Report & Accounts

For the Year Ended 31 March 2023

8 Fairhazel Gardens London NW6 3SG

Likewise

TRUSTEE REPORT 2023

Funded by



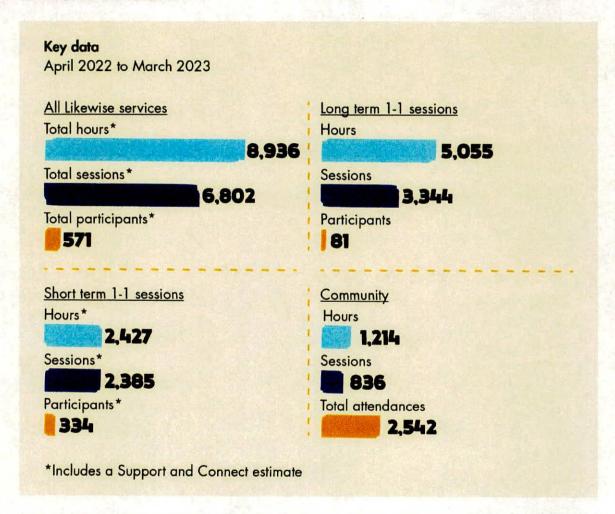


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Introduction

EXECUTIVE SUMMARY



This year our work at Likewise has grown and developed in several ways, notably:

- In our partnerships with the NHS, Camden Council and other local organisations.
- The continued development of our community wellbeing hub.
- The development of a community garden space.
- In our work to influence the wider system of health and social care in Camden.
- In renewing and growing our staff team post-pandemic.

The headlines of our impact as an organization are:

- We have been able to support and uphold the wellbeing of those we have worked with in our one-to-one work.
- Our community programme has expanded, reaching more people, and diversifying the routes to engagement through the garden, providing a space for belonging and connection.
- We have been able to influence more parts of the social care system in Camden, with our Research, Learning and Evaluation lead taking a strategic position in the Core Teams and our collaborative work with other professionals becoming more central. These interactions are seeing us bring our values and way of working into contact with the broader system.

OUR APPROACH TO COMPLEXITY AND IMPACT

At Likewise we are committed to complexity in all its forms, people are complex, as are their lives and the systems they are part of. We try to navigate with and bring this complexity into our work. This influences how we think about and share our impact as an organisation, as well as setting us apart from how other organisations in the sector work.

We align our work with the Human Learning Systems approach which considers complexity as describing the "processes by which the outcomes we care about are made (outcomes such as improved wellbeing for people, or having a job). If we fail to understand and embrace complexity, we will not be able to create the outcomes we seek" (Human Learning Systems, 2023).

In its most simple form, this looks like working with people, not targets. We try to avoid pre-determined KPIs such as 'supporting x people into employment', we work with people flexibly and support them on the intricacies of their own journey. This entails working to the needs of community and not pre- defining what success looks like as this can change from week to week. Success is not linear, and impact is difficult to precisely claim in a world where a person interacts with so many different systems which all have an influence on a person's outcomes.

This means that whilst we have measures to get a sense of the impact our work has had on a person, we don't set specific goals and targets around these. Instead, we observe and learn from what we're seeing and what it says about the support we're providing. We try to work with complexity by capturing and reporting with as much flexibility as possible, prioritising the reported experience of staff and clients in the work.

OUR WAY OF WORKING

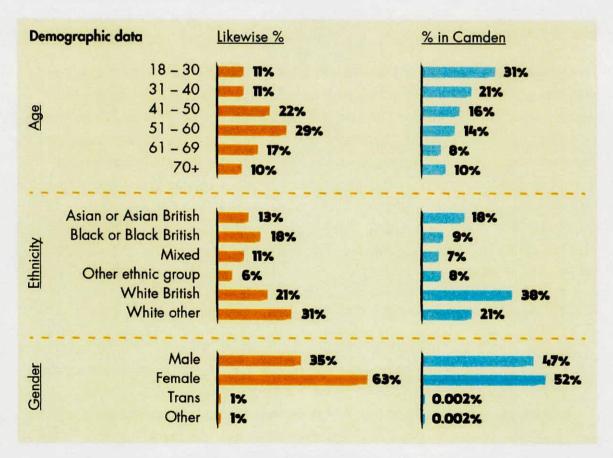
As well as foregrounding the complex realities of life, our model of person-centred and "relationship first" work is also essential to our beliefs about change, who we are as an organisation and what we do. This manifests in our work in a number of ways:

- We work with people in their fullness. This includes working with people who
 may have been denied access to, or not been able to fit within, other services.
 Rather than focusing on a person's problems or diagnosis, we work with the
 person themselves as a mutual partner as much as possible. This enables
 person-to-person working and supports those who work with us to feel that
 their strengths, flaws, and challenges are valued in the same way ours are.
- All of our work stems from the person, we hold meeting people wherever they
 are as being at the root of our support. This means that however someone
 feels or is presenting we try and support them as they are. This means our
 support is adaptable to the people we work with and can flex around their
 specific set of circumstances.
- All of our relationships with the people we work with are underlined by authenticity. We prioritise truly getting to know the people we work with and bringing our authentic selves into these relationships.

Values like these support us to create a service which is focused on the needs of our community, provides moments of belonging and connections and engages with the community in its fullness.

Service rundown

Our demographics show that whilst we work with a diverse group of people, the composition of our community looks slightly different from that of the broader community in Camden. Our community contains more people aged between 40 and 70, as well as more people from the Black or Black British, mixed and white other ethnic groups. Our community also proportionally has more self-identifying women than the rest of Camden. All of this is to say that our community to some degree stems from the need we serve. One of the main focuses of our work is providing belonging and combatting isolation, something which is proportionally more of a challenge for older communities (Camden Council, 2022). As an organisation, our diversity meets our measure of 'good enough', we have been putting conscious work this year into making the hub as welcoming as a space of possible, so we hope to continue to engage with the diversity of Camden.



