

Company number: 07517887

Charity Number: 1140822

Justlife Foundation Limited

Report and financial statements

For the year ended 31 March 2021

Justlife Foundation Limited
Reference and administration information

Company number 07517887

Charity number 1140822

Registered office and operational address

Justlife Centre, 1479-1489 Ashton Old Road, Openshaw, Manchester, England, M11 1HH

Name

The charity also uses the name “Justlife Foundation” or “Justlife”.

Trustees

Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:

| | |
|-------------------|---|
| Steven Coles | Chairperson (resigned as chairperson 28 April 2021, resigned as Trustee 11 July 2021) |
| April Baker | (appointed chairperson 24 April 2021) |
| Saoirse Codling | (appointed 2 May 2020) |
| Alexandra Fleming | |
| Oliver Heath | (appointed 30 April 2020) |
| Zoe Maurice | (appointed 4 May 2020) |
| Amy Sheehan Daly | (appointed 27 April 2020) |
| Katie Wildig | (appointed 11 June 2020) |
| John Wilson | (appointed 28 April 2020) |
| Hannah Clark | (resigned 7 May 2020) |
| Kirsty Rawlinson | (resigned 25 November 2020) |
| Tracey Read | (resigned 28 April 2021) |

Key management personnel

Chief Executive, Simon Gale
Business Support Manager, Andy Morris

Bankers

Cop-operative Bank plc
PO Box 101
1 Balloon Street
Manchester M60 4EP

Auditors

Third Sector Accountancy Limited, Holyoake House, Hanover Street, Manchester M60 0AS.

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Trustees' annual report for the year ended 31 March 2021

The trustees present their report and the audited financial statements for the year ended 31 March 2021. Included within the trustees' report is the directors' report as required by company law.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102.

The Chair's and Chief Executive's Statement for the year ended 31 March 2021

In the past year homelessness charities all over the country have been confronted with similar challenges as a result of the COVID-19 pandemic. How do we continue to support those who depend on us in the safest way? Can we adapt our services to function remotely? What do the people we work with need in order to self-isolate and protect others? These are just some of the challenges Justlife has grappled with as we sought to continue providing health, housing and wellbeing support to people living in temporary accommodation.

The people we support are people who, without Justlife, are likely to face homelessness alone. People living in temporary accommodation are often overlooked in statistics and strategies to end homelessness because they are viewed as "housed" even though temporary accommodation doesn't offer the safety, stability and comfort that you would associate with having a home of your own.

At the height of the pandemic, we knew we had to keep going for the people we support even when many homelessness services shifted their focus to remote support. Along with continuing to support people to move onto stable accommodation and improving their chances of good health and wellbeing, our priorities were: meeting their immediate needs (food, hygiene, cleanliness), providing them with what they needed to self-isolate and protect those around them, maintaining their mental health and wellbeing, ensuring they were connected to support services and loved ones, and addressing the pandemic of loneliness and isolation by giving those who may not have anyone to connect with a regular source of contact.

We began providing weekly deliveries of groceries and hot meals, delivering over 15,000 in Brighton alone over the year, and hundreds in Manchester every week: a service that continues in Manchester today. We introduced a new befriending project, 'Social Connection', that gave people moving away from homelessness someone to talk to and connect with during lockdown, and it has now evolved into successful face-to-face meet ups and a peer support group.

Digital inclusion has always been critical for people who are homeless but became more of a priority during the pandemic to combat the increased loneliness and boredom, so we distributed mobile phones and tablets, as well as data packages. This undoubtedly helped people stay connected and informed about the restrictions.

Our Manchester services became more mobile and outreach focused instead of centre-based, which had been our plan, but was accelerated by the onset of the pandemic. This has involved taking our support out to where people are living instead of relying on them to come to us at the Justlife centre, which has enabled us to reach even more people living in Unsupported Temporary Accommodation in Greater Manchester.

We collaborated with St. John Ambulance and Arch Health to roll out the vaccination to over 700 people living in temporary accommodation in Brighton, which was televised on BBC South East. In Manchester vaccinations were offered to residents and landlords of Unsupported Temporary Accommodation. They were administered at the Justlife centre by Manchester Local Care Organisation, and Manchester Health and Care Commissioning.

Alongside the continuation of our core work and projects, the introduction of our COVID-19-response services helped people weather the storm safely, but it was not without struggle. Our 2021 report, Hidden Homelessness Exposed, looked into the impact of COVID-19 on people living in temporary accommodation and found that for some, life

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hadn't changed much under lockdown because they were already living quite isolated lives before the pandemic hit.

Hearing these accounts provides a snapshot of the loneliness people face while living here but sadly, loneliness was not the only theme that emerged in this research, nor the only issue that impacts the people we work with. From the likelihood of worsening health, to the unmet accessibility needs of people with disabilities, the risks people face spur us on, even in the most difficult of circumstances.

Our Temporary Accommodation Network has provided a space to work through the different issues that people living here face, bringing together landlords, residents, councillors and charity leaders to affect change and amplify the voices of people with lived experience of temporary accommodation. We now have Temporary Accommodation Action Groups (TAAG's) in Brighton, Manchester, East Sussex and Hackney. We are working on growing this national network further and will continue to support the development of new TAAG's across the country.

The pandemic drew many challenges out of the woodwork but it also threw up many solutions that we can take forward into the future as we look ahead to a post-pandemic recovery. We'd like to thank our staff for their unwavering commitment to supporting people, our funders for standing with people who are hidden homeless and recognising the need, and the people we work with, for their strength and positivity despite everything they face. We would like to specifically thank our previous Chairperson, Steve Coles, who stepped down this year having served on the Board of Trustees of Justlife and previously as a Director of Justlife C.I.C for 9 years. We are grateful for Steve's leadership, support and impact during his time with us.

As we plan for next year, our successes and resilience during the pandemic have given us a solid foundation from which to build and expand, as we continue working towards a world in which everyone has a short, safe and healthy experience in temporary accommodation.

April Baker
Chair

Simon Gale
Chief Executive

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Objectives and activities

Objects

The objects of Justlife as set out in the company's Memorandum of Association is:

The prevention or relief of poverty anywhere in the world by providing or assisting in the provision of education, training, healthcare projects and all the necessary support designed to enable individuals to generate a sustainable income and be self-sufficient.

Vision

Our vision is to ensure people's stay in temporary accommodation is short, safe and healthy.

Justlife was started with the aim of meeting the need amongst those living in temporary accommodation who are suffering with deteriorating mental and physical health, becoming victims of crime, losing control of their life and dying prematurely.

Mission

Our mission is to deliver work that helps us achieve this vision and the charity's main activities are services for people living in temporary accommodation and to carry out research, policy development, local and national networking and collaboration around temporary accommodation.

In 2019 our Theory of Change Strategy highlighted four specific changes Justlife want to see through its work:

- Improved health & wellbeing.
- Improved housing & financial opportunities.
- Improved social capital.
- Systems change.

Values

The core values which underpin the way Justlife deliver services and operate as an organisation are:

- People before programmes.
- Collaboration before competition.
- Innovation before institution.

Public Benefit

The Trustees review the aims, objectives and activities of the charity each year. This report looks at the achievements of the charity and the outcomes of its work in the reporting period. The Trustees report the success of each key activity and the benefits the charity has brought to those groups of people that it is set up to help. The review also helps the trustees ensure the charity's aims, objectives and activities remained focused on its stated purposes.

The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives that have been set.

Volunteers

Volunteers have always been an important part of Justlife, and during the COVID-19 pandemic this importance has increased. We have had over 40 people give their time and skills to support our work, predominantly through the Creative Studio, Social Connection Project and the delivery of food during the national lockdowns.

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"I enjoy the fact that you can make a positive difference to someone's day just by talking to them. By being a listening ear and having regular contact with your beneficiary you can support and encourage their interests. Whether it's just having a coffee or a walk, as a volunteer you feel like you are making a difference" Clem, Justlife Volunteer

"I believe that social connections are key for everybody's wellbeing. Even just a little gesture such as giving some of my time to socialise can have a significant impact on someone who is struggling and it can be very rewarding" Tiziano, Justlife Volunteer

Achievements and Performance

The charity's main activities and who it tries to help are described below. All its charitable activities focus on people experiencing homelessness, especially the 'hidden homeless' in temporary accommodation and are undertaken to further Justlife Foundation Limited's charitable purposes for the public benefit.

Our core services can be categorised under health, housing and wellbeing, and involve a variety of projects that aim to make people's stay in temporary accommodation as short, safe and healthy as possible. Alongside these services we carry out research, policy development and build local and national networking and collaboration around temporary accommodation.

The following outlines our performance and achievements across the two geographical areas we deliver frontline services, Brighton & Hove and Greater Manchester, and our Research & Policy work. In the last year, we have supported 721 individuals through our frontline services, many of whom are the most difficult to reach hidden homeless households in temporary accommodation.

Brighton & Hove

COVID-19 response

The pandemic has had a big impact on the people we work with in Brighton & Hove, many of whom are unwell, have multiple support needs, and are in the "at risk" group that needed to shield. This left them unable to go to shops, access food drop-ins, or access their usual support services. We also saw a huge rise in the number of people being placed in temporary accommodation, so demand for our service rose dramatically.

Many people were socially isolated, unable to access services such as health appointments or see their support networks. Many organisations paused face-to-face contact, which also had an impact on the mental health and general wellbeing of some of the people we supported. Throughout the pandemic we remained open for the people we work with who, in some cases, would face homelessness alone without Justlife. On top of continuing our core health engagement work and helping people navigate housing and benefits issues, we also began addressing social isolation, food poverty and digital exclusion: issues that became particularly prominent during the onset of COVID-19.

We introduced a range of new services to meet people's needs and tackle loneliness, including:

- Coordinating a hot food delivery through a team of staff and volunteers to around 367 people per day, seven days a week.
- Developing an A&E Health Engagement Worker role to work specifically with the those attending hospital and returning to temporary accommodation.
- Distributing tablets with mobile data which has enabled recipients to stay in contact with family and friends, relieve boredom, and engage with Universal Credit, support services and recovery groups.
- The introduction of the Social Connection project provided valuable support for people who were isolated by giving them the opportunity to talk to friendly volunteers over the phone during lockdown.

