


workingwell
trust



Working Well Trust

ANNUAL REPORT AND ACCOUNTS

March 2022

A photograph of a woman with dark, curly hair laughing heartily. Another person's hand is high-fiving her. In the background, a woman with blonde hair and glasses is smiling. The scene is indoors, possibly in a meeting or office setting.

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

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Welcome from the Chair



TIME TO REBUILD AND START TO GROW

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

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

Our plans for growth, initially set out in 2019, have had to be adjusted down over the last year as grants and contract funds were diverted by grantmakers and commissioners to respond to the impact of the pandemic. The funding

environment is slowly returning to a non-covid focus as funding organisations look at how they can support people post pandemic. We saw that change in action when Barnet, Enfield and Haringey Mental Health Trust agreed to support the expansion of the Enfield IPS team, allowing us to double the number of employment specialists. We hope to see further expansion over the next year to enable us to meet our revised target growth so that we can support even more people into work.

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

I would like express our gratitude to the organisations that have funded Working Well over the last year, including the London Borough of Enfield, Trust for London, the Royal Borough of Kingston on Thames and the London Borough of Tower Hamlets. Local funders such as Action for Bow, Compass and the 42 Fenchurch Street Legacy have also supported the work of the Trust, enabling us to develop new services for people over 50 and BAME communities. We look forward to building on our relationships with these funders, and hopefully new funders, over the coming year.

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

Phil Evans
Chair of Trustees

How can we make Mental Health a
priority in the workplace?

OPEN
Conversations



NEW CHALLENGES AND SOLID FOUNDATIONS FOR GROWTH

Every year we all face new challenges, but I think those experienced over the last twenty four months have been on a completely new level, bringing in structural changes to services, economic sectors, recruitment and retention, as well as changes in client needs and staff expectations. At Working Well we have met those challenges in creative ways, maintaining support for clients, focusing on building on their strengths to achieve their goals.

Like many organisations we have seen more staff than usual leave the Trust in 2021/2, this did impact our teams for a short while new staff were recruited and inducted. However, as you will see from the service reports, performance was not impacted and we were able to support clients to achieve their employment ambitions. In fact, we supported 243 people get a job, another 257 were supported to stay in work and 235 completed training.

All of our core services retained funding and many were extended for the next couple of years, which has brought great stability to the services and allowed the teams to continue to develop new ways of working. We also secured new funding to tackle two groups that are considered harder to engage, those people over 50 years who were the most affected by the pandemic and people from local BAME communities that traditionally do not access mental health services.

The enterprises, Access and Sew & Support, have struggled to reach their previous commercial activity levels, partly due to some customers unfortunately not re-opening following the easing of lockdown restrictions and also due to changes in product demand. The enterprises have adapted by developing new product offers and also developing a more structured training programme. It is early days but the new model is delivering the best outcomes ever achieved by the enterprises.

As mentioned in the Chair's Report we did have to adapt our strategic plans, in particular the aim to secure one new service for this year was not achievable as tenders were not being published. However, we did secure a significant expansion of the Enfield IPS service, allowing us to double the caseload.

Overall, it was a good year for the Trust, we are in a better place financially, services are delivering and new ones are being developed. Progress may not be as fast as we would have liked but we believe that we have built the solid foundations for a successful future.

Helen Forster
Chief Executive

WHAT WE DO

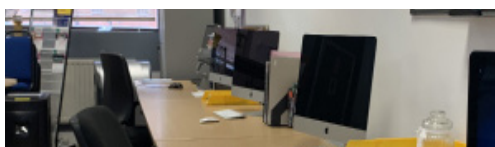
ACCESS PRINT & DESIGN

472 Hackney Road E2 9EQ

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

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

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



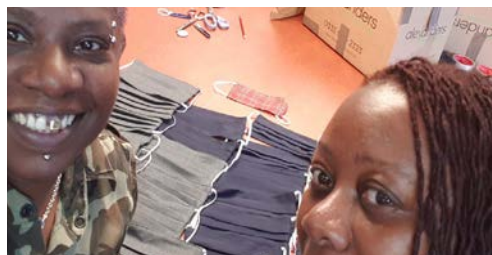
SEW & SUPPORT

112 Cavell Street E1 2JA

Provides training and real commercial experience to clients in a supportive environment. Full training to commercial skill level on flat sewing machine, over lockers, pressing, finishing, pattern cutting, simple item & garment assembly, and basic design drafting & customisation. Clients are encouraged to develop a portfolio of their own independent work.

During C-19, Sew & Support can take new referrals and provide training virtually and over the phone. There is also a weekly virtual peer group that clients can join to reduce isolation and connect with others.

Contact 07873 151 176 or info@wwtrust.co.uk for more information



BUSINESS & ENTERPRISE

Pritchard's Road Day Centre E2 9AX

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

During C-19, the service is running virtual social media workshops and podcasts on a range of business topics.

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



RETENTION SERVICE

Pritchard's Road Day Centre E2 9AX

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

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

PEER EMPLOYMENT COACH

Pritchard's Road Day Centre E2 9AX

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

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



EMPLOYMENT SERVICE

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

Individual Placement and Support (IPS) for clients who want to gain paid employment or support to retain a job. This includes engaging with employers on the client's behalf to broker opportunities, information around different types of jobs, support with CV and job search, mental health awareness sessions for employers, in-work advocacy, peer support, and more.

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



UPSKILL

Pritchard's Road Day Centre E2 9AX
Island Health Centre

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

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



KINGSTON

Pritchard's Road Day Centre E2 9AX

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

Contact the Kingston team on **07925 298 303** or **kingston@wwtrust.co.uk** for more information



ENFIELD IPS

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

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



OUR IMPACT

In 2021/22 we worked with over 900 people, supporting them to achieve their employment, training and wellbeing goals.

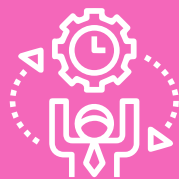
This is down by approximately 100 people from the year before. Some clients chose not to return to focused employment immediately after the last lockdown but we did see a gradual rise in numbers as the year progressed which has continued to increase over the summer of 2022.

Even though the total number of people supported was slightly lower we were really pleased to see we helped 45% more people into work.to increase over the summer of 2022.

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

200+

Employers supported



243

Job starts



904

Clients supported



580

Other vocational
outcomes



257

Clients supported to
retain employment



Access Print and Sew & Support

The new model has proved successful in both enterprises. Since the start of the model implementation 90% of clients have achieved their goals with the remaining 10% being referred to Upskill for ongoing support. It is a remarkable turnaround in performance and this is due to willingness of the whole team to adopt and develop new ways of working.

We believe that the critical change for the enterprise development was the inclusion of the peer employment support in the model. Clients are supported to achieve their goals by staff who understand the challenges they face and may have been through similar experiences in relation to their mental health and worklife. The Peer Employment Coach works closely with the training staff to support clients through the training programmes, to review progress and to ensure clients are fully prepared for their next step.

The commercial activities of both projects have fully resumed. The changes in the economy following the pandemic

have affected our customer base but the teams have looked at ways of attracting new customers.



Case study

CN and I have been working together sharing experiences 1-2-1 and being Trauma Group Therapy for many years. CN has developed confidence in herself and abilities, which is partly to our regular conversations and partly due to her volunteering as a Befriender with Tower Hamlets Friends & Neighbours for 3 years.

CN has enjoyed her experience volunteering there and was ready to become a paid Telephone Befriender

with NHS ELFT when I bought it up to her. CN completed the application form independently and we did a telephone interview preparation hours before her interview.