LONG-TERM ONE-TO-ONE

Floating Support	Feedback form scores	
Hours	I have a good relationship with my key worker	94%
5,055 (-8%)	I have control over what I do in the service	83%
Sessions	The service helped me achieved what I wanted to achieve	78%
3,344 (-13%) Participants	I would recommend the service to friends if they need support	94%
81 (-19%)	Overall how satisfied are you with the support you have received from Likewise	83%

Our long-term one-to-one support consists of our Floating Support service, which provides flexible, person centred, emotional and practical support to the community, charged at an hourly rate.

Over the last year, we paused referrals into our Floating Support service to allow the staff team to work more sustainably with their current caseload. This means that we've worked with slightly less people and have a waiting list. The service continues as a flagship of our "humans alongside humans", "relationship first" approach, that centres acceptance, learning together and belonging. Our key challenge for this service is how to maintain a highly flexible and adaptive service that meets people in all their complexity, while managing both the human and financial sustainability of the model. The level of resourcing that is currently needed, mean that the service is part funded by charging an hourly fee. This fee covers around 60% of the cost of delivering the service.

Our sustainability enquiry centres on:

- The contractual boundaries and working agreements of the service, such as introducing a minimum hourly commitment from clients, limits to contact and support that happens outside of the contracted time.
- Increasing the hourly charge for the service, in part by demonstrating how we prevent hospitalisations or pressure on other NHS services.
- Seeking new grant funding as current funding agreements come to an end.

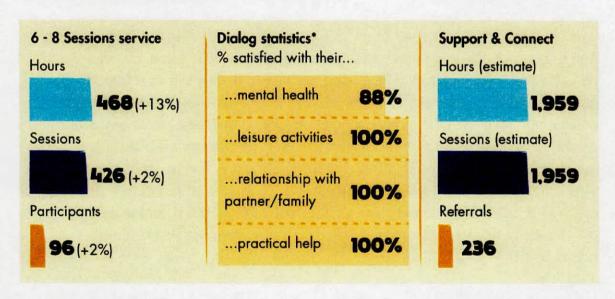
We're very proud of the Floating Support service in supporting people, preventing hospitalisations and crisis, and working with the complexity of peoples' lives. We know from talking to the community and staff, the provision of long-term, flexible, and affordable support is a vital offering. Many have referred to the consistent presence of floating support in their life and how positive and stabilising that is.

"The support I receive has been so helpful and has kept me out of hospital" – Community member

Our feedback form shows some of the impact we're having, we are supporting people relationally, which is helping to build a good relationship with people and give them control over what they want to do. Ultimately, people are achieving what they want to achieve and are satisfied with the support they have received.

"Every time I meet with Likewise, I leave my session feeling refreshed" – Community member

SHORT-TERM ONE-TO-ONE



At Likewise, we offer two types of short-term one-to-one support:

 The 6-8 Service, offers up to 8 sessions with one of our support workers. The service forms part of our work within the Camden Mental Health Resilience

- Alliance (RN Alliance) with other voluntary community sector (VCS) organisations in Camden, commissioned by Camden Council.
- The Support & Connect Service, this service consists of up to 12 hours of support with one of our support workers. The service is commissioned by the NHS alongside other VCS organisations as part of the Community Mental Health Core Teams.

Both services work flexibly with our community in Camden to support them in whatever they would like from the sessions. The client sets the agenda of what they want to work on in the sessions and our wellbeing support workers figure out the extent to which they can provide support or provide a warm introduction to another service within or beyond Likewise. This means sessions can cover practical projects such as sorting out benefits, or emotional support such as a space to talk about their feelings. These services are an asset for the borough as the support is personcentred, supporting people to reach personalised goals or work through challenges they haven't previously been able to address. This means the support can adapt to unique circumstances and be a strong presence in people's lives, ultimately supporting wellbeing as seen in our Dialog scores.

"Support almost always starts off directional, with a clear practical need, but it becomes a gateway into building a relationship" – Support worker

The 6-8 service has seen growth this year in terms of hours, sessions, and participants. This is a result of increased capacity to deliver the work through staffing numbers and our Alliance work starting to pay dividends. We have begun training and supporting placement support workers to deliver 6-8 sessions, thus increasing our capacity. In addition to this, our partners within the Alliance are actively supporting us to source referrals by promoting our offers and we are doing the same. This is reflected in the fact that we are now seeing increased referrals and we have a waiting list. Ultimately, we are more established than ever as a central partner within the Camden mental health system, which means we're more likely to receive referrals.

Our Dialog scores show that we are able to support people to stabilise or improve their wellbeing in a number of areas. This includes relationships, satisfaction with their own mental health, and satisfaction with the practical help they are receiving. Indeed, this is consistent with the areas of support staff have discussed providing, which will be detailed in our learnings.

We are learning a great deal within our short- term one-to-one work. The increase in referrals demonstrates the pressures on the whole system as a response to the context the residents of Camden are living in. The re-opening of services after the pandemic is one explanation for additional pressure on the 6-8 offer. Additionally, we are seeing the effects of the cost-of-living crisis on the mental health and wellbeing of the people we work with, again contributing to demand. We are also learning about our clients' needs. This year we have seen housing, benefits, and cost of living support be major factors in the practical support provided, as well as the need for emotional support around these issues. We're also learning more about how to do partnership working whilst retaining our identity values. This means working within different organisational cultures but still bringing the features of our own. This is challenging, and we've learnt that to enable staff to do this, there needs to be intentional support and space for reflection embedded into our own processes.

Case study: Hannah

Hannah is 51 and has lived in Camden for all her life, she even remembers seeing our hub in Swiss Cottage during her childhood. When we started working with Hannah, we explored what we want to work on together. She quickly identified a particular task, one she had been putting off since she was 19. She wanted to go through some paperwork concerning her past, this is something she has struggled with as she has found it distressing. However, since working with Likewise, she's been able to make progress on this in a way she hadn't before. She credits the work she's done with her support worker for this. She highlighted how her support worker was able to be empathetic, patient, and consistent when they were working on the paperwork. This comfort is what she sees as allowing her to make progress on her files. Hannah believes that Likewise has had a really positive impact on her life. We have been able to work flexibility on what is important to her and support her to make new progress in her life. We are continuing to support Hannah with going through the files, with her commenting on how strong her relationship with her key worker is.

