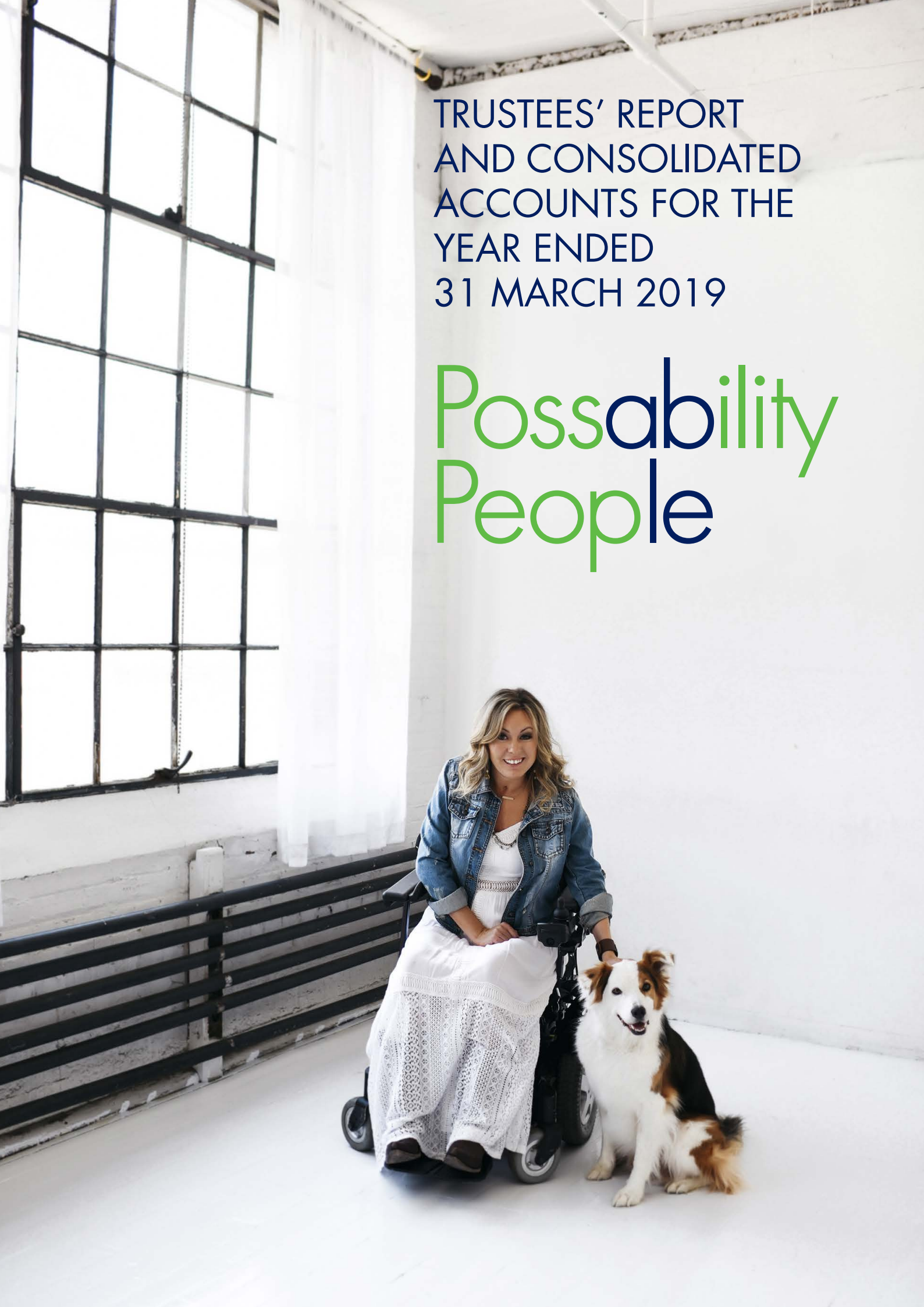
TRUSTEES' REPORT AND CONSOLIDATED ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2019

Possability People



Trustees' report and consolidated accounts for the year ended 31 March 2019

Possability People Limited (limited by guarantee). Known as Possability People.

Legal and administrative information

Management Committee

Stan Pearce
Kathy Goddon
Samantha Oakley
Sophie Reilly
Maddy Hamp
Mark Green
Linda Elisha

Patron

Vacant

Chief Officer

Geraldine DesMoulins

Charity number: 1114435

Company number: 05706441

Registered office & principal address

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Bankers

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The Queen's Award for Voluntary Service
The MBE for volunteer groups

Contents

2 Legal and administrative information
4 Chair's Introduction
5 During the year
6 Structure, governance and management
9 Vision, mission, aims and objectives
28 Activities and impact
39 Financial review
42 Responsibilities of Board of Trustees
43 Report of the Independent Auditors
45 Consolidated statement of Financial Activities
46 Consolidated Balance Sheet
47 Charity Balance Sheet
48 Consolidated Cash Flow Statement
49 Notes to the Accounts



Possability People works in a constantly changing environment, and this is certainly true this year, which has required us to be particularly fleet of foot.

Moving from a charity largely funded through statutory sector contracts, we have focused our attention on other fundraising methods. Successful applications such as The Henry Smith Foundation mean we can support more disabled people when they desperately need our help. Our Advice Centre dealt with almost four and a half thousand enquiries last year, which puts it i n perspective.

Thinking outside of the box is where we seem to work best, and this sets the scene for our future, where we will fundraise to develop interesting services which meet the needs of disabled people. Our Community Employment Service, Right Track and Link Back are great examples of creative projects helping people with impairments or long term conditions. These projects look at the world from the point of view of the person themselves, which is why they are successful. Not only that, but they save money for all of us in the long run.

This year saw us rebrand our bespoke care service, from Continuing Independence Service to Possability People: At Home. Just because it's a care service doesn't mean it can't be innovative, and it certainly is.

I am very proud to have chaired Possability People through this last year, and I look forward to the exciting things our impressive staff and volunteer team have in store for the future. I'm sure it will be challenging, but I know it will be bright.

Stan



During the year...

When people get the allowances they are entitled to, they bring money back into the local economy.

When people have the money they need to live on, they are more likely to better manage their health, reducing pressure on local services.

People attending Get Set Hastings found an 87% rise in their confidence in their ability to get a job, and an 83% rise in their skills to do so.

Confidence to manage their health at work, and in more general condition management skills, grew by 108%.

Our Advice Centre received 4468 enquires and supported 2285 individuals. The projected monetary gain for Advice Centre beneficiaries is an average of £20,196.16 a week or £1,366,200.32 annually.

Link Back has provided ongoing support to 249 older people after a stay in hospital, a 53% increase on the previous year. It supported 9 high intensity users supported through the Acute Floor Project, launched in January.

Citywide Connect brought together over 1,000 people from 215 groups and organisations across all sectors, through events, digital resources and outreach work. It was recognised in the city's Collaboration Framework for its good practice.

More than half (53%) the patients completing Right Track went from doing no aerobic activity at all to do doing something every week. There was a 21% rise in patients doing weekly strength based sessions after Right Track.

The Get Involved Group held 8 during the year. Average attendance was 29. 77% agreed the GIG was able to influence decisions affecting them and 86% agreed the GIG enabled them to identify and remove barriers and have their views heard.

"I wasn't confident enough to attend many groups but chatting to you on the phone gave me confidence to start swimming with my daughter. I am exercising and spending time with her, something I didn't do before. I now go once a week and plan to increase this. It's really helping."

"I feel we are a good team. We work together to make things better. He's funny and there is good banter between us. All the staff are very caring. They can have a hard job sometimes but they are lovely."

From our memorandum of association.

To promote social inclusion of disabled people in the South East (1) by facilitating their involvement and participation in the planning and decision making structure of their communities, so they can have equal rights and a voice and control over issues affecting their lives, and (2) by providing services including advice and guidance on welfare rights, health, housing and employment.

How our activities deliver public benefit

The trustees confirm that they have complied with their duty to have due regard to public benefit guidance published by the Charity Commission.