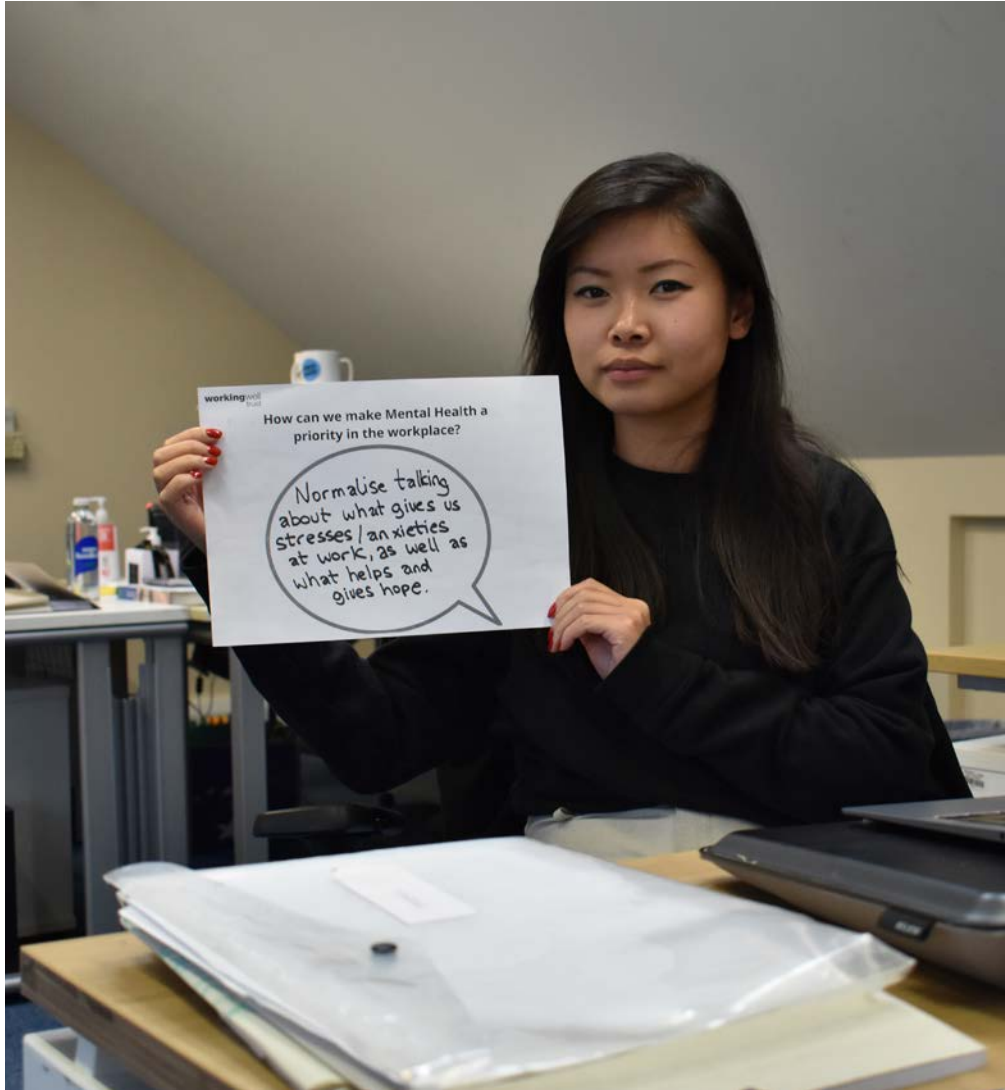
CN was successful in the interview and has now secured herself the role. CN is happy to start this role to take on a new challenge.

This is what she had to say about peer support:

"Having someone regular to talk to and share experiences with has really helped me with my confidence and motivation.

His constant encouragement and the fact that our conversations are not serious but also fun has made me see my mental health in a different light, to take things one step at a time and now I remember to do relaxation and mindfulness whenever I'm feeling upset, anger, stressed or depressed.

Peer support has benefitted me a lot and I recommend this service to other people."



Business and Enterprise

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

- 1-2-1 support and advice to clients working towards setting themselves up as self-employed or in business.
- Signposting to opportunities in the community to develop business skills, (e.g., business support programmes, writing a business plan, marketing, understanding social media etc.)
- Supporting clients to identify funding sources or survival budgets such as start-up grants, paid work or assisted programmes whilst on benefits.
- Identifying goals of self-employment and self-assessing as to the viability of the business.

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

Case study

AM was referred to the B&E service in August 2020 and at that time identified the aim of wanting to use their lived experience to support others combined with their previous professional experience, but wasn't quite sure in what way.

The B&E advisor supported the client to assess their skills and explore options they might feel best suited their Business idea. AM took advantage of every opportunity that they were signposted to, to develop knowledge of competition in the sector, develop marketing and negotiating skills and begin work on a

Business Plan. The Advisor helped AM find an accredited Business Training Programme and the Advisor supported AM to complete and achieve each module. AM has now completed the final module and is excited to be putting what she has learnt into practice, revising the Business Plan and honing in on what the business will offer, to review and reassess its viability. The Advisor was also able to identify with the client opportunities to test out her offer in real situations. The Advisor will continue to support AM with next steps of budgeting and marketing content.

“I really have learnt so much in the relatively brief time that we have been working togethernot only from a business perspective but also in terms of shaping me as a person and my confidence to pursue my dreams.even if it turns out my business idea isn't viable, I will still have learnt so much along the way and that will help inform if perhaps I may need to take a different direction. Working Well Trust

really has helped me to shape my life in such an amazingly positive way..... the work that you all do makes such a much-needed difference in people's lives. I do appreciate that it can be a challenging and demanding task, particularly in the context of the clients you are supporting who face such challenging circumstances. But I hope you know any moment that you spend doing this valuable work really is most appreciated wholeheartedly”

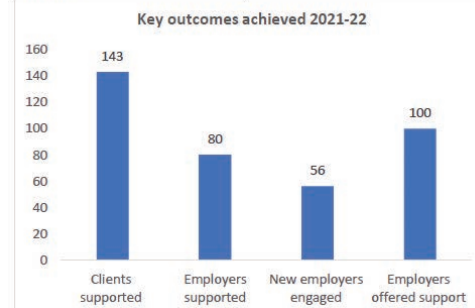




IN-WORK SERVICE 2021-22

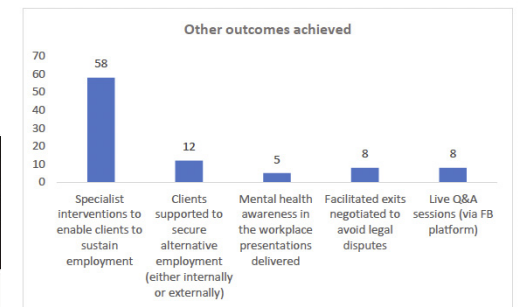
The IWS team support residents of Tower Hamlets presenting with mental health needs and/or neurodiversity profiles to maintain employment as key enabler to supporting recovery and good mental health. The team also empowers employers with meaningful advice on supporting the mental health of their teams and how to support staff impacted by mental health challenges to stay well and in-work.

Key KPI's	Outcomes achieved
Clients supported	143
Employers supported	80
New employers engaged	56
Employers offered support and training	100



In terms of overall performance trends, the IWS achieved the majority of its quarterly targets in the financial year. Overall, 143 clients were supported to maintain in employment. The service received 132 referrals, with 63 new clients supported under a case management approach. An additional

39 individuals referred were supported with immediate advice, information and signposting assistance. We engaged with 56 new employers, with this target being exceeded by 40%. The team also performed solidly in terms of the overall number of employers supported, with 80 employers supported and 100 businesses, of all sizes, offered support and training.



Other notable highlights for the IWS include the following:

- IWS delivered 58 specialist interventions to help clients at risk of losing employment to sustain their employment, with 50% of these interventions involved supporting clients to return to work from long-term sick leave.
- 12 clients were supported to secure alternative employment, with 5 clients being assimilated or slotted into new roles within their existing organisation.
- 8 clients and employers in dispute were

supported, with the service performing the role of an intermediary assisting parties to reach a mutually agreeable resolution as means to avoid a drawn out and complex litigation process.

- 8 live Q&A sessions were delivered via the services' closed Facebook group platform. Sessions addressed the following topics; basic workplace rights, Equality Act guidance, duties to manage work related stress, the reasonable adjustment duty, navigating redundancy situations, the core mental health standards and navigating disciplinary and capability procedures.
- The team delivered 5 mental health in the workplace presentations to employers in the financial year. However, since the end of the financial year, the IWS started the process of redesigning and improving training offers to lay the foundations for generating commercial income through training and workshops delivery.
- This financial year also saw the team working proactively to improve the visibility of the service and working towards better integration with ELFT services. This has also involved the IWS team working to align it better with the IPS team, reporting quarterly outcomes and delivering presentations at the ELFT/IPS group quarterly meetings and contributing to community transformation meetings. Throughout

the year, the IWS team has delivered a number of promotional presentations to key stakeholders including ELFT services and improving marketing and promotional materials and ensuring these are tailored to specific audiences. There is confidence that this pivotal work will lay the foundation for the service to report improved outcomes in in the next year financial year.

Case study

PP was referred for retention support by Bethnal Green CMHT in response to her being at risk of dismissal on the grounds of poor performance and conduct. The accumulation of workplace stressors resulted in PP suffering a crisis which necessitated sick leave since July 2021. PP saw no prospect of her returning to work and repairing her damaged relationship with the management team. Despite PP's initial stance, the IWS team encouraged PP to avoid taking any precipitous decisions such as resigning and to work with the IWS team to explore what steps could be taken to help improve her working conditions. The IWS initially carried out a number of assessments with PP to help gain a clearer picture of key stressors, issues and potential solutions. The IWS team, using a strengths-based approach, also encouraged PP to focus on identifying her key strengths and competencies as part of the process of rebuilding her self-confidence. Alongside these assessments, the IWS team reached out to the employer to

offer support and training. Although the employer did not take up all support offers, the employer agreed to consider any recommendations in conjunction with occupational health advice. The employer also agreed to allow the case worker to attend any internal procedural meetings alongside PP's union. The IWS team supplied with the employer with a tailored return to work report, which was also presented with a wellness recovery action plan. The key recommendations included the employer granting PP a 12-week structured system of support and pausing any formal capability and disciplinary proceedings for any return-to-work process. After a period of back and forth, the employer agreed to grant PP an 8 week return to work programme and to pause any formal hearings and meetings. The employer also agreed to implement recommendations embedded in the wrap plan. In light of the representations made that any gaps in PP's performance and conduct could be attributed to the impacts of her disabilities, the employer agreed to revoke formal capability procedures, and to adopt an informal approach.