"I've allowed myself to be more comfortable with [my support worker], normally I would have given up by now. I feel like I can face difficult things even though I know it can be painful."

LEARNING PROGRAMME

- 43 People on a working and learning placement
- 2,868 Days of placement support worker time

The learning programme sees Likewise hosting students on long-term university placements who carry out both one-to-one and community work. This programme is integral to our delivery of services and the amount of placement support worker time available in the last year demonstrates this. Placement support workers keep our services resourced and operating at the level of quality we want and in exchange we

offer real-life, front-line experience working with a diverse client group, with a tailored support system and access to training and leadership opportunities.

Over the last year, with the support of the Learning Programme Lead we have seen several changes, such as:

- The structure of placement support worker journeys has been updated. This has involved students joining in cohorts rather than individually and having a structured training programme for the first period of their placement. A regular peer space has been established for placements support workers to reflect on their experiences in the work and grabble with our organisational values. This reinforces support amongst group and learning about the way we work.
- We have redeveloped our supervision practices this past year, which sees a
 member of staff create an hourly space for a placement support worker to
 reflect on their work and role at Likewise. All these changes have supported
 us in strengthening the learning journey of the placement students with us.
 Growing their learning outcomes from their time at Likewise and their skills, as
 well as enabling them to deliver higher quality support with people in our oneto-one and community services.

This year, all students who have completed their placements have reported feeling 'up- skilled' in all areas we measure. This includes emotional intelligence, working with physical and mental health challenges, as well as working with the values and culture central to our work. These experiences support the personal and professional lives of our students, many have commented on how the lessons they've learnt on placement will be taken with them as they move into the professional world.

There is also co-learning that stems from our Learning Programme for the people we work with. Our placement support workers are usually with us for a maximum of 9 months, this means these are short term relationships between placement workers and clients. In practice, this has meant a lot of learning for our community around working with and navigating change. Whilst this can be challenging, we have been able to support with this process, as new placement support workers join, replacing those who have finished their placements. This meeting change has been a useful way for our clients to work with complicated feelings and form new relationships.

The aspect of the Learning Programme we are most proud of this year is the leadership opportunities we have been able to offer, in particular the fact that a

number of placement support workers have gone on to take part time work with us. We've seen placement support workers step into leadership within certain parts of our work such as community development and our garden working group.

This experience has put them in a position of being to take on more responsibility within the community-facing work and lead and hold their own relationships within our 6-8 service. It's exciting for us that we have been able to create a learning journey that has seen team members progress from placement students to being a member of staff holding relationships within our services.

COMMUNITY

1,214	Hours (+10%)
836	Sessions (+17%)
2,542	Total attendances (+20%)

Our community hub offers a range of activities and events to support wellbeing through connection, relationship, and a place where people can come and feel safe to be themselves. Over the last year we have offered a diverse programme that allows community members to participate and connect on their own terms, supported by placement students, volunteers and staff team.

For example, we have offered:

- Baking for Wellbeing sessions, where an experienced baker leads community members in sessions learning to cook different savoury and sweet treats.
- Community Café, a supported open session where community members can enjoy tea, biscuits and socialising, focussing on belonging, connection and building relationships.
- Culture Trips, opportunities to get out and about as a group to visit different museums, galleries, gardens, etc, within London for community members.

 Davi's Creative Colouring, a space for community members to try their hand at creative expression, led by one of our community members.

We offer activities like these:

- To support belonging, connection, and community, where people feel accepted and safe to be themselves.
- To provide an inclusive place for our community to be their authentic self, free from judgement. This means meeting people wherever they are, through good days and bad.
- To provide opportunities to learn new skills, through being in the hub community members can learn new skills that they can bring home and into their own lives.
- To support the voice, participation, and leadership of community members.

Our community offer provides a range of avenues for our members to learn, grow and experience. This regular engagement with people (some of whom have been coming to the building for over 20 years) can be a hugely important presence and stabilising factor. The criteria for someone to join activities at the hub is that they are looking for connection and emotional wellbeing, our offer is actively targeted at supporting these two aspects.

For instance, the regular community café sessions have proven to be a helpful space for staff and client learnings. This space is one of the liveliest and well attended sessions we hold. The open- ended nature of it means that community members and staff often hold learning conversations with each other, be that around setting boundaries or exploring emotions. One recurring theme here is around changes in the space and within the community programme and how these affect long standing members. We actively grapple with issues like these during the sessions, supporting learning, self-discovery, as well as simply trying ideas out.

Through support we received from local councillor, Nayra Bello O'Shanahan, we received a grant from the Community Infrastructure Levy Fund to support the ongoing journey and evolution of the community hub from "referral only" mental health day centre to an open community wellbeing hub.

This grant has helped us diversify our offer and attendance, seeing growth in the number of sessions offered, hours of delivery and participants. Most notably, total

attendances are up by 20% meaning that community activities are being attended by more people and more

frequently. Overall, this means we can bring the benefits of the community programme to a greater number of people, supporting wellbeing and connection in the community. This also means that we've been able to form stronger connections with our regular community members, as we see them more often, allowing us to have more learning and support conversations.

An essential part of our community programme is providing a space for belonging, non-judgement, and acceptance as an antidote to social exclusion, isolation, and loneliness. Putting relationships first, meeting people where they are at, and letting people know they are welcome as they are helps to co-create the space.

We have been approaching coproduction within the community programme through hosting regular community conversations sessions where we provide updates on things happening in the programme and take on board members' thoughts on different subjects, we're making decisions about within the community. This has resulted in our strategic thinking within the community programme being able to be more rooted in the thoughts and feelings of community members. This means that we can recognise and support member's needs as they appear in the space and implement them into how we think. Whilst we're learning about the needs and thoughts of our community, there are challenges present in terms of change and how that impacts on long-standing community members.