Possability People's underlying principle is the Social Model of Disability. The organisation believes disabled people are disabled not by limitations of their bodies and minds but by the societal barriers of unequal access, prejudice, discrimination, and social exclusion.

Possability People is a membership organisation. Currently our membership comprises of 32 organisations and 25 individuals.

We are the leading organisation in Brighton and Hove which supports people with a wide range of disabilities (pan impairment).

The trustees are pleased to present their annual group report together with the financial statements of the charity for the year ending 31 March 2019 which are also prepared to meet the requirements for a group directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and 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).

Structure, governance and management

The organisation is a charitable company limited by guarantee (05706441), incorporated on 13 of February 2006 and registered as a charity (1114435) on 31 May 2006 and originally registered 27 January 1981 (281731). The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association.

In 2011 we developed a new brand confirming our working name as: The Fed – Centre for Independent Living (The Fed) which is the name by which we were more commonly known. In June 2016 we rebranded the organisation and our registered name The Brighton & Hove Federation of Disabled People was changed to Possability People.

Possability People is a User Led specialist infrastructure organisation whose membership is drawn from individuals or organisations with a personal or professional experience of disability services and rights.

Our membership elect a Board of Trustees made up of volunteer representatives (75% of whom are Disabled People). Possability People can demonstrate that it meets the exacting criteria of the Department of Health regarding its user led status. The Trustees are also the directors for the purpose of company law.

Trustees serving during the period were:

Stan Pearce	
Dr Jon Hastie	Resigned 04/12/2018
Kathy Goddon	
Shoshana Ruth Pezaro	Resigned 04/12/2018
Sophie Reilly	
Maddy Hamp	
Linda Elisha	
Samantha Oakley	
Nicholas Simpson	Resigned 12/09/2018
Mark Green	Elected 04/12/2018
Mark Lawson	Elected 04/12/2018; resigned 13/06/2019

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up. All trustees give their time voluntarily and received no benefits from the charity. Any expenses reclaimed from the charity are set out in note 6 to the accounts.

Group Structure and Relationships

The charity has a wholly owned non-charitable subsidiary, Possability People Trading Limited, whose purpose is to provide support services to disabled people. Its trading performance and further information is detailed on page 56 of the financial statements.

Recruitment and Appointment of the Board of Trustees

Trustee recruitment is guided by the Equality and Diversity Policy through fair and transparent recruitment procedures, which can be seen in our Trustee Recruitment Pack. The essential requirements for trustees are listed in the role description and personal specification.

Under the requirements of the Memorandum and Articles of Association, one third (or the number nearest one third) of the Trustees must retire at each AGM, those longest in office retiring first and the choice between any of equal service being made by drawing lots. A Trustee retiring under this Article may stand for re-election.
Possability People's Board of Trustees must consist of at least 3 and not more than 15 individual members who meet quarterly and are responsible for the strategic direction and policy of the charity.

Day to Day Responsibility

Possability People have a Central Management Team supported by an Offices and Resources Co-ordinator. The Central Management Team consists of:

Chief Officer Strategy and Business Development
Finance Officer Central Finance, Payroll and Supported Bank Accounts.
Services and Volunteer Officer Possability People's service provision.
Projects & Innovation Officer Current projects and development of new projects
Communications Manager Communications strategy for the organisation

Pay policy for senior staff

The Chief Officer and Central Management Team are in charge of directing and controlling, running and operating the charity on a day to day basis. The trustees provide oversight, governance and strategic direction to the charity. Details of trustee's expenses and related party transactions are disclosed in note 6 to the accounts. The pay of the senior staff is reviewed annually and normally increased in accordance with changes to National Joint Council (NJC) pay-scales.

Risk Management

The management committee discusses risk on an ongoing basis. Possability People holds a risk register.

The single biggest risk to the charity is the pressure on budgets in the public sector. We have already seen cuts to contracted budgets and have been warned these reductions will be applied year on year, the percentages varying from contract to contract.

This market is volatile and is not easy to predict for budget setting if agreed late in the financial year, further exposing the organisation to risk. There is further risk as contracts are now often payment by results and also paid in arrears which could potentially put the organisation's cash under pressure.

To mitigate this risk, we continually look for other opportunities to diversify our offer. This includes activities such as increasing our social enterprise activities and looking at strengthening our fundraising activities including bids to Trusts and Foundations and creating a Major Donor Programme. This had been made possible by re-branding exercise and profile raising activities that have been undertaken during the past 3 years.

The charity's objectives are contained in the company's memorandum of association

To promote social inclusion of disabled people in Sussex (1) by facilitating their involvement and participation in the planning and decision making structure of their communities, so that they can have equal rights and a voice and control over issues affecting their lives, and (2) by providing services including advice and guidance on welfare rights, health, housing and employment.

Our Vision

A society where anything is possible regardless of ability

Our Mission

Ensuring disabled people can live independently, with dignity and without prejudice

	Aim	Outcome	Objectives
1	To improve accessible services	**Access** People can access life, society and the personalised services they need	• To co-design services • To make use of digital technology • To make our services available in other locations and across communities • To provide quality training and consultancy for other providers to improve their offer to disabled people • To give strength to the voice of our beneficiaries in their communities
2	To ensure people have good quality accessible information	**Information** People have the information they need to make decisions and plan their lives	• To communicate and offer realistic options • To produce user friendly material • To provide innovative platforms to share the information disabled people need • To give people expert advice to solve the problems they face
3	To enable people to live more independently	**Support** People are enjoying improved health & well-being, able to move forward in their lives	• To help join up services across all sectors • To help and encourage people to take part in community life and work • To offer and champion a range of accessible volunteering opportunities • To provide modern, bespoke care and support to disabled people • To give people the tools and support to tackle injustice and discrimination
4	To increase the range of options people have	**Choices** People have access to a wide range of options to meet their needs	• To expand and develop services • To raise awareness of what's out there • To facilitate partnership working • To identify gaps in the market and bring the right people together to fill them
5	To have well trained and knowledgeable staff and volunteer teams	**Ability** People are supported by a passionate and committed staff & volunteer team	• To work to Possability People's vision and mission • To listen and respond to the voice of our beneficiaries and their experiences in all we do • To commit to learning and developing in their own work • To be self-aware and regularly reflect on own work • To achieve and maintain appropriate quality marks for our work

1.1 To Co-Design Services

As a user-led organisation, Possability People takes its responsibility to co-design services very seriously. It is the responsibility of trustees and management team to ensure every project and service we offer is designed and delivered according to the feedback and articulated needs of our beneficiaries. Our supervision and appraisal process communicate and monitor this across the charity.

The Advice Centre has a strong track record in supporting service users to become volunteers, who often then move into paid work. It listens to what disabled people need to overcome barriers they face, and finds ways to support them. For example, there has been a gap in services to accompany people through appeal and tribunals challenging incorrect benefit decisions. People tell us they often need "moral support". Being able to talk to someone about what will happen, having someone travel with them, be a listening ear on the day, talk it through before and after, can make all the difference for a disabled person feeling overwhelmed, vulnerable and confused by official processes.

The Advice Centre successfully approached The Henry Smith Foundation and received a grant to develop a peer support community to support the tribunal and appeal process. This co-designed service will enable people who have been through appeals and tribunals to share their lived experience, "paying forward" any support they received, whilst building community capacity and resilience to respond to what can feel like a shifting landscape of rules, regulations and criteria. Facilitated peer support groups will provide space for people to talk through their situation and understand they are not alone, while peer buddies will be trained to offer advice and talk through what will happen at the tribunal, accompany people and build confidence in travelling. Hearing from someone who has been through the process - "it happened to me, it was like this, you will be OK" will help with the fear and anxiety people experience and allow them to focus on the facts of their situation, remain positive, have realistic expectations about what will be expected of them and help achieve a positive outcome.

Advocacy is, by its very nature, co-designed. Advocacy partners walk alongside their beneficiary, exploring their situation, identifying potential ways forward, enabling the individual to progress.

