volunteers throughout the year.



In celebration of Circles Network's 25th anniversary, team members and people supported by the SDS project and Circles Advocacy held a Bake-Off competition. It was an inclusive and thoroughly enjoyable event and a lot of fun for all who participated.

Three members of the team travelled to Leamington Spa in December to attend a two-day conference held to bring together

representatives from the whole organisational team to celebrate, share successes and catch up on cutting edge communication techniques. This too was an inspiring conference and wonderful party.

### **Story of Change**

*Maureen was introduced to the service by Inverclyde Local Authority Social Work Department. Maureen required support to obtain Self-Directed Support (SDS) for her son, who was having great difficulties engaging with care providers. Maureen was asking for her son Brian's needs to be met by her partner.*

*A meeting was arranged to discuss further information about SDS and the legislation around employing family members as Personal Assistants (PAs). The advocate discussed confidentiality, paperwork and the role of advocacy with Maureen and her partner. It was highlighted that both were jointly named on a welfare/financial guardianship order. They agreed two action points: firstly, for Maureen to speak with the solicitor who supported her with the guardianship application and ask for her partner to be removed. Secondly, the advocate agreed to contact Brian's social worker and inform them of Maureen's request to have the SDS arrangements switched from Option 3 to Option 1.*

*During the next 12 months, extensive meetings were held with Maureen's solicitor, the social worker and the local authority SDS implementation officer. A decision was made by senior management at a resource allocation group (RAG) that family members cannot be employed as*

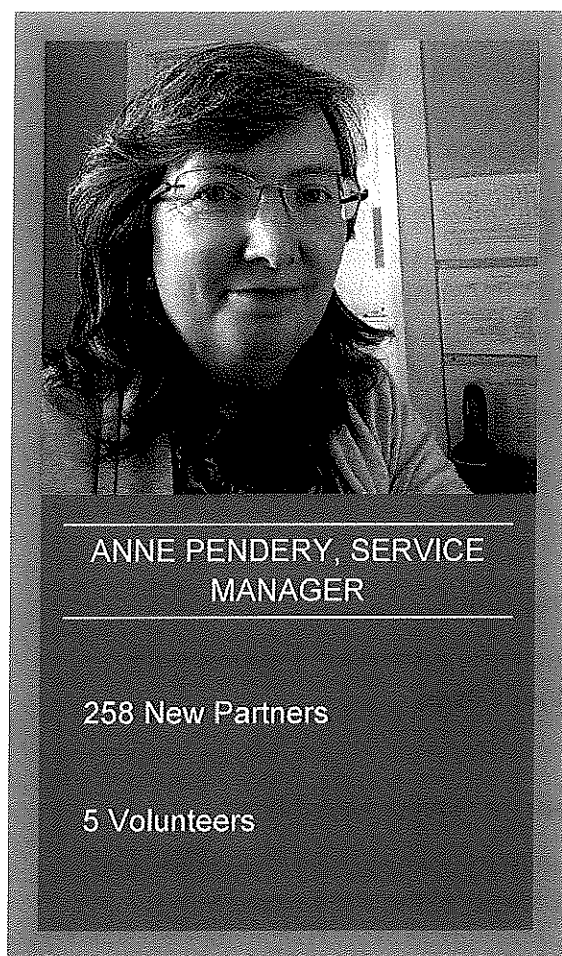
*PA's unless the full criterion is met. Maureen disagreed with this decision and asked her advocate to lodge a written complaint stating that Brian's needs constitute exceptional circumstances. The advocate supported Maureen to write the complaint, which included a request for a change of social worker.*

*A new social worker was put in place, and it was also agreed that an option 1 package would be approved providing the PA is not a close family member. An Advocate provided support to update Brian's needs-based assessment for personal care hours and social hours. This was then given a yearly cost and referred to the RAG for approval. Once approved for Option 1, Maureen's advocate supported her to complete an application for membership of the Scottish Personal Assistant Employers Network (SPAEN) for a managed service account.*

*Brian now receives 26 hours a week of support from his Personal Assistant, and Maureen has a managed account from SPAEN to support her with being an employer. An SDS review took place after six weeks to iron out any further issues.*

*Maureen was extremely happy that her desired outcome was achieved.*

## Advocacy Moray



Circles Advocacy, Moray is funded through the Health and Social Care Partnership. There are two separate contracted agreements that work seamlessly together; one which covers the provision of advocacy to adults with mental ill health, disability, chronic illness or people who are elderly; who require support with issues relating to their health and/ or social care or if they have children who are part of a Child Protection procedure or are Looked After by the local authority. The second relates to the provision of advocacy to those who have or have had drug and alcohol issues and require advocacy support to overcome barriers and assist in their recovery.

This was the final year of the initial three-year contract for our generic service, which has been extended for a further year (2020- 21). The newer project, funded through the Moray Alcohol and Drug Partnership, began in 2019 and is now running concurrently with the main contract.

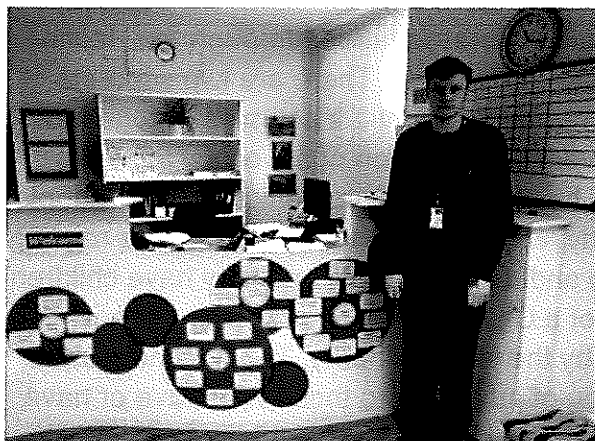
### This Year's Highlights

During 2019-20, Circles Advocacy Moray has provided support to 258 new partners through both contracts. This suggests a reduction in the number of people supported from previous years but actually reflects a change in recording which provides a more accurate indication of the work undertaken in terms of partners supported and the issues they have, rather than the number of meetings attended; and was introduced following discussions with our Commissioning Officer.

Most of our work has been to support partners detained under mental health legislation followed closely by parents whose children are part of Child Protection Proceedings or are Looked After and those who need support to access services.

As part of the changes in the way we record our work, we are now able to look at the percentage of time taken to support different partner groups which will assist us, going forward from a commissioning perspective. For example, for Jan- March 2020, 18 % of open situations related to childcare issues but advocates spent 29% of their time providing this support. This information is only available from January this year but will be presented in future quarterly reports.

We have four new advocates that started with us through the year and a new administrator. The team includes four volunteers and a Volunteer Co-ordinator who, in addition to her paid work, also volunteers her time to support the service.



This photograph shows one of our volunteers, Aidan, next to the support information he created, which has 'at a glance' contact details of Moray's

The service has received positive feedback this year from partners, for example, 'A weight has been lifted from my shoulders', 'The support from my advocate was so reassuring, and I actually felt my confidence is growing so much that my advocate gave me wonderful empowerment,

thanks.'

We have commenced our request for feedback from professional practitioners which currently indicates an overall 8 out of 10 score in terms of timescales for responding to introductions, provision of appropriate advocacy support and making a positive difference to Partner's lives.

We were delighted to be able to join in the celebratory event for Circles Network's 25th Anniversary in the autumn. This gave a great opportunity to connect with the wider team, trustees and beneficiaries to explore the past, present and future of the organisation.

### **Story of Change**

*Laura, who has Autism, learning difficulties and mental health issues, had concerns regarding a proposed move, from her own supported tenancy of 20 years to a nursing home. It appeared that the decision had been made without taking into consideration Laura's views, which were that she wished to remain in her flat.*

*Laura's advocate explained Laura's right to be included in any decisions about her life.*

*Following Laura's instruction, her advocate wrote to the management team overseeing the decision to move her; requesting an explanation as to why the move was being proposed and if possible, calling a halt to the move, until Laura, and those who knew her well, could put forward their views and concerns.*

*As a result of this, a meeting was convened with all relevant people, where, having considered Laura's views and wishes, the decision to move Laura was overturned, much to Laura's relief.*

### **Moray Alcohol and Drug Partnership Contract**

From January 2020, this service has been fully operational. Numbers of introductions made

specifically because of drug or alcohol related concerns are small but a study of open situations during January- March 2020 showed 18% of partners had either past or current drug/alcohol related issues which had potentially resulted in the reason why they needed advocacy support; the majority of which related to either child protection or children being Looked After by the Local Authority.

## **This Year's Highlights**

Two advocates have been identified to undertake SVQ Rights based Advocacy Training which is being organised and funded through the Scottish Recovery Consortium.

This is planned to begin in July 2020.