For instance, we recently created a set of belonging principles that capture how we uphold mutuality and inclusivity in the space. This covered topics such as how we hope to treat each other and the values we bring in the community space (both community members and staff). Engagement with this was positive, although a part of this work was engaging with fears around the principles voiced by some long-standing community members. With our coproduction we must be conscious of these fears and put work into acknowledging them, while supporting members to build trust and experiment with changes.

"I love the group activities. There is a good variety of activities, things that you can enjoy doing." – Community member

The aesthetics, look and feel of our community hub has had attention this year, in support of continuing to create a place of wellbeing belonging and connection. The inside of the building has been repainted and new furniture has been installed. In addition to this we have added new activities in our garden and in our hub, such as Yoga, and book club.

The ongoing diversification of our community programme is supported by partnership working. In 2022/23 we worked with:

- Garden of Earthly Delights to develop our community garden and offer woodworking sessions.
- · Feast to bring community members together over a meal.
- The Zen Bus to offer 6, full day long-events centred on wellbeing and mindfulness.

The impact of this has been:

- Reaching more members of the community through creating all-day events with attract more people and tapping into other organisation's attendees, growing our reach and impact.
- Expanding our offering in terms of developing hard skills by tapping into the
 expertise of the organisations around us, meaning that those who attend our
 sessions are taking more away from them.
- Greater connections with similar organisations within the sector, enabling future joint sessions and allowing us to work collaboratively on our group offerings. This means ultimately, we will be able to meet the needs of a greater amount of people.

"The community Christmas party stands out to me, it was a nice way to meet the ask from the community for food to come back. It was nice to have a day where we able to put on a celebration for them"

- Community Lead

Case study: George

George attended the hub for the first time this year after hearing about us through another service. When he first arrived, he was quite anxious, however, he has been able to settle into attending community activities. As part of this settling in he commented on how much of a difference the way the hub looked made to his first impressions.

"You walk into the building and it's clean and well presented, that makes such a different to making you feel welcome"

He also noted how our non-hierarchical approach, in particular, the way staff rotate duties manning the front desk and greeting people, supported their belonging and feelings of mutuality with staff, through making the space feel like it's free of judgement. George continues to attend community sessions following this positive introduction to the hub.

"Seeing a smiling face at the hub even when your having the worst day, can make you feel so much better"

COMMUNITY WELLBEING GARDEN

In the last year we have put time and resources into creating our Community Wellbeing Garden to improve its work as a therapeutic space and a place to connect with nature. We fundamentally believe that greater access to nature and the outdoors positively correlates with improvements in wellbeing. Academic research demonstrates this showing that time spent connecting to nature supports physical and emotional wellbeing (Martin et al., 2020). To support this, our work has seen us refit and rebuild fixtures in the garden, plant new greenery and wildlife, and build a new greenhouse.

Over the course of the last year, we offered the following events in our Community Wellbeing Garden:

- The GreenUp Event An open space for environmental based activities. We
 used this space to harvest ideas and spark conversations about what
 community members wanted to see in the garden.
- Woodworking Workshops (in partnership with the Woodshop of Earthly Delights) – These were sessions focussed on teaching community members about woodworking with waste materials. During these sessions we repurposed 627kg of waste timber.
- Garden Guardians sessions These are 3-hour, weekly drop in sessions
 where community members come together to help look after the garden.
 Members choose what activities to take part in, what they want to learn and
 are able to follow the progress of the garden over time.

This work has had the following impact:

- Lots more people using the garden for a diverse range of purposes. The
 woodworking sessions in particular attracted people who hadn't been to
 Likewise before. Community members have reported 10 different motivating
 factors for engaging with the garden, with connecting with the physical world,
 supporting a sense of community, and supporting emotional wellbeing, being
 the main drivers.
- Community members reporting benefits to their wellbeing in terms of their anxiety/ mood, sense of belonging, purpose, and connection. Members used the following words to describe their experience of the garden "calming", "collaborative" and "communal".
- Community members learning new things and developing skills that will support them to grow their own food and build structures in which to grow them in.
- Huge increase in the amount of biodiversity within the Likewise Garden butterflies, over 100 new plants grown from organic seeds – many are heritage varieties.

Our learnings have been:

- In addition to community members enjoying doing things together in the space, members have really valued simply being together in an outdoor setting.
- Having a loosely structured drop in space with lots of options for how people can participate seems to meet a variety of needs and changing desires.
- Looking after a garden is hard work! There is always lots of practical tasks
 that can be done in the garden to keep plants healthy and the space looking
 nice. There is a balance to be struck in terms of getting things done and being
 able to go at the pace of the group who may need lots of time and support to
 do things.
- Some community members find it more difficult to get up and about early- so afternoon gardening course could be trialled next time.

CREATIVE THERAPIES

430	Hours
435	Sessions
439	Total attendances
	e numbers are included nmunity total

We've diversified the activities we offer in the community hub, and one of the services that developed in response to requests from the community (and an offer from a therapist) is our Creative Therapies service. We now offer over 300 hours of one-to-one creative therapy through art, movement, music, and drama psychotherapy, as well as ongoing creative therapy groups.

Traditionally our immediate community and people in our referral network may not have had access to this kind of therapy; a service that is free with no barrier to entry, on their doorstep and integrated into a community hub. As the service is embedded in a community hub, it is visible, trusted, and accessible to people in the community. People may have a sense of belonging at the hub before requesting therapeutic support, and others may first be referred to us for therapy, and then begin making use of the community hub for other mental health and wellbeing support activities. Likewise, then becomes somewhere they can feel a sense of belonging and being known.