I am writing this email to inform you of the experience I have had of the Working Well Trust and in particular Hassan Rahman

I have had mental health difficulties for the last 10 years particularly with anxiety and depression. However, on the 1st of May this year i had a particularly bad crisis where i attempted to take my life and was referred to the Tower Hamlets Mental Health Crisis Team, through my allocated mental health

support worker a suggestion was made that Hassan and the Working Well Trust might be a useful tool in my recovery, as a large component of my mental health decline was work and particularly line management related. From my initially meeting I knew that I had found someone who was interested in me and my recovery first and foremost but also wanted to support me back to work.

Thanks to Hassan's knowledge and guidance I was able to find the tools to be able to return to the job that I love after 6 months of sick leave, as i felt that I had a champion in my corner. Hassan continues to support me on a weekly basis.

The work that we have done together has also meant that I have a clear and supportive plan and guidance for my line manager around my mental health and what will help prevent a decline. This is invaluable as it is in black and white.

I truly believe that if i had not been introduced to Hassan and The Working Well Trust that I would not have returned to work, and the continued support helps me navigate through what has been difficult and challenging times.

The service has been an integral part of my recovery.

Employer:

"Thank you very much for your email and all the details. I met with .. today and we went through her Working Well Plan and I must say the service and support you have provided for her is exceptional."



In Work Research

The Working Well Resource (WWR) promotes high-quality research on what works for employers when supporting staff that have mental health needs around pay, progression and wellbeing.

Over the course of the year, we produced an online platform that provides insight and recommendations to employers around recruitment, retention, progression, and mental health to support their staff members. The full website drew on learnings from our extensive client and employer engagement, which involved meetings with 74 organisations and 1-2-1 interviews with 18 clients. The WWR is currently a separate site to the main Working Well site, but the intention is to move the content across in December 2022.

Alongside producing the online resource, we worked with YouGov to conduct an omnibus survey which gathered responses of HR and recruitment decision makers from across the UK economy. In the end, we received insights from 509 different employers. YouGov also

conducted an independent evaluation of the WWR project, and more broadly Working Well Services. This work consisted of 1-2-1 interviews with clients and employers to gather thoughts and experiences. Feedback from both clients and stakeholders was extremely praising.

Lastly, at the end of 2021 we submitted a funding extension for the project, which was approved in March 2022. The project was extended to December 2023 and will allow us to continue the work we are currently doing, as well as extend the WWR online platform to offering advice/recommendations to individuals as well as employers.

Kingston Supported Employment

Summary

Service works mainly with individuals with autism or learning disabilities, and individuals with mental health conditions who want to take steps towards employment. Steps can include accessing training, volunteering and paid employment. The team can help with practical skills like job searching,

CV writing and interview preparation as well as reaching out to employers to find opportunities. They also provide in work support to help you maintain your employment and to negotiate reasonable adjustments in your role. Contact 07925 298 303 or kingston@wwtrust.co.uk to find out more.

During our third year of working in Kingston the services saw multiple changes to referral criteria and the aims of the service. Through the closure of our physical office space the team were able to recruit an additional Employment Support Worker to increase support capacity. The service had a large waiting of around 30 individuals at one point during the year, but the team worked incredibly hard and by the end of the year there was no longer a waiting list to access support. The team have adapted to deliver a hybrid model of working very well and now offer clients a mixture of in person and virtual support, depending on client's individual preference.

The service has created a good presence in Kingston with steady referrals and works in partnership with local services.

The service now works more closely with adult social services and local day services and is planning to strengthen these partnerships through co-location and running workshops over the coming year.

Case Study

LT has a learning disability and mental condition and referred to the service to find a volunteering role and paid work. LT wanted to look for a role in retail and was open to the type of volunteering.

LT was supported into a volunteering role with a local women's group which helped increase her confidence and social connections. LT then continued support with the ESW to find paid employment. The ESW worked with her to develop her CV and applications, and practice interviews. LT also joined the recruitment panel for a new member of staff in the WWT Kingston team, which LT found positive to see what it was like on the other side of an interview.

LT was successful in obtaining a retail

role which she has now been in for several months and the ESW has continued to provide ongoing in work support. LT has been enjoying the role working in a team and supporting skills, and developed new technical skills required at her workplace. LT felt nervous about working busy weekend shifts as this would put her under pressure however the ESW discussed her concerns with her. Following this, after a particularly busy shift she told the ESW that she worked well under pressure. The ESW also spoke with their manager who provided overwhelmingly positive feedback on LT's work performance.

LT has said her mental health and general happiness has massively increased since starting work. She has expressed a lot of gratitude for the employment support she has received so far.

"This [job] has been amazing for my confidence...It's my forever job now."





Tower Hamlets IPS

Overview of Service

The Tower Hamlets IPS employment service is a team of seven Employment Specialists, one Senior Employment Specialist and the Service Manager. The service supports individuals accessing secondary mental health care with gaining and sustaining employment using an approach called individual placement support (IPS). Part of the role is approaching local Employers, assisting in recruitment and ensure the correct support is there for clients and Employers when employment is found.

End of year statistics

In the last financial year (2021-2022), the service:

- 499 Referrals for employment support
- 287 Registered new clients to the service
- 151 Supported clients with finding employment (115 first position)

Other achievements:

- 1,529 Employers were visited across the year
- 100 clients reported sustaining paid employment for 13, 26 or 52 wks

Job secured in sectors including mental health, charity, security, retail, finance, childcare, healthcare, management

Case study

The Employment Specialist (ES) started working with DO in October 2021. Together they identified short- and long-term employment goals for DO, searching for theatre roles while DO set about enrolling onto training to become a peer support worker. DO successfully applied for a customer service assistant role at the National Theatre in late November. Whilst there, he continued to receive support from the ES. Unfortunately, due to the Omicron variant, DO's contract was not renewed at the end of December. They continued to look for routes into peer support, through MIND's Peer Leader training and the NHS ELFT Befriender role, and explored employment options. In late January, DO was invited to reprise his role at the National Theatre.

Client quote:

I strongly felt supported mentally whilst I was in employment. There is always someone to speak with, sharing my experiences and progression into work and balancing my mental health. I felt a strong sense of direction and I felt my journey towards recovery was felt and shared. I felt completely immersed in my mental wellbeing and recovery. The impact of employment was massive. I felt valued, inclusive and appreciated. I felt there was someone to talk to and express the beauty I felt whilst I was in employment. This boosted my mental health on a very positive note. I couldn't ask for more but to keep on pushing and exploring my mental health within work and outside of work.

Upskill

This year has seen the number of referrals increase dramatically as opportunities have fully opened up and clients are able to fully utilise the service. Lessons learned from lockdown mean that we are available to engage with clients in a more flexible way, able to offer both remote support and face to face appointments, as well as a number of community initiatives that have allowed us to reach more isolated over 50s clients.

A number of staff members moved on to new challenges this year but we were able to recruit new team members and now have a dedicated and diverse staff team, many with lived experience of mental health.

Despite the project continuing to be oversubscribed the staff have worked hard to ensure that waiting lists and waiting times have been kept to a minimum. The service has remained popular with a range of referral agencies varied from community groups to social prescribers and encompassing both primary and secondary services within mental health. We are also seeing a growing number of self-referrals. Upskill has been able to promote the service at a number of events including the Well One and via the THCan portal.

The Upskill peer support staff have continued to provide support by sharing their lived experience working

with clients to overcome barriers. Upskill commissioned an independent evaluation with You Gov which provided overwhelming positive feedback.

An external commissioned evaluation of the project produced high approval rates with 97% of clients surveyed saying they would recommend the service. And one of the quotes from a client was particularly positive;

"life changing... I had pretty much given up on a return to work and the self-esteem and choices that work would give me... thanks to Upskill, I regained the trust and confidence in myself to enable me to apply for work.... I had been out of the Labour Market for 18 years... I am now working full time for a local authority and have been promoted."

One of the positive conclusions of the survey by the independent You Gov interviewer stated;

"Upskill gives the clients a sense of belief in themselves and that the Trust is building a relationship with them to cover various goals in their life."

This year also has seen an expansion in the service as we have received extra funding to address a growing need to engage with isolated over 50s residents within the Bow East and Bow West wards of Tower Hamlets and a designated member of staff has been successful in networking with a number of organisations to engage

with these residents.