All our Community Employment Service activities are co-designed; all staff and volunteers have lived experience of the barriers our beneficiaries face. All volunteers and some staff have come through the project as beneficiaries themselves. Drop-in sessions are designed around the needs and aspirations of the people present, and courses evolve over time with participants input about what works best for them. Programmes are delivered to meet identified needs of participants, overcoming the barriers people tell us they face. Encouraging and developing peer support in all activities further underpins this approach and our work with employers is driven by listening to the experience of disabled people in a variety of workplace settings.

Possability People: At Home (formerly the Continuing Independence Service) was developed in response to feedback from disabled people, who found a gap in the market between self-directed care & support (SDS) and care agency services. Disabled people told us a barrier preventing them from taking up SDS options (direct payments or personal health budgets) was the responsibility and administration of becoming an employer of their own care staff. They often accepted services which did not truly meet their needs or were not provided in the way they would choose, rather than take on the additional employer burden. At Home works to match disabled people with one person or a team, to provide consistency. People are supported to identify their own care and support needs so support is delivered as they want. People regain control over this aspect of their lives, choosing who, when, how much and how they are support in their own home or with access to their communities.

Possability People's Payroll & Supported Bank Account (SBA) services were founded upon what disabled people receiving direct payments were telling us. Many people were happy to recruit and manage their own care staff but the legal and administrative responsibilities of managing payroll and HMRC obligations were overwhelming; the financial pressures of managing direct payment funds alongside regular budgeting was too much. Our Payroll Service removes the stress and burden of complying with HMRC requirements, handles all tax, National Insurance and pension requirements. It gives peace of mind that the people providing essential care and support for someone to maintain their independence will be paid effectively and efficiently.

The SBA service means an individual can keep on top of their financial obligations. Any funding from Adult Social Care or Continuing Health Care funding from the NHS is separated from other income and expenditure. Any contributions made to the cost of their care and support can be separated into this account and then this funding is used to process payments for the services they receive. Disabled people have told us this works, provides peace of mind and means they are able to focus on the day to day without worrying.

Engagement and inclusion through our Get Involved Group (GIG) is co-designed. Various offshoot projects such as Parents Unlimited, the Keep Connected Group and Access the Streets have been developed by GIG members, with support and guidance from staff and volunteers. The Disability Collective takes direction and guidance from its member organisations, focussing on priorities raised by group members.

1.2 To make use of digital technology

Possability People explore all opportunities to use new digital technology to improve accessibility. Our Advice Centre deploy a range of tools including online form filling support and benefit calculators to determine their someone's benefit entitlement.

Through our Community Employment Service Get Set project, we actively build the digital skills of our participants. We run courses in digital basics and digital employability. Participants are taught the digital skills they need to search and apply for work in today's labour market. All participants are given access to a shared DropBox folder enabling the team to share documents and work collaboratively.

This year, our Shopmobility service has offered an online booking and payment facility. While not appropriate for everyone, and not replacing telephone or face to face support, it has made the service easier to access and pay for for some people.

Supporting communities we engage with to make use of digital platforms is a key element of our engagement and inclusion work. As well as an active social media presence, allowing the GIG and Disability Collective to keep their memberships updated with information they need on disability matters in local communities, we are also moving our online radio show, "Talking Possabilities" to a new podcast.

Citywide Connect (CWC) develops and supports a range of digital platforms to enable collaboration between its members. It's Local Actually (ILA) is a searchable database of free and low-cost activities taking place in the community each week – for many of these micro providers, ILA is the only online presence they maintain. We have also developed 'Support at Home', allowing people to connect to home visiting providers of a range of services such as opticians, nail cutting, gardening and hair dressers. Connect & Share was developed after CWC participant feedback suggesting a central location for shared resources on community assets would save time.

Its Local Actually has been expanded through our Right Track service to encompass West Sussex with new activities added regularly.

Our online PA Noticeboard helps disabled people in Brighton, Hove and East Sussex seeking to employ their own care and support staff. It allows potential PAs and potential employers to post adverts and communicate with each other safely and effectively, removing many of the barriers to PA recruitment disabled people have experienced in the past.

1.3 To make our services available in other location and across communities.

Possability People continues to explore and expand services beyond our traditional boundaries of Brighton & Hove. This year we have run our Community Employment Service project, Get Set, in Hastings and Bexhill; Right Track across mid-Sussex and have been awarded the Work & Health Unit Challenge Fund to deliver employment work in Brighton & Hove and mid-Sussex. We regularly talk to partners and commissioners in East & West Sussex and have been in discussion with the Department for Work and Pensions (DWP) to launch Get Set across Surrey in the coming financial year.

Through our partnership with the MS society, the Advice Centre has expanded its client base from Brighton and Hove to include surrounding towns. It has continued to offer telephone advice to a wide range of people through the East Sussex Information and Advice line. This allows our expertise to reach residents across the county with bespoke, specialist advice on a range of disability issues including housing adaptations, transport and to signpost and broker relationships with more in-depth local specialist support where needed.

The Community Employment Service actively pursues new areas for delivery and partnership work. The success of our work in Brighton led to our work in Hastings, and at the end of this year we start to roll work out to seven locations across Surrey. Our Work & Health Unit Challenge Fund project, At Work, launched in January 2019 in the same area as Right Track, providing employment retention support for people with MSK conditions in Brighton & Hove and Crawley, giving us a footprint in West Sussex.

Training and activities like “Try a Train” day in partnership with groups in East & West Sussex ensure disabled people in those areas can benefit from our work. It also means when GIG members and other disabled people travel further afield, they are confident their needs can be met. We have made funding bids to bring more of our engagement work into East Sussex.

Based on clinician and beneficiary feedback, Link Back has expanded its referral routes by accepting referrals from Royal Sussex County Hospital, Craven Vale, Knoll House (care services) and the Acute Floor Project. This means it can help a wider range of people.

Right Track enables us to work across Central and Mid Sussex, build relationships with clinicians and activity providers in these areas and therefore support more people.

Citywide Connect allowed collaborative discussions amongst partners leading to joint planning and expansions of services across the city. Connecting with providers who are experts in their local communities allows professionals to better understand the current landscape, minimise duplication of services, identify gaps in service, develop solutions and streamline processes.

1.4 To provide quality training and consultancy for other providers to improve their offer to disabled people.

Based on local feedback, two new modules Disability Confident training and consultancy modules have been offered, including support around Mental Health. Citywide Connect brings together the

right people for focussed and positive discussions to overcome joint issues and is a valuable part of Disability Confident, deployed in a range of settings and topics. We have developed training for individuals and professionals in the safe and effective use of a variety of mobility aids and equipment. The Advice Centre train their own staff and volunteer team in all aspects of the welfare benefit system. Through Disability Confident, a module on disability benefit systems is available to disabled people and professionals in a range of other organisations. This has been delivered in partnership with our Community Employment Service to disabled people seeking employment, so they understand what may be available to make moving into work sustainable. It is also delivered to partner organisations, building wider community capacity to support anyone with a long term health condition or impairment.

The GIG team have been involved in delivering Disability Confident training sessions including: accessible volunteering, engaging with people and introductory workshops. They also provide user and accessibility testing or products and venues, generating income to support our charitable activities while allowing the experience of disabled people to reach the people responsible for designing and delivering the services they access. We provide expert advice and consultancy on accessible city developments such as the Valley Gardens project as well as working closely with local public transport providers to enable more disabled people to get out and about independently.

The Community Employment Service is instrumental in the design, development, promotion and delivery of our Disability Confident training and consultancy service. It supports employers with recruiting and retaining people with long term health conditions or impairments and seeks ways to create genuine culture shifts in businesses and employment related services. It has provided 15 training sessions this year for Job Centre Plus staff across East Sussex so they better understand the needs of the disabled people they work with; monitoring participants when they go to the job centre shows the training has successful.

1.5 To give strength to the voice of our beneficiaries in their communities.

As well as specific engagement and inclusion work, Possability People represents the voice of disabled people on a range of local, regional and national panels and forums. This ensures our user experience is represented in conversations directly affecting them.