We continue to raise awareness of all our services via talks to community and professional groups and information leaflets and posters in GP surgeries and other relevant community spaces.

We have been able to undertake a significant amount of training during 2019/20 including direct input from the Scottish Recovery Consortium which has been invaluable, along with being able to access sessions from the Moray Alcohol and Drug Partnership Training programme.



## **Story of Change**

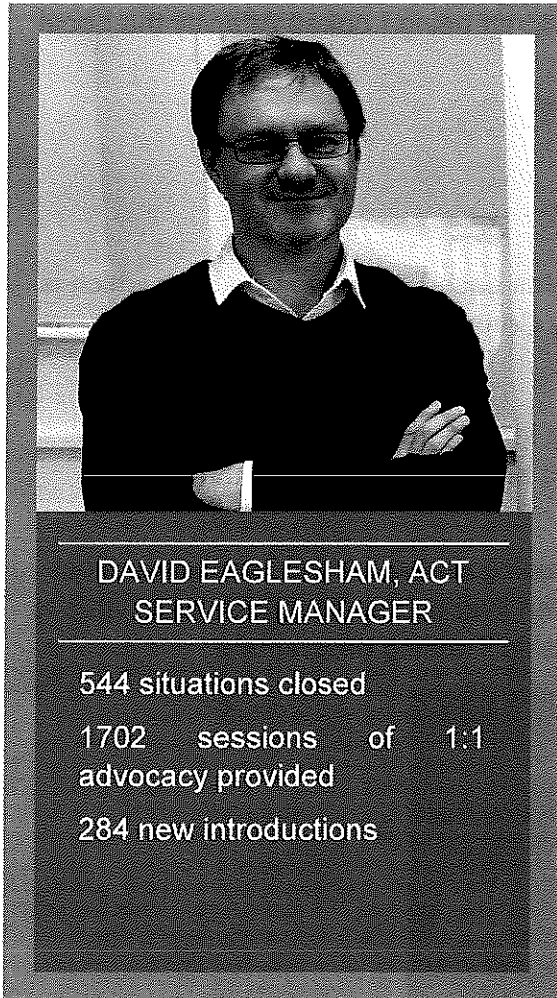
*Sam introduced himself to Circles Advocacy. He was living in another area of Scotland but was the victim of crime and wished to move to Moray, where he had local connections. Sam had mental ill health, as well as drug and alcohol issues. He requested assistance to access support services and to talk to the Housing Dept, whom he felt were not listening to him; refusing to accept his local connection or to consider rehousing him.*

*Sam's advocate provided information regarding local support services, assisting him to have his health care transferred to Moray and to feel heard at meetings with the Housing Department, having provided information regarding housing legislation and his rights.*

*Sam is now living in social housing in Moray and feeling positive about the future here.*

The implementation of a national lockdown to manage the impact of COVID-19 happened during March 2020. As a service, we were able to respond to this quickly and efficiently, continuing to provide advocacy while following government guidance. Our teams were able to work remotely,

## Circles Advocacy South Ayrshire



Circles Advocacy in South Ayrshire delivers a free, confidential and independent advocacy service to adults' resident within South Ayrshire. The service is situated in the South West of Scotland on the beautiful Clyde Coast, covering a large rural area taking in 1,222 km<sup>2</sup>, home to around 112,470 people.

We provide information to assist individuals in making informed decisions, supporting them to express their own needs and have as much control as possible over their own lives. Our advocates support people affected by mental health issues, learning disabilities, chronic illness, physical and sensory impairment, people living with alcohol and addiction, brain injuries, dementia, autistic spectrum disorders and adults at risk of harm. The service delivers 'issue based' one to one advocacy and actively promotes non- instructed advocacy, enabling us to support individuals who are not able to access our service independently.

### This Year's Highlights

Planning is underway to develop and expand areas for growth within advocacy services in South Ayrshire, including joint working opportunities with South Ayrshire Health and Social Care Partnership and the Ayrshire Drug and Alcohol Partnership.

We have attended various awareness raising and marketplace events in South Ayrshire which has raised the awareness of the service amongst the public and other organisations within the wider health and social care partnership.

The team continues to be proactive in raising awareness of their role to individuals, service providers and stakeholders and statutory and non-statutory organisations alike to ensure individuals have their voice heard and become involved in all decisions affecting their lives.

Throughout the year, the team continued to have an increased presence within South Ayrshire's Health & Social Care Partnership, both in a consultative and awareness raising role. Staff have attended human rights-based training around working with individuals presenting with alcohol and addiction issues. We also engaged with the local Jobcentre to shadow some of their staff in



relation to gaining an insight into partners' experiences and issues around Universal Credit.

We are working closely with Ayrshire Drug and Alcohol Partnership with regards to extending the service to include a trained and accredited Recovery Advocate, a person with lived experience of problematic substance use and recovery. They will be deployed within our service to provide specialist advocacy, specifically with people experiencing or having experienced substance use, dual diagnosis and mental health issues.

The team is proactive in raising awareness of their role both with individuals, service providers and health and social care professionals, ensuring an inclusive interaction between individuals and services.

We continue to conduct collective advocacy in one of the local care homes for the residents and we have received good feedback from residents, staff and relatives. Through working with the residents, our advocate has adapted the collective advocacy sessions to better suit the needs of the people attending.

Following its success, we would like to expand this service by starting similar groups in other care homes.

In January we were invited by South Ayrshire Health and Social Care Partnership to support them with a consultation involving individuals with learning difficulties. We were asked to establish individuals' views around the Partnership's proposal to close a local day centre. Two of our advocates met with the people who used the day centre to gain their views around the proposals and to feedback their views to the Partnership. Throughout this process we ensured that we maintained our independence and integrity and that our values were adhered to.

### **Story of Change**

*Mrs. D contacted Circles Advocacy independently following a recommendation from her CPN and her psychiatrist. Mrs D had an upcoming care review*

*meeting which she felt that she would benefit from having an advocate present to support her as she believed that she was not listened to at her previous review. Mrs D explained that she lives with schizophrenia, depression and anxiety. She advised that when her mental health dips, she experiences psychotic episodes. At the time of her initial appointment, Mrs. D felt that her mental health was stable however she was acutely aware that changes to her routine were having a negative impact on her.*

*Mrs D explained that she was recently forced to change care provider as her provider of 11 years ceased provision within South Ayrshire. Mrs D felt that her new provider was less efficient, she raised this at her last review and submitted a formal complaint however she did not feel that her concerns were addressed. The advocate supported Mrs D to make a list of the points she*

*was unhappy about.*

*This included changes being made to her rota without consultation, support staff not turning up on time, breaches of confidentiality and lack of communication between staff members. It was agreed that an advocate would attend the review and support Mrs D to raise her points.*

*The manager of Mrs D's care provider failed to attend on the day of her review which meant no resolutions could be met however, it was agreed that Mrs D's social worker would record Mrs D's views and send them to the manager*

*via email. The advocate was able to provide Mrs D's views in written format having previously supported Mrs D to compile a statement. A further review meeting was scheduled for the manager to respond in person.*



*The advocate supported Mrs D to attend her re- scheduled review.*

*Mrs D's emotions were heightened as she had taken the care managers previous absence personally and this had intensified her anxiety. The manager responded to Mrs D's points although Mrs D became frustrated and angry as she felt that the manager*

*was being dishonest and that her social worker was siding with them. Mrs D terminated the meeting prematurely and requested the advocate to remain in the room for a de-brief.*

*The advocate spent some time with Mrs D following her review to discuss her options in terms of moving forward.*

*Mrs D did not wish to explore her right to change provider as she felt that her current provider should be held accountable for their errors. Mrs D decided that she would progress with a complaint to the care commission and as Mrs D does not have access to the internet, the advocate provided her with all the relevant information required in order for her to progress with her complaint.*





# **circles**

COMMUNITY



## 3D Community – East of England



CAROLINE HUNT, REGIONAL  
MANAGER

16,517 Hours of Support

51 People Supported 1:1

7 Youth Groups Every Week

11 Weeks of Holiday Clubs

Peterborough is the vibrant location from where most of our East of England services are delivered. We have two main areas of work. They are 3D Community Support and Youth groups.

The work in Peterborough is led by a Registered Manager, a Project Manager, Office Manager and two Lead Facilitators. The Hub, from where the team is based, is a registered location with the Care Quality Commission and has a rating of "Good".

We have a highly skilled and experienced team who work alongside a variety of individuals whose ages range from seven years to over forty years old. They enable and empower people to take part in and excel at education, employment, leisure activities, play and to develop and maintain relationships with others.

The projects are funded by Peterborough City Council, local schools, the NHS and individuals themselves.