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Sophie's story*

Sophie was living in one of the hotels that were offered as temporary accommodation during the height of the pandemic when she was referred to Justlife. She had PTSD and suffered with angry outbursts that resulted in her attacking people, along with a history of suffering from heart attacks. She was only receiving Universal Credit and was regularly running out of money due to funding her own street Diazepam use. She was not engaging with health services.

Justlife supported Sophie to engage with Arch Health, a homelessness GP service. Her angry outbursts were becoming more regular, and she was feeling suicidal, so Sophie's Support Worker pushed for an Acute Therapy Service (ATS) referral, which was made. Once this referral was made, ATS struggled to engage with Sophie due to COVID-19 and her quickly changing moods. Sophie's Support Worker attempted to facilitate numerous meetings which failed due to her angry outbursts.

Eventually, we got Sophie to agree to meet ATS at the hospital and supported her to go, sitting with her through the assessment and taking her home afterwards. This led to her diagnosis of EUPD (Emotionally unstable personality disorder), and allowed treatment to begin. We referred her to the homelessness occupational therapist, who worked closely with Justlife and Sophie, going on dog walking trips together which helped ease her mood.

Due to the ATS struggling to engage we kept Sophie's case open for longer than usual and even though she was securely housed, as we were concerned that it wouldn't be a safe discharge. During this time we were notified by a member of the public that Sophie had taken an overdose. We called the police who managed to force entry to her accommodation finding Sophie in an overdose state and she had to be resuscitated.

Justlife's support worker completed a Personal Independence Payment (PIP) form with Sophie, supplying her with food and electricity when she didn't have any, along with a tablet and internet access. She is now engaging with ATS, receiving treatment and receiving the correct amount of benefits.

*This story represents the experiences of a real person, but their name has been changed to protect their identity.

"I'm now in recovery from heroin, crack and alcohol addiction, and Justlife provided me with a tablet which has just made such a difference to my recovery because I can't get to physical meetings and also don't know when I will be able to because of my disability. But they (AA recovery) do online meetings through Zoom and it's just made a huge difference" Justlife client

"I didn't even know what a voice clip was, you can hold the button down and do voice clips to and from people, I never knew about that. So, I can have a little chat with somebody when they're at work and we voice clip each other. It's just made a massive, massive difference" Justlife client

Health Engagement

Our Health Engagement team operates alongside local healthcare organisations in Brighton, especially Arch Health, to strengthen people's chances of moving away from homelessness by improving their physical and mental wellbeing. This could involve improving access to professional treatment, attending and advocating for them in appointments, and ensuring they can access the medication they need. As well as health support, the team have a fully holistic remit to support people in whatever way helps them gain control of their own lives.

In the past year, 156 people have received Health Engagement support in Brighton with 80% reporting improvements to their mental and physical health, 75% were referred to specialist services for mental health or substance misuse issues and 30 people moved into more suitable accommodation.

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Joe's story*

Joe moved to Brighton from Leeds to flee violence and the cuckooing of his council flat that he'd lived in for eight years. Cuckooing is when someone's home is taken over by others and used to facilitate exploitation. He began a new relationship with a partner and wanted to remain in Brighton but his homeless application was refused and he was advised to return to Leeds, despite him feeling at risk there.

We supported Joe in appealing this decision, approaching a solicitor for legal help who was able to help overturn the decision, which led to Brighton & Hove council accepting a duty to house him. When we first started working with Joe his diagnoses were Rapid Cycling Schizoid Bipolar Affective Disorder, frequent suicidal ideation, Hepatitis C, frequently dislocating shoulders that required operating on, and a knee replacement.

He was always in pain and had underlying undiagnosed health issues, on top of other needs that had been unmet. Throughout 2019, we worked closely with his GP at Arch Health to refer him to have various health investigations. We supported him during numerous scans, appointments, consultations, linked him up with the drug and alcohol service and got him on Hepatitis C treatment, which he successfully completed. We supported him to reduce his alcohol intake as drinking daily was causing him liver issues. He now only drinks alcohol occasionally.

In January 2021 Joe was offered a ground floor accessible council flat. Now that he was securely housed, and feeling confident to attend some of his health appointments independently, we began moving towards closing his health engagement support. He now engages in Justlife's Social Connection Project and is volunteering for the Common Ambition project to improve health services for homeless people in Brighton.

*This story represents the experiences of a real person, but their name has been changed to protect their identity.

Social Connection

Justlife's Social Connection project (SCP) is a befriending scheme that provides support to people moving away from homelessness by matching them with volunteers who help them overcome social barriers, isolation and loneliness.

The project was set to launch in March 2020 with in-person meet ups but after lockdown was announced we redesigned the project to function remotely over the phone. This gave people someone to talk to and confide in during lockdown, helping to combat the loneliness many of them were experiencing.

Thirty one people were referred to the SCP this year and all have been matched with a volunteer. As the lockdowns have eased the matches have been meeting in person including activities such as going for runs or meeting for coffee, helping people engage with local support and community groups or helping practically with advice on getting back in work, setting up a tablet device or finding utility providers for their new flat.

A weekly peer support group has begun to provide a space for volunteers and people we work with to meet up, support each other and make friends. When asked how they would describe the group, participants used words like "compassionate" "friendly" "uplifting" and "a lifeline".

Some of the highlights reported by those involved in the project include:

- 81% of people said they had built a stronger social network.
- 74% of people saw an improvement in their confidence.
- 70% of people reported being less isolated.

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"It was important for me to be matched with trans or queer person, where there is a connection and shared queer experience" Social Connection beneficiary

"I really loved it, just talking and feeling normal for once, and getting out of the house. Just what I needed" Social Connection beneficiary

"My beneficiary's confidence in expressing himself has grown slowly but steadily. Despite the lockdown restrictions, it seems that he is increasingly motivated to get out for exercise, to meet up with a friend, to eat healthily and to give some positive thought to what he might do in the future" Social Connection Volunteer

Creative Studio

The Justlife Creative Studio offers a safe space for anyone who is homeless, or has experienced homelessness, to explore art in a supportive environment. 83% of those who use the studio reported they struggled with mental health issues and keeping the project running throughout the pandemic has been a lifeline for them. It is run as a collective and provides peer support, mentoring and workshops. The aim is to help people improve their wellbeing, become less socially isolated, and improve their chances of moving away from homelessness.

Throughout the pandemic we have continued adapting it based on the lockdown rules at the time. We hosted online classes on Zoom, providing data and tablets to people who needed them, and as soon as possible we began meeting with artists one-to-one outdoors to have a chat and draw in the park. Our studio space was too small for social distanced groups so we had to make the sad decision to hand back the keys, but we've been able to hire a more suitable venue now and meet in groups again.

People who use the Creative Studio have said the workshops have enabled them to develop their artistic skills, improve their overall wellbeing and improve their confidence and self-esteem. The workshops have included the studio artists running their own sessions for other attendees, which has helped them build their confidence

"The Justlife Studio is a lifesaver, you have the social aspect, the laughing but also the art. You think, why would anyone want to see my work and then you get encouraged from people's comments and I mean, I never thought I'd be able to do a solo exhibition" Creative Studio participant

"The studio has supported me and given me social support and been important in growing my self-esteem. It has really helped me believe in myself" Creative Studio participant

Brighton & Hove Frontline Network

The Frontline Network is run by Justlife to bring together people working in the homelessness sector in Brighton & Hove to support one another, build relationships, develop ideas, share experiences and ultimately improve the services and support for people who are homeless in the city. In pre-pandemic times the network focussed on running events but we adapted to suit the changing needs of frontline workers during lockdown by:

- Producing 21 e-newsletters sent to over 350 workers in over 60 different organisations, and including topics such as local events and training, service updates, worker wellbeing, and links to COVID-19 related help pages.
- Holding five online events with 88 attendees that focused on: looking after ourselves and those we support, introducing Street Support's new Brighton website and staff wellbeing.
- Playing a leading role in an audit of community and voluntary sector homelessness services in the city.
- Supporting the newly launched Street Support Brighton and Hove: a web-based listing of services and support to those experiencing or threatened with homelessness.

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The network is part of a national network hosted by St Martin in the Fields Frontline Network who work together to devise collective solutions to challenges faced by frontline workers.

"I think the network has helped enormously to hold things together for the city over the last year or so. Please keep going!" Gary, CEO of Arch Health

"Thank you for keeping us informed with the Justlife [Frontline Network] newsletters. I disseminate these to the whole team and Public Health colleagues" Local authority officer

"The newsletters have been really helpful during this time and helped me keep connected. Thank you" Local charity worker

Common Ambition

Common Ambition, launched in the last few months of this year is a co-production project that harnesses the ideas and experiences of people with lived experience of homelessness to improve homelessness health services. Co-production is a way of working that acknowledges that people with lived experience of a particular condition or experience are often best placed to advise on what support and services will make a positive difference to their lives.

The project is a partnership of Brighton-based organisations led by Arch Health and includes Justlife, The University of Brighton, Brighton & Hove Clinical Commissioning Group (CCG) and Public Health department. We began the project by establishing a lived experience steering group, gathered a group of actively engaged commissioners from health and the local authority, and built a network of services engaging with people who are homeless. The first steering group, for people with lived experience, was warmly received by all attendees and provided a space to build trust, instil the values of co-production and work together equally, laying a solid foundation for the project.

"Over the last ten years, as a frontline worker, I have seen many people die preventable deaths far too young on the street. Those with lived experience are the people who have seen the gaps in healthcare services in a way those without would not. The knowledge of what has and has not worked is what can help make real change. I believe co-production is really important because as a frontline worker I might see these gaps more than most but cannot really know what it is like to have experienced it personally. I get to go home at the end of the day or leave appointments and move on to the next." Sara Emerson, Justlife Health Engagement Team Leader

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Greater Manchester

COVID-19 response

Our focus in Manchester is meeting people's health, housing and wellbeing needs to give them the best chance of moving out of Unsupported Temporary Accommodation (UTA), a specific type of temporary accommodation that many people in the Greater Manchester region live in when homeless. This work has continued, but during the pandemic we shifted our aim from moving people out of UTA, towards supporting people to live there in the safest way possible.

This has meant adapting our services to become more mobile which involves taking our support to people's doorsteps rather than asking them to come to us. Weekly deliveries of essential items such as food, hygiene products and PPE have become a key part of our support work and have involved providing people with everything they need to self-isolate, stay safe and receive advice / guidance. We have kept people in UTA informed of government guidelines via text, calls, leaflets and face-to-face support, ensuring that they understand how to keep themselves safe and what to do if they become unwell.