This includes, but is not limited to: the DWP Disability Confident reference group; the DWP local stakeholder group network; the Sussex Council of Training Providers; the Falls Prevention Steering Group; Food Partnership Expert Panel Group; Active Travel and Health Partnership; Self-funding Knowledge Exchange; Arts, Health and Wellbeing Working Group; Work and Learning Working Group; The Equip Board; The Health Overview and Scrutiny Panel; The Speak Up Network in East Sussex and the Upstanders Network Against Hate Crime.

Possability People's Advice Centre regularly contributes to reports and research on the impact of welfare benefit decisions on disabled people. This year they met the Minster for Disabled People to discuss in depth the impact changes in the system for claiming and receiving Universal Credit had on disabled people. This ensures the real experiences of disabled people claiming benefits are heard by those making decisions locally and nationally which affect them.

Advocacy partners will, when required, speak on behalf of their beneficiary. It is key that advocates are not expressing their own views or opinions, but speaking up and strengthening the voice of people who do not feel able to speak for themselves.

Our outstanding track record delivering personalised, holistic support to disabled people looking to return to or remain in work is well respected with DWP policy makers and officials; we are recognised as experts in our field. We regularly consult on approaches to improving opportunities for disabled people and join reference and stakeholder groups where possible to share the collective voice of our team and the people we support.

Through our repeated delivery of mental health training to work coaches across East Sussex, we have shared the experiences and feedback of our beneficiaries accessing DWP and employment related support to influence the day to day work of Job Centre staff who have gained insight, empathy and improved confidence in engaging with disabled customers.

This is core work of the GIG and the Disability Collective which actively engages with disabled people and their representatives on matters they have raised, and on questions raised by statutory service providers and independent businesses. Staff and volunteers use their own lived experience to foster trust and have meaningful, open and honest conversations with disabled people whose views are then collated and reported back in a constructive and effective manner.

Disabled people who face challenges getting out and about have told us how essential Shopmobility is for their ongoing independence. It acts as the main service for many people who do not own or are unable to store their own equipment but also provides safe and effective temporary equipment when scooters or wheelchairs require maintenance or servicing or are otherwise unavailable. Disabled people told us that not being able to use their scooters or other mobility equipment on public transport could often be a barrier to being independent.

We worked closely with the local bus company to resolve these issues, invested in our fleet to ensure we had equipment that could be used on buses and worked to provide training days with the bus company to allow people to test and build confidence using their scooter on the buses.

2.1 To communicate and offer realistic options.

Possability People enables people to understand their situation and take control of it. Offering realistic options is an essential element of this; we take care not to set people up to fail but to clearly communicate the reality of any given situation and do all we can to support them to move forward.

The skills and expertise of the Advice Centre team is crucial for disabled people to understand the options in front of them and how best to access support they are entitled to. It would be unrealistic, unethical and inappropriate for the team to raise false expectations, so exploring each individual situation in depth, giving the right information at the right time is essential.

The success rate of benefit applications they support and decisions they challenge speaks to the effectiveness of their approach. Advocacy explores someone's situation in depth and describes the possible directions they could take. Options are is considered with positive or negative consequences so realistic decisions can be made. Advocacy ensures a person can understand the situation they are in and choose from the options available to them, regardless of what the advocate believes the best course of action; it also provides strength to their voice in communicating this as required.

Our Community Employment Service's action plans give people space and time to consider all opportunities available to them, with the pros and cons of each. This is an in-depth process; the team takes time to talk through all options with people, then map out each step of the journey. We explore not only what needs to be done but also any tools and techniques which need to be in place to pursue these options. Setting goals, breaking them down into manageable steps and gradually overcoming barriers step by step is fundamental.

At Home ensures our beneficiary is at the heart of their own care and support planning process – making their own choices about what they want. They are able to fully discuss their needs, and the team explores how they can be met, being flexible in their approach to mould services around individuals, rather than expecting individuals to fit into a "one size fits all" service. We ensure people do not feel the service is "done to them" but is there as a framework upon which they can build and control their life.

The Link Back service begins with an in-depth conversation to understand someone's needs on returning home from hospital. It unpicks connections to friends, family and community which may have been lost and looks at additional support an individual would need to remain independent and thrive. Action plans are produced to offer the person services and activities which meet their needs and they are supported to choose and access these as required, often with referrals being made on their behalf to overcome initial barriers to engagement.

Right Track uses the same approach, listening carefully to people's needs and aspirations when developing support plans and signposting packs. The team ensure all appropriate options are made available to the individual, and conversations to support their choice take place as and when needed to ensure the best possible outcomes.

Possability People carefully manage the expectations of potential volunteers, including the availability of particular volunteering opportunities. For example, volunteering within our Payroll & Supported Bank Accounts service often operates a waiting list (to ensure staff have capacity to provide meaningful support and progression to volunteers). However, the skills and qualities these positions need can often be found in the requirements of other roles. Our volunteer manager looks other opportunities available and matches potential volunteers appropriately in the interim. This has seen volunteers who temporarily joined our reception, Shopmobility, GIG and Community Employment team stay with that project, adding additional volunteering shifts to their week when an opportunity in the initial service they applied for becomes available.

2.2 To Produce user friendly materials.

Possability people strives to ensure everything we produce to communicate about our projects and services meets the needs of the communities we want to reach. From website and social media, to print and email communications, we try to share engaging information tailored to the needs and interests of our audiences.

Any information sent or shared to beneficiaries always considers their access needs and communication preferences. Reminder systems are in place across a variety of our projects for appointments, meetings or sessions and used in line with beneficiary choices. For some, an appointment letter will be enough – for others texts or calls nearer the time ensure people can access a service appropriately. Action plans, session handouts and resources are always shared and explained, designed to meet the needs of the beneficiary. Their style and content are continually reviewed to best meet our community's needs. Materials are produced in a variety of formats on demand, including large print, specific coloured paper or other access needs.

Within advocacy, if beneficiaries are struggling to understand official or complicated information, the advocate helps break it down and present it in a way the person can fully understand; essential in enabling someone to understand and process so they can decide their next steps.

2.3 To provide innovative platforms to share the information disabled people need.

Possability People are keen to find new ways of reaching audiences and sharing information our beneficiaries need.

Citywide Connect has provided a range of digital platforms for the benefit of the local community. Our flagship is It's Local Actually, a searchable database of free or low cost community activities. 534 activity providers are registered on www.it'slocalactually.org.uk – 'out and about' offering between them over 1,500 low cost or free things to do across the city every week. 80 in-home services listed on 'support at home' helping older and disabled people stay independent, safe and well at home. The twitter account associated with this website, OutAndAboutOne has 958 followers, and the page receives an average of 2790 views per month.
Our Connect and Share – https://connectandshare.sharetribe.com platform enables organisations involved in the Citywide Connect Programme to promote their assets and resources for others to share or rent including room and venue hire, transport (eg minibus hire), volunteers, one-off events and open days, joint working and promotional opportunities, health & wellbeing resources, research tools, guides and funding opportunities. There are currently 220 people 120 resources registered on the site.

Through the GIG, our monthly Talking Possabilities radio show is exploring ways to develop itself into an interactive podcast. The Disability Collective is developing a new website to provide additional platforms for sharing information disabled people have told us they would like to be able to access more easily.

With appropriate consent, the payroll team share information from other projects & services we offer and partner updates via the regular communications they have with beneficiaries: email signatures, payroll messages or mail outs. Because our service users trust us, this is an effective way of learning of other services which can support their ongoing independence, wellbeing and dignity.

2.4 To give people expert advice to solve the problems they face.

Possability People are committed to ensuring all volunteers and staff receive appropriate training and are well informed in their subject areas to provide the best possible advice to our beneficiaries where this is required. We are recognised locally, regionally and nationally as experts in our field and are committed to effective and accurate advice to other. This is borne out through our input to the policy decisions and service design that affect disabled people in all aspects of their lives.