### **This Year's Highlights.**

During the past year we have focused on the quality of our services. Members of our team have completed nationally recognised qualifications in Leadership, Management and Health and Social Care. We have delivered in house training days focused on personal care, play, communication, and person-centred approaches. We took the decision to invest in an ethical behavioural support system called Team Teach to enable us to recognise and de-escalate situations when a person may become challenging, and to manage physical aggression effectively and proportionally. From this training we have been able to develop a whole team Behaviour Support Plan that is clear and concise.

In April 2019, The Spencer's Trust organised a Glitter Ball at a hotel in the city. The proceeds of the event were split between Circles Network and another local charity, we are extremely grateful for their continued support.

In June over twenty of the team, volunteers and parents took part in an adventure to Matlock, to climb the Heights of Abraham. We raised money but most importantly had a fantastic day together in celebration of our 25th year.

The summer months were very busy. The six-week holidays are always our busiest period. All those involved in our projects enjoyed a huge



variety of activities including trips away and themed days. The most popular event was Disney Day. In August 2019 we delivered our highest ever amount of direct support hours so far and this can only grow!

The popularity of our services continued to gain attention into the winter months as we further built upon our positive reputation and the effective support delivered. This year we hired a lavish venue for our end of year party. We had over one hundred attendees at the party and everyone thoroughly enjoyed themselves. For many it was the first party they had felt comfortable enough to attend. We celebrated the dedication of our team and recognised the incredible value of our volunteers.

Several people from Peterborough had the privilege of attending the 25th Anniversary event in Leamington Spa. This was a joyous time at which we created many memories and celebrated the past, present and future of Circles Network.

During quarter four things were very settled, everyone was working hard and making lots of progress, planning events and trips, looking forward to the spring and summer. Again, we topped out in January 2020 delivering 4,215 hours of direct support.

### **This Year's Challenges**

Without a doubt, the single biggest challenge during this period was the preparation and management leading up to the Covid-19 Pandemic. Although we did not enter the government-imposed period of restrictions until the final few days of March, we spent many weeks managing fear and preparing for the unexpected. The Management team have worked closely together with local authorities and we implemented as many changes and controls as possible to enable our supports to continue.

### **Story of Change**

Bea is nine years old. We first met her when she was four as we were providing direct support to her older brother. We developed a good relationship with the family and in 2018 Bea's mum asked if we would consider providing support to her, explaining this would necessitate bespoke arrangements. Bea had not long started at school. She has a diagnosis of Autism and had become so insular and frightened within her education setting that she was unable to use her voice outside of the home.

We started to get to know her at her home playroom, with the security of mum in the next room. Eventually we ventured to the local park with mum, then without mum.

Over time Bea got to trust a few members of our team and felt ready to visit The Hub. There Bea would only communicate by pretending to be a cat. We reciprocated the role play and very soon after her voice came back! She now visits The Hub at least twice a week. She enjoys playing with staff and other children. Bea loves making slime, drawing, playing with sand, dancing and



## 3D Community – Warwickshire



JULIE THOMAS, PROJECT  
MANAGER

5400 Hours of Support  
3 Youth Groups

The 3D Community support project delivers valuable, bespoke social support to people of all ages who are re-dressing, overcoming or at risk of isolation. Support is offered on an individual or group basis with several clubs including Cookery Club, Let's Get Together (LG2 Youth Club), Gaming Club and Enrich Your Day (EYD). Through group sessions, we promote inclusion, helping individuals to meet new friends and share experiences. The 3D team offer companionship alongside therapeutic, stimulating, and practical support to enable people to grow and improve in confidence, harness their potential and enrich their lives.

The Rugby Hub remains the central point for many activities enabling us to bring people together in a relaxing environment. We also offer bespoke services to those who require help either in the community or in the comfort of their own home or more familiar surroundings.

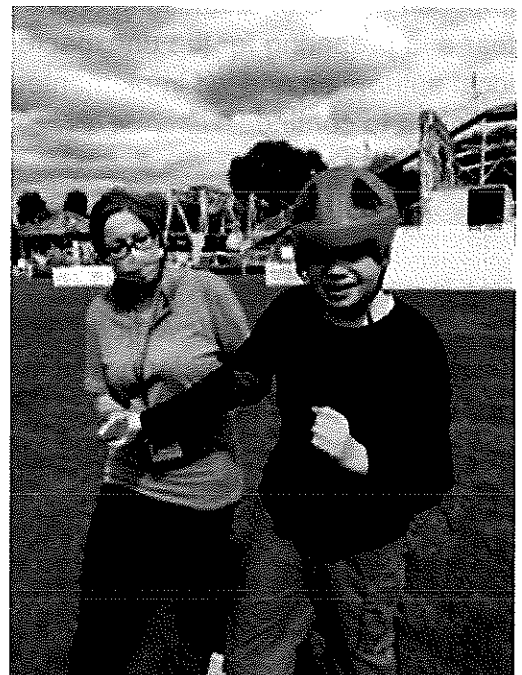
3D community support has remained popular within Warwickshire as the project has grown and expanded with over 5400 hours of support provided during the year. Children and adults received a variety of sessions delivered through:

LG2, Cookery Club, Gaming Club, Enrich Your Day and individual community support, with some participants accessing more than one activity. We have been able to offer a huge variety of structured activities

from visits to local landmarks and nature reserves, line dancing, one to one sewing and individualised support such as assistance with budgeting. The 3D team have continued to ensure positive, fulfilling and inclusive experiences, whilst the individuals themselves have been at the heart of everything we do.

The affirming feedback we have received reflects the high- quality interaction and bespoke support that has been facilitated this year.

Several of the families we support have experienced extreme anxieties arising from external disruptions within their life. Circles Network has provided a listening ear and worked closely with partner agencies such as social and family support workers, in addition to signposting people to



We have worked closely with Warwickshire County

Council to further develop practice and procedures and embed best practice. Our relationships with partner agencies such as the social care team, commissioners and schools have strengthened, and we have welcomed several new introductions which have

included people sponsored through commissioned and direct payment packages.



To celebrate the 25th Anniversary year of Circles Network, we held a large garden party with lots of past and present members of the Circles community. We were able to showcase some of our work, enjoy delicious food and drinks and socialise widely. We were joined in the afternoon by the sponsored cycling team who had heroically cycled the whole

distance between our Peterborough campus and the Rugby Hub, one of our local children rode the last few miles alongside them. Impressively, the team camped overnight with us and then pedalled all the way back the next day!

Team members also attended the wonderful two-day conference and party at Leamington Spa in December, taking up the additional role of hosting procedures as it all occurred on our patch. Jane Harders and Neil Almond stole the show with their separate inspiring workshops which were totally on point and very different.

The holidays and Christmas period gave us chance to offer activities that were particularly special, these occasions bring people together on a trip to somewhere lovely to create memories, boost esteem and confidence and provide a little magic. This year was no exception, and we are touched when we hear people recount tales of fun and friendship.

### **This Year's Challenges**

In the last quarter of this year, growing concern about Covid-19 began to circulate, the ripples of fear became tangible and we all went into lockdown across the UK once it was declared a pandemic. Our services had to make big adjustments, and we decided to remain available to provide direct support wherever it was safe to do so. Although there were many struggles with lack of available PPE and confusing government advice, our ability to be flexible and responsive enabled us to stay active and closely support people in the Midlands.

We were one of only two providers who reacted in this way with many others working from home or suspending support. As such we are immeasurably grateful to our team members for their courage and dedication to act as essential keyworkers at such a time of crisis.

## Story of Change

Barbara lost her husband 12 months ago and became widowed. She has no other living relatives. Barbara developed complex mental health needs following his death, which culminated in a suicide attempt. Barbara also experiences physical health challenges which result in chronic pain, this understandably also impacts on her mental health. When Barbara began to access support through 3D Community support, she had recently experienced a stroke which had resulted in limited mobility. Just before her husband's death, they had moved to a new village and the couple were getting to know people when he sadly passed. This left Barbara feeling incredibly isolated and lonely, she experienced further challenges due to her own health needs and with no access to a car or transport found living in a rural community difficult.

After Barbara's hospital stay, where her mental health was supported, she was discharged still feeling vulnerable. This was the point at which we stepped in and became involved.

Barbara understandably felt anxious to begin with, however with patience and time she developed positive relationships with a small team of facilitators. Barbara's team worked with her to identify her wishes and to encourage growth along the next chapter of her journey. Barbara started with going for short walks, connecting with nature and beginning to explore her local surroundings. As her confidence grew, she was supported to access local village groups, where she developed connections and built friendships. Barbara commented how warm it made her feel when people recognised her when she visited the local corner shop and said 'hello', this gave her a real sense of belonging. Before long Barbara was interested in exploring the wider community and began to enjoy trips to local shopping villages. She even started to explore alternative therapies to support with the chronic pain she was experiencing. Barbara continues to look forward to her weekly sessions, facilitated through 3D community support whilst she develops new sustainable relationships within her local community.