Through our partnership work and reputation as an organisation that supports people with complex needs and mental health challenges, our Creative Therapies service is embedded in a referral network of other Voluntary Sector Organisations, GP surgeries, NHS services and professionals working in Health and Social Care. In 2022/23, 58% of referrals to the Creative Therapy service identified as having a disability relating to their mental or physical health. One of the people who attended therapy sessions at Likewise shared their experience:

"It's hard to overstate how helpful music therapy has been for me over the last few months. I have ADHD and CPTSD both of which are fairly severe, as well as a number of physical health problems which together create a lot of pain and I've been experiencing this for about eight years. Prior to the onset of therapy I was in a dark place and was troubled by a lot of suicidal & self-harm thoughts. For the duration of therapy, I felt a lot safer and had a sense of hope for the future that had all but disappeared in the preceding couple of years. While I appreciate it is not necessarily the goal, I also became creatively unstuck and began to play and listen to music again, make more art and generally feel like a human being again. It has been extremely heartening and hopeful to discover that therapy doesn't have to be painful and that there is a form of it which can work for me, I no longer feel that I am untreatable or beyond help, and that in itself is a huge weight off my shoulders. I am now keen to try out any other creative therapies I can as I feel that they could be a big part of the answer to recovering and managing my difficult to treat conditions."

Partnership work and systems change

In the past couple of years, Likewise has co-led the development of two partnerships within the Camden Health and Care system:

- Together with Camden Council and three VCS partners (Mind in Camden, The Advocacy Project and Voiceability), we've launched the RN Alliance. We provide community-based services that support people's mental health and wellbeing needs, with a focus on prevention and tackling the wider determinants of health. Our 6-8 session service and parts of our Community Programme are funded by this contract.
- Following a successful partnership during Covid, we've worked alongside
 Camden & Islington NHS Trust (C&I NHS Trust) and Mind in Camden in the
 implementation of a national transformation programme. This has led to the
 creation of new core community mental health teams (Core Teams) where our
 Support & Connect Workers work alongside NHS clinicians to provide holistic
 support, via three multi- disciplinary neighbourhood teams.

We believe that these partnerships offer an opportunity to learn from others and influence systemic change. We are supporting other organisations and services to move from being mostly transactional, problem- centred, and bureaucratic to being more relational, human and learning-centred and adaptable to people's complex situations.

ACHIEVEMENTS - SETTING THINGS UP FOR SUCCESS

We've invested time and resource into influencing the RN Alliance during its set-up. By taking the Likewise organisational model as a reference, bringing our learnings into discussions, and advocating for what we believe in, we've seen several positive results:

 Through a series of workshops, we co-produced a set of agreements and principles which lay out the culture and values we wanted to be guided by in all our work together. These were used in a values-led recruitment process for an external Alliance Manager in which Likewise played a central role.

- We've co-facilitated relationship-building meetings amongst staff from all partner organisations, setting people up for deeper and more fruitful collaboration.
- We've led the adoption of a similar meetings structure that is used at Likewise at all levels of the governance structure of the Alliance: beginning with a check-in and asking, "what's it for?", as well as ending with "how did we do and what are you left with?" have helped us in establishing an open culture, supported by trust and safety.
- We've co-led the development of the outcomes framework for the RN Alliance, intentionally designing it to centre learning and align with our approach to the work.

In our work with C&I NHS Trust, we've continued to take every opportunity to shape things at all levels: overall partnership and governance, service design, operational matters, working with individual professionals and people accessing our services.

"Likewise, have shown commitment and determination in supporting the transformation of NHS mental Health services. They have demonstrated leadership through bringing their own learning as an organisation to support the development of new approaches in local NHS services. Alongside this, they have shown a willingness to listen and engage in meaningful, and if necessary challenging conversations. Underneath this, is a clear sense of values which hold as intention for the organisation and the individuals that work for Likewise." — Tom Costley, Head of Community Mental Health Services in Camden, C&I NHS Trust

We've also secured additional funding for a Learning Programme for the whole of the Core Teams project. This contract will see Likewise and Mind employ a Learning and Evaluation Lead and a Community Practice Lead for 18 months. Together, they will:

- Facilitate learning conversations with staff and people using services.
- Continuously monitor and evaluate by capturing data across agencies.
- Create a culture of collective learning and accountability.
- Embed coproduction and collaboration.

We believe that these roles – and the strong buy-in for them we've had from partner leaders – will influence positive change by setting up an overall learning and evaluation framework that steers Core Teams professionals towards being

community-oriented and providing person- centred, human-friendly, and relational support.

LEARNINGS – CLARIFYING AND EVOLVING OUR APPROACH TO PARTNERSHIP AND INFLUENCE WORK

Our learnings in relation to partnership work and systems influence this year have been rich and centred around two challenges:

- Becoming clearer in what we mean by influencing systems change: what do
 we want to achieve? How we "do" systems change? And how will we know
 we're being successful?
- Supporting staff with a sense of overwhelm that can come when working in a deeply embedded way with the NHS system.

We've worked hard to allow those issues to be normalised and discussed openly in various team and individual spaces. This has allowed the Likewise Core Teams team to feel supported and bonded by the common challenges, and has enabled us to be aware of and respond to the challenges:

- One important structural solution has been to re-model the 1-1 programme and create a team dedicated entirely to our CTs partnership. This has given staff more focus and a better sense of belonging.
- We've developed a clearer approach to partnership and systems influence by creating a guide to partnership work and a systems change strategy for our Core Teams partnership. The guide highlights the crucial importance of using our relational approach in how we engage with colleagues from other organisations – with a mixture of acceptance and challenge. The strategy will give the team a tangible and practical plan for achieving certain changes within the Core Teams.

References

- Camden Council Social Isolation in Camden Presentation (https://opendata.camden.gov.uk/download/fisr-pgn2/application%2Fpdf)
- Leanne Martin, Mathew P. White, Anne Hunt, Miles Richardson, Sabine Pahl, Jim Burt, Nature contact, nature connectedness and associations with health, wellbeing and pro-environmental behaviours, Journal of Environmental Psychology, 2020
- Human Learning Systems, Overview, 2023
 (https://www.humanlearning.systems/overview/)

FINANCIAL CONTEXT

Likewise has been able to make a surplus this year, this was achieved through good management of resource on some of our contracts, as well as savings on roles, building costs and maintenance.

Increasing our reserves has been important as we move into a transition period with some key funding coming to an end through 23/24 and an expected deficit as we navigate this.