We have also run a series of workshops for both Look Ahead and Coxely House supported housing engaging with clients, supporting and signposting them to community activities and opportunities. Please see below feedback received from Coxely House manager;

"Coxley House residents have felt the burden of Covid with staying in and isolation far too long, the Working With Trust Upskill over 50s service has opened doors for our residents to engage with the community again. It has encouraged our residents to get back out there and fight for their independence in life. Wanting to better themselves and learn or enhance skills using what is out there. Residents feel Upskill workers can understand them in a person-centred way and engage them into projects best suited to their ability. I look forward to the ample opportunities Working Well Trust and Coxley House will provide and flourish with for our residents".

Upskill has continued to be part of the THCAN portal trial with Island House which allows us to offer streamlined access to advice services for our clients. We have seen an increase in demand for both advice and support services as a result of the cost of living crises. In addition to our services offering training, volunteering and employment support we are dealing increasingly with people needing access to food banks, grants to

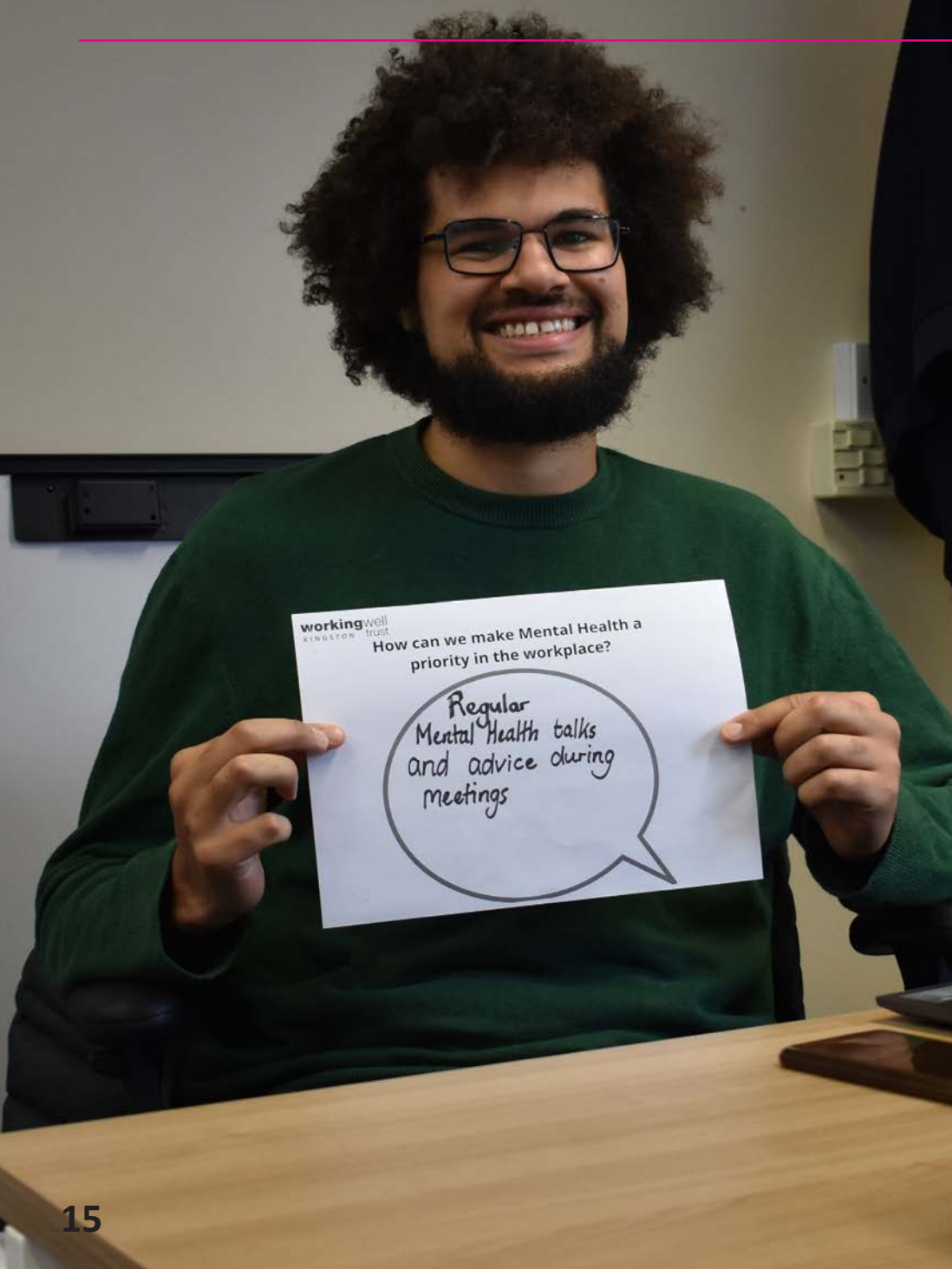
replace essential items and support to apply for fuel vouchers.

We have continued to work closely with our project partner Mind in Tower Hamlets and Newham to keep clients engaged and been able to offer access to Mind groups and wellbeing activities.

We have been able to meet most of our KPIs this year and have exceeded targets especially in referrals and one to one support. We have made significant progress in meeting our targets for over 50s.

This year Upskill supported:

294	Tower Hamlets residents referred for one to one support
125	Tower Hamlets residents supported to access courses and wellbeing activities
60	Tower Hamlets residents supported into volunteering
70	Tower Hamlets residents supported to access advice services
60	isolated over 50s residents engaged and supported
80	residents accessing regular peer support Case study



Case study

S was experiencing poor mental health, OCD, isolation and anxiety, and was referred by their mental health nurse to Upskill.

During initial phone calls S discussed the barriers and low self-confidence that stopped her engaging with the wider community, but also talked about the fact that she thought she had something to offer, so we arranged a face-to-face appointment.

S said she found it hard to leave the house and initially there were some missed appointments but after some encouragement she became more motivated. S chose to explore a volunteering opportunity as a befriender as she realised that her own experience meant she had something to offer others.

She said;

“Since going to Young Upskill I have received a lot of support from the project worker and by working together my self-confidence started to improve. I applied and I was straightaway offered a voluntary role with Crisis as a retail assistant in one of their shops, I could not believe how easy it was but decided at the time I could not do it.

This did not stop me and with help and support I kept looking. I am now volunteering as a befriender which is something I am excited and passionate about as I want to help other people. I feel I now have the confidence to deal with things better and have found it has given me hope and encouragement to do other things.”

Enfield IPS

Enfield IPS Service saw big changes in 2021/22, gaining additional CCG funding to expand, going from a service of 2 Employment specialists and a team lead, to 6 Employment specialists and a full time team lead position who were recruited for at the end of 2021. This has enabled us to work with more clients, and support more service users into paid employment, despite still have several staff members in their probation period at the end of the year.

Outcomes for Enfield IPS for the year were as follows:

155	Referrals
94	Engagement (registration of a new service user)
45	Job starts (service user entering a role for the 1st time)
22	Jobs sustained (13 weeks in employment)

A particular outcome that should be noted is the percentage of referrals that were converted to engagements. Whilst for the year overall it was 60% conversion rate it was significantly lower at the start of the year, but by Q4 had increased to 80% of referrals being converted to a successful engagement of a new service user. This is down to all staff having a focus on assertive outreach when struggling to contact a new referral, and integrating fully into the clinical teams which can support in engaging a client who is more difficult to contact. It is also a sign that the trust has a better understanding of the IPS service as a whole, and so can make high quality referrals.

We are also very proud to say that 48% of service users that we have engaged over the last year have achieved job starts. This is hugely significant as the IPS Grow recommended rate of job starts is 30% of engaged service users, so we have significantly exceeded that. The Employment specialists have been putting a huge focus on Employer engagement and focused employer contacts to achieve this, and it is fantastic to see their consistent hard work pay off.

Employment Specialists have continued to be recognised by BEH staff, including this feedback from a clinician who had referred several clients to an Employment Specialist: “My clients are saying that

you have brought a new lease of life to their situation. Nothing is cast in stone and who knows what the future holds for them in the working world, but they surely state that you have instilled a confidence in them that they needed.

PS. Saw (Client) yesterday after her first day at the placement/school and she presented so proud of herself and verbalised how comfortable she feels working with you.”

Our clients have continued to put in amazing work on their employment journeys, and the following success story exemplifies the positive impact working can have.

Case Study

TC has always been passionate about her own recovery journey regarding her mental health, she has shown a keen attitude towards wanting to use her own strengths to help others. TC took some time with our services to really figure out what it was that she wanted to do, we job searched and ended up ruling out many types of work after looking into them.

Together we spoke about support work and the potential for working within a mental health sector. TC is a full-time mother and therefore needed to be working extremely flexible hours

throughout the week. Through her own research with one of her other clinicians, TC discovered the role EBE (expert by experience). We applied together and this is a paid role in which TC helps to run workshops and groups for people under Enfield mental health services, to support their wellbeing and caring for themselves. Since starting work TC has mentioned the difference in her own attitude towards life. She talks about career goals moving forward, and has decided her long-term goal will be in Peer Support.