## 3D Community -South East



STEVIE RUXTON, PROJECT  
MANAGER

4020 hours delivered

6400 children and young  
people.

780 hours Saturday Circles

Crawley is the location from where the projects are based in the South East of England.

The South East has focused on four main areas of work, namely The My Network Plus Project, the Lewes Saturday club, 3D Community Support and Squiggles Art group.

The My Network Plus Project was funded by West Sussex County Council and worked in collaboration with several other charities supporting a group of individuals to live independently in the community. We supported 14 people on a weekly basis, providing approximately 30 hours of support weekly, 1400 hours per year. This project came to an end in August 2019. Since then our focus has been to totally restructure our work in this community through the planned growth of 3D Community Support Services with both children and adults.



### This Year's Highlights

During this year the project delivered support for twelve people weekly, totalling 4,020 hours

Art classes for a group of nine children who could not attend school, occurred on a weekly basis during term time allowing friendships to flourish and parents to mix with each other socially. These sessions were creative, great fun and full of laughter, often being held in outdoor environments when the weather allowed.

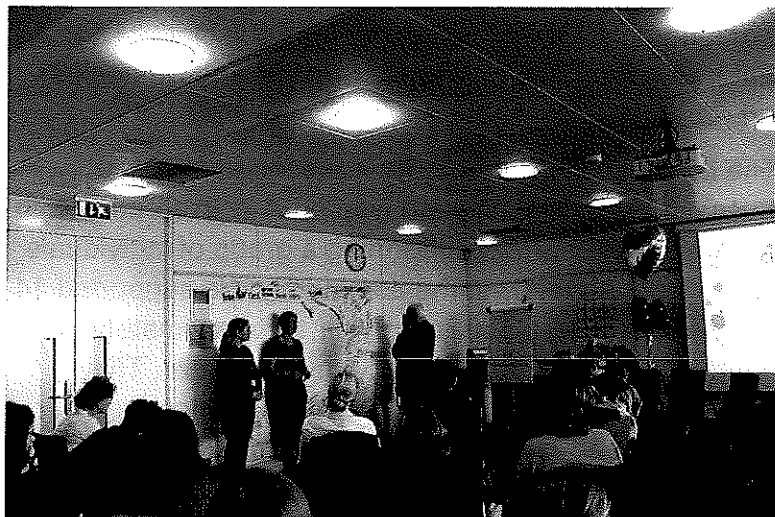
We ran a similar group for younger children on Saturday mornings with the help of an arts Council grant, this group was named Squiggles. It was centred mainly on drama and play through art, giving wonderful opportunities for isolated children to have a colourful, friendly series of playtimes together.

We were proud to support disabled and disadvantaged children in the area for a total of 6400 hours in this year.

In Lewes, we have struggled to find financial support to continue the incredibly important work of sustaining the Saturday club, which provides respite for carers and a vibrant mix of activities in and around the town for a small group of five participants, each of whom are diagnosed with complex impairments. We have received help in the past from some fabulous open garden days and other local fundraisers. Circles Network has largely funded this in-house this year and continue to search for ways to keep the much-needed social sessions going.

During the year this has amounted to 780 hours of support.

Five people from the South East came along to the 25th anniversary event in Leamington Spa in December and thoroughly enjoyed showcasing the work from the South East and learning about what other locations offered.



In January 2020 a new project manager, Stevie Ruxton, was appointed to the South East. Since her appointment, Stevie has been working with the team, the people we support and the local population to develop new areas of work and grow 3D community Support in the area. We hope to establish a new community base in a completely different environment, to recruit more Facilitators to the team and create innovative projects in the next financial year.

## **This Year's Challenges**

We were disappointed to lose our space within The Hub on the High Street, located in the town centre of Crawley. The premises were leased to Circles Network on a peppercorn rent basis and the owner needed to take possession back in the summer in order to sell it on. The team subsequently moved temporarily into a managed office opposite the train station and utilised community spaces for meeting in groups. This made us more determined to follow a different path and find out what local people needed.

The catastrophic Covid 19 pandemic hit our south east services dramatically in March 2020 and we followed local government guidelines, halting some face to face services to people who needed to shield at home and being forced to restrict a lot of regular group activities. The team ensured they kept in touch with people throughout and spent considerable time shopping and providing care where it was needed most.

## **Story of Change**

*This story has been recorded by a Facilitator:*

*It took some time for Kyle to build trust in me and for us to get to know each other. He was lonely and often reminisced about family days and school years past.*

*We researched local groups and activities that we could attend together. At first Kyle was very reluctant to go, even with me, so I went alone the first few times and reported back to him and showed him photos.*





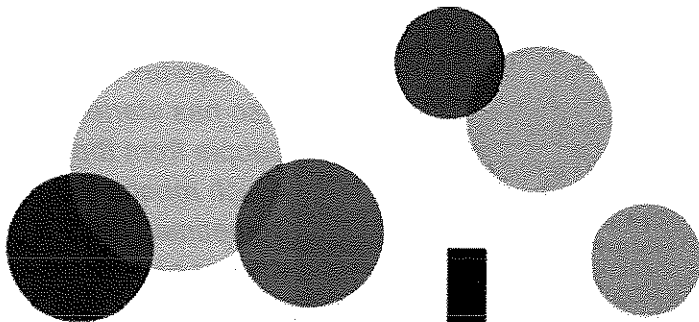
Since then he took great delight in accompanying me and we have shared so much of his history together alongside making new memories. After a few weeks he also agreed to come with me to a Friday evening social group. I assured him I'd be there for support; it was a safe environment, and we could leave any time he wanted.



We went together on 10th January and Kyle loved it; so much so that it has become a weekly event that we attend together. He has made friends and participates in activities at the group. He also has started seeing some of the people from that group while he is in town which means they can say 'hi' and sometimes have a chat together. He is always pleased to tell me when he's bumped into new friends by chance.

We have since started going to a daytime group on a Tuesday morning. On our first week Kyle was welcomed with open arms

by many people who used to know him years ago and had lost touch. Unknown to me at the time, about 20 years ago he used to attend a day centre and many people attending the Tuesday group knew him from there, it was great! Everyone was really pleased to see him. Kyle is keen to attend the Tuesday Group every week now and the group have given him the option of joining on Thursdays as well if he wants to, which will help him to feel purposeful and far less isolated. Kyle says he feels so much happier and he walks with a new air of confidence for all to see.



# **circles**

## EQUINE



## Taking the Reins Warwickshire



Taking the Reins (TTR) is an Equine Facilitated Learning (EFL) project, based in Rugby, Warwickshire which offers therapeutic sessions to disabled and disadvantaged children and young people from across the UK. The project is funded and supported by BBC Children in Need and is generally delivered over a course of six weekly sessions, either in a group environment or individually with options for additional activity sessions throughout Saturdays and school holidays. Although a programme has been designed to ensure consistent delivery of high-quality outcomes, equine facilitators use creative and innovative ways to engage with the children and offer personalised support in order to ensure the sessions are as beneficial as

possible. Sessions are extended when necessary where the child has particular need.



### This Year's Highlights

Taking the Reins has supported a total of 125 children and young people this year, below are some of the key impacts and achievements experienced.

### Stronger Relationship Building Skills

From the very beginning of a child accessing the Taking the Reins programme, building connections and relationships have been the foundation for other achievements.

We have witnessed and registered how instantly a child or young person feels relaxed within the Taking the Reins environment. We have observed children who were selective mute due to experiencing several traumatic events, who we were told would not engage, talk to their facilitator within 5 minutes of arriving. The Taking the Reins team also supported children who had been bullied due to disability or difference of some kind, which had left them feeling socially isolated and afraid to leave their homes.

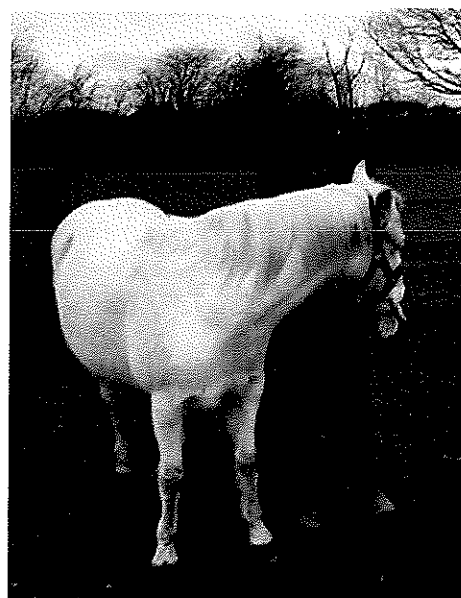
This year children have cried tears of joy as a pony has walked up to them as they entered the paddock, on the realisation the pony had chosen them from a group of people.