Most of the Advice Centre's beneficiaries would not be able to understand the complex benefit system without our support. People often tell us they are completely overwhelmed with what may be expected of them; they don't know where to start, have tight deadlines and feel so distressed they can't even face opening the letters they are receiving. We build trust and confidence with people, providing the step-by-step advice they need to work through the process. We are very careful not to offer advice where it is not an appropriate. For example, it is imperative the advocacy service does not do this. If advice is required, the advocate will refer to either our Advice Centre or other specialist support.

Our skilled and knowledgeable payroll team are adept at explaining complicated financial information to disabled people with a wide range of access needs. They are able to articulate what can be done to resolve problems, provide advice to resolve conflicts and handle conversations which, by their very nature, can be challenging.

For Link Back and Right Track, expertise and understanding of the local market means people coming out of hospital are supported to navigate the full range of options available to them. Our knowledge of what's out there, including capacity and potential waiting list means the best possible options are presented and people are connected to appropriate support in a timely fashion to help prevent unnecessary readmission to hospital.

The Shopmobility team make skilled and effective recommendations about equipment based on each individual's situation. They are able to liaise and form relationships with local hotels and transport providers to ensure people can get on with their life and activities without unnecessary hindrance.

The Community Employment Service share their expertise in condition management, coping strategies, employability skills and digital skills with beneficiaries; they share recruitment, retention and workplace wellbeing expertise with employers to create accessible, inclusive workplaces where people can thrive. They advise disabled people on their rights in the workplace to reasonable adjustments, as well as approaching conversations with an employer about in-work support or flexible workplace solutions. They provide expert advice to employers on innovative ways of supporting the health, wellbeing and resilience of all their employees, ultimately boosting their own businesses and staff retention too.

3.1 To help join up services across all sectors.

Possability People are keen to work across traditional sector boundaries, taking a whole person approach for our beneficiaries, enabling them to access whatever they ne ed in order to get on and live more independently, regardless of where any support may come from.

When seeking welfare benefit entitlements, receiving appropriate medical evidence from health professionals makes a massive difference, particularly when challenging incorrect or unjust decisions. To enable GPs to support this process quickly and return medical evidence relating to their patients (saving GP time as well as providing effective evidence to the process) the Advice Centre have designed a template to streamline and standardised the activity, which has been positively received by beneficiaries and health professionals alike.

Citywide Connect was designed to enhance collaborative working across traditional sector boundaries. Activity delivered through the programme's joint working action pledges have contributed significantly to this aim, and tangible results, in terms of new activity and smoother, more efficient referral routes between organisations regardless of sector have been delivered.

Shopmobility helps improve relationships between private sector hotels and tourist attractions, as well as with sheltered housing schemes. We have explored solutions for disabled people unable to safely store their own mobility equipment and scooters, as well as promoting accessibility for tourists visiting the city. Our dedicated team of volunteers have built fantastic working relationships across the city, ultimately ensuring disabled people can overcome any mobility barriers they face.

Right Track have developed relationships across sectors, and are able to signpost and refer to a broad range of groups and services, from health advice and advocacy to local groups held in church halls, from counselling and employment workshops to peer support groups, from large programmes of council-led activity to activity aimed at specific groups

such as older people, women, BME and LGBTQ communities. Right Track is part of the Social Prescribing Network meetings (Community Works) to keep up to date with the local picture, share best practice and build relationships with other referral organisations. Part of a wider organisation focusing on disability and health impairments, Possability People, with services across Brighton and Hove, Mid, East and West Sussex and now Surrey, Right Track, can tap into a large pool of knowledge and experience close at hand, and make internal referrals to these services quickly, with minimal waiting times for the client. They have also built relationships with clinicians across Brighton & Hove and West Sussex referring into the service.

As a charity, Possability People ensures viable social enterprise supports the organisation's ongoing financial sustainability, enabling us to do more for more disabled people. Our payroll service is available to small organisations to allow unrestricted income to support us while providing a quality local service to our communities. This year we have provided payroll services for The Bevvy Community Pub and continue to promote this service with the local businesses we meet. This activity, and in turn the relationships it develops, builds trust and understanding across sectors more generally, meaning private sector providers better understand and have trust and confidence in the voluntary sector as a source of support, as a partner able to operate in a professional and effective manner, dispelling myths that may exist about our quality or robustness.

Link Back works with a range of providers from all sectors including health, social care, the voluntary and community sector, social enterprises and the private sector. Effective communication and partnership work promote better understanding and trust between organisations for future work. Partnership with the Acute Floor project started in January 2019 supporting efforts to increase our input to acute and emergency departments. Health staff have helped raise our profile promoting the service via Brighton and Sussex University Hospital staff's Micro Guide, for easier referrals. Partnership with Brighton and Hove City Council Housing Adaptations Team has developed the Early Response service and enabled us to facilitate safer and timelier discharge home for over 30 patients.

Disabled people accessing our Community Employment Services identify their own employment goals and aspirations, so it is essential the team build positive relationships with professionals in all sectors to broker suitable, sustainable employment opportunities when the time comes. We have provided training to the public, private and voluntary sector in Disability Confidence and continue to work towards a positive culture shift for inclusive practice.

3.2 To help and encourage people to take part in community life and work

This aim underpins all Possability People does. Rather than trying to fix things that aren't working, we aim to enable people to develop the tools, skills and confidence they need to implement their own solutions. This can be through working together to remove practical barriers (such as incorrect benefit entitlements or inappropriate housing) through to long-term coaching and support to move towards employment. We strive not to create a dependency on any of our services but build on the assets and resources of our beneficiaries, enabling them to achieve more, feel truly part of their communities, live independently, with dignity and without prejudice.

When someone experiences financial hardship, unable to receive support they are entitled to or concerned about the stability of their housing situation for example, they are naturally in crisis. This is understandably the biggest issue they face in life and without the right support in place they are likely to spiral negatively, with increasingly poor mental health, increased social isolation, financial insecurity and so on. Not only does this impact on their mental health, but is likely to have a detrimental effect on their physical health, both through the escalation of existing conditions and through self-neglect. The current crisis must be addressed as a priority in order for them to once again see "the wood for the trees" and consider what else they may want to put in place to move on. When someone has to make a daily choice about whether to put on the

heating or buy something to eat, community activities, volunteering or work is not going to be a priority. The Advice Centre supports people through their immediate crisis and often provide the tools to prevent further crises arising. Once this expert information and advice is used people are able feel more stable, and then plan the next steps to gain or maintain employment, engage in volunteering or consider other activities to reengage and build connections with their local community.

At Home takes a similar approach. As well as care and support in an individual's home, it provides greater flexibility. At Home staff are able to accompany beneficiaries to activities as they wish. For example, one client uses his support hours to go walking on the South Downs to improve his mental wellbeing, rather than to stay at home and receive traditional personal care.

This approach is central to our Community Employment Services where an empowering and enabling approach is taken, supporting people to identify and achieve their own goals. Not only do people move into paid employment when they are ready but they are actively supported to identify and access a range of volunteering and work experience opportunities. As part of ongoing condition management and self-development, we tailor action plans to include community groups, activities and other neighbourhood services and support appropriately, creating a sense of connection back to their community, and overcoming social isolation to improve overall wellbeing and social mobility. We do not focus on getting someone quickly into a paid job and signing them off the service, we take the time to get to know them and what is important in their lives. We firmly believe this approach leads to more sustainable job outcomes when they are achieved, and has a positive health and wellbeing impact too. People report feeling better equipped to deal with whatever life throws at them, knowing where to go for additional support as and when necessary.

Volunteering with any Possability People project or service reaps a wealth of rewards, including increased skills and confidence. In many projects, through volunteering, people learn more about what is locally. Volunteering is a stepping stone for many people on the path to employment. It allows people to learn new skills or refresh old ones, test out condition management techniques to ensure returning to the workplace is sustainable, have recent, relevant experience for CVs and job applications and after 6 months, access to a professional reference.

The Link Back and Right Track teams explore the needs and aspirations of each individual when they are planning support, many of whom are experiencing social isolation. By creating meaningful, achievable plans and goals, we consider the possibilities for reconnection to their communities. For some, this is the first step to reengaging with other people such as through a befriending service. For others it can be connecting to things like lunch clubs to share meals, or activity groups around their interests such as choirs or art sessions. Within Right Track this is often exercise and physical activity, but it also considers people's need for social interaction and a recognised place in society, so volunteering and even employment support may well be included in any recommendations.