TC said:

“I feel more positive like I can do things to help, my family have said how proud they are of me and I feel it in myself. Moving forward I want to apply for a peer support role within the NHS I think this could be the next step building my career”



FUNDRAISING

During 2021/22 we secured:

COVID Fund - £56,523 to support covid infection controls and workforce development from LBTH

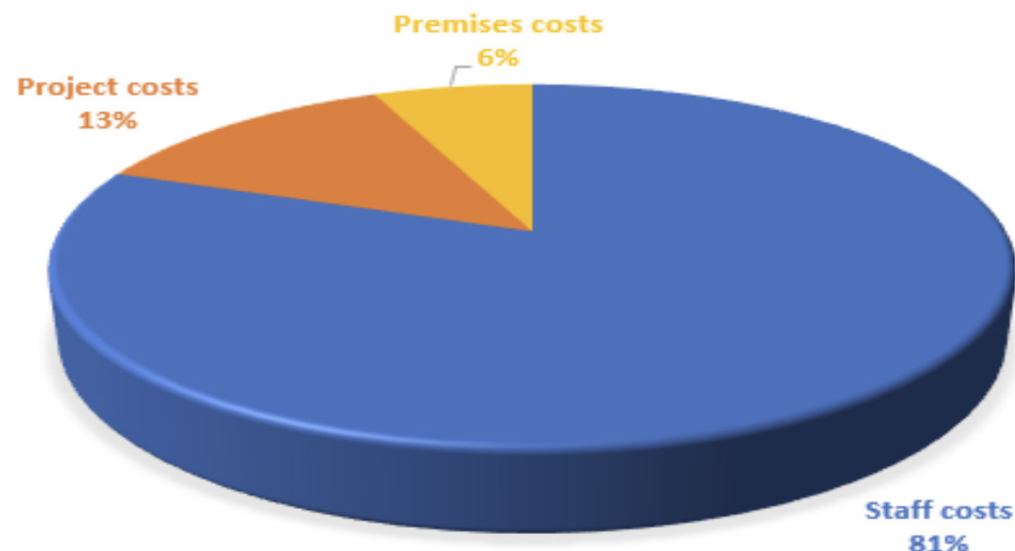
Compass – £40,951 to develop peer employment coaching for BAME communities

Fenchurch Street Legacy - £11,000 towards employment support services

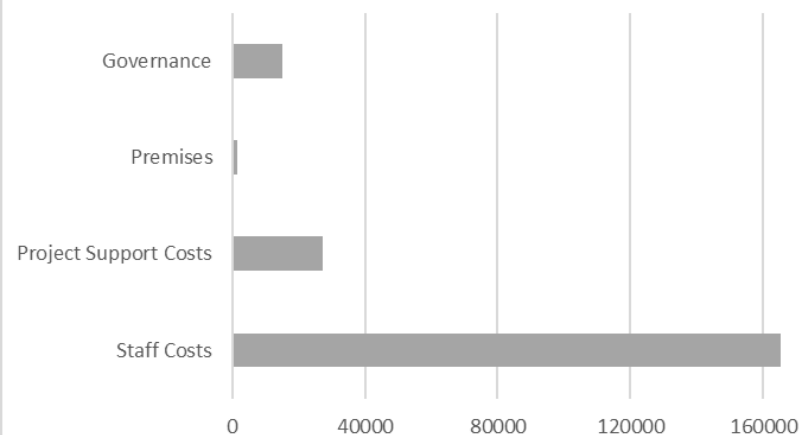
Where your money goes:

The chart shows below that over three quarters of our expenditure is related to staff costs. This reflects our commitment to maintaining the quality and variety of service delivery. Over the last few years we have increased the staff team from under twenty staff to a current team of thirty five.

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



Central Support Costs





OUR PLANS

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

RECOGNISE THE IMPORTANCE OF WELLBEING

VALUE EXPERTS BY EXPERIENCE IN OUR WORKFORCE

DEVELOP NEW EMPLOYMENT SERVICES

BECOME A LEADER IN COMPLEX RETENTION SUPPORT

EXPAND THE SOCIAL ENTERPRISE TRAINING OFFER

STRENGTHEN THE ORGANISATION THROUGH GROWTH

In the plans for 2020 and beyond, we added the following objectives to our plan

Staff:

Recognise staff wellbeing importance as part of our wellbeing plans

Look at new ways of supporting staff development

Co-Production:

1. Co-Production group to be developed

Improve Communication:

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

For 2021/23 we are looking to focus our expansion on the IPS services. We hope that once we are established in an area we can look to develop Upskill, Business Advice and peer support services.

Financial Review

The Board of Trustees are pleased to report that progress in improving our financial position, which is particularly welcoming given the challenging economic environment post-pandemic. Last year most of our core contracts were extended which gave us a good baseline for 2021/22. The position was further helped by the expansion of the Enfield IPS service and the confirmation of a second Trust for London grant.

Analysis

Working Well's income grew during 2021/22 as we secured new income from the Enfield CCG, Action for Bow and Compass. The 2021/22 position still remain challenging as we have effectively low unrestrictive reserves.

For the year ended 31 March 2022

	2021/22 Total £
Income from:	
Donation and legacies	2,078
Sew and Support	105,272
Access	132,750
Hub support	144,637
Upskill	108,485
Reskill	7,791
Kingston	164,243
East End Comm Fund	11,000
Tower Hamlets CCG/IPS	408,500
Pilgrim Trust	4,668
In Work Research	47,600
Enfield	203,800
Digital Project/IT project	19,677
Covid Infection	56,523
BME/COMPASS	40,951
Total	1,457,975

For the year ended 31 March 2022

	2021/22 Total £
Expenditure	
Sew and Support	100,569
Access	129,534
Hub Support	140,738
Rework/IPSTH	383,564
Upskill	128,877
Enfield	169,453
Pilgrims Trust	7,309
Kingston	147,585
Inwork research	60,459
Digital Project	3,653
Other project costs	12,381
Covid Infect control	56,523
Total	1,340,643

Pensions

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

Financial Health

As of 31 March 2022 the accounts show a surplus of £117,333, which is an improvement from the previous year's figure of £23,470.

Financial plans

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

Reducing costs and reduce costs	Restructured
Fundraising strategy	Focused on unrestricted funding opportunities
Performance	Met the majority of our performance targets
Goals	Set an annual surplus target

We have continued with our commitment to meeting the goals of the Financial Recovery plan to ensure that the organisation is secure, is able to sustain our services and to build

our financial strength. To date we have:

Reducing costs

Restructured the enterprise teams to reduce costs

Fundraising strategy

Focused on unrestricted funding opportunities

Performance

Met the majority of our performance targets

Goals

Set an annual surplus target

Government support

Made use of furlough scheme

Going Concern Progress

We have continued our focus on improving the financial strength of the organisation over the last year. The actions below were agreed for the 2021 accounts and the Board has closely monitored the progress

Financial Review



that has been achieved over the last year and will continue to do so in 2022.

Reducing costs

We maintained the practice of non-budgeted expenditure being approved only on the basis of new funds.

Investment in skills

The new financial systems have been in place for over a year and we are now confident that systems are effective in producing accurate information for the Board and staff.

Fundraising strategy

New grant income was secured from Compass and Action for Bow, as well as a donation from the 42 Fenchurch Street Legacy Fund.

Performance

We were able to meet the contract targets to secure the target payment by result income.

Goals

The surplus target for 2021/22 was achieved.

HMRC debt repayment

As planned the outstanding debt was cleared by June 2022 and payments have been met as they arose.

Unrestricted funds deficit

Position reversed and a small unrestricted funds surplus achieved.

Going Concern

The Board of Trustees are confident that the above steps will secure the future of the Trust and are pleased with the progress made over the last twelve months. The Trustees receive regular updates on the Trust's position using a Dashboard that review progress against the surplus target, debt repayment, commercial and contract performance. The Trustees reviewed the risks that could impact on our ability to meet our liabilities in good time including the accuracy of our income forecasts. After reviewing all the information, the Trustees agreed that the Trust was a Going Concern but to ensure they are being vigilant in their responsibilities as Trustees they will continue to monitor

the position on a monthly position for the next twelve months.

The Trustees also reviewed the security of our income in the longer term. We are fortunate that all contract income has been secured for the next year as well as attracting new grant income. We will continue to focus on securing unrestricted funds to help us improve our overall position.

As stated above, we reduced our expenditure to as part of the recovery plan. We have again reviewed all cost areas but at this point no further significant savings are planned.

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

The security of the contract and grant income means that our cashflow will remain positive over the next year, even without new income being secured or generated.