## **Increased Self – Determination**

We have had the pleasure of witnessing so many magical and breath-taking moments this year. As the children and young people have remained focused on building trust with a chosen pony it has been wonderful to end the sessions on such a special moment as a horse joining up with the child. This includes working in a space with a horse with no ropes or halters, using only very subtle cues to communicate before the horse chooses to follow the

child as their leader. Many children who experience separation anxiety have stepped away from their care giver to independently join a group or activity with a pony for the first time in years, totally surprising themselves and others. Working with the horses to overcome challenges has equipped children and young people with the skills and insight into ways to move forward with their own difficulties.

There are lots of opportunities with the ponies to take control and care of them and we can increase or play these down to suit the needs of a young person. Building a portfolio of successful choice making and intentional skill building in an arena where there is so much to learn, quickly increases self-confidence and esteem in any child and the rewards from the ponies, who are enjoying the pampering, are so well received.



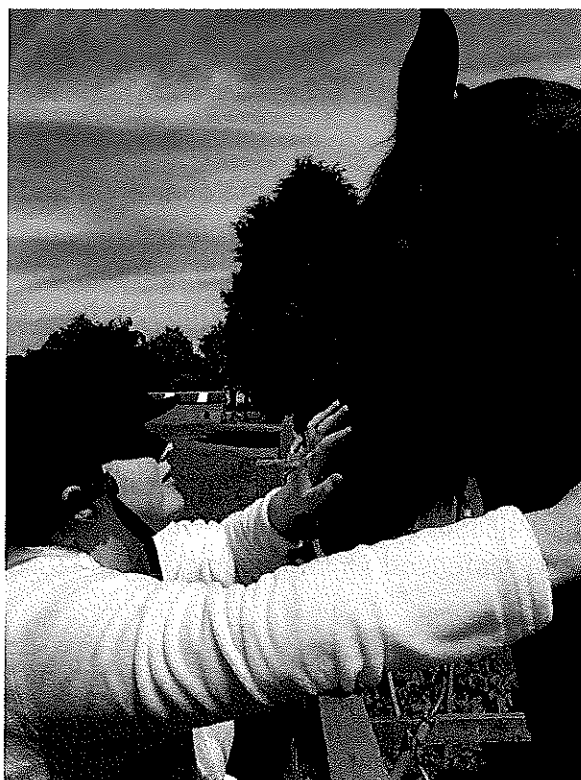
## **Improved Understanding of Emotions and Regulation**

All of the children and young people have improved their emotional understanding this year. This has included important skills such as labelling emotions, recognising them and managing feelings in a safe and positive way. So many of the participants have been supported to connect to their bodies on a physiological level using body scans or guided meditations with the horses. We have supported children whose day to day life was significantly impacted by the sensation of overwhelming emotions they were struggling to articulate. After working with the horses to identify feeling within their body and using colour, art and music as tools to express through, children started to develop the vocabulary to communicate how they were feeling. For young people who have had such success and their families, day to day life has been more enjoyable as melt downs have decreased. The equine herd have supported children and young people to live in the here and now, where anxiety cannot exist. Taking the Reins has provided an escape for young people who live on a daily basis with a mountain of worries and fears. We have introduced the concept of the window of tolerance to some of the children who have participated in the programme. As they have developed an understanding of what happens within their bodies when they feel triggered or scared, this has provided the perfect opportunity to explore coping strategies which have been transferred into their everyday lives.

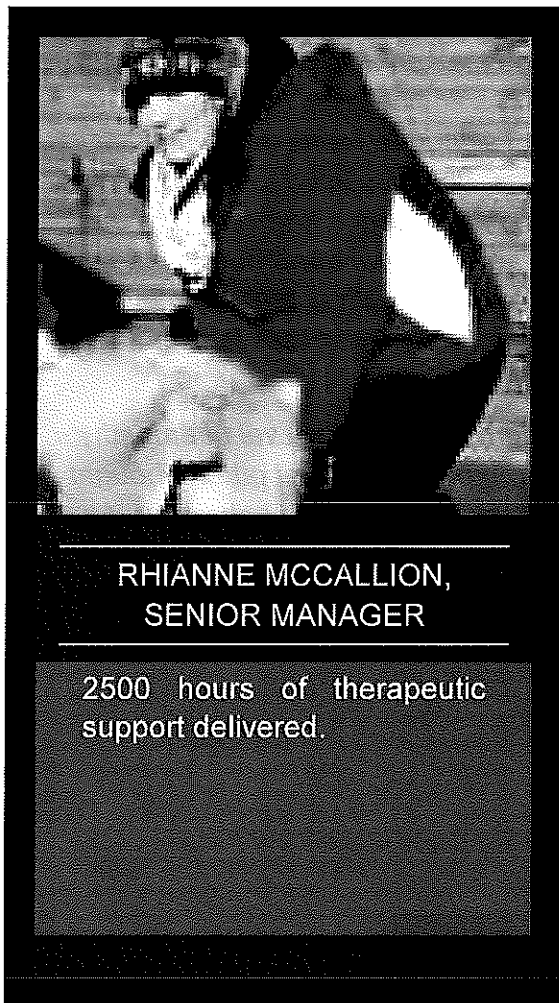
## Story of Change

Reece is a six year old boy who had recently been adopted, this little boy was having an assessment for ADHD, he already had a diagnosis of autism and attachment difficulties which were making day to day life increasingly challenging for him and his adoptive mum. Reece was accessing mainstream school on a reduced timetable as he was finding a full day too overwhelming. When his mum initially got in contact with the Taking the Reins team, she explained that Reece found it very difficult to follow instructions, she was used to him doing his own thing and ignoring adult instruction. She gave examples of how Reece had very little awareness of danger. Reece accessed Taking the Reins on an individual basis due to his challenges, he formed a great relationship with both his facilitator and with one of the miniature Shetland's called Feorag. He started to show a great interest in how Feorag was feeling and he was very conscious of not doing anything that Feorag would not enjoy.

Reece's mum explained that she had not ever seen Reece demonstrate this level of empathy before. Reece's facilitator was able to see that Reece cared deeply about what others thought about him, and this caused him a lot of internal anxiety which was affecting his behaviour. As Reece's facilitator was able to help him understand how he could read how Feorag was feeling, so he started to transfer this to his school and home life with his peers and family. Reece's mum reported that the school had said they had seen improvements in Reece's behaviour at school, he was able to focus more and was following more adult instruction too.



## Taking the Lead



Taking the Lead is an Equine Facilitated Learning (EFL) project, based in Warwickshire, offering advanced EFL sessions to disabled and disadvantaged children, young people and adults from across the UK. The project offers ongoing sessions on an individual or group basis at a subsidised rate during the week, during school holidays and runs a children's club every Saturday.



### This Year's Highlights

The Taking the Lead team have successfully facilitated over 2500 hours of therapeutic, equine facilitated learning support to vulnerable children and young adults across the Midlands. Taking the Lead has continued to offer flexibility through delivery, offering group and individual sessions in addition to activity clubs and a residential summer camp. Open six days a week at flexible times, these sessions have extended our reach across the Midlands and offered support to a diverse range of children and adults who have been experiencing isolation or other personal challenges. People we have worked with include but are not limited to the following:

People with autism, learning difficulties, cerebral palsy, mental health challenges, physical, sensory, and social and emotional issues; we also work with people who have been, or are in looked after situations. We have witnessed an improvement in the following areas:

- Reduced anxiety
- Improved Confidence and Self Esteem
- Relationship Building Skills such as learning to trust and recognize healthy relationships
- Communication Skills
- Problem Solving
- Social Skills

- Strengthening family dynamics
- Emotional regulation which has resulted in a reduced amount of challenging behaviors.
- Increased friendships and connections in the community
- Improved independence

As we have created bespoke, person centred programmes for all the individuals we have supported this year, we have successfully met everyone's needs. Through careful planning and delivery of therapeutic equine sessions we have supported individuals through their journeys of growth and change. We have worked closely with local authorities, schools, children and adult services, families and the individuals themselves to guarantee the equine sessions and activities have been relevant and beneficial. Some of these activities and outcomes have included:

- Working with horses in their natural environment to introduce mindfulness techniques such as breath work, guided meditations and being present in the here and now, reducing anxiety and the feeling of overwhelming emotions.
- Participants have worked with a chosen horse to overcome challenges such as guiding them into an area at liberty, (without the help of ropes and head collars) or walking over an obstacle in partnership, which has improved confidence and self- worth. We have continued to witness children and young people who were previously not using their voices, speaking for the first time when working with the horses or other animals on site.
- Understanding how horses communicate and building relationships based on mutual trust and respect which has been transferred into everyday life to create and maintain new healthy connections.