Even under normal circumstances people living in UTA experience loneliness and social isolation, but the pandemic has exacerbated this. Staying connected is vital to combat feelings of loneliness, isolation and to maintain good mental health and so we checked in with them regularly to provide a friendly, supportive ear. We have also provided wellbeing packs including books, magazines, and art and craft resources to help keep people entertained, distributed mobile phones to those who need them to ensure they can keep in touch with support services and maintain a vital link to family and friends.

Access to food continues to be a big concern for people living in UTA, for those needing to self-isolate or shield, and for those who usually rely on going to foodbanks or community meals to survive. Justlife began delivering weekly food parcels in partnership with Fare Share to ensure residents received a regular supply of healthy food to help them maintain their overall health.

We recognise the important role landlords of UTA play in providing accommodation for people who are homeless and actively work to work in partnership with them. We were able to provide landlords with safety advice, tailored to each temporary accommodation setting, that included advice on self-isolation, social distancing, developing kitchen rotas, and managing shared spaces etc.

Some highlights of our work have included:

- Providing around 125 people with essential and wellbeing items such as food packages, cleaning and hygiene products, art/craft materials, puzzle books and radios.
- Providing one-to-one support to 95 people, helping them troubleshoot housing / rent issues, meet their health care needs, access specialist services etc.
- Overcoming digital barriers by distributing data-enabled tablets to 56 people and training them, where necessary, to use them.
- Helping landlords and residents access benefits and ensure debt does not build up.
- Ensuring people with substance misuse issues have access to the medication they need to maintain their recovery.
- Advocating for people and negotiating with UTA landlords who were unhappy with tenants' behaviour and, in some cases, threatening eviction
- Providing PPE to landlords and residents to keep all parties safe throughout the pandemic.
- Gifting 100 potted Geranium plants for people to look after and cards so that they could write to family and friends.

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We had intended for our support to become more outreach focused and the pandemic quickened this transition as we had to temporarily shut the Justlife Centre during lockdown. Now that we have a minibus for outreach, donated by Edward Holt Trust, we are holding pop-up drop-ins at different accommodation settings where residents will be able to have confidential chats with a support worker, receive support and enjoy refreshments.

"Justlife have really helped me, they all show me respect and never look down on me, they are good people" Justlife client

"I would like to thank you all for everything you have done this year, I hope you know how much you mean to us all" Justlife client

The Justlife Centre

Prior to the pandemic we supported people living in UTA through drop-in sessions at the centre where people could receive a wide range of support. When the first national lockdown was introduced we had to close the Justlife Centre and pause drop-ins and group activities but we are proud to have responded to the crisis with agility, adapting our model of working to respond to people's urgent needs by visiting UTAs to deliver food, PPE, cleaning supplies and wellbeing resources, as well as continuing our one-to-one support in a safe way.

Although there was less activity at the Centre than usual, highlights from our work there were:

- Working with the local authority in the Clayton and Openshaw ward, Florence House and Manchester Local Care Organisation to coordinate the vaccination of vulnerable UTA residents at our centre. This also involved advocating for UTA landlords to be offered the vaccine on the basis that they were housing vulnerable residents. As a result, six UTA landlords also received the vaccine.
- In the absence of drop-ins at the centre, we began "walk and talks" with people we support, offering them the opportunity to discuss any issues with their Support Worker whilst benefiting from some physical exercise and fresh air. Many people feel more comfortable talking in this way and have been finding them very beneficial, so we plan to continue these as a regular element of our support.
- We identified spaces in the building and garden that could be adapted to be COVID-19 safe so that people who needed important face-to-face appointments with their support worker could do so.

"It was really beneficial to give people the option to be vaccinated at the centre as it is somewhere that is familiar, where they feel comfortable in, and is within easy walking distance of where they live. This led to people being vaccinated who otherwise could easily have been missed in the vaccination programme. It was also great to work with our local partners who were really friendly and flexible in their approach. This was a brilliant piece of collaborative work" Sarah Todd, Justlife Specialist Support Team Lead

"I want to say a big thank you to you and the team, and thank all the funders, because this wouldn't be possible without their help and their funding" Justlife client

Mobile / Outreach

Throughout the past year we have increased our transition into more outreach focused work. This has involved reaching out to new UTA properties we identified, supporting residents on their doorsteps and bringing our support services to individuals living in UTA, rather than asking them to come to us.

Our one-to-one mobile support has involved: helping landlords and residents to access benefits and ensure debt does

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not build up, supporting clients to continue to access medical support (some have been experiencing health issues but felt anxious about the risk of contracting COVID-19 by visiting GP/going to hospital), and ensuring clients with substance misuse issues have access to the medication they need to maintain their recovery.

Becoming more mobile has helped us reach even more people who otherwise may have slipped through the cracks. Our mobile support helps engage people who can be difficult to reach and build trust in our services that often leads to more engagement with our longer-term support. It has also helped deepen and strengthen our relationships with landlords of UTA. This is hugely important because without landlords, changes can't be implemented, and without the properties they manage there wouldn't be any accommodation or bed spaces available for the people we work with.

The landlord forum was set up a few years ago to give landlords a space to discuss their challenges, share solutions, and receive support. This year we delivered our first online landlord forum where we recreated the in-person experience by delivering attendees their own mug, tea, coffee and biscuits. We also helped those who needed it set up online with Zoom.

"The meeting was really good and very informative and a great opportunity for us to find out what has been happening across the services so thank you so much for inviting us both. Hopefully the next one will be face to face but if not, we at least know that it is just as effective via Zoom!" Lisa from the Jobcentre Plus (after attending a Landlord Forum)

Other highlights from our mobile support this year have been:

- 60 eviction prevention actions taken to prevent people from falling into rough sleeping or worse.
- Facilitating access to financial and benefits support and troubleshooting any issues people had with rent or debt building up.
- 40 people encouraged to engage with local community activities and specialist services.
- 25 people empowered to speak out about their experiences of temporary accommodation.

Paul's Story

We gave Paul a phone at the start of the pandemic and he has really enjoyed having chats with his Justlife worker. Paul has now been able to reconnect with his children who live across the country. He also asked us for some art supplies which we sourced so he could keep busy throughout this time in his room.

Targeted Referrals Project

Our Targeted Referrals project works in partnership with the National Probation Service to ensure that people who leave prison homeless and end up being placed in temporary accommodation are supported throughout their stay, creating a warm handover into and out of temporary accommodation. This has proven to reduce reoffending rates, build independence, and facilitate their transition into more stable housing.

Across the year we worked with 18 people referred to us with a focus on helping them engage with housing options, physical and mental health appointments and opportunities for work. Some of the highlights included:

- Seven people have engaged in activities to build work readiness, including one person getting a job, and five people started some form of training.
- Three people were supported to move into more suitable accommodation.

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- A cost benefit analysis undertaken by The Bright Ideas Partnership found that the Targeted Referrals Project generates between £1.49 and £1.96 of direct value for every £1 invested in the project.

Tom's story*

After serving two years in prison for a serious offence Tom was released and quickly found work as a live-in renovator at a house conversion. Unfortunately after his employer found out about his custodial sentence he was asked to leave which left him homeless and unemployed.

Tom was referred to Justlife through his Offender Manager and began receiving our support. After developing an action plan to meet Tom's needs alongside his probation officer we secured him a place in temporary accommodation to prevent him from sleeping rough on the streets of Manchester. Tom's support worker also helped him set up a new Universal Credit benefits claim (UC), register with a local GP and access the appropriate medical care in order to address some immediate physical health needs.

After helping meet Tom's immediate needs for safety and shelter Justlife began looking into long-term housing options such as registering with social housing providers, specialist supported accommodation schemes and applying for deposit-assistance for the private rented sector (PRS). This involved working closely with Tom's offender manager in sourcing PRS landlords that accepted tenants with recent conviction histories, sourcing properties that were affordable, of a good standard and in a suitable location.

Whilst his UC application was being processed Justlife utilised its positive relationship with the landlord of Tom's temporary accommodation Tom was staying in to agree to allow him to remain there despite the delay in rental payment caused by UC, as well as provide Tom with a positive reference in applications to private landlords.

A few months later Tom secured an affordable, good-quality one-bed private rented flat in North Manchester. He quickly settled into his new property, made friends with his neighbours and saw an improvement in his health, enabling him to get back to work and support himself financially. Tom's business quickly took off, securing multiple jobs from new clients across Greater Manchester over the coming months – he even had to start employing other tradespeople to keep up with the demand for work, and kindly asked if there were any people Justlife supported who needed a job.

**This story represents the experiences of a real person, but their name has been changed to protect their identity.*

Research and Policy

The Research and Policy team within Justlife has a national reach, working to drive structural, long-term change in the housing and homelessness sector around temporary accommodation. Our research and recommendations are informed by the real-life experiences of temporary accommodation residents and aim to bring about national change for residents across the country.

Research

In 2020 our Research and Policy team spent time investigating the impact of COVID-19 on single homeless households in temporary accommodation during the first lockdown. The report, *Hidden Homelessness Exposed: The impact of COVID-19 on single homeless households in temporary accommodation*, has been well-received across the homelessness sector and picked up by several media outlets. This research was conducted with 19 individuals across Brighton and Manchester and uncovered many insights:

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- Some individuals felt lockdown made no difference in their lives due to the level of isolation in TA prior to lockdown.
"There's not a lot of guidelines for me to follow. I don't go out of my house. I self-isolate without this COVID-19 thing going on anyway. Don't make no difference to me"
- Others expressed a decline in their mental health.
"[Lockdown's] had a detrimental effect on me, yeah. All my PTSD, spending a lot of time on my own, it's exaggerated it and made it worse, so it's not really healthy sitting in a room on my own."
- Life in TA was challenging before the onset of a pandemic, but this report also highlighted the lack of cleanliness and overcrowding in properties that was conducive for COVID-19 to thrive.
- There was a higher proportion of people with disabilities living in temporary accommodation than in the general population, and some were being placed in rooms / accommodation that did not meet their accessibility needs.

We also released *Unsupported Temporary Accommodation: Housing for single homeless households in Greater Manchester*, a report that sheds new light on the scale and context of UTA across Greater Manchester, challenges the region to acknowledge its existence and explore steps to address the challenges it raises.