Unrestricted reserves have increased in part due to a correction of historical misallocation of some salary expenditure in 20/21 and 21/22 in the accounts. More historically there has also been different treatment of some parts of our contract income as restricted, where now we state this as unrestricted.

The bigger question is about ongoing financial sustainability as the current forecast deficit for this year would impact our reserves. The headlines here are:

Importantly we have a £15,000 grant from Camden to invest in creating a new income generation strategy and are currently looking for a consultant to resource and support with this.

In the more immediate sense we've been investing in fundraising from grant making foundations. We're in process of making a multi-year application to Big Lottery as our current funding partnership with them comes to an end this year. We're also applying for multi-year unrestricted funding from the Camden Partner Fund which will provide

funding for 7 years from 2024-2031 for organisations like us that play a key role in responding to and addressing community needs.

We're in the process of looking to increase revenue from our income generating Floating Support model. This is about both the fee we charge for this (to Camden and individuals) and the framework of the service itself. With Camden in particular we want to demonstrate the cost effectiveness of Floating Support in preventing crisis, hospitalisation and reducing the need for clients to access more expensive statutory mental health services. Our floating support model is around 60% funded, which means we need to find additional funding to ensure the vital service is sustainable.

We've also recently recruited a new trustee to the board who has a background in investment management. She has joined our Finance Working Group, and is currently exploring options for how we might be able to benefit from forms of investment with our unrestricted reserves.

Report of the Board of Trustees continued

For the Year Ended 31 March 2023

The trustees present the financial statements of the charitable company for the year ended 31 March 2023.

The trustees have complied with the duty to have due regard to guidance issued by the Charity Commission.

LEGAL AND ADMINISTRATIVE INFORMATION

Charity name Likewise Community (formerly Holy Cross Centre Trust)

Charity registration number 1109639

Company registration number 05436062

Registered office 8 Fairhazel Gardens, London NW6 3SG

Office address 8 Fairhazel Gardens, London NW6 3SG

Telephone/email 020 7278 4437/ Hugo.Reggiani@likewise.org.uk

Trustees (Directors)

Hilary Wendt Chair

Emily Graham

Lisa Clarke

Katherine Beeching

Wood Jennifer

Vaceva Hristina

Mattanza Letizia

Hacke Matthew

Resigned 1st April 2022

Appointed 2nd April 2020

Appointed 2nd April 2020

Appointed 11th July 2022

Appointed 11th July 2022

Appointed 11th July 2022

Co - Officers

Matt Shepheard Hugo Reggiani

Independent Examiner Harry Nicolaou FCA

Of Harry Nicolaou & Co Limited

Chartered Accountants

21 Brendon Way, Enfield EN1 2LF

Bankers: HSBC plc, 31 Euston Road, London NW1 2ST

Solicitors: Bates, Wells and Braithwaite

Cheapside House 138 Cheapside London EC2V 6BB

Report of the Board of Trustees continued

For the Year Ended 31 March 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The organisation is a charitable company limited by guarantee, incorporated on 26 April 2005 and registered as a charity on 24 May 2005. The company was established under a Memorandum of Association which defined its objects and powers. It is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1 per member.

Recruitment, selection, induction and training of trustees

The charity trustees (under charity law) are also the directors of the company for the purposes of company law.

The Charity has detailed policies for the recruitment, selection, induction and training of our Trustees.

Contained within the Trustee Handbook are the Likewise Community Codes of Conduct and all policies relating to Trusteeship of the Trust.

Guidance is provided on:

- Introducing the Role of Trusteeship with clearly defined concepts relating to Likewise Community
- A guide to good Trusteeship
- A clear model for Trustee Codes of conduct
- Clearly stated rights and responsibilities

The trustees who served in the year were as follows:

Hilary Wendt

Vaceva Hristina

Lisa Clarke

Mattanza Letizia

Katherine Beeching

Hacke Matthew

Wood Jennifer

Risk management

The major risks to which the charity is exposed, as identified by the trustees, have been reviewed, and systems or procedures have been established to manage those risks. We continue to invest in our people and are confident in the team we have established.

Organisational structure

The charity is administered by a board of a minimum of three trustees who meet on alternate months. The Trustees are responsible for the strategic policy and direction of the charity. A chief officer or Co - officers are appointed by the trustees to manage the day to day operations of the charity and is assisted by the staff of the charity.

Likewise Community continues to hold volunteering at the centre of its operations. The value of services provided by the 43 volunteers of the charity is not included in these accounts.

OBJECTIVES

The objects of the charity are:

- (a) To relieve need, hardship and distress among people of the Greater London area (hereinafter called "the area").
- (b) To relieve the needs of elderly people living in the area.
- (c) To promote the better care, upbringing and education of children living in the area, and in particular those under the age of five.

The charity has focused its energies and resources on objective (a) since its inception, working with a range of socially excluded people for whom there is no or insufficient provision in the area.

Report of the Board of Trustees continued

For the Year Ended 31 March 2023

FINANCIAL REVIEW AND RESERVES POLICY

At 31 March 2023 the Charity has free reserves of £610,595 (2022 £432,423).

Our reserves at 31 March 2023 stand at 8.04 months operating expenditure (2022 6.7 months). Our reserve policy is to maintain 6 months of operating costs.

This report has been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime.

Approved by the Board on 13 September 2023 and signed on its behalf by:

Human Wench

Hilary Wendt

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Independent Examiner's report to the Trustees of the Likewise Community

I report on the accounts of the company for the year ended 31 March 2023 set out on pages 30 to 40.

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011 and regulations made under section 154 of that Act. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work, for this report, or for the opinions I have formed.