The option of activity days and residential camp has provided:

- Safe environments for the children and young adults to make new friendships and develop social skills with the support of the equine and human team.
- Creating memories which will last a lifetime and a break from day to day life which for many can often be filled with anxiety and uncertainties.
- The Taking the Lead team has not only provided support to children and young adults but also their family as a unit.
- We have continued to witness children and young people who were previously not using their voices, speaking for the first time when working with the horses or other animals on site.



## **Story of Change**

*Edmund is 10 years old; he has a diagnosis of ODD, ADHD and Autism which significantly impacts his day to day life. Edmund was introduced to Taking the Lead due to concerns of social isolation and the effects this was having on his emotional wellbeing.*

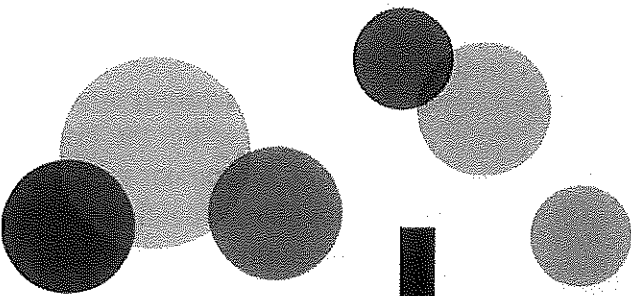
*Initially, Edmund's anxieties were extremely high as he was worried his peers would not like him and that adults would misunderstand him, which was something, he experienced throughout his school life. Edmund attended a mainstream school and was keen to access mainstream sporting groups however, this often resulted in sensory overwhelm and Edmund's behaviours had been misunderstood by all of those around him. Edmund experienced bullying and rejection from his peers and exclusion from group activities which he previously had thoroughly enjoyed. As Edmund began attending Taking the Lead, he soon fell in love with one of the miniature ponies Peiskeo. Edmund found that Peiskeo was calm around him and he felt he trusted Edmund which was not something he had felt before. Edmund forged a strong bond with Peiskeo and regularly enjoyed spending time grooming him before having fun as he took part in activities such as horse agility and walks to the woods. Edmund was able to share his worries and fears with Peiskeo with no fear of judgement. As Edmund's confidence built up, he began to access group activity days where he met another young person who was of a similar age to him. As he worked alongside his new friend with the horses, he was also able to enjoy social activities such as trips to the*

*local skate park alongside the other participant. For the first time in Edmund's life he felt he had a friend who did not judge him and both children were able to support each other with their social development with the help from the facilitator team. Edmund's family repeatedly say that attending Taking the Lead gives him a sense of acceptance and belonging. Edmund is now able to access other activities with the confidence and self- belief that he can achieve, and people do like him and want to spend time with him.*

*Edmund's emotional wellbeing has hugely improved and he continues to look forward to Saturday Club as a highlight of his week.*

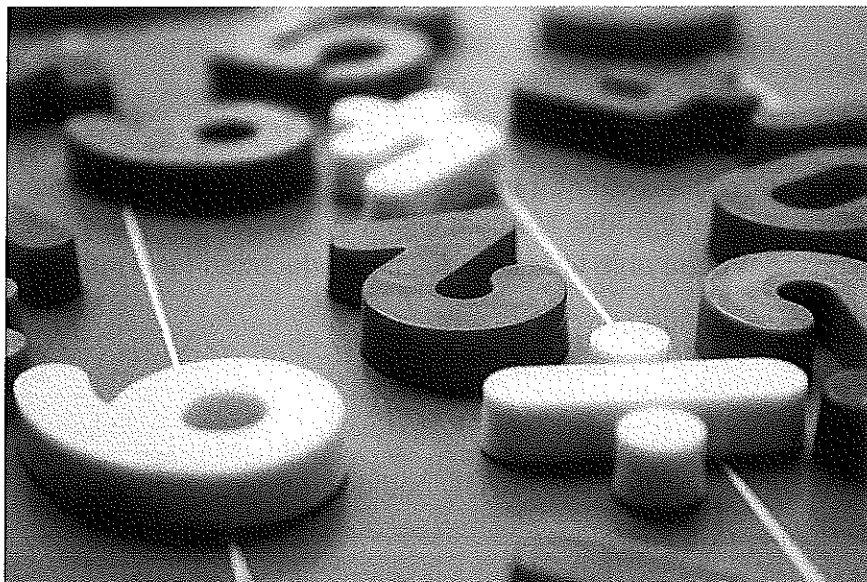






# **circles**

ACADEMY



## Alternative Education



Circles Academy offers a practical, alternative educational provision based in Warwickshire. Through a therapeutic and nature-based approach, the provision offers a range of vocational courses, specialising in rural education and animal care for children and young adults who experience challenges within the classroom environment. All courses are designed to be adaptable and achievable, providing individuals with the opportunity for acquiring qualifications, re- engagement and transition back into mainstream education where appropriate and possible.

This work is funded on a fee for service basis directly by individual's, local education authority, health and social services and from individual educational establishments.



### This Year's Highlights

Circles Academy has provided over 464 hours of alternative education provision to a diverse range of some of the most vulnerable learners within Warwickshire. The project has supported individuals who have not been able to access full time education for a number of reasons which have included:

- Ill health
- Mental health challenges such as anxiety and depression.
- Disability including Autism
- Social and Emotional challenges which have been reflected in behavioural challenges resulting in exclusion.

Circles Academy has forged strong relationships with Warwickshire's Area Behaviour Partnership and Alternative Alliance. We have worked closely with the

local authority teams to ensure we uphold the status of an approved education provider. The team have attended regular meetings and training through the alternative alliance and ASDAN

which has subsequently resulted in high quality and person- centred provision to each of the learners. Through a combination of provision such as placements which have been directly funded through Warwickshire in addition to those funded by individual schools, we have provided curriculum enrichment through a range of vocational ASDAN accredited short courses. We are delighted that all learners successfully completed a range of qualifications in the following topics:

- Animal Care
- Sex and Relationship Education
- Work Experience
- Food Wise
- Gardening
- Volunteering



Circles Academy recognises that for a child to achieve academically, the emotional needs of the child first must be met. By creating a safe, nurturing and enriching environment we have successfully worked with each child, creating bespoke programmes which meet their individual needs. Working therapeutically, incorporating equine facilitated learning, positive,

nurturing encouragement and time in nature, we have facilitated growth in several areas within the national curriculum, enriching not only their academic achievements but personal, emotional and citizenship skill

development too. As we have provided

holistic support, we have witnessed children successfully return to a fulltime school setting, move onto further education successfully and experience improved confidence to engage within and achieve in all aspects of their education. Without these interventions, such achievements and opportunities as young people progress through their educational years into post 16 education and employment, things may not have been so positive.

### **Story of Change**

*Elise was initially introduced to Circles Academy through Warwickshire's Area Behaviour Partnership following a permanent school exclusion. Elise's exclusion was due*

*to the persistent challenging behaviour she displayed. Elise experienced attachment difficulties due to a chaotic and traumatic childhood and was subject to many challenges and transitions within her personal life, which was reflected within her behaviour and her limited capacity to focus*

and learn within a mainstream setting. Elise was at high risk of disengaging from education completely if the correct support was not put in place as she had already withdrawn from a previous alternative provider. Elise showed great academic ability and loved animals. When we discovered that she did have dreams for the future which she was able to express when the Circles Academy team built therapeutic equine facilitated learning into her timetable. Through working hard and learning extensively about the horses, Elise was able to develop confidence in her own ability; she also reported learning much about herself too. We were able to combine her increased self-esteem along with her dreams for the future to engage Elise in an animal care course. Despite the challenges she faced within her personal life, which included severe anxiety and self-harming behaviours, Elise made every effort to attend each education session. Elise was supported to explore different learning styles and reported enjoying working with different facilitators as she felt this taught her about different teaching styles too, which would help her as she looked to move forward onto post 16 education. Elise was able to identify the challenges she faced in mainstream school including her anxieties surrounding busy and noisy environments. Elise was able to communicate these

in meetings with her new school which has resulted in her being supported at her alternative provisions until she feels ready to give mainstream school a go. Elise showed heaps of motivation and determination to learn and achieve. Working and learning about horses also nurtured a passion of caring for animals and people within Elise who has now

successfully completed an ASDAN animal care course and gained a real sense of achievement and belief within herself.



# Independent Auditor's Report to the Trustees of Circles Network

## Opinion

We have audited the financial statements of Circles Network for the year ended 31st March 2020 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) 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 charity's affairs as at 31st March 2020 and of 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, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 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 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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you, where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial

# Independent Auditor's Report to the Trustees of Circles Network

- statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

## Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and 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 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.