In conclusion, the Board of Trustees are confident that Working Well Trust should be assessed as a going concern. We were able to achieve a surplus £117,333 in March 2022 in line with forecasts. The Board of Trustees is also pleased to report that the unrestricted fund position is now in surplus. We have agreed a surplus target of £35,000 for March 2023 and thereafter a minimum annual surplus target of £20,000 to build up reserves.

Reserves Policy

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

The balance held as unrestricted funds at 31 March 2022 was a surplus of £11,383. It remains a financial priority for the Trust to improve the position with a minimum

annual target of £20,000 unrestricted income surplus to gradually to slowly build the required reserves. This policy will be reviewed annually.

Financial Policy

Working Well Trust's Financial Policy is reviewed annually. The policy covers:

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



Governance



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

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

We do this by:

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

trustees as defined in our Memorandum and Articles of Association. The board, with the support of the work of the sub-committees, sets the strategy for the Trust, as well as supporting the Chief Executive and staff team to develop and deliver services. They are responsible for our statutory compliance and risk assessment.

Board Membership

Along with being trustees the board also hold other positions in the Trust

Phil Evans	Chair of Trustees, member of the Governance and Digital working groups, member of the Finance sub committee
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Neil Lukha	Treasurer and Finance Sub Committee Chair
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Julia Ingall	HR Sub Committee Chair
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Martin Bould	Strategic Development Chair, member of the Governance Working
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Leadership

The organisation is led by a board of

Ollie Brothwood	Member of the Digital Working Group
Phil Stitson	Member of the Strategic Development and Finance sub-committees, and member of the Governance working group
Brigid MacCarthy	Member of the HR Sub Committee
Caroline Atkinson	Member of the Strategic Development Sub-Committee

Senior Team

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

The team are responsible for delivering the board's plans and supporting staff.

Measuring Leadership Performance

The Trustees have committed to an

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

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

Public Benefit Statement

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

Integrity

- Working Well Trust has clear and thorough monitoring systems to ensure that we use our funders' money effectively and in line with our contracts.
- Sub-committees and the board review the decision-making processes to ensure we meet our own standards as well as regulators such as the Charity Commission and the Centre for Mental Health.

- We undertake quarterly anonymous questionnaires with clients to ensure

we are delivering the services they want at the highest standard.

- We have registered with the Fundraising Regulator to ensure our fundraising activities are in line with best practice.
- We comply with GDPR to ensure our clients, staff and funders information is protected.

Avoiding Conflicts of Interest

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

The Trustees and Chief Executive review all declaration in line with the Charity Commission guidelines, the accounting requirements for charities laid down in the Statement of Recommended Practice (SORP) and HMRC 'fit and proper persons'. There were no externally reportable conflicts of interest in 2021/22.

Transparency for Funders

We understand that we have a responsibility to be transparent with our funders about how they donation,

contract or grant is spent by Working Well.

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

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

Modern Slavery and Human Trafficking

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

Governance



Environment

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

Equality and Fairness in Pay

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

Remuneration Decisions

The remuneration decisions are agreed by the People and Culture Sub Committee. The committee consists of two trustees, the Chief Executive and two staff representatives. Recommendations from this committee are considered for approval by the full board without the presence of staff.

At present all staff, including the senior team, are awarded a flat percentage

increase each year. No other remuneration decisions are currently considered.

Pay Policy

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

Pay Principles

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

Senior Staff Pay

No staff member is paid over the disclosure threshold.

Decision-making risk and control

We have implemented new systems to ensure that the board and senior team are making evidence based decisions including awareness of significant risk issues. The CEO provides a quarterly report to the board including an update on risk issues covering financial, operational, external, governance, regulatory and compliance. In addition to the full board

review, the sub-committee teams review risks related to their area of work.

Trustee Board responsibilities

The Trustees (who are also directors of Working Well Trust Ltd for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

1. Select suitable accounting policies and then apply them consistently;

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

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

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

Financial responsibilities

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

- Select suitable accounting policies and then apply them consistently
- Make judgements and estimates that are reasonable and prudent

- State whether accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going-concern basis unless it is inappropriate to presume that the charity will continue to operate.

The Trustees are responsible for keeping proper accounting records. These must be sufficient to show and explain the charity's transactions, and disclose with reasonable accuracy at any time the financial position of the charity, and enable them to ensure that the financial statements comply with the UK Charities Act 2011 and applicable accounting regulations. They are also responsible for safeguarding the assets of the charity including taking reasonable steps to prevent and detect fraud and other irregularities.

Financial statements are published on the Working Well website.

Financial Oversight

The strategic management of Working Well Trust is entrusted to the Board of Trustees (also known as the Management Committee). The Chief Executive is responsible for executing the board's



Governance

decisions as well as the day-to-day management. The Chief Executive delegates authority to the other senior team members, currently the Operations Director, project leads and Finance Director. Financial authority is granted by the approval of specific budgets to the project leads.

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

Budgets are reviewed quarterly and reforecast when appropriate.

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

Financial Reporting

There are three main elements of financial reporting:

1. Annual Report and Accounts – to ensure we meet with our responsibilities outlined previously.
2. Monthly accounts and statutory

returns - to support the board and senior team to make ongoing financial decisions.

3. End of quarters reports to the Board of Trustees.

Financial Policy

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

Financial Sub-Committee and External Audit

The Financial Sub-Committee oversees the work to prepare for the external audit. This committee also recommends the appointment of the external auditors to the Trustee Board.

Risk Management

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

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

Financial Risk

The most significant short term financial risk for the Trust is the income uncertainty due to commercial income and payment by result activities. We have taken action to mitigate these risks by significantly reducing commercial targets and by agreeing new KPIs with our main funders. Commercial income and performance levels are monitored regularly as part of risk management.

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

Non-Financial Risks to Working Well:

People Risks

We have developed new systems to promote staff wellbeing during this challenging period. In addition to the EAP offer we have conducted staff

surveys and introduced new flexible working practices. We appointed a staff Wellbeing Lead to work with the People and Culture Sub Committee to develop new ways of supporting staff over the coming year.

As a small organisation we understand that career progression opportunities are limited and therefore we are looking at new ways to support staff development and retention

Fundraising Statement

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

- Shared values
- Contribution to organisational strength and aims
- Meeting core aims

- Delivery capacity
- Innovation
- Sustainability

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

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

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

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

Our fundraising strategy is set annually and reviewed quarterly by the Strategic Development Sub Committee.

Fundraising Standards and Regulation Compliance

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

Trustee Board effectiveness

Appointments to the Trustee Board Trustees are mainly recruited through volunteering initiatives such as ELBA and Reach. Recruitment to the board is now based on a regular trustees' skill assessment which identifies areas to be strengthened. Potential trustees submit a curriculum vitae to the board and if they are considered suitable, they are invited to meet with the Chief Executive and a member of the board. At the meeting the role of the trustee is explained and the candidate can ask questions.

Governance



Interested candidates are then invited to observe a board meeting. New trustees complete an induction process which includes information from the Charity Commission on their responsibilities and key personnel within the Trust. The induction has also been adapted to promote the recruitment of people with lived experience of mental health, learning disabilities and Autism to the board of trustees.

Maintaining Independence

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

Each board meeting's actions logged which are reviewed at each meeting.

Length of Service

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

Trustee Board Meetings

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

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

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

Openness and accountability

Co-Production Commitment

Co-production is a way of working that involves people who use our services, carers, service stakeholders and the community to design, deliver and evaluate our services. It is based on respecting people's strengths, mutual respect and recognising every contribution.

Working Well Trust is committed to using the co-production approach in all of our services and in how those

services are delivered. For example: In the enterprises – clients work with staff to decide how commercial work is prioritised and how the training is delivered to meet their individual needs.

In the employment services – clients lead on action planning by identifying their strengths and aims, and then work with the staff to reach their goals.

Serious Incident Reporting

No serious incidents were reported during 2021/22.

Raising Concerns Internally

Staff and clients are encouraged to concerns as soon as they arise under the Complaints Policy. Most matters can be resolved informally but where necessary the policy sets out a formal procedure. Regardless of the outcome of the complaint a review is undertaken to identify what we could learn from the complaint and what we can do to improve the services. The complainant is advised of the results of the review. Complaint responses are reviewed by the HR Sub

Committee every six months.

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

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

Complaints and Feedback

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

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

Certifications and Registrations

Fundraising Regulator – we are registered with the Regulator and are committed to adhering to the Code for all our fundraising activities.

Centre of Mental Health – we are accredited as a Centre of Excellence for Individual Placement and Support, and regularly conduct fidelity reviews to ensure we continue to operate high fidelity services.

Conclusion

The Annual Report of the Trustees of the Working Well Trust was approved by the Trustees on Tuesday 13 December 2022 and signed on their behalf by

Phil Evans

Phil Evans

Working Well Trust Chair

INDEPENDENT AUDITORS' REPORT

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF WORKING WELL TRUST

Opinion

We have audited the financial statements of Working Well Trust (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the balance sheet, the statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with

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

Material uncertainty relating to going concern

The trustees have prepared the financial statements on a going concern basis. We draw your attention the note 1d in the financial statements which explains the measures implemented during the financial year and the results achieved by the charity to operate on a going concern basis for a period at least a year from the date of approval of the financial statements ("the going concern period").