Respective responsibilities of trustees and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of The Institute of Chartered Accountants in England and Wales.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that in any material respect the requirements:
 - to keep accounting records in accordance with section 386 of the Companies Act 2006; and
 - to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Harry Nicolaou FCA

Of Harry Nicolaou and Co Limited

Chartered Accountants

21 Brendon Way,

Enfield,

EN1 2LF

10 November 2023

Statement of Financial Activities (including Income and Expenditure Account)

For the Year Ended 31 March 2023

	Note	Unrestricted funds	Restricted funds	Total	Total
				2023	2022
		£	£	£	£
INCOME from:					
Donations and legacies				-	40
Charitable activities:					
Grants	2	-	182,000	182,000	228,990
Contracts	3	799,149	=	799,149	682,739
Other income		9,957	-	9,957	5,590
Total income		809,106	182,000	991,106	917,359
EXPENDITURE on:					
Charitable activities:					
Hub and Prevention Services				-	99,845
Learning Programme			51,527	51,527	
NHS Core team		329,643		329,643	289,010
Resilience Network Alliance		239,767	-	239,767	200,070
LBC Healthy Minds			<u>-</u>	200,.0.	73,248
Community Support Services (Floating Support &		105,060	136,461	241,521	300,703
CDAT		35,252	.00,.0.	35,252	555,755
Governance costs		14,121	-	14,121	12,929
Total expenditure	4	723,843	187,988	911,831	775,735
Net income	5	85,263	(5,988)	79,275	141,624
Transfers between funds	13	92,799	(92,799)	-	9
Net movement in funds		178,062	(98,787)	79,275	141,624
Reconciliation of funds					
Total funds brought forward		443,538	251,700	695,238	563,266
Estimated Community Support Services income in previous year adjusted to actual income received		¥	-	=	(9,652)
Total amended funds brought forward		443,538	251,700	695,238	553,614
Total funds carried forward	13	621,600	152,913	774,513	695,238

Balance Sheet

As at 31 March 2023

Company No. 05436062

Note	2023 £	2022 £
0	11 005	11 115
0		11,115
9	116,170	325,519
	719,472	456,934
	835,642	782,453
10	(72,134)	(98,330)
	763,508	684,123
12	774,513	695,238
	621,600	443,538
	152,913	251,700
13	774,513	695,238
	9 10 12	8 11,005 9 116,170 719,472 835,642 10 (72,134) 763,508 12 774,513 621,600 152,913

The directors are satisfied that the company is entitled to exemption from the requirement to obtain an audit under section 477 of the Companies Act 2006 and that members have not required the company to obtain an audit in accordance with section 476 of the Act.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

The accounts have been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime.

Approved by the Board on 13 5 extended 2023 and signed on its behalf by:

Hilary Wendt

Chair

Statement of Cash Flows

As at 31 March 2023

	2023	2022
A 1.8	£	£
Cash flow from operating activities		
Net income/ for the year	79,275	141,624
Decrease in funds brought forward	10-	(9,652)
Depreciation of tangible fixed assets	3,668	3,705
Decrease/(Increase) in debtors	209,349	(184, 397)
Increase/(decrease) in creditors	(26, 196)	55,499
Net cash flow from operating activities	266,096	6,779
Cash flow from investing activities		
Payments to acquire tangible fixed assets	(3,558)	(3,836)
Net cash flow from investing activities	(3,558)	(3,836)
Net increase/(decrease) in cash and cash equivalents	262,538	2,943
Cash and cash equivalents at 1 April 2022	456,934	453,991
Cash and cash equivalents at 31 March 2023	719,472	456,934

Notes to the Accounts

1. Accounting policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year.

Basis of accounting

The accounts (financial statements) have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The charity constitutes a public benefit entity as defined by FRS 102.

The accounts have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for twelve months from authorising these accounts and have decided that the charity is able to continue as a going concern.

Income recognition

All income is recognised once the charity has entitlement to the income, there is sufficient certainty of receipt and so it is probable that the income will be received, and the amount of income receivable can be measured reliably.

Expenditure recognition

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

All expenditure is accounted for on the accruals basis and is inclusive of VAT.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. Costs are allocated to activities on the basis of percentages derived from the budget.

Governance costs, which are included in charitable expenditure, include those costs associated with meeting the constitutional and statutory requirements of the charity and include audit fees and costs linked to the strategic management of the charity.

Fund accounting

Unrestricted funds are grants, contracts, fees and other incoming resources receivable for the objects of the charity without further specified purpose and are available as general funds.

Restricted funds are grants and other incoming resources which are to be used for specific purposes as specified by the donor. Expenditure which meets this criteria is charged to the fund.

Designated funds are funds set aside out of unrestricted general funds by the trustees for specific future purposes or projects.

Debtors

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

Creditors

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

Notes to the Accounts

Accounting policies continued

Fixed assets

Fixed assets are stated at cost less accumulated depreciation.

Depreciation is provided on all tangible fixed assets at 25% of net book value per annum, a rate calculated to write off the cost of each asset, less its estimated residual value, over the useful economic life of that asset.

Operating leases

Rentals payable under operating leases are charged to the Statement of Financial Activities as incurred over the term of the lease.

Pension costs

The charity contributes to a workplace pension scheme. Pension costs are charged to the SOFA as incurred.

Continued

Notes to the Accounts

For the Year Ended 31 March 2023

		Unrestricted	Restricted	Total	Total
				2023	2022
2.	Grants				
		£	£	£	£
	Lankelly Chase Foundation	. = 1			3,000
	The National Lottery Community Fund		75,000	75,000	120,000
	Tudor Trust Fund		-	9=	75,000
	Covid Support Grants	-	*	•	638
	Lloyds Bank Foundation		-	8	30,352
	LBC- Community Infrastructure Levy Fund	-	90,000	90,000	-
	 Community Impact Resilience Fund 	-	15,000	15,000	=
	D'Oyle Carte Charitable Trust	-	2,000	2,000	-
		•	182,000	182,000	228,990
3.	Contracts				
•		£	£	£	£
	LB Camden: 6 - 8 Weeks Prevention Services				121,766
	LB Camden Healthy Minds	1-1	-	-	105,000
	C&I NHS Foundation Trust: Core teams	439,704	•	439,704	347,551
	Mind In Camden: Community Impact Fund		*	-	7,800
	Lottery, Lloyds Bank, and self funded: Community				
	support services	-	-		100,622
	Floating support service	91,328		91,328	-:
	CDAT NHS contract	50,149	-	50,149	<u> </u>
	The Resilience Network Alliance	217,968		217,968	*
		799,149		799,149	682,739