# Independent Auditor's Report to the Trustees of Circles Network

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and Charities Accounts (Scotland) Regulations 2006 requires us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the Trustees' Report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; 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' exemption 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 set out on page 16, the trustees 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.

## Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditors under Section 44(1)(C) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with regulations made under those Acts.

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

# Independent Auditor's Report to the Trustees of Circles Network

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.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

## Use of the audit report

This report is made solely to the charity's members as a body in accordance with Section 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's trustees 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 trustees as a body for our audit work, for this report, or for the opinions we have formed.

*Ian Holder*

Ian Holder

(Senior Statutory Auditor)

For and on behalf of Mazars LLP

Chartered Accountants and Statutory Auditor

First Floor

Two Chamberlain Square

Birmingham

B3 3AX

Date: 24 February 2021



# Statement of Financial Activities

(Incorporating an Income and Expenditure Account) for the Year Ended 31st March 2020

	Note	Unrestrict- ed funds 2020 £	Restricted funds 2020 £	Total 2020 £	Total 2019 £
<b>Income</b>					
Donations and legacies		11,062	-	11,062	30,968
Investment Income		288	-	288	42
Income from Charitable Activities		1,098,512	148,567	1,247,079	1,198,170
Other Income		444,547	-	444,547	471,079
<b>Total Income</b>	2	1,554,409	148,567	1,702,976	1,700,259
<b>Expenditure</b>					
Charitable Activities	3	1,524,585	144,336	1,668,921	1,600,346
Cost of raising funds	4	14,149	-	14,149	10,300
<b>Total Expenditure</b>	3	1,538,734	144,336	1,683,070	1,610,646
<b>Net Income for the Year</b>		15,675	4,231	19,906	89,613
Transfers between funds		17,500	(17,500)	-	-
Unrealised loss on investment assets		(7,304)	-	(7,304)	3,405
<b>Net Movement of Funds</b>		25,871	(13,269)	12,602	93,018
Total funds at 1st April 2019		576,745	17,500	594,245	501,227
<b>Total Funds at 31st March 2020</b>		602,616	4,231	606,847	594,245

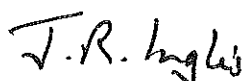
The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derives from continuing activities. Detailed comparative data for 2019 is included in Note 17.

**Balance Sheet****As at 31st March 2020**

	Note	2020 £	2019 £
<b>Fixed Assets</b>			
Tangible assets	7	57,719	50,532
<b>Current Assets</b>			
Debtors and prepayments	8	186,175	128,873
Investments	9	232,938	240,181
Cash at bank and in hand		241,093	300,697
		<u>660,206</u>	<u>669,751</u>
<b>Current Liabilities</b>			
Creditors: amounts falling due within 1	10	(111,078)	(126,038)
<b>Net Current Assets</b>		<u>549,128</u>	<u>543,713</u>
<b>Total Assets Less Current Liabilities</b>		<u>606,847</u>	<u>594,245</u>
<b>Unrestricted Funds</b>			
General funds	13	461,160	435,289
Designated funds	13	141,456	141,456
<b>Restricted Funds</b>	13	<u>4,231</u>	<u>17,500</u>
<b>Total Funds</b>	13	<u>606,847</u>	<u>594,245</u>

These accounts have been prepared in accordance with the special provisions of Part 15 of the companies Act 2006 relating to small companies. The notes on pages 64 and 65 form part of these accounts.

Approved and authorised for issue by the Trustees on 13th November 2020 and signed on their behalf by:



Jim Inglis  
Chairman

# Statement of Cash Flows For the year ended 31st March 2020

		2020		2019	
	Note	£	£	£	£
<b>Cash flows from operating activities:</b>	A				
Net cash generated by operating activities			(23,065)		159,614
<b>Cash flows from investing activities:</b>					
Purchase of property, plant & equipment		(36,827)		(23,825)	
<b>Net cash used in investing activities</b>			<u>(36,827)</u>		<u>(23,825)</u>
<b>Cash flows from financing activities:</b>					
Repayments of borrowing		-		-	
Cash inflows from new borrowing		-		-	
Bank interest received		288		42	
<b>Net cash generated by financing activities</b>			<u>288</u>		<u>42</u>
<b>Increase/(decrease) in cash and cash equivalents in the year</b>			(59,604)		135,831
Cash and cash equivalents at the beginning of the year			300,697		164,866
<b>Cash and cash equivalents at the end of the year</b>			<u>241,093</u>		<u>300,697</u>

## A Reconciliation of Net Movement in Funds to Net Cash Flow from Operating Activities

	2020	2019
	£	£
Net movement of funds	12,602	93,018
Adjustments:		
Depreciation charge	27,140	23,510
Bank interest received	(288)	(42)
Decrease/(increase) in debtors	(44,130)	57,546
(Decrease)/ increase in creditors	(28,132)	(12,158)
Unrealised surplus on investments	7,243	(3,405)
Fixed asset disposals	2,500	1,145
	<u>(23,065)</u>	<u>159,614</u>

# Notes to the Financial Statements

## For the Year Ended 31st March 2020

### 1 Accounting Policies

The following accounting policies have been applied consistently in dealing with items which are considered material in relation to the charity's financial statements:

#### Basis of Preparation

The financial statements have been prepared 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 (FRS102) – (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland and the Companies Act 2006.

Circles Network meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

#### Going Concern

The charity has prepared detailed budgets to 31st March 2021. We have examined our revenue potential and costs beyond that date and we have considered our working capital requirements. As stated in the Trustees Report it is the intention of the Trustees to build upon unrestricted general funds of at least six months running costs for the central work of the organisation. At the date of this report this has been substantially exceeded. The above taken together indicate that the charity has sufficient resources in order to meet its liabilities as they fall due, and on that basis the Trustees are satisfied that it remains appropriate to prepare the financial statements on the going concern basis.

#### Critical accounting judgements and key sources of estimation uncertainty

In the application of the accounting policies, Trustees are required to make judgements, estimates and assumptions about the carrying value of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an on-going basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period or in the period of the revision and future periods if the revision affected current and future periods.

The areas where these judgements and estimates have been made include the following for the charity:

#### Depreciation and residual values



The Trustees have reviewed the asset lives and associated residual values of all tangible fixed asset classes, and have concluded that the asset lives and residual values are appropriate.

### **Income Recognition**

All income from grants, donations and other sources is included in the Statement of Financial Activities in the year in which it is receivable. The value of services provided by volunteers has not been included.

### **Expenditure**

Expenditure is recognised in the year in which they are incurred. Expenditure includes any attributable Value Added Tax which cannot be recovered.

Certain expenditure is directly attributable to specific activities and has been included in those cost categories. Certain other costs, which are attributable to more than one activity, are apportioned across cost categories on the basis of an estimate of the proportion of time spent by staff on those activities.

### **Fixed Assets**

Fixed assets costing more than £750 have been capitalised and included in the statement of financial position and are stated at cost less depreciation.

### **Depreciation**

Depreciation is charged on a straight line basis over the expected useful economic lives of the assets as follows:

Office equipment	5 years
Furniture & fittings	3 years
Motor vehicles	4 years

The useful economic lives of the assets are reviewed annually.

### **Operating Leases**

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the Statement of Financial Activities on a straight-line basis over the lease term.

### **Investments**

Investments are held as current assets and are included in the balance sheet at market prices ruling at the balance sheet date. Any increase or decrease in the value of investments is included in the Statement of Financial Activities.

## Pensions

For the vast majority of employees, the charity operates a defined contribution pension scheme. Contributions payable for the year are included in the Statement of Financial Activities.

## Restricted and Designated Funds

General Funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the objectives of the charity and which have not been designated for any other purpose. Designated funds are general funds which have been set aside for a specific purpose. Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes.

## Financial instruments

Basic financial instruments are initially recognised at transaction value and subsequently measured at amortised cost with the exception of investments, cash at bank and in hand, and short term deposits which are held at fair value. Financial assets held at amortised cost comprise trade and other debtors. A specific provision is made for debts for which recoverability is in doubt. Cash at bank and in hand is defined as all cash held in instant access bank accounts and used as working capital. Financial liabilities held at amortised cost comprise all creditors except social security and other taxes, accruals, and provisions.