Overcoming mobility barriers is essential for many people to get out and about and carry on their day to day lives, and Shopmobility does this on a daily basis. Providing a satellite service across the city, with delivery and collection available flexibly ensures such barriers are removed.

3.3 To offer and champion a range of accessible volunteering opportunities.

Possability People's volunteering programme is continually evolving. We use our training and consultancy offer, as well as our reputation and standing in the local community to share best practice for approaches to volunteering for disabled people, ensuring organisations understand the difference between supported volunteering and accessible volunteering and removing many barriers to participation that disabled people have told us they have faced. We have trained many organisations this year to build their confidence in providing accessible volunteering opportunities including Stammer Park and he National Trust.

This year, Possability People have supported a team of 64 (+ 7 trustees) volunteers. Together they have provided 19,968 (728) per annum hours of support, an equivalent contribution to 11 (11.3) FTE members of staff and valued at £179,712 (£6,552) if paid the Brighton Living Wage of £9 per hour.

The Advice Centre relies on a team of volunteers most of whom identify as disabled people and bring their lived experience of overcoming the challenges their beneficiaries' face. Volunteer positions are tailored to meet the needs and aspirations of each volunteer considering shift patterns that work best for them as well as the sort of activities with which they wish to get involved. The team supported 14 volunteers this year, 50% of whom identify as disabled people. Volunteers are supported and trained to provide general disability advice, welfare benefits advice and to support beneficiaries to lodge an appeal. Volunteers currently provide a conservative estimate of 51 hours of telephone, drop-in and face to face support per week.

The engagement and Inclusion work through the GIG and Disability Collective have an excellent track record in generating accessible volunteering opportunities tailored to the needs and aspirations of the volunteer as well as the needs of the project. Volunteers have been trained to deliver outreach on behalf of the project and whole organisation, as well as get involved in a variety of lived-experience access reviews and user-testing, providing a broad range of volunteering activity outside traditional office-based roles.

Peer Support is a key success of the Community Employment Service, and volunteering roles and buddying opportunities have been essential. Participants build their own skills and confidence informally in the group, and then take more formal roles, supporting workshop, course and session delivery when they are ready. Outside of direct provision, we support volunteers to build their office and administration skills, make telephone calls to participants or research local opportunities. Finally, several volunteers act as buddies within the project, providing more capacity to for additional personalised support where required. Buddies can accompany people to appointments, job interviews or to community activities for the first time, building the confidence and resilience of both the buddy and their beneficiary, which in turn improves a sense of community cohesion.

This year, Link Back supported two volunteers, as well as supporting beneficiaries to consider volunteering in line with their needs and aspirations.

Payroll and SBA offer a thriving volunteering programme, supporting an effective and good value-for-money service. It also provides valuable work experience in the financial fields. Their success is demonstrated by the waiting lists the team regularly operate to support volunteers.

The Right Track team have 8 volunteers involved in all areas of activity and this year has included 2 new activity buddies to accompany people to activities for the first time to build confidence and motivation to achieve goals.

3.4 To provide modern, bespoke care and support to disabled people

This aim underpins our At Home service. Disabled people tell us traditional care agency models do not always meet their needs. People have experienced many different unhappy situations, including not knowing who would be arriving to give care, only having short visits such as 15 minutes for a brief intervention, and little choice in the activities they are able to participate in with their care staff. At Home is different because beneficiaries are matched with specific staff members, often recruited directly in partnership with them to provide their service; they are able to build meaningful, professional relationships with their care stuff. This builds trust over time and allows the worker to understand the subtle preferences and nuances needed to provide truly bespoke care and support. The flexible service allows people to move the hours of support they receive and are able to "save up" support to for longer activities. This allows people to consider travelling further afield, taking days out, visiting friends and family and generally getting on with life in a way many of us would take for granted.

Citywide Connect has enabled At Home to learn more about the care and support market locally and work with providers in all sectors to understand personalised, truly flexible approaches to meeting people's needs.

Our Payroll and SBA services are an essential support service to At Home. They allow the At Home team to focus on care and support knowing the financial and regulatory aspects are taken care of. It ensures that direct employers making use of the services can focus on getting their care and support needs met without the unnecessary stress and burden of financial and administration tasks.

3.5 To give people tools and support to tackle injustice and discrimination

Through our person-centred, enabling approach we ensure people have the correct information, understand their rights and entitlements in any situation and have the tools skills and confidence to take whatever steps they need to challenge injustice or discrimination.

The Advocacy Service is an essential tool for disabled people who tell us they feel overwhelmed. It works to understand their position and the steps to overcome it, and provides strength and support for people to voice concerns appropriately.

This year, our engagement and inclusion activity has included work to understand local disability hate crime. Our communities trust us with their experiences and we are actively seeking funds to better respond to incidences, which statistics suggest are higher here than the national average. We are members of the Upstanders network which brings together organisations supporting people who may experience incidents of hate, and support a city-wide approach to inclusion and reducing hate incidents. We have supported Sussex Police to better understand the needs and experiences of disabled people reporting a hate crime and are keen to continue to develop this partnership once funding is in place.

Our Community Employment Services provide sound understanding and knowledge of the Equality Act 2010 and how it relates to disabled people in the workplace. We deliver this through training to disabled people as well as their employers. By being informed about the realities of what may or may not be discrimination, disabled people feel more empowered to talk openly, honestly and professionally about their health condition or impairment and know where to go for more support should they encounter any difficulties. We support individuals to challenge injustice or discrimination both with

colleges and other training providers, employers and in their communities.

Our approach allows us to coach individuals through the process, and when required, speak on their behalf. With positive, professional conversations with employers we are often able to resolve situations early, resulting in a good outcome for employee and employer, with both sides of the relationship knowing they can call on us for further support as required.

All of our projects and services work together to tackle injustice and discrimination. Staff are aware of offers from different parts of the organisation and cross-referrals which help beneficiaries with additional areas of support regularly take place.

4.1 To expand and develop services

Identifying new ways for our beneficiaries to achieve their potential and improve their lives is vital for Possability People and helps us make our existing services successful and sustainable.

This year, our Community Employment Service developed At Work. This means we are able to support disabled people seeking work, but also work with people struggling to stay in work. We continually develop our offers in this area, and our Get Set programme evolves as we develop course content with the networks and employers we engage with. We have developed a new way of working in partnership with our DWP colleagues through "connect" sessions for 18-24 year olds at The Job Centre. This allows us to quickly identify barriers to work young disabled people are facing, and enable them to achieve ways of overcoming them. Historically, if left without appropriate support, young people tended to fall through the cracks of mainstream provision and be more disengaged and disillusioned, with the associated impacts of lower self-esteem, confidence and motivation. We build trusting relationships with them and unpick the barriers they have faced, helping them with confidence to engage with our Get Set project and move towards positive, independent lives full of potential. The success of this partnership approach has been widely acknowledged within the DWP and we are actively pursuing routes to enhance and develop this approach.

For Citywide Connect, expanding and developing services to plug identified gaps has been a core programme aim. Building trust between members, focussing on action-based topics allows professionals to get to the core of need and find out what others can provide; it has resulted in tangible solutions. The Link Back's Early Response Work developed as a result of conversations at a Citywide Connect event. The Disabled Facilities Grants were being underused and Adult Social Care were keen to see the money used efficiently and appropriately by the community. Health professionals were keen to streamline the hospital discharge process for as many patients as possible by removing barriers as effectively as they could. Link Back was keen to see people return home as quickly and safely as possible and ensure they were able to maintain their independence, dignity and wellbeing when they did. Link Back worked with Acute Floor project to target support to high intensity users with multiple and complex needs who were not previously connected to our service.

At Home continually considers different ways people might benefit from the service and the ways which we can reach them. Our diverse offer means we can respond to emerging local need and truly match services to the communities we support. Working sensitively and with compassion through initial challenges, perhaps decluttering and deep cleaning someone's home, allows us to build trust with people and support them to consider any additional care or help they may need.