Continued

For the Year Ended 31 March 2023

4. Total expenditure

Costs are allocated to activities directly where possible and on percentages based on headcount for those costs which could not be allocated directly (2021 based on percentages derived from the budget)

Salaries (Note 6)
Other staffing costs
Accommodation costs
Insurance
Independent examination fee
Consultancy, legal and professional fees
Office and other costs
Depreciation

Learning Programme	Core Teams	Resillence Network Alliance	Floating Support	Community Programme	CDAT	Governance costs	Total 2023	Total
3	£	€.	£	£	E	£	£	£
43,949	277,868	209,144	137,355	72,907	30,217	7,344	778,784	690,639
682	4,658	2,754	1,819	995	455	352	11,715	9,836
1,950	13,321	7,878	5,199	2,844	1,301	483	32,976	22,549
315	2,155	1,276	841	460	210	0	5,257	5,852
0	0		0	0	0	4,500	4,500	4,000
1,169	7,986	4,724	3,117	1,704	779	505	19,984	13,592
3,241	22,151	13,102	8,643	4,730	2,143	937	54,947	25,562
221	1,504	889	586	321	147	0	3,668	3,705
51,527	329,643	239,767	157,560	83,961	35,252	14,121	911,831	775,735

Notes to the Accounts

6.

For the Year Ended 31 March 2023

5.	Net incoming/outgoing resources for the year	

	2023	2022
	£	£
This is stated after charging:		
Depreciation	3,668	3,705
Independent examination fees	4,500	4,000
Staff costs		
	2023	2022
	£	£
Wages and salaries	670,625	593,627
Social security costs	61,346	51,080
Pension costs	46,813	45,932
	778,784	690,639
No employee received emoluments of more than £60,000.		
The average number of employees during the period was:		
	2023	2022
	No.	No.
Staff employed on permanent contracts	37	27
Staff employed on zero-hours contracts	4	9

7. Trustee remuneration

No remuneration was paid to the trustees in their capacity as trustees and no expenses were reimbursed to them (2022 £Nil).

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Notes to the Accounts

For the Year Ended 31 March 2023

8. Tangible fixed assets

		IT/Computer equipment £	Other equipment £	Furniture and fixtures	Total £
	Cost				
	At 1 April 2022	43,733	47,297	44,214	135,244
	Additions	-	-	3,558	3,558
	At 31 March 2023	43,733	47,297	47,772	138,802
	Depreciation				
	At 1 April 2022	37,898	46,839	39,392	124,129
	Charge for the year	1,459	114	2,095	3,668
	At 31 March 2023	39,357	46,953	41,487	127,797
	Net book value				
	At 31 March 2023	4,376	344	6,285	11,005
	Net book value				
	At 31 March 2022	5,835	458	4,822	11,115
9.	Debtors			2023	2022
				£	£
	Fees receivable			12,119	10,832
	Other debtors			90,292	307,879
	Prepayments			13,759	6,808
				116,170	325,519
10.	Creditors: amounts falling due within one year				
				2023 £	2022 £
	Deferred income (note 12)			12,100	51,049
	Other creditors and accruals			60,034	47,281
				72,134	98,330
				8	

Notes to the Accounts

For the Year Ended 31 March 2023

						_
11.	Deferred income					£
	Balance at 1 April 2022					51,229
	Amount released to incoming resources					(51,229)
	Amount deferred in year					12,100
	Balance at 31 March 2023					12,100
	Deferred income represents grant and contract in	ncome received	in advance.			
12.	Analysis of net assets between funds					
				Unrestricted	Restricted	Total funds
				funds	funds	2023
				£	£	£
	Tangible fixed assets			11,005		11,005
	Current assets			670,729	164,913	835,642
	Current liabilities			(60,134)	(12,000)	(72,134)
	Net assets at 31 March 2023			621,600	152,913	774,513
13.	Movement in funds					
		At 1 April	Incoming	Outgoing		At 31 March
		2022	resources	resources	Transfers	2023
		£	£	£	£	£
	Unrestricted funds	true desid	5.55 1.65	20000	550 550 61	22 : 220
	General funds	443,538	809,106	(723,843)	92,799	621,600
		443,538	809,106	(723,843)	92,799	621,600
	Restricted funds					
	Lankelly Chase Foundation: Hub Services	673	(=	-	(673)	(2
	National Lottery: Community Support Services LBC - Community Support Infrstructure,	241,483	75,000	(80,988)	(82,582)	152,913
	Resilience & Garden Funds	2 0	107,000	(107,000)		14
	Individual Grants	9,544		-	(9,544)	8.€
	Total restricted funds	251,700	182,000	(187,988)	(92,799)	152,913
	Total funds	E0E 220	004 400	(044 824)		774 540
	rotal fullus	695,238	991,106	(911,831)		774,513

Purposes of restricted funds

- Community Support Services fund: to deliver high quality, deeply person-centred community care; to influence the social
 care sector through sharing learning; to explore community ownership; costs towards a Pod Leader to deliver personcentred community care; to deliver social care and mental health services through the Pod Model, weaving one-to-one
 support, social work training and community activity into one.
- Individual grants for the relief of poverty fund: to distribute grants raised for that purpose to individual clients of the St Pancras Refugee Centre.

14. Related Party Transactions

No related party transactions took place during the year.

Notes to the Accounts

For the Year Ended 31 March 2023

15. Commitments

Operating lease commitments

The total of future minimum lease payments under non-cancellable operating leases at 31 March 2023 are as follows:

	2023	2022
	£	£
Not later than one year	828	4,553
Later than one year but less than five years	17	828
	828	5,381
	020	0,001

16. Pension costs

The employer's contribution is 8% of the salaries of eligible staff who were on appointed on or before March 2022. For eligible employees appointed on of after 1 April 2022 the employer's contibution rate ie 5%. The contribution is paid into a workplace pension scheme.

Pension costs amounted to £46,813 (2022 £45,932).