## 2. Income

	Unrestricted Funds 2020	Restricted Funds 2020	Total 2020 £	Total 2019 £
Training and consultancy	-	-	-	-
Advocacy	951,200	105,483	1,056,683	1,023,104
Circles of Support	4,348	-	4,348	10,629
Community Support	391,594	-	391,594	465,802
Support for children and families	188,830	43,084	231,914	189,421
Central services	18,437	-	18,437	11,303
	<b>1,554,409</b>	<b>148,567</b>	<b>1,702,976</b>	<b>1,700,259</b>

### 3. Total Expenditure

	Salary Costs 2020	Depreciation 2020 £	Other 2020 £	Total 2020 £	Total 2019 £
Charitable expenditure	1,248,807	27,140	392,974	1,668,921	1,600,346
Costs of raising funds	-	-	14,149	14,149	10,300
<b>Total</b>	<b>1,248,807</b>	<b>27,140</b>	<b>407,123</b>	<b>1,683,070</b>	<b>1,610,646</b>

### 4. Net Income for The Year

This is stated after charging.

	2020 £	2019 £
External audit fees	11,250	10,300
Accounts preparation fees	2,900	-
Depreciation	27,140	23,510
Operating lease expenditure	109,529	103,248

### 5. Employee Information

	2020 £	2019 £
Salaries and wages	1,153,240	1,109,837
Social security costs	66,596	66,262
<b>Total salary costs</b>	<b>1,219,836</b>	<b>1,176,099</b>
Pension costs	28,971	24,368
<b>Total</b>	<b>1,248,807</b>	<b>1,200,467</b>

Included within the staff costs above are termination payments amounting to £Nil (2019: £8,219).

The number of employees whose emoluments (including pension contributions) as defined for taxation purposes amounted to over £60,000 in the year was as follows:

	2020	2019
	Number	Number
Salary Range		
£70,001 - £80,000	-	1
£80,001 - £90,000	1	-

In respect of the employee with emoluments in the above range, contributions of £13,471 (2019: £13,471) were made to the defined contribution pension scheme.

The average number of employees during the year (full time and part time) was 101 (2019: 94).

Key management personnel are considered to be the Board of Trustees together with the Chief Executive Officer and Regional Managers. The aggregate remuneration of key management personnel is as follows:

	2020	2019
Wages and National Insurance	278,200	262,097
Pension	17,659	17,865
Total	<u>295,859</u>	<u>279,962</u>



## 6. Trustees

	2020	2019
Trustees and Board Expenses	-	-

The trustees received no remuneration during the year (2019: £Nil). There were no Trustee expenses paid during the year for travel to meetings (2019: £Nil).

## 7. Tangible fixed assets

	Office equipment £	Furniture & fittings £	Motor vehicles £	Total £
<b>Cost</b>				
At 1st April 2019	93,158	10,579	95,183	198,920
Additions	2,832	10,905	23,090	36,827
Disposals	-	-	(8,400)	(8,400)
At 31 March 2020	95,990	21,484	109,873	227,347
<b>Depreciation</b>				
At 1 April 2019	80,290	5,715	62,383	148,388
Charge for the year	5,488	4,991	16,661	27,140
Disposals	-	-	(5,900)	(5,900)
At 31 March 2020	85,778	10,706	73,144	169,628
<b>Net Book Values</b>				
At 31 March 2019	12,868	4,864	32,801	50,532
At 31 March 2020	10,212	10,777	36,729	57,719

## 8. Debtors and prepayments

	2020	2019
	£	£
Trade debtors	138,017	74,318
Prepayments	7,187	10,654
Other debtors and accrued income	40,971	43,901
Total debtors and prepayments	186,175	128,873

## 9. Investments

	2020	2019
	£	£
Funds Network	232,938	240,181

The funds comprise listed investments, none are material (more than 15% of the total value)

## 10. Creditors: amounts falling due within one year

	2020	2019
	£	£
Trade creditors	9,510	13,118
Taxation and social security	14,985	16,990
Accruals	82,488	89,333
Other creditors	4,095	6,598
Total creditors: amounts falling due within one year	111,078	126,038

## 11. Capital commitments and contingent liabilities

There are no capital commitments or contingent liabilities at 31st March 2020 (2019:£Nil)

## 12. Other Financial Commitments

At 31st March 2020 the charity had a total minimum lease payments payable under non-cancellable leases as follows:

	2020		2019	
	Land & Buildings £	Other £	Land & Buildings £	Other £
Within 1 year	54,500	-	54,500	-
Within 2 to 5 years	-	-	-	-
	54,500	-	54,500	-

## 13. Movement in Funds

	Balance 1 April 2019 £	Income £	Expenditure £	Funds transfers £	Loss on Revaluation £	Balance 31 March 2020 £
<b>Unrestricted Funds</b>						
<i>Designated Funds</i>						
Tangible assets	20,625	-	-	-	-	20,625
Capital equipment re- newal	10,000	-	-	-	-	10,000
Investment revaluation	50,831	-	-	-	-	50,831
Buildings fund	60,000	-	-	-	-	60,000
	141,456	-	-	-	-	141,456
General Fund	435,289	1,554,409	(1,538,734)	17,500	(7,304)	461,160
Total Unrestricted Funds (including designated)	576,745	1,554,409	(1,538,734)	17,500	(7,304)	602,616

### 13. Movement in Funds (Continued)

	Balance 1 April 2019 £	Income £	Expenditure £	Fund Transfers £	Loss on Revaluation £	Balance 31 March 2020 £
<b>Restricted Funds</b>						
Anglesey - FB Bailey Fund	5,000	-	-	(5,000)	-	-
<b>Developmental Support</b>						
Once Damaged	1,448	-	-	(1,448)	-	-
CARE Degree Course	11,052	-	-	(11,502)	-	-
<b>Advocacy</b>						
Self-Directed Support	-	105,483	(101,252)	-	-	4,231
<b>Supporting Children &amp; Families</b>						
Taking the Reins	-	-	-	-	-	-
Total Restricted Funds	17,500	148,567	(144,336)	(17,500)	-	4,231
<b>Total Funds</b>	594,245	1,702,976	(1,683,070)	-	(7,304)	606,847

The balances on restricted funds at 1st April 2019 have been transferred to the Circles Academy project within unrestricted funds to correct historic classification.

## 14. Analysis of Net Assets Between Funds

	General funds £	Designated Funds £	Restricted Funds £	Total £
Fixed Assets	57,719	-	-	57,719
Investments	91,482	141,456	-	232,938
Cash at bank and in hand	236,862	-	4,231	241,093
Other net current assets	75,097	-	-	75,097
	<hr/>			
Total	461,160	141,456	4,231	606,847
	<hr/>			

## 15. Grants and Donations

The grants and donations for the year ended 31st March 2020 included funding from the following sources:

Awards for All Wales  
BBC Children in Need- Midlands  
Bruce Wakefield Trust  
Buckles Solicitors Peterborough  
Fife County Council  
Greater Glasgow Health Board  
Inverclyde Council  
NHS Fife  
NHS Grampian Network  
Newport City Council  
Phoenix School  
Persimmon Homes  
Peterborough City Council  
Santander  
South Ayshire Council  
Tesco  
The Moray Council  
The Scottish Government  
Warwickshire County Council  
West Sussex County Council

## 16. Related Party Transactions

During the year the charity occupied premises belonging to the Chief Executive and paid rental expenses of £18,000 (2019: £18,000). At the year-end £Nil (2019: £Nil) remained outstanding. This rental is significantly below market rental and has been agreed with the Board of Trustees.

During the year, transactions amounting to £Nil (2019: £50) were incurred on behalf of the Life Care Charitable Trust, a related party due to there being some common Trustees. This resulted in the overall position being a debtor of £144 (2019: £144), which is included within other debtors.

## 17. Statement of Financial Activities (Incorporating an Income and Expenditure Account) for the Year Ended 31st March 2019

		Unrestricted Funds 2019 £	Restricted Funds 2019 £	Total 2019 £
	Note			
<b>Income</b>				
Donations and legacies		30,968	-	30,968
Investment income		42	-	42
Income from charitable activities		1,108,997	89,173	1,198,170
Other income		471,079	-	471,079
<b>Total Income</b>	2	1,611,086	89,173	1,700,259
<b>Expenditure</b>				
Charitable activities	3	1,520,392	79,954	1,600,346
Costs of raising funds	4	10,300	-	10,300
<b>Total Expenditure</b>	3	1,538,904	79,954	1,610,646
<b>Net Income for The Year</b>		80,394	9,219	89,613
Transfers between funds		9,219	(9,219)	-
Unrealised surplus on investment assets		3,405	3,405	-
<b>Net Movement in Funds</b>		93,018	-	93,018
Total funds at 1 April 2018		483,727	17,500	501,227
<b>Total Funds at 31 March 2019</b>		576,745	17,500	594,245



**[www.circlesnetwork.org.uk](http://www.circlesnetwork.org.uk)**

Circles Network is a registered charity in England and Wales (1043601) and Scotland (SC038068).  
A company limited by guarantee. Registered company in England and Wales (2972700).  
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