UTA is private, short-stay accommodation in which households do not have permanent residency status and have limited or no access to local authority support to find settled accommodation. Most residents of UTA are not considered homeless but very few rights to reside in the property and little to no protection from eviction. It is this lack of tenure and security that makes them homeless.

This report findings included:

- Identifying 43 UTA properties in Greater Manchester with 387 residents between them. Although we feel it's likely to be over 71 properties (with a population of over 700 residents) due to difficulties verifying the status of some properties.
- In some boroughs, the UTA population is much higher than the number of people rough sleeping, for example, in Rochdale the estimated UTA population is 20 times higher.
- UTA is much more likely to be in the most deprived areas of the 10 local boroughs.
- Resident experience and wellbeing is often poor. Residents feel isolated, anxious about being evicted, and are surrounded by poor cleanliness and the threat of violence.

"You pay for a room and you have not even got a radiator, you're cold in your room, you're damp in the room, they don't even give you a heater so, I brought my own quilt you know... I never had heating when I was there, I was freezing mate."

The report made several recommendations to begin to address the issues including:

- Collective agreement across Greater Manchester on the existence of UTA and its place within the homelessness system.
- Local Authorities to hold a record of UTA in their borough to keep track of the population, understand where local support is in relation to UTA and build a more detailed understanding of the local dependency on UTA.
- Temporary Accommodation Action Group's to be established across Greater Manchester.

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Temporary Accommodation Network

The TA Network brings together individuals and organisations across England to create systemic change to improve the lives and experience of those living in TA. The network facilitates collective action by stakeholders of TA across England, at a local and national level, in order to ensure that stays in temporary accommodation are as short, safe and healthy as possible.

The pandemic meant that we had to pause our in-person work but this gave us an opportunity to explore other avenues to develop our influencing work. Some highlights include:

- Launching a Temporary Accommodation Network Newsletter that reaches almost 300 individuals from local authorities, individuals with lived experience and local / national charities. Covering news from the world of temporary accommodation, new projects, interviews with people with lived experience and much more.
- Delivering a national conference in January with over 60 attendees from all over the country, something made easier by the pandemic and the use of online platforms. Speakers included members of Justlife's Research and Policy team who presented the findings of our COVID-19 report, leaders from Temporary Accommodation Action Groups area and someone with lived experience of temporary accommodation. We also had an insightful and positive discussion involving residents and landlords around what could be improved.

Temporary Accommodation Action Groups (TAAGs)

A TAAG is a cross-sector collaborative group that includes residents, landlords, local authorities and other public and voluntary sector individuals. They provide a vehicle to drive locally relevant changes for TA. There are currently TAAGs in Manchester, Brighton & Hove, East Sussex, and Hackney and they are all part of the TA Network. Justlife provides support in establishing these groups through our team of Network Development Workers.

The Manchester TAAG met in February to share how they were handling the pandemic and to discuss the future direction of the TAAG's work. One of the key discussions was initiated by a landlord of a property that Justlife works closely with who talked about the difficulty in making quick referrals to care coordinators within the Community Mental Health Team for residents whose mental health was deteriorating. Someone from the Homelessness Mental Health Team was there and able to provide insight into the challenges faced by their team and suggest a quicker way for referrals.

In Brighton & Hove the Temporary Accommodation Standards Charter developed by Justlife and Fulfilling Lives in partnership with the TAAG was formally endorsed at a Housing Committee meeting. We are working closely with the Head of Housing at Brighton & Hove City Council and members of the Housing Committee to ensure that the TA standards charter is embedded into the new TA specification which will be released shortly. There have also been discussions around how to avoid evictions which has led to a better understanding of the support available for the most vulnerable TA residents, before such an action becomes necessary.

In East Sussex we have supported the TAAG to develop their Temporary Accommodation Standards Charter and Temporary Accommodation providers and landlords have participated in training about working with people who may experience multiple and complex needs.

"Being a member of a TAAG has enabled me to gain a broader understanding of temporary accommodation, beyond my niche. I have grown my professional network which allows me to confidently reach out to other services to assist our guests access the help they need. The TAAG is an open forum where your voice can be heard by like-minded individuals, with a passion to improve the temporary accommodation journey through collaboration of disparate groups" Temporary Accommodation Landlord, East Sussex TAAG

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In Hackney there is a growing sense of collaborative working practice through the TAAG and the focus of the past year has been understanding the needs of people in TA, how the TAAG might support them, as well as supporting the providers of services to get the best possible outcomes. The TAAG worked to support Shelter in devising a listening campaign in which residents shared their experiences of TA. From it a list of recommendations were produced for the local authority, helping evidence the need for changes such as Wi-Fi in properties and accessibility improvements. The group also assisted Trust for London and The Oak Foundation in some of their recent research, and one of the group's members who is an expert by lived experience has created a proposal for a support network for people living in TA in the area, which we are excited to be able to support as it develops.

"Not only does it give residents a voice in their local areas, it helps to facilitate better communication between all parties involved, and when you're a resident like me, it gives you a level of trust and belief in the systems that are in control of your situation, as well as giving you, what sometimes can be, a much needed purpose and belief in yourself"
TAAG member with lived experience, Hackney

Beneficiaries of our services

Justlife was started with the aim of meeting the need amongst those living in temporary accommodation who are suffering with deteriorating mental and physical health, becoming victims of crime, losing control of their life and dying prematurely. Our National Temporary Accommodation Network and network of Temporary Accommodation Action Groups has provided a space for people to work together and devise local solutions, that along with our support work in Brighton and Manchester aims to make people's experience short, safe and healthy.

Short – We work hard to ensure those we work with understand their housing options and support them to move on from temporary accommodation quickly. This year, despite the pandemic, we have supported 45 people to move into a stable or permanent home.

Safe - We raise issues of safety quickly and have seen improvements and steps taken to ensure people are safe through working closely with landlords and local authorities. This has included people being moved to other TA for safeguarding reasons, repairs to dangerous buildings and personal protective equipment being distributed during COVID-19.

Healthy – Our support workers attended hundreds of health appointments this year to support those we work with engage with their health care. We have delivered food and hot meals to help people stay physically healthy, handed out mobile devices to improve mental wellbeing, provided wellbeing packs and activities to help people stay occupied.

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Our approach

Along with our core values we aim for our work to be:

- Person-centred - Each of our health, housing and wellbeing services are shaped to individual care needs. Every person who uses our service works alongside their support worker to devise an individual and flexible care plan that will help them move away from homelessness. The voices of people with lived experience of homelessness are at the heart of what we do and are incorporated into the design of our services.
- Linking experience with policy - Our research is ongoing and always seeks to improve our understanding of the needs and experiences of different people living in temporary accommodation. The real-life experiences our staff and people we support experience inform the policy recommendations that we bring to the attention of policymakers, commissioners and other organisations in the sector.
- Promoting changes to the system - We recognise that the people who use our service suffer under a system, and that only systemic changes will prevent more people who are placed in temporary accommodation from suffering. We affect change at the individual, local and national level.

Fundraising

Fundraising was led by the Chief Executive with support from project managers, an external fundraising consultant, Brightideas Partnership, and our small in-house Supporter Engagement team. Justlife understands its duty to protect the public, including vulnerable people, from unreasonably intrusive or persistent fundraising approaches and undue pressure to donate and we ensure we conduct our fundraising in an ethical way.

We keep up to date with changing regulations and this year became a member of the Fundraising Regulator and ensure we adhere to the Code of Fundraising Practice and associated rulebooks as set out by them as a governing body. Our privacy policy is kept up to date and is accessible to everyone via our website and clear instructions are given on how to contact us if anyone should have any grievances with our fundraising activities. Fundraising requests are made only of supporters who have opted in to receive such requests from us, and they can unsubscribe at any time. We did not receive any complaints about our fundraising directly or via the Charity Commission.

This year was successful for us in securing income, and we exceeded our targets. Our aim for the year was to raise at least £140K via applications to trusts and foundations to ensure all our projects could continue for the year, and we substantially beat this target receiving £421K in new funding. We also hoped to raise around £70K from donations, legacies and community fundraising and we ended up raising around £107K through the generosity of individuals and organisations. The increase in our fundraising efforts meant we were able to deliver more support to people, which was especially needed during the COVID-19 pandemic. We are enormously grateful to all those who have supported our work in 2020/21.

Financial review

Justlife's income in this year was £1,122,551 and for the first time in our history it has gone over the £1 million mark. This compares to £986,857 in 2019/20 and shows a 15% increase in income. Our Restricted income this year was £868,208 (77% of our total income) compared to £863,806 (87% of our total income) in 2019/20. Unrestricted income this year was £254,343 (23% of our total income) compared to £123,051 (13% of our total income) in 2019/20.

This increase in income is matched with a rise in our charitable expenditure (excluding depreciation) of 11% from last year, reflecting the increased demand on our service that we have experienced. The increased demand has been a result of the COVID-19 pandemic and the increased income has come from the emergency funds that many Trusts, Foundations and the Government put in place. We are proud to have been able to respond quickly and effectively to

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the higher demand by developing new projects and supporting more people through this very difficult time for everyone.

The current short term liquidity level of the charity remains strong, although the year end figure does represent a high proportion of income already received in relation to projects in the next financial year. Justlife's income is largely from charitable activities (87%) through grant funding and contracts, along with some donations (13%). The funding is used for the main operations of the charity, supporting people in temporary accommodation and providing the infrastructure to do so safely and effectively. The organisation spent £43,252 on the cost of fundraising. The cost of fundraising includes the work of consultant fundraisers and a suitable proportion of the charities support costs.

The financial risks to Justlife moving forward are the over reliance on existing contract income and a lack of current multi-year grants from trusts and foundations. Following the pandemic, the trusts and foundations sector is reporting higher demands on their funding and in some cases having less funding to give away. Our largest overhead is our staff cost so our main risk is having to reduce the size of our team which would affect the amount of service delivery possible.

We continue to be innovative in our approach to meeting the needs of those we support, developing new projects and building new collaborations and relationships with partners and potential partners. We also continue to include the voice of those in temporary accommodation in the design and development of projects through our research and person centred approaches. These have served us well in previous years and meant we are quick to respond to opportunities that arise and are able to show the need for our work effectively.

We are addressing the potential financial risks by building our in-house income generation and fundraising team. This will include a more strategic focus on developing our existing work as well as seeking out new opportunities, specifically building on our strengths of having a focus on those living in temporary accommodation and being committed to delivering both support for individuals and using research and policy work to make a difference on a systemic level. We expect this investment to diversify and open up new income streams as we move forward.