Our engagement and inclusion work constantly expands and develops to meet the needs of our communities, identifying opportunities for new activity and groups. Younger disabled people reported a lack of activities or opportunities to come together with other young people who have similar experiences, so we started our Keep Connected group. Identifying community partners,

such as Southern Rail, the National Trust, and Uber has increased accessibility and understanding of the barriers disabled people face and lead to transport improvements. Our monthly radio show, Talking Possabilities, and our regular coffee mornings for members have developed, providing additional opportunities for disabled people to come together, build effective peer relationships and discuss solutions to shared barriers.

Through the MoneyWorks partnership, Possability People's Advice Centre has provided additional support for appeal cases. Through the MS Service, Possability People have fast-tracked cases for support and provided a wider remit for the service. Through the East Sussex Information and Advice service, we have learnt more about the needs of disabled people across East Sussex and provided advice and support on a broad range of disability issues. Through identifying a need and accessing appropriate funding, Possability People have developed a new peer support service to support disabled people.

Volunteers add huge, invaluable capacity to Possability People. This year, volunteers enabled us to provide buddying support to job interviews in Hastings, peer support in a range of settings, offer community buddies through Right Track, provide user-testing and access reviews through the engagement & inclusion work in addition to our traditional more office-based opportunities which have continued successfully throughout.

4.2 To raise awareness of what's out there

Connecting disabled people to support services, activities and resources in their local communities is essential in all that we do.

Citywide Connect has been instrumental in raising awareness across sectors for professionals working with older adults at risk of social isolation. Positive citywide discussions, regular communication updates and various online platforms are provided by the Citywide Connect project ensuring the right people can access the right information in a timely and effective manner. The digital platforms the programme provides, It's Locally Actually, Support at Home and Connect & Share all further this aim.

The Community Employment Service maintains a broad range of signposting resources. To encourage people to move towards work and independence, knowing the support available at each step of the journey is essential. Staff and volunteers delivering the programme tailor this information to the needs of each beneficiary, ensuring everything they need to access it is in place: additional digital support through job clubs; 1:1 discussions; support to make telephone calls to find out more; or even buddying people to appointments. This all supports beneficiaries to better understand what is available to them and how they can access it.

The GIG and Disability Collective are important awareness raisers. The Disability Collective promotes awareness and understanding across organisations and services working directly with disabled people, and enables this information to be cascaded through their networks and service users, resulting in a greater reach than one organisation alone. The monthly GIG newsletter, regular email updates, engagement meetings and informal social events allow information to be shared and meet needs beneficiaries have identified, encouraging them to try new things.

Thorough research and investigation is part of the support planning process for Link Back and Right Track. The teams use their existing, knowledge and continue to build and add to it. This information is shared in manageable chunks and accessible formats, allowing their beneficiaries (and their friends, family and any other support networks) to build their

own knowledge of community offers. As their confidence in engaging with services increase, they are more like to continue exploring their options and looking for additional opportunities, increasing their resilience and connection with their community.

Shopmobility delivery drivers promote other projects & services appropriately, raising the profile of the whole organisation across the city and to tourists visiting from further afield. This helps to connect more disabled people to information about issues affecting them on a regular basis.

4.3 To facilitate partnership working

Possability People are keen to work with and, where appropriate, lead positive partnerships to achieve more for our beneficiaries.

Part of the Advocacy Partnership, the Advocacy Service regularly meets partner organisations to share best practice or overcome challenges services identify. The Advice Centre work closely in partnership with the MS Society, providing a fast-track support service for their beneficiaries. We are part of the Advice Services Network and a MoneyWorks delivery partner; a service which helps Brighton & Hove residents to save money, make money and manage their money better. This provides a more holistic service for our beneficiaries, as we are able to offer this advice in addition to our core service without needing to refer externally.

Link Back has built trusted partnerships with hospital staff since its inception, as an integral third sector partner supporting the Home First Pathway. We have participated in Home First multidisciplinary meetings since the launch in 2018 when the pathway was embedded in the discharge process as "business as usual". Our staff regularly attend multidisciplinary team meetings and ward rounds across the Care of the Elderly Wards to identify patients who could benefit from our service and to maintain the profile of the service. The majority of referrals now come directly from discharge teams, showing the success of this approach, and we are seeing continual growth in the range of teams across Brighton and Sussex University Hospital referring into our service.

For many of our benefices, a network of people are involved in ensuring care and support is in place. At Home works closely in partnership with Adult Social Care and other providers, determined by an individual's situation, to ensure that the individual is always at the heart of the process, receiving what they need to stay healthy and independent, without creating unnecessary duplication, over-dependency on any one service or confusion for the induvial about what they should receive from whom.

Disability Collective meetings facilitate discussions and workshops for members to work in partnership and also actively encourage and pursue partnership opportunities for and between members outside of meetings. The GIG facilitates partnership work with a range of organisations in all sectors by championing the voice and experience of disabled people in everyday life.

The Community Employment Service have developed partnership working with Job Centre Plus colleagues, allowing improved, holistic support ensuring services are wrapped around individuals, tailored to their needs and delivered in a timely fashion. It works in partnership with colleges, training and other support providers determined by the needs of our beneficiaries, to ensure support is maximised and duplication of effort is minimised. It works closely with employers and local businesses to understand their recruitment and retention needs and to involve them in service delivery to participants wherever possible. This year, for example, we have worked closely with Hastings Direct to deliver sessions to disabled people seeking work – they are able to come in and talk to the group about their recruitment processes, and reassure them about their organisation's approach to employing disabled people. This gives our beneficiaries the best possible chance of success if and when they choose to apply for roles there.

4.4 To identify gaps in the market and bring the right people together to fill them

Possability People ensure local communities can provide what our beneficiaries need. We monitor service and activity provision locally and through partnership work are keen to explore ways of filling any gaps we identify.

Filling gaps in the market is a key Citywide Connect programme aim. For example, J.P. Field Funeral Directors were engaged with the programme to discuss key triggers for social isolation, such as bereavement. They had identified many clients who, upon the loss of a loved one, were disconnected from support networks and social connections. Working with Citywide Connect, they developed their "Never Alone" service providing community and peer support to their beneficiaries and reducing social isolation.

At Work is another example. Possability People had identified locally a gap in support for disabled people in work who were facing barriers to maintain their employment. We currently support people with MSK conditions in work, which is an ideal way of building evidence of need. Our specialised approach allows us to wrap support around other health challenges that people may face, including mental health, and we are keen to explore opportunities to deliver this activity more widely, regardless of individual diagnosis.

5.1 To work to Possability People's vision and mission

By ensuring every project and service takes an enabling approach and is focussed on our core aims and objectives, we can be clear that we are not susceptible to "mission drift" and that our vision and mission are at the heart of all we do. As Possability People moves from an organisation which has been reliant on statutory funding to one which is broadening its income to consider more trusts, foundations, individual and corporate giving, it is increasingly important for us to demonstrate not just individual funder performance indicators (KPIs), but also through reports and reviews to demonstrate how we are achieving our aims and objectives, meeting the needs identified by our beneficiaries. This is overseen by our Central Management Team, with the support of project leads and communicated through team meetings, staff supervision and appraisal, planning days and volunteer support sessions.

5.2 To listen and respond to the voice of our beneficiaries and their experiences in all we do

Possability People are proud to be a user led organisation. We embrace lived experience at every level, from our trustees, through senior management, the entire staff team and our volunteers. Coupled with our beneficiary engagement, we have unique insight into the experiences of disabled people in our communities and the things that enable them to thrive.

A core function of our engagement and inclusion work is keeping the finger on the pulse of the needs of our disabled people, understanding their experiences in a range of settings. Not only do teams actively seek to gather evidence of beneficiary experience, but they are instrumental in ensuring the broadest cross section of voices are represented from the GIG membership and shared across the whole organisation. The GIG and the Disability Collective act as a "reference body" for any project or service within our organisation wanting to gain genuine feedback from people with a variety of impairments or long term health-conditions.