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

operations over the going concern period.

Our conclusions based on this work:

- we consider that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate;
- we have not identified, and concur with the trustees' assessment that there is not, a material uncertainty related to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for the going concern period.

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

Conclusions relating to going concern

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

Based on the work we have performed, we are satisfied of the steps taken by the charita-

ble company to continue as a going concern.

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

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditors' report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or

- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' Report and from the requirement to prepare a Strategic Report.

Responsibilities of trustees

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

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

Auditors' responsibilities for the audit of the financial statements

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

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

- Enquiry of management and those charged with governance.
- Reviewing trustees' meetings minutes.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance.
- Performing audit work over the risk of management override of controls, in-

cluding testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

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

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion of the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern

INDEPENDENT AUDITORS' REPORT

basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

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

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable

company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.



Reema Mistry (senior statutory auditor)

for and on behalf of

**Griffin Stone Moscrop & Co
Chartered Accountants
Statutory Auditors**

**21-27 Lamb's Conduit Street
London
WC1N 3GS**

Date: Tuesday 13 December 2022



FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2022

		Unrestricted Funds	Restricted Funds	Total Funds	Unrestricted Funds	Restricted Funds	Total Funds
		2022	2022	2022	2021	2021	2021
	Note	£	£	£	£	£	£
Income from:							
Donations and legacies	2	2,078	-	2,078	7,582	-	7,582
Charitable activities	3	1,189,882	266,017	1,455,899	1,081,479	215,587	1,297,066
Total Income		1,191,960	266,017	1,457,977	1,089,061	215,587	1,304,648
Expenditure on:							
Charitable activities	4	1,081,583	259,061	1,340,644	1,090,753	190,426	1,281,178
Total Expenditure		1,081,583	259,061	1,340,644	1,090,753	190,426	1,281,178
Transfers between funds		-	-	-	-	-	-
Net Movement in Funds		110,377	6,956	117,333	(1,692)	25,161	23,470
Reconciliation of funds:							
Total funds brought forward		(98,994)	27,402	(71,591)	(97,302)	2,241	(95,061)
Net movement in funds		110,377	6,956	117,333	(1,692)	25,161	23,470
Total Funds Carried Forward	19	11,383	34,359	45,742	(98,994)	27,402	(71,591)

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

The accompanying notes form part of these financial statements

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

BALANCE SHEET AS AT 31 MARCH 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible assets	10	5,978	11,858
Current assets			
Stocks and work in progress	11	1,801	1,801
Debtors	12	94,235	63,703
Cash at bank and in hand		60,873	138,450
		<u>156,910</u>	<u>203,955</u>
Creditors: amounts falling due within one year	13	(95,452)	(259,904)
		<u></u>	<u></u>
Net current liabilities		61,458	(55,950)
Total assets less current liabilities		<u>67,436</u>	<u>(44,091)</u>
Creditors: amounts falling due after more than one year	14	(21,694)	(27,500)
		<u></u>	<u></u>
Total net assets		<u>45,742</u>	<u>(71,592)</u>
Charity Funds	20		
Restricted funds		34,359	27,402
Unrestricted funds		11,383	(98,994)
		<u>45,742</u>	<u>(71,592)</u>

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

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

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

Phil Evans

Philip Evans
Chair of Trustees
Date: 13th December 2022

Company Registered number : 2703078
The accompanying notes form part of these financial statements.

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2022

	2022 £	2021 £
Cash Flows from operation activities		
Net cash used in operation activities	- 74,469	119,502
Cash flows from investing activities		
Purchase of tangible fixed assets	- 1,032	-4,058
Net Cash used in investing activities	<u>- 1,032</u>	<u>-4,058</u>
Cash Flows from financing activities		
Borrowing	- 2,076	30,000
Net cash provided by(used in) financing activities	<u>- 2,076</u>	<u>30,000</u>
Change in cash and cash equivalents in the year	- 77,577	145,444
Cash and cash equivalents at the beginning of the year	138,450	- 6,993
Cash and cash equivalents at the end of the year	<u>60,873</u>	<u>138,450</u>

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

The accompanying notes form part of these financial statements.

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

a) Statutory information

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

b) Basis of preparation

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

c) Public benefit entity

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

d) Going concern

Going Concern Progress We have continued our focus on improving the financial strength of the organisation over the last year. The actions below were agreed for the 2021 accounts and progress has been made. The Board of Trustees will continue to monitor the progress and take further action if needed

Reducing costs

We maintained the practice of non-budgeted expenditure being approved only on the basis of new funds.

Investment in skills

The new financial systems have been in place for over a year and we are now confident that systems are effective in producing accurate information for the Board and staff.

Fundraising strategy

New grant income was secured from Compass and Action for Bow, as well as a donation from the 42 Fenchurch Street Legacy Fund.

Performance

We were able to meet the contract targets to secure the target payment by result income.

Goals

The surplus target was reduced to £35,000 for 2022 due to the need to increase staff pay due to the Cost of Living crisis.

HMRC debt repayment

As planned the outstanding debt was cleared by June 2022 and payments have been met as they arose.

Going Concern

The Board of Trustees are confident that the above steps will secure the future of the Trust and are pleased with the progress made over the last twelve months. The Trustees receive regular updates on the Trust's position using a Dashboard that review progress against the surplus target, debt repayment, commercial and contract performance. The Trustees reviewed the risks that could impact on our ability to meet our liabilities in good time including the accuracy of our income forecasts. After reviewing all the information, the Trustees agreed that the Trust was a

Going Concern but to ensure they are being vigilant in their responsibilities as Trustees they will continue to monitor the position on a monthly position for the next twelve months.

The Trustees also reviewed the security of our income in the longer term. We are fortunate that all contract income has been secured for the next two years, and the Enfield contract income has doubled in 2021. We will continue to focus on securing unrestricted funds to help us address the unrestricted deficit position.

As stated above, we reduced our expenditure to as part of the recovery plan. We have again reviewed all cost areas but at this point no further significant savings are planned.

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

The security of the contract and grant income means that our cashflow will remain positive over the next twenty-four months, even without new income being secured or generated.

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

We were able to achieve a surplus of £117,333 in March 2022. The Board of Trustees agreed a surplus target of £35,000 for March 2023 and thereafter a minimum annual surplus target of £50,000 to build up reserves.

The Board of Trustees understand that the negative unrestricted funds are still of concern but are pleased that our plan to address this issue has resulted in some improvement in March 2022.

The Board of Trustees have agreed with Management to commit to taking further remedial actions to reduce costs if necessary and to strive to secure additional funds, to build on the security of the existing contracts and to increase income to address this unrestricted fund position.

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

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

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

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

f) Donations of gifts, services and facilities

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

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

g) Government Grants

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

h) Interest receivable

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

i) Fund accounting

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

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes. Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

j) Expenditure and irrecoverable VAT

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

- Expenditure on charitable activities includes the costs undertaken to further the purposes of the company and their associated support costs
 - Other expenditure represents those items not falling into any other heading
- Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

k) Allocation of support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity. Support and governance costs are re-allocated to each of the activity based on contracted project expenditure and staff time.

l) Operating leases

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

m) Tangible fixed assets

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

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

Plant and machinery
15% - 20% straight line basis

Office equipment and fixtures and fittings
10% straight line basis

Computer equipment
33.3% straight line basis

n) Stocks

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

o) Debtors

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

p) Cash at bank and in hand

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

q) Creditors and provisions

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

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

r) Financial instruments

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

s) Pensions

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

t) Critical Judgements and estimates

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

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

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

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

2 Income from donations and legacies

	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £
Gifts	2,078	-	2,078	5,140	-	5,140
Other Income	-	-	-	2,442	-	2,442
	<u>2,078</u>	<u>-</u>	<u>2,078</u>	<u>7,582</u>	<u>-</u>	<u>7,582</u>

3 Income from charitable activities

	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £
Sew and Support	105,272	-	105,272	101,285	-	101,285
Access	132,750	-	132,750	142,135	-	142,135
Hub support	144,637	-	144,637	140,958	-	140,958
Rework	-	-	-	-	-	-
Upskill	-	108,485	108,485	-	108,485	108,485
Reskill	-	7,791	7,791	-	1,948	1,948
Kingston	164,243	-	164,243	163,013	-	163,013
East End Comm Fund	11,000	-	11,000	-	3,907	3,907
Tower Hamlets CCG/IPS	408,500	-	408,500	408,000	-	408,000
Pilgrim Trust	-	4,668	4,668	-	28,833	28,833
In Work Research	-	47,600	47,600	-	39,400	39,400
Enfield	203,800	-	203,800	106,088	-	106,088
Digital Project/IT project	19,677	-	19,677	20,000	33,014	53,014
Covid Infection	-	56,523	56,523	-	-	-
BME/COMPASS	-	40,951	40,951	-	-	-
	<u>1,189,879</u>	<u>266,017</u>	<u>1,455,897</u>	<u>1,081,479</u>	<u>215,587</u>	<u>1,297,066</u>