Reserves policy

The aim of the reserves policy is to ensure that the charity's ongoing and future activities are reasonably protected from unexpected fluctuations in its income and expenditure. Restricted reserves continue to be expended in agreement with the funding criteria agreed at the time of the relevant grant. These are monitored and tracked, the details of which are contained within the notes to the accounts.

Unrestricted reserves are maintained to provide an appropriate working capital for charitable activities outside the scope of restricted funding or to enhance committed funding within the overall objectives of the charity. Justlife has constructed its reserves policy using guidance from The Charity Commission, Charity Reserves: Building Resilience (CC19). The Board reviewed the reserves policy and agreed that a level of unrestricted general funds, also known as free reserves, of between £160K and £240K is appropriate given the risks faced by the charity and the sustainability of its different income streams. Free reserves were £231,101 which represents unrestricted funds excluding designated funds and fixed assets.

The Board of Trustees designated £55K towards developing our in-house income generation and fundraising team along with £15K towards the refurbishment costs of the Manchester Centre. This expenditure will occur during the calendar year 2022. Our fixed assets are £89K and can only be realised by disposing of them. They are currently essential for the future operation of the charity and so are excluded from free reserves.

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Plans for the future

2021 marks the end of our 'Future Thinking 2016-2021' organisational strategic plan and there is currently an interim plan in place for 2021/22 while a new strategy to provide direction for the future is developed. The process has already engaged with our stakeholders and will continue to do so, as well as reviewing our strengths, weakness, opportunities and threats and considering the external factors.

We know that Temporary Accommodation is an ongoing issue in England and the need for our services in Brighton & Hove and Greater Manchester remains, along with the need and opportunity to play a role nationally bringing stakeholders together, carrying out research and recommending policies.

In terms of numbers, Shelter's report *Homeless in a Pandemic* showed over 250,000 people were living in temporary accommodation across England in June 2020, an increase of 83% since 2010. After London and Luton, the highest rates of people in temporary accommodation were in the areas we work, Brighton & Hove (1 in 78) and Manchester (1 in 93).

But these powerful statistics do not capture everyone and don't include the population in what we describe as Unsupported Temporary Accommodation (UTA). Our 2018 report, *Lifting the Lid on Hidden Homelessness: A New Analysis* estimated a UTA population based on how many households were living in Bed & Breakfasts (B&B). At the time, the official statistics recorded only 5,870 households in B&B across England but our analysis showed the figure was closer to 51,500, almost 10 times higher than those in official statistics, and we expect this to have risen over the past 3 years.

Our plans to achieve our objectives moving forward are:

- Deliver and develop services with ever-greater impact in Greater Manchester and Brighton & Hove, supporting and empowering people experiencing homelessness in temporary accommodation. For example, we have identified specific opportunities to expand our service across the Greater Manchester region and have developed our service to enable the team to go to the temporary accommodations across a larger area, rather than remaining predominantly a place-based service.
- Drive positive change in the temporary accommodation sector system, convening those with a common interest, people with lived experience, landlords, charities, local and national government, to build a movement that brings about lasting positive change. Carrying out research and gathering insights to develop campaigns, lobbying and influencing opportunities. For example, we are in the process of setting up an All-Party Parliamentary Group (APPG) in partnership with the Shared Health Foundation on temporary accommodation.

Structure, governance and management

The organisation is a charitable company limited by guarantee, incorporated and registered as a charity on 4th February 2011.

The company was established under a memorandum of association which established the objects and powers of the charitable company and is governed under its articles of association.

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31st March 2021 was 10 (2020: 6). The trustees are members of the charity but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

All Trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 12 to the accounts.

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The directors of the company are also charity Trustees for the purposes of charity law. Trustees are elected to serve a 3-year term. Under the requirements of the Memorandum and Articles of Association, one third of directors must retire annually, with the longest-serving first. Trustees can be re-elected to serve a further 2 three-year terms.

Gretta Starks, who served on the board from 4 February 2011 - 31 March 2013, has maintained her position as Company Secretary.

In effort to maintain a broad skill mix, the Board carry out Board skills audits, and in the event of skills being lost due to retirements, a Board recruitment process will take place. Recruitment of new directors is governed through the principles set out in the charities Code of Governance. No person or body external to the charity is entitled to appoint a Trustee.

Most Trustees are already familiar with the practical work of the charity, having been encouraged to visit Justlife projects during operational hours. Additionally, all Trustees are provided with an induction which includes a detailed overview of the activity of the charity. This is jointly led by the Chair of the Board, the CEO and the Business Support Manager of the Justlife Foundation.

The Trustees also receive an induction pack which covers:

- The obligations of Board members.
- The main documents which set out the operational framework for the charity including the Memorandum and Articles of Association.
- Resourcing and the current financial situation.
- Justlife Governance Manual.

The Board meet quarterly and are responsible for the strategic direction and policies of the charity. At present, the Board has eight members from a variety of professional backgrounds relevant to the work of the charity. A scheme of delegation is in place and the day-to-day responsibility for the provision of services rests with the CEO, the Business Support Manager and the Senior Leadership Team at Justlife:

- The Chief Executive Officer (CEO) is responsible for ensuring that the charity delivers its specified services and that key performance indicators are met.
- The Business Support Manager provides management and support of all organisation-wide areas including HR, health & safety, finance, facility, infrastructure and resources responsibility. The Business Support Manager also provides support to the Senior Leadership Team and the Board of Trustees.
- The Operations Manager (Brighton) has day-to-day responsibility for the operations of the Brighton service including supervision and support for the staff and volunteers. To ensure the team continues to develop their skills and working practices in line with good practice. The role is responsible for developing new opportunities, building relationships with stakeholders within the local area and fundraising.
- The Regional Operations Manager (North) has day-to-day responsibility for the operations of the Greater Manchester service including supervision and support for the staff and volunteers. To ensure the team continues to develop their skills and working practices in line with good practice. The role is responsible for developing new opportunities, building relationships with stakeholders within the local area and fundraising.
- The Head of Research, Policy and Communications has day-to-day responsibility for managing the development of a network which will drive local and national change, carrying out research and developing policy recommendations, and building relationships with stakeholders nationally and fundraising.

The Code of Governance identifies decisions that are to be made at a Board level, and these are:

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- Appointment and removal of directors, chair and company secretary.
- Arrangements for entering into contracts.
- Staff appointments, dismissals and pay.
- Approval of budgets, and budget deviances.
- Expenditure outside agreed tolerances.
- Arrangements for the AGM.
- Changes to Code of Governance and Memorandum of Association.

The Board of Trustees have two committees which are:

Nominations & Remuneration Committee – Whose main role is to monitor and review the structure and composition of the Board, making appointment recommendations to the Board for approval and ensuring fair and equitable decisions in relation to remuneration policies and practices.

Audit & Risk Committee – Whose main role is to provide oversight of Justlife's systems of internal control, regulatory compliance, risk management and financial reporting, and through supervision of the quality, independence and effectiveness of both the internal and external auditors.

Governance Review

The Trustees requested an external review of their governance, due to the number of new Trustees joining in the previous 12 months, be carried out against the seven principles of the Charity Governance Code which was completed in December 2020. The review found the Charity in general compliance with the Code's recommendations. The review made several recommendations where improvements could be made and these have been, or are in the process of being, implemented. The Trustees remain committed to working towards achieving excellence in delivering effective governance of the charity.

Partnership working and related parties

One of our core values is Collaboration over Competition and so we work hard to ensure we do this through partnerships with a wide range of organisations. These include statutory services such as local authorities in Brighton & Hove and Manchester as well as Public Health, Probation, substance misuse services and GP practices. We also partner with many charities and voluntary sector groups such as FairShare, Shared Health Foundation and St Martin in the Fields. We have no related parties or related party transactions.

Remuneration policy for key management personnel

Pay scales are set by the board for all staff, including management personnel, and are reviewed on an annual basis.

Risk management

The Trustees consider the major risks the charity faces and ensure systems and procedures have been established to mitigate and reduce the impact they may have. The Trustees acknowledge that it is impossible to eliminate all risks and that systems of control should not be so rigid that they stifle innovation and imaginative use of limited resources. Justlife aim to provide a safe environment for staff that encourages learning and developing through an open and fair culture.

The Charities Risk Register is reviewed by the Trustees on a quarterly basis at Board meetings where new risks are considered as well as the ongoing management of existing risks. The Trustee Safeguarding Lead also presents an overview of Safeguarding concerns on a quarterly basis at each Board meeting. This report highlights the number of concerns raised relating to people Justlife support, the actions staff have taken, responses from local authorities as well as themes that are emerging and an update on staff and volunteer Safeguarding training.

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Our policies and procedures help to ensure risks are minimised and these are periodically reviewed to ensure that they continue to meet the needs of the charity. In April 2021 Justlife adopted a set of new updated policies and updated our Governance Manual and key procedures such as Financial Management and Safeguarding.

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Statement of responsibilities of the Trustees

The Trustees (who are also directors of Justlife Foundation Limited for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable group and of the incoming resources and application of resources, including the income and expenditure, of the charitable group for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK Accounting Standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable group and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information

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

Auditors

Third Sector Accountancy Limited were appointed as the charitable company's auditors during the year and have expressed their willingness to continue in that capacity.

This report has been prepared in accordance with the provisions applicable to companies subject to the small companies' regime of the Companies Act 2006.

The Trustees' Annual Report has been approved by the Trustees and signed on their behalf by



April Baker
Chair of the Board of Trustees

03 / 12 / 2021

Independent auditor's report to the members of Justlife Foundation Limited

Opinion

We have audited the financial statements of Justlife Foundation Limited (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Independent auditor's report to the members of Justlife Foundation Limited

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, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 23, the trustees (who are also directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

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

Independent auditor's report to the members of Justlife Foundation Limited

Capability of the audit in detecting irregularities, including fraud

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

Based on our understanding of the charity and the environment in which it operates, we identified the principal risks of non-compliance with laws and regulations related to pension legislation, tax legislation, employment legislation, health and safety legislation, safeguarding legislation, data protection and other legislation specific to the industry in which the group operates, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006, the reporting requirements under the Charities SORP and FRS102, and the Charities Act 2011.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls), and determined that the principle risks were related to the pressure on management to achieve particular results. Audit procedures performed by the group engagement team included:

- Review of policies and risk assessments;
- Review of insurance;
- Discussions with management including consideration of known or suspected instances of non-compliance;
- Evaluating management's controls designed to prevent and detect irregularities;
- Identifying and testing journal entries; and
- Challenging assumptions and judgments made by management.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

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. This description forms part of our auditor's report.

Use of the audit report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an 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 charitable company and, the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Patrick Morrello (Senior Statutory Auditor)

For and on behalf of Third Sector Accountancy Limited, Statutory Auditor

Holyoake House

Hanover Street

Manchester

M60 0AS

Date 03 / 12 / 2021

Justlife Foundation Limited
Statement of Financial Activities
(including Income and Expenditure account)
for the year ended 31 March 2021

| | Note | Unrestricted funds £ | Restricted funds £ | Total funds 2021 £ | <i>Unrestricted funds £</i> | <i>Restricted funds £</i> | <i>Total funds 2020 £</i> |
|--|------|----------------------------|--------------------------|--------------------------|-------------------------------------|-----------------------------------|-----------------------------------|
| Income from: | | | | | | | |
| Donations and legacies | 3 | 162,108 | - | 162,108 | 55,235 | 28,427 | 83,662 |
| Charitable activities | 4 | 83,000 | 868,208 | 951,208 | 67,214 | 835,379 | 902,593 |
| Other trading activities | 5 | 7,193 | - | 7,193 | 602 | - | 602 |
| Investments | 6 | 2,042 | - | 2,042 | - | - | - |
| Total income | | 254,343 | 868,208 | 1,122,551 | 123,051 | 863,806 | 986,857 |
| Expenditure on: | | | | | | | |
| Raising funds | 7 | 43,523 | - | 43,523 | 24,884 | - | 24,884 |
| Charitable activities | 8 | 118,282 | 783,704 | 901,986 | 103,722 | 747,487 | 851,209 |
| Total expenditure | | 161,805 | 783,704 | 945,509 | 128,606 | 747,487 | 876,093 |
| Net income/(expenditure) for the year | 10 | 92,538 | 84,504 | 177,042 | (5,555) | 116,319 | 110,764 |
| Transfer between funds | | 99,145 | (99,145) | - | 73,098 | (73,098) | - |
| Net movement in funds for the year | | 191,683 | (14,641) | 177,042 | 67,543 | 43,221 | 110,764 |
| Reconciliation of funds | | | | | | | |
| Total funds brought forward | | 254,106 | 411,780 | 665,886 | 186,563 | 368,559 | 555,122 |
| Total funds carried forward | | 445,789 | 397,139 | 842,928 | 254,106 | 411,780 | 665,886 |

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

Justlife Foundation Limited
Company number 7517887

Balance sheet as at 31 March 2021

| | Note | 2021 | 2020 |
|--|------|----------|----------|
| | | £ | £ |
| Fixed assets | | | |
| Intangible assets | 15 | 6,472 | - |
| Tangible assets | 16 | 138,216 | 65,728 |
| | | <hr/> | <hr/> |
| | | 144,688 | 65,728 |
| Current assets | | | |
| Debtors | 17 | 54,283 | 72,998 |
| Cash at bank and in hand | 18 | 717,867 | 593,062 |
| | | <hr/> | <hr/> |
| Total current assets | | 772,150 | 666,060 |
| Liabilities | | | |
| Creditors: amounts falling due in less than one year | 19 | (73,910) | (65,902) |
| | | <hr/> | <hr/> |
| Net current assets | | 698,240 | 600,158 |
| | | <hr/> | <hr/> |
| Total assets less current liabilities | | 842,928 | 665,886 |
| | | <hr/> | <hr/> |
| Net assets | | 842,928 | 665,886 |
| | | <hr/> | <hr/> |
| The funds of the charity: | | | |
| Restricted income funds | 21 | 397,139 | 411,780 |
| Unrestricted income funds | 22 | 445,789 | 254,106 |
| | | <hr/> | <hr/> |
| Total charity funds | | 842,928 | 665,886 |
| | | <hr/> | <hr/> |

These accounts are prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The notes on pages 30 to 46 form part of these accounts.

Approved by the trustees on 03 / 12 / 2021 and signed on their behalf by:



April Baker, Chair

Justlife Foundation Limited

Statement of Cash Flows
for the year ending 31 March 2021

| | Note | 2021 £ | 2020 £ |
|--|------|-----------------|----------------|
| Cash provided by/(used in) operating activities | 25 | 166,852 | 99,042 |
| <hr/> | | | |
| <i>Cash flows from investing activities:</i> | | | |
| Dividends, interest, and rents from investments | | 2,042 | - |
| Purchase of intangible fixed assets | | (6,472) | - |
| Purchase of tangible fixed assets | | (37,617) | - |
| <hr/> | | | |
| Cash provided by/(used in) investing activities | | (42,047) | - |
| <hr/> | | | |
| Increase/(decrease) in cash and cash equivalents in the year | | 124,805 | 99,042 |
| Cash and cash equivalents at the beginning of the year | | 593,062 | 494,020 |
| <hr/> | | | |
| Cash and cash equivalents at the end of the year | | 717,867 | 593,062 |
| <hr/> <hr/> | | | |

1 Accounting policies

The principal accounting policies adopted, judgments and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a 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 (FRS 102) issued in October 2019 - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Justlife Foundation Limited 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.

The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £ sterling.

b Judgments and estimates

The trustees have made no key judgments which have a significant effect on the accounts.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next reporting period.

c Preparation of the accounts on a going concern basis

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

d Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

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

Income received in advance of a provision of a specified service is deferred until the criteria for income recognition are met.

e Interest receivable

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

Notes to the accounts for the year ended 31 March 2021 (continued)

f Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity.

Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

g Expenditure and irrecoverable VAT

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

- Costs of raising funds comprise the fundraising fees and associated support costs.
- Expenditure on charitable activities includes the costs undertaken to further the purposes of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

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

h Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity's programmes and activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 9.

i Operating leases

Operating leases are leases in which the title to the assets, and the risks and rewards of ownership, remain with the lessor. Rental charges are charged on a straight line basis over the term of the lease.

j Intangible fixed assets

Individual fixed assets costing £1,000 or more are capitalised at cost and will be depreciated over their estimated useful economic lives on a straight line basis. In the current period the only such asset was the website which had not been brought into use yet, and so was not depreciated.

Notes to the accounts for the year ended 31 March 2021 (continued)

k Tangible fixed assets

Individual fixed assets costing £1,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

| | | |
|------------------|-------|------------|
| Long leasehold | 1.47% | (68 years) |
| Office equipment | 20% | |
| Motor vehicles | 25% | |

The long leasehold building was previously being depreciated over 10 years. During the year the accounting estimate was revised so that this building is now being depreciated over the life of the lease which is 68 years. This meant that in the period there was negative depreciation of £42,911 on this building, whereas without the change of estimate the depreciation charge would have been £10,421, a difference of £53,332.

l Debtors

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

m Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

n Creditors and provisions

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

o Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

p Pensions

Employees of the charity are entitled to join a defined contribution 'money purchase' scheme. The charity's contribution is restricted to the contributions disclosed in note 11. There were no outstanding contributions at the year end. The costs of the defined contribution scheme are included within support and governance costs and allocated to the funds of the charity using the methodology set out in note 9.

2 Legal status of the charity

The charity is a company limited by guarantee registered in England and Wales and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office address is disclosed on page 1.

Justlife Foundation Limited

Notes to the accounts for the year ended 31 March 2021 (continued)

3 Income from donations and legacies

| | Unrestricted £ | Restricted £ | Total 2021 £ | <i>Unrestricted</i> £ | <i>Restricted</i> £ | <i>Total 2020</i> £ |
|--------------|-------------------|-----------------|-----------------|--------------------------|------------------------|------------------------|
| Other income | 4,462 | - | 4,462 | | | |
| Donations | 157,646 | - | 157,646 | 55,235 | 28,427 | 83,662 |
| | <hr/> | <hr/> | <hr/> | <hr/> | <hr/> | <hr/> |
| Total | 162,108 | - | 162,108 | 55,235 | 28,427 | 83,662 |
| | <hr/> <hr/> | <hr/> <hr/> | <hr/> <hr/> | <hr/> <hr/> | <hr/> <hr/> | <hr/> <hr/> |

4 Income from charitable activities

| | Unrestricted £ | Restricted £ | Total 2021 £ | <i>Unrestricted</i> £ | <i>Restricted</i> £ | <i>Total 2020</i> £ |
|------------------------|-------------------|-----------------|-----------------|--------------------------|------------------------|------------------------|
| Contracts and services | 69,589 | 325,005 | 394,594 | 12,214 | 257,957 | 270,171 |
| Grants | 13,411 | 543,203 | 556,614 | 55,000 | 577,422 | 632,422 |
| | <hr/> | <hr/> | <hr/> | <hr/> | <hr/> | <hr/> |
| Total | 83,000 | 868,208 | 951,208 | 67,214 | 835,379 | 902,593 |
| | <hr/> <hr/> | <hr/> <hr/> | <hr/> <hr/> | <hr/> <hr/> | <hr/> <hr/> | <hr/> <hr/> |

Justlife Foundation Limited

Notes to the accounts for the year ended 31 March 2021 (continued)

5 Income from other trading activities

| | Unrestricted £ | Restricted £ | Total 2021 £ | <i>Unrestricted</i> £ | <i>Restricted</i> £ | <i>Total 2020</i> £ |
|--------------|-------------------|-----------------|-----------------|--------------------------|------------------------|------------------------|
| Other income | 7,193 | - | 7,193 | 602 | - | 602 |
| | <hr/> | <hr/> | <hr/> | <hr/> | <hr/> | <hr/> |
| | 7,193 | - | 7,193 | 602 | - | 602 |
| | <hr/> | <hr/> | <hr/> | <hr/> | <hr/> | <hr/> |

6 Investment income

| | Unrestricted £ | Restricted £ | Total 2021 £ | <i>Unrestricted</i> £ | <i>Restricted</i> £ | <i>Total 2020</i> £ |
|---------------------------|-------------------|-----------------|-----------------|--------------------------|------------------------|------------------------|
| Income from bank deposits | 2,042 | - | 2,042 | - | - | - |
| | <hr/> | <hr/> | <hr/> | <hr/> | <hr/> | <hr/> |