Included in above are government grants received in the year in respect of the Coronavirus Job Retention Scheme (Furlough Income) for £9,897.18

4 Analysis of expenditure – Support costs

	2022 £	2021 £
Staff costs	101,196	133,558
Other Staff Costs	63,966	5,534
Project support Costs	27,132	31,956
Premises Costs	30	-
Communications & office	528	771
Staff training	338	1,070
Insurance	121	1,453
Legal and professional	-	1,753
Travel & Subsistence	28	43
Equipment	132	700
Depreciation	304	304
Governance - audit costs	15,150	14,689
	<u>208,924</u>	<u>185,419</u>

5 Net income / (expenditure) for the year

This is stated after charging:	2022 £	2021 £
Depreciation	6,912	6,572
Auditors' remuneration (excluding VAT):		
- Audit	15,150	12,791
	<u>15,150</u>	<u>12,791</u>

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

Staff costs were as follows:	2022 £	2021 £
Salaries and wages	860,440	859,385
Social security costs	72,672	71,621
Employer's contribution to defined contribution pension schemes	37,448	41,299
	<u>970,560</u>	<u>972,305</u>

No employee earned more than £60,000 during the year (2021: nil).

The company trustees were not paid or received any other benefits from employment with the company in the year (2021: £nil). No company trustee received payment for professional or other services supplied to the company (2021: £nil). No trustees received reimbursed expenses in 2022 or 2021. Key management personnel comprise the Chief Executive Officer, Finance Manager and Operations Director. Total employee benefits of key management personnel, including figures in note 6 above, were £124,957 (2021: £139,926). Other staff costs include a payment of £26,128 (2021: £2,596) to the company Finance Director.

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

7 Staff numbers

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

	2022 No.	2021 No.
Access	1	2
Sew and Support	2	2
IPSTH	11	15
Upskill/Reskill	4	4
Advice	5	6
Kingston	5	4
Industry Expert	1	1
Enfield	5	0
Women Project	0	1
Digital Project	1	0
	35	35

8 Related party transactions

There are no related party transactions in the year. (2021 – none).

9 Taxation

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

10 Tangible Fixed Assets

	Plant and Machinery £	Computer Equipment £	Total £
Cost or valuation			
At 1 April 2021	107,850	59,839	167,689
Additions in the year		1,032	1,032
At 31 March 2022	107,850	60,871	168,721
Depreciation			
At 1 April 2021	103,090	52,741	155,831
Change for the year	2,372	4,540	6,913
At 31 March 2022	105,463	57,281	162,744
Net Book Value			
At 31 March 2022	2,387	3,590	5,977
At 31 March 2021	4,760	7,098	11,858

11 Stocks

	2022 £	2021 £
Stock items and printing paper	1,801	1,801

12 Debtors

	2022 £	2021 £
Due within one year		
Trade debtors	86,532	46,959
Other debtors	188	2,015
Prepayments	2,015	-
Accrued income	5,500	-
Grants Receivable	-	14,729
	94,235	63,703

13 Creditors: Amounts falling due with one year

	2022 £	2021 £
Overdraft	-	-
Trade creditors	27,895	56,414
Taxation and social security	29,529	116,068
Pension creditor	24,148	23,092
Accruals	7,650	61,830
Bank Loan	6,229	2,500
	95,452	259,904

14 Creditors : Amounts falling due after more than one year

	2022 £	2021 £
Bank Loan	21,694	27,500

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

15 Loans

Analysis of maturity of bank loan is shown below

	2022	2021
	£	£
Amount falling due within one year	6,229	2,500
Amount falling due 1-2 years	6,229	6,000
Amount falling due 2-5 years	15,465	18,000
Amount falling due more than 5 years	-	3,500
	<u>27,924</u>	<u>30,000</u>

16 Financial Instruments

	2022	2021
	£	£
Financial Assets		
Financial assets measured at fair value through income and expenditure	60,873	138,450
	<u>60,873</u>	<u>138,450</u>

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

17 Pension Commitments

The company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £37,448 (2021 - £41,299). Contributions totalling £24,148 (2021 - £23,097) remained outstanding at the balance sheet date.

18 Commitments under operating leases

As of 31 March 2021, the company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2022	2021
	£	£
Within one year	17,641	20,121
Within 2-5 years	35,690	53,331
	<u>53,331</u>	<u>73,452</u>

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

	General unrestricted	Restricted	Total funds
	£	£	£
Tangible fixed assets	5,977	-	5,978
Net current assets/(liabilities)	5,405	34,359	39,764
			0
Net assets at the end of the year	<u>11,383</u>	<u>34,359</u>	<u>45,742</u>

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

	General unrestricted	Restricted	Total funds
	£	£	£
Tangible fixed assets	11,858		11,858
Net current assets/(liabilities)	-110,852	27,402	-83,450
			0
Net assets at the end of the year	<u>-98,994</u>	<u>27,402</u>	<u>-71,592</u>

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022 (CONTINUED)

20 Movements in funds (current year)

	At 1 April 2021	Income & gains	Expenditure & losses	Transfers	At 31 March 2022
	£	£	£	£	£
Restricted funds:					
Upskill and Reskill	6,005	116,276	-128,877		-6,596
Digital Project	3,653	-	-3653		0
InWork Research	12,859	47,600	-60,459		0
Pilgrim Trust -Women Project	2,641	4,668	-7,309		0
Industry expert - East end Comm fund	4	0	-		4
Capital Fund	2,241	0	-2241		0
East end Comm fund	-	-	-		0
Covid Infec tion	-	56,523	- 56,523		0
BME/COMPASS	-	40,951	-		40,951
Total restricted funds	27,402	266,017	-259,061	0	34,359
General funds	-98,994	1,191,960	-1,081,583		11,383
Total unrestricted funds	-98,994	1,191,960	-1,081,583	0	11,383
Total funds	-71,591	1,457,977	-1,340,644		45,742

The deficit on Upskill and Reskill will be recovered by funds received from the funder in the following financial year 2022-23

20 Movements in funds (prior year)

	At 1 April 2019	Income & gains	Expenditure & losses	Transfers	At 31 March 2020
	£	£	£	£	£
Restricted funds:					
Upskill and Reskill	-	110,433	- 104,428	-	6,005
Digital Project	-	33,014	- 29,361	-	3,653
InWork Research	-	39,400	- 26,542	-	12,859
Pilgrim Trust -Women Project	-	28,833	- 26,192	-	2,641
Industry expert - East end Comm fund	-	3,907	- 3,903	-	4
Capital Fund	2,241	-	-	-	2,241
Total restricted funds	2,241	215,587	-190,426	-	27,402
General funds	-97,302	1,089,061	-1,090,753	-	-98,994
Total unrestricted funds	-97,302	1,089,061	-1,090,753	-	-98,994
Total funds	-95,061	1,304,648	-1,281,178	-	-71,591

Purposes of restricted funds

Upskill and Reskill

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

Digital Project

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

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InWork Research

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

Big Lottery - Reaching Communities

This relates to the Big Lottery Fund grant for the Reward Project, which is an IPS employment support programme.

Pilgrim Trust - Women Project

This relates to a grant towards supporting women on low income job to secure a better paid job

MSG

This relates to the Tower Hamlets Mainstream Grant which is funding a joint three year Upskill Programme with Mind in Tower Hamlets and Newham.

Capital fund

This relates to grant funding specifically restricted to capital expenditure.

Transfers

Reconciliation of net income to net cash flow from operating activities

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

	2022 £	2021 £
Net income for the reporting period (as per the statement of financial activities)	117,333	23,470
Depreciation charges	6,912	6,572
Decrease in stocks	-	-
(Increase)/Decrease in debtors	(30,532)	9,235
Increase/(Decrease) in creditors	(168,182)	80,225
Net cash provided by / (used in) operating activities	(74,469)	119,503

22 Analysis of changes in net debt

	At 1 April 2021	Loans	Cash flows	Other non cash changes	At 31 March 2022
	£		£	£	£
Cash at bank and in hand	138,450	-	(77,577)	-	60,873
Overdraft facility repayable on demand	-	-	-	-	-
Loans falling due within one year	2,500	3,729	-	-	6,229
Loans falling due more than one year	27,500	(5,806)	-	-	21,694
Total cash and cash equivalents	168,450	(2,076)	(77,577)	-	88,797

23 Legal status of the charity

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

ACKNOWLEDGEMENT

With grateful acknowledgement to our statutory funders



workingwell
trust

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