Justlife Foundation Limited

Notes to the accounts for the year ended 31 March 2021 (continued)

7 Cost of raising funds

| | Unrestricted £ | Restricted £ | 2021 £ | <i>Unrestricted</i> £ | <i>Restricted</i> £ | <i>2020</i> £ |
|---|-------------------|-----------------|-----------|--------------------------|------------------------|------------------|
| Fundraiser's fees | 32,123 | - | 32,123 | 24,884 | - | 24,884 |
| Support and governance costs (see note 9) | 11,400 | - | 11,400 | - | - | - |
| | <hr/> | <hr/> | <hr/> | <hr/> | <hr/> | <hr/> |
| | 43,523 | - | 43,523 | 24,884 | - | 24,884 |
| | <hr/> | <hr/> | <hr/> | <hr/> | <hr/> | <hr/> |

8 Analysis of expenditure on charitable activities

| | Brighton £ | Manchester £ | Research and policy £ | Total 2021 £ | <i>Total 2020</i> £ |
|---|---------------|-----------------|-----------------------------|-----------------|------------------------|
| Project costs | 123,803 | 38,514 | 13,893 | 176,210 | 189,048 |
| Staff costs | 318,067 | 171,562 | 73,193 | 562,822 | 632,920 |
| Depreciation | 6,128 | (42,911) | - | (36,783) | 13,221 |
| Support and governance costs (see note 9) | 112,877 | 60,885 | 25,975 | 199,737 | 16,020 |
| | <hr/> | <hr/> | <hr/> | <hr/> | <hr/> |
| | 560,875 | 228,050 | 113,061 | 901,986 | 851,209 |
| | <hr/> | <hr/> | <hr/> | <hr/> | <hr/> |

Notes to the accounts for the year ended 31 March 2021 (continued)

9 Analysis of governance and support costs

| | 2021 £ | 2020 £ |
|-------------------------------------|-----------|-----------|
| Communications | 4,308 | - |
| Staff support costs | 1,625 | - |
| Information and computer technology | 2,209 | - |
| Premises costs | 3,260 | - |
| Staff costs | 166,453 | - |
| Depreciation | 1,912 | - |
| General expenses | 5,328 | - |
| Governance | 26,042 | 11,675 |
| | <hr/> | <hr/> |
| | 211,137 | 11,675 |
| | <hr/> | <hr/> |

Allocated as follows on the basis of time spent in each activity:

| | | |
|-----------------------|---------|--------|
| Fundraising | 11,400 | - |
| Brighton | 112,877 | - |
| Manchester | 60,885 | - |
| Research and policy | 25,975 | - |
| Charitable activities | - | 11,675 |
| | <hr/> | <hr/> |
| | 211,137 | 11,675 |
| | <hr/> | <hr/> |

10 Net income/(expenditure) for the year

| | | |
|--|-----------|-----------|
| This is stated after charging/(crediting): | 2021 £ | 2020 £ |
| Depreciation | (34,871) | 13,221 |
| Operating lease rentals: | | - |
| Property | 21,000 | 21,000 |
| Auditor's remuneration - audit fees | 3,600 | - |
| Auditor's remuneration - accountancy fees | 1,680 | - |
| Independent examiner - accountancy | | 2,040 |
| Independent examiner - payroll bureau | | 1,246 |
| Independent examiner's fee | - | 420 |
| | <hr/> | <hr/> |

Notes to the accounts for the year ended 31 March 2021 (continued)

11 Staff costs

Staff costs during the year were as follows:

| | 2021 £ | 2020 £ |
|----------------------------------|-----------|-----------|
| Wages and salaries | 653,618 | 568,453 |
| Social security costs | 47,355 | 37,454 |
| Pension costs | 28,302 | 25,197 |
| Redundancy and termination costs | - | 1,816 |
| | <hr/> | <hr/> |
| | 729,275 | 632,920 |
| | <hr/> | <hr/> |
| Allocated as follows: | | |
| Charitable activities | 562,822 | 632,920 |
| Support and governance costs | 166,453 | - |
| | <hr/> | <hr/> |
| | 729,275 | 632,920 |
| | <hr/> | <hr/> |

No employees has employee benefits in excess of £60,000 (2020: Nil).

The average number of staff employed during the period was 37 (2020: 29).

The average full time equivalent number of staff employed during the period was 22.25 (2020: 14.5).

The key management personnel of the charity comprise the trustees, the Chief Executive Officer and the Business Support Manager. The total employee benefits of the key management personnel of the charity were £95,679 (2020: £71,653).

12 Trustee remuneration and expenses, and related party transactions

Neither the management committee nor any persons connected with them received any remuneration or reimbursed expenses during the year (2020: Nil).

No members of the management committee received travel and subsistence expenses during the year (2020: £Nil).

Aggregate donations from related parties were £Nil (2020: £Nil).

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity, including guarantees, during the year (2020: nil).

Notes to the accounts for the year ended 31 March 2021 (continued)

13 Government grants

The government grants recognised in the accounts were as follows:

| | 2021 £ | 2020 £ |
|--|-----------|-----------|
| The Big Lottery - Coronavirus Community Support Fund | 89,929 | - |
| Brighton & Hove City Council | 157,498 | - |
| National Probation Service | 15,000 | - |
| HMRC Coronavirus Job Retention Scheme | 6,911 | - |
| | <hr/> | <hr/> |
| | 269,338 | - |
| | <hr/> | <hr/> |

There were no unfulfilled conditions and contingencies attaching to the grants.

14 Corporation tax

The charity is exempt from tax on income and gains falling within Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

15 Fixed assets: intangible assets

| | |
|-----------------------|--------------|
| | Website £ |
| Cost | |
| At 1 April 2020 | - |
| Additions | 6,472 |
| | <hr/> |
| At 31 March 2021 | 6,472 |
| | <hr/> |
| Depreciation | |
| At 1 April 2020 | - |
| | <hr/> |
| At 31 March 2021 | - |
| | <hr/> |
| Net book value | |
| At 31 March 2021 | 6,472 |
| | <hr/> |
| At 31 March 2020 | - |
| | <hr/> |

Notes to the accounts for the year ended 31 March 2021 (continued)

16 Fixed assets: tangible assets

| | Land and buildings: long leasehold £ | Office equipment £ | Vehicles £ | Total £ |
|-------------------------|--|--------------------------|---------------|---------------|
| Cost | | | | |
| At 1 April 2020 | 120,927 | 5,640 | - | 126,567 |
| Additions | - | - | 37,617 | 37,617 |
| | <hr/> | <hr/> | <hr/> | <hr/> |
| At 31 March 2021 | 120,927 | 5,640 | 37,617 | 164,184 |
| | <hr/> <hr/> | <hr/> <hr/> | <hr/> <hr/> | <hr/> <hr/> |
| Depreciation | | | | |
| At 1 April 2020 | 57,121 | 3,718 | - | 60,839 |
| Charge for the year | (36,783) | 1,128 | 784 | (34,871) |
| | <hr/> | <hr/> | <hr/> | <hr/> |
| At 31 March 2021 | 20,338 | 4,846 | 784 | 25,968 |
| | <hr/> <hr/> | <hr/> <hr/> | <hr/> <hr/> | <hr/> <hr/> |
| Net book value | | | | |
| At 31 March 2021 | 100,589 | 794 | 36,833 | 138,216 |
| | <hr/> <hr/> | <hr/> <hr/> | <hr/> <hr/> | <hr/> <hr/> |
| <i>At 31 March 2020</i> | <i>63,806</i> | <i>1,922</i> | <i>-</i> | <i>65,728</i> |
| | <hr/> <hr/> | <hr/> <hr/> | <hr/> <hr/> | <hr/> <hr/> |

17 Debtors

| | 2021 £ | 2020 £ |
|--------------------------------|-------------|-------------|
| Trade debtors | 39,217 | 53,144 |
| Prepayments and accrued income | 15,066 | 19,854 |
| | <hr/> | <hr/> |
| | 54,283 | 72,998 |
| | <hr/> <hr/> | <hr/> <hr/> |

18 Cash at bank and in hand

| | 2021 £ | 2020 £ |
|--------------------------|-------------|-------------|
| Short term deposits | 168,918 | 166,877 |
| Cash at bank and on hand | 548,949 | 426,185 |
| | <hr/> | <hr/> |
| | 717,867 | 593,062 |
| | <hr/> <hr/> | <hr/> <hr/> |

Notes to the accounts for the year ended 31 March 2021 (continued)

19 Creditors: amounts falling due within one year

| | 2021 £ | 2020 £ |
|------------------------------|-------------|-------------|
| Other creditors and accruals | 65,023 | 15,902 |
| Deferred income | 8,887 | 50,000 |
| | <hr/> | <hr/> |
| | 73,910 | 65,902 |
| | <hr/> <hr/> | <hr/> <hr/> |

20 Deferred income

| | 2021 £ | 2020 £ |
|---|-------------|-------------|
| Deferred grant brought forward | 50,000 | - |
| Grant received | 8,887 | 50,000 |
| Released to income from charitable activities | (50,000) | - |
| | <hr/> | <hr/> |
| Deferred grant carried forward | 8,887 | 50,000 |
| | <hr/> <hr/> | <hr/> <hr/> |

Notes to the accounts for the year ended 31 March 2021 (continued)

21 Analysis of movements in restricted funds

Current reporting period

| | Balance at 1 April 2020 £ | Income £ | Expenditure £ | Transfers £ | Balance at 31 March 2021 £ |
|----------------------------|---------------------------------|----------------|------------------|-----------------|----------------------------------|
| Brighton | | | | | |
| Activities and Support | 11,122 | 101,574 | (99,672) | - | 13,024 |
| Creative Studio | - | 16,536 | (5,190) | - | 11,346 |
| Fresh Start | - | 3,672 | 484 | - | 4,156 |
| Health Engagement | - | 273,942 | (247,059) | - | 26,883 |
| Social Connection | 38,765 | 75,000 | (61,130) | - | 52,635 |
| Frontline Workers | | | | | |
| Network | 6,683 | 24,580 | (24,140) | - | 7,123 |
| | <u>56,570</u> | <u>495,304</u> | <u>(436,707)</u> | <u>-</u> | <u>115,167</u> |
| Manchester | | | | | |
| Big Lottery Fund | 89,725 | 141,554 | (141,345) | - | 89,934 |
| Dulverton - Housing | | | | | |
| project | 21,612 | 35,000 | (35,030) | - | 21,582 |
| Edward Holt | - | 15,000 | (1,956) | - | 13,044 |
| Edward Holt Minibus | - | 39,817 | - | (39,817) | - |
| Move in Packs | 1,556 | 4,668 | 222 | - | 6,446 |
| Mobile Justlife | - | 47,500 | (4,515) | - | 42,985 |
| Referral Project | - | 20,000 | (20,000) | - | - |
| Thrive | 9,718 | - | (1,610) | - | 8,108 |
| Housing Support | - | - | - | - | - |
| Test and Learn | 33,816 | 11,365 | (41,427) | - | 3,754 |
| | <u>156,427</u> | <u>314,904</u> | <u>(245,661)</u> | <u>(39,817)</u> | <u>185,853</u> |
| Research and policy | | | | | |
| UTA Research & | | | | | |
| Development | 139,455 | 58,000 | (101,336) | | 96,119 |
| | <u>139,455</u> | <u>58,000</u> | <u>(101,336)</u> | <u>-</u> | <u>96,119</u> |
| Capital | | | | | |
| Building Purchase | 59,328 | - | - | (59,328) | - |
| | <u>59,328</u> | <u>-</u> | <u>-</u> | <u>(59,328)</u> | <u>-</u> |
| Total | <u>411,780</u> | <u>868,208</u> | <u>(783,704)</u> | <u>(99,145)</u> | <u>397,139</u> |

Notes to the accounts for the year ended 31 March 2021 (continued)

Analysis of movements in restricted funds - continued

Comparative reporting period

| | Balance at 1 April 2019 £ | Income £ | Expenditure £ | Transfers £ | Balance at 31 March 2020 £ |
|--------------------------------|---------------------------------|----------------|------------------|-----------------|-------------------------------------|
| Activities and Support | 44,638 | 94,869 | (113,238) | (15,147) | 11,122 |
| Big Lottery Fund | 90,635 | 178,522 | (179,432) | - | 89,725 |
| Building Purchase | 35,654 | - | (5,200) | (5,200) | 25,254 |
| Clothworkers | 19,274 | - | (2,575) | (2,575) | 14,124 |
| BLF | 19,811 | - | (2,646) | (2,646) | 14,519 |
| Manchester Ctr | 5,431 | - | - | - | 5,431 |
| Creative Studio | - | 18,148 | (18,901) | 753 | - |
| Dulverton - Housing project | - | 36,149 | (12,787) | (1,750) | 21,612 |
| Fresh Start | - | 7,750 | (9,912) | 2,162 | - |
| Frontline Workers Network | - | 27,489 | (18,459) | (2,347) | 6,683 |
| Health engagement work | (13,831) | 251,745 | (214,817) | (23,097) | - |
| Housing Support | 8,647 | - | (7,707) | (940) | - |
| Move in Packs | - | 4,750 | (3,194) | - | 1,556 |
| Referral Project | 4,830 | 20,000 | (27,940) | 3,110 | - |
| Social Connection | - | 50,000 | (9,606) | (1,629) | 38,765 |
| Test and Learn | - | 36,603 | (645) | (2,142) | 33,816 |
| Thrive | 2,753 | 9,761 | (2,796) | - | 9,718 |
| UTA Research & Development | 150,717 | 128,020 | (117,632) | (21,650) | 139,455 |
| Total | 368,559 | 863,806 | (747,487) | (73,098) | 411,780 |

Notes to the accounts for the year ended 31 March 2021 (continued)

Analysis of movements in restricted funds - continued

| Name of fund | Description, nature and purposes of the fund |
|--|---|
| Activities and support | Services to improve the health and wellbeing of homeless people living in temporary accommodation in Brighton and Hove. |
| Big Lottery Fund Reaching Communities (Manchester) | Centre and outreach based services to improve the health and wellbeing of the homeless and vulnerably housed in East Manchester. |
| Building purchase | All the funding except Manchester Ctr was used to purchase the Justlife Manchester Centre. Manchester Ctr funding is for the ongoing development of Justlife Manchester Centre. |
| Creative Studio | A creative art studio in Brighton & Hove providing a safe space open to anyone who is homeless, or has experienced homelessness, to explore art in a supportive environment. |
| Dulverton - Housing Project | Helping people move on from temporary accommodation to more secure and stable accommodation in Greater Manchester. |
| Edward Holt | Outreach work supporting people in temporary accommodation in Greater Manchester |
| Fresh Start | Providing important basic supplies and move-in packs for people moving into emergency accommodation in Brighton and surrounding areas. |
| Frontline Workers Network | Bringing together people working in the homelessness sector in Brighton & Hove to support one another, build relationships, develop ideas, share experiences and ultimately improve the services and support for people who are homeless in the city. |
| Health engagement work | Non-clinical support for homeless people being discharged from hospital into unsupported temporary accommodation in Brighton & Hove and surrounding area. |
| Housing support | Housing single homeless households |
| Mobile Justlife | Mobile support service using the Justlife van to improve the health, wellbeing and housing situation of people in temporary accommodation in Greater Manchester. |
| Move in Packs | Providing important basic supplies and move-in packs for people moving into temporary accommodation in Manchester and surrounding areas. |
| Referral project | Supporting homeless individuals in Greater Manchester with high level support needs referred by the Probation Service with a support and re-housing plan, to prevent a deterioration in health and well-being. |
| Social Connection | Matching volunteer befrienders with people leaving homelessness to support them to engage with their community in Brighton & Hove. |
| Test & Learn | Engagement and relationship building with new landlords across Greater Manchester, support for people living in their properties and development of a region wide landlord forum. |

Notes to the accounts for the year ended 31 March 2021 (continued)

| | |
|----------------------------|---|
| Project Thrive | Aims to work with individuals with enduring mental health issues living in Manchester, delivering user led and co-designed workshops and activities to connect them with the professional health and wellbeing services they require. |
| UTA Research & Development | The Research and Policy team works to drive structural, long-term change in the housing and homelessness sector around temporary accommodation in Brighton & Hove, Greater Manchester and across England. |

Material transfers out of restricted funds in the comparative period represent amounts agreed with funders for staff support costs and general charity overheads.

In the year ended 31 March 2021 the transfers out of the building purchase fund and the Edward Holt Minibus Fund represent the use of those funds for the purchase of capital assets, where the assets purchased are no longer subject to a restriction and can be used for the general purposes of the charity.

22 Analysis of movement in unrestricted funds

| | Balance at 1 April 2020 £ | Income £ | Expenditure £ | Transfers £ | As at 31 March 2021 £ |
|--------------------------|---------------------------------|----------------|------------------|----------------|-----------------------------|
| General fund | 254,106 | 254,343 | (161,805) | (115,543) | 231,101 |
| Designated funds: | | | | | |
| Fundraising | - | - | - | 55,000 | 55,000 |
| Property refurbishment | - | - | - | 15,000 | 15,000 |
| Fixed assets fund | - | - | - | 144,688 | 144,688 |
| | <u>254,106</u> | <u>254,343</u> | <u>(161,805)</u> | <u>99,145</u> | <u>445,789</u> |

Comparative period

| | Balance at 1 April 2019 £ | Income £ | Expenditure £ | Transfers £ | As at 31 March 2020 £ |
|--------------|---------------------------------|-------------|------------------|----------------|-----------------------------|
| General fund | 186,563 | 123,051 | (128,606) | 73,098 | 254,106 |

| Name of unrestricted fund | Description, nature and purposes of the fund |
|---------------------------|--|
| General fund | The free reserves after allowing for all designated funds |
| <i>Designated funds:</i> | |
| Fundraising | Fundraising costs set aside for spending in the following year |
| Property refurbishment | Property refurbishment costs set aside for spending in the following year |
| Fixed assets | The fixed assets are essential for the future operation of the charity and so are excluded from free reserves. |

Notes to the accounts for the year ended 31 March 2021 (continued)

23 Analysis of net assets between funds

| | General fund £ | Designated funds £ | Restricted funds £ | Total 2021 £ |
|----------------------------------|----------------------|--------------------------|--------------------------|-----------------|
| Tangible fixed assets | (6,472) | 144,688 | - | 138,216 |
| Net current assets/(liabilities) | 231,101 | 70,000 | 397,139 | 698,240 |
| | | | | |
| Total | 224,629 | 214,688 | 397,139 | 836,456 |
| | | | | |
| Comparative period | | | | |
| | General fund £ | Designated funds £ | Restricted funds £ | Total 2020 £ |
| Tangible fixed assets | 11,831 | - | 53,897 | 65,728 |
| Net current assets/(liabilities) | 188,378 | - | 411,780 | 600,158 |
| | | | | |
| Total | 200,209 | - | 411,780 | 665,886 |

24 Operating lease commitments

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods:

| | Property | | Equipment | |
|--------------------|-----------|-----------|-----------|-----------|
| | 2021 £ | 2020 £ | 2021 £ | 2020 £ |
| Less than one year | 24,150 | 18,900 | - | - |
| One to five years | 44,100 | 12,600 | - | - |
| Over five years | 179,550 | 182,700 | - | - |
| | | | | |
| | 247,800 | 214,200 | - | - |

Notes to the accounts for the year ended 31 March 2021 (continued)

25 Reconciliation of net movement in funds to net cash flow from operating activities

| | 2021 £ | 2020 £ |
|--|-------------|-------------|
| Net income/(expenditure) for the year | 177,042 | 110,764 |
| Adjustments for: | | |
| Interest received | (2,042) | - |
| Depreciation charge | (34,871) | 13,221 |
| Decrease/(increase) in debtors | 18,715 | (61,284) |
| Increase/(decrease) in creditors | 8,008 | 36,341 |
| | <hr/> | <hr/> |
| Net cash provided by/(used in) operating activities | 166,852 | 99,042 |
| | <hr/> <hr/> | <hr/> <hr/> |

26 Net debt statement

| | At 1 April 2020 £ | Cash flows £ | Other non- cash changes £ | At 31 March 2021 £ |
|--------------------------|-------------------------|-----------------|---------------------------------|--------------------------|
| Cash at bank and in hand | 593,062 | 124,805 | - | 717,867 |
| | <hr/> | <hr/> | <hr/> | <hr/> |
| | 593,062 | 124,805 | - | 717,867 |
| | <hr/> <hr/> | <hr/> <hr/> | <hr/> <hr/> | <hr/> <hr/> |