5.3 To commit to learning and development in their own work

Possability People are committed to ensuring staff and volunteer teams remain recognised as experts in their field. All staff and volunteers are able to access specialist training related to their roles as required.
We provide regular in-house training and briefings for our teams to ensure knowledge is up to date and accurate, and we engage a variety of external training providers to enhance our skills in delivering quality services to our beneficiaries. All At Home PAs receive full training in order to meet the requirements of the Care Certificate. Advice Centre staff regularly participate in the Wiser Advisor scheme and access updates to training as the benefit system changes.

This year, staff and volunteers have accessed training in a range of fields including, but not limited to:

- Motivational interviewing
- Behaviour change
- Working with Autism Spectrum Disorders
- Rent arrears
- Managing difficult and aggressive situations
- Giving effective telephone advice
- UC full service
- Hidden resources of the welfare state
- Domestic Violence Awareness
- Working with Transgender people
- Disability Confident
- MS training
- Managing disclosures
- Mental Health First Aid
- Debt training
- Fundraising
- Public Relations

5.4 To be self-aware and regularly reflect on own work

Six weekly supervisions for staff and three monthly supervisions for volunteers, as well as probationary review and appraisal processes, ensure all staff have the opportunity to reflect on their working practices. Staff are encouraged to reflect on what is working well, where improvements can be made and how best practice can be shared. These structures provide the opportunity for goal and target setting, as well as to review any training and development needs. Staff and their managers have the opportunity to discuss how projects and services are meeting the needs of our beneficiaries and what, if anything, can be developed and improved.

5.5 To achieve and maintain appropriate quality marks for our work

Investing in Volunteers (IiV) is the UK quality standard for good practice in volunteer management. The Quality Mark aims to:

- Benchmark the quality of your Volunteer management and involvement
- Prove and improve the effectiveness of your work with volunteers
- Enhance your organisation's reputation

We have achieved the Advice Quality Standard with case work in the areas of: debt; employment; health and community care; housing, welfare benefits and disability. The Advocacy QPM assessment process involves four stages. The site assessment to the organisation signals the final stage of the assessment process, following the Award Manager's sign-off of the completed Policy and Process Confirmation and QPM Assessment Workbook.

We are a Disability Confident Leader. We act as a champion within our local and business community, our supply chain and our networks and showing disabled people that we are serious about leading the way and about helping other businesses to become Disability Confident.

We are a mindful employer. Possability People has signed the Charter for Employers who are Positive about Mental Health. Mindful Employer provides employers with easier access to information and support in relation to supporting staff that experience stress, anxiety, depression and other mental health conditions. This year we have also invested in training two staff members to qualify as Mental Health First Aiders and subscribed to the Mindful Employer Plus helpline to provide 24/7 telephone support for all staff and volunteers.

Steps to Environmental Management. STEM is a step-by-step guide to putting an environmental management system in place. Possability People has achieved Blue status - a business that has top management support for their environment programme and has carried out a baseline assessment of their current situation.

Contractors Health and Safety Assessment Scheme. CHAS assesses applicants on their health and safety policy statement, their organisation and how it deals with health and safety and their specific health and safety arrangements. This means that everyone will work to an acceptable standard. All members of the CHAS scheme are stored on a database which is accessible by members only.

We are CQC Registered. The CQC are the independent regulator of health and adult social care in England. They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve.

We have been awarded the Queen's Award for Voluntary Service.

Our activities and impact

Advice Centre

Last year, the Advice Centre received 4468 enquires and supported 2285 individuals, 53% of whom accessed the service for the first time. 301 appointments were delivered by a team of staff and volunteers, as well as 727 visitors to drop in sessions (an increase of 10% on the previous year), with an average of 61 drop ins per month.

70% of enquiries were related to welfare benefits. Enquiries related to Universal Credit have increased from 8 in the previous year to 121 this year. This is set against the wider context of migration from legacy benefits to the Universal Credit system only starting to happen now. The impact of this is that 70% of beneficiaries reported feeling more socially isolated (as well as experiencing financial difficulty) as a direct result of losing an award and 50% reported deterioration in their physical and/or mental health while waiting for assessment and appeal through the processes. The Advice Centre has a success rate of 80% supporting people at appeal to have decisions overturned, set against the national average published by the Ministry of Justice of 65%. 150 referrals to the service last year were related to financial hardship outside of work relating specifically to disability benefits. 2000 referrals were related to physical and mental health and emotional wellbeing. 17 referrals were specifically related to work, education, training and recitation. 109 referrals were specifically related to housing.

Supporting people to receive correct entitlements brings money back into the local economy, both in terms of backdated entitlements and ongoing support to meet independent living needs. This reduces pressure on local health services as people are better supported to manage their health conditions or impairments. Advice Centre support projected monetary gain for their beneficiaries is an average of £20,196.16 weekly and £1,366,200.32 annually.

Our Impact

61% of beneficiaries report a better understanding of the way things work and 42% report an immediate sense of more control of their lives. 78% tell us they feel less stressed since accessing the service and 42% feel more in control of their financial situation. For many people, once the initial barrier has been addressed, we signpost and support to additional activities and services in the community to promote wider health and wellbeing outcomes. 14% of advice centre beneficiaries have reported being able to access activities as a result of these interventions.

97% reported they were supported and understood throughout the intervention and 92% told us they felt able to cover everything they wanted advice about. 97% would recommend the service to others and 99% reported receiving clear and relevant advice. 90% of all beneficiaries reporting increased confidence in resolving the issues they face.

Advocacy

A total of 114 new people were referred to the Advocacy Service this year, with 31 active cases brought forward, making a total of 145 active cases in the year. 87 cases were closed this year. 70% of cases were closed with the beneficiary feeling completely satisfied, with the remaining cases still seeking additional support for the issues they face that went beyond the bounds of our advocacy offer. Referrals came from a variety of sources including: Possability People's Advice Centre, self-referral, community social workers, carers or PAs, volunteers, family or friends, Access Point, and Community Navigators.

Community Employment Service - Get Set Hastings

Get Set was delivered in Hastings throughout the year and secured a successful recommission in January. This saw an increase in contract volume from 60 people in 2018 to 100 people in 2019 from both Hastings & Bexhill Job Centre Plus offices.

Life changing impacts included creation of strong, positive CVs and cover letters showcasing skills and experience which participants learned to talk confidently about. People created Wellness Action Plans to help manage their health on return to work, help them consider any reasonable adjustments or in-work support and acknowledge how to stay well, resilient and thrive.

Get Set showed a 75% increase in people's confidence in their digital skills, a 99% increase in how they felt about work related documents like CVs, a 232% increase in their confidence to return to employment and a 128% increase in people having the right skills to return to their chosen field of work over the life of the programme. People reported a 157% increase in a sense of being connected to their community. Get Set increased people's confidence in their ability to get a job by 87% and their skills to do so by 83%. Importantly, beneficiaries also reported a 108% increase in their confidence to manage their health in the workplace and in their condition management skills.

Our Get Set short courses are consistently rated between 7 and 10 out of 10 in all areas: learning something new; the course being relevant to someone's situation; sessions being well-led and informative; receiving personalised support where needed; feeling part of a group; being able to join in and be heard, and having a clear idea about what to do to return to work.

Holistic support builds trust enabling people to make long term, lasting changes and Get Set provides additional signposting and 1:1 support on things like mental health support, housing, welfare benefits and community activities.

The Community Employment Service has enabled 168 people to enter and maintain paid work and 285 to engage in volunteering or work experience as part of this journey.

Community Employment Service - At Work.

At Work launched in January 2019 to explore ways of enabling people with musculoskeletal conditions (MSK) to keep their jobs. Community Employment Specialists who have overcome their own health barriers at work support people who have an MSK condition and are either struggling to maintain work or currently signed off on a FIT note. Our whole person approach explores the impact of someone's MSK condition (and other health or wellbeing concerns) on their employment. A Wellness Action Plan includes condition and self-management toolkits so participants understand what they need to do in and out of work to flourish. The project works closely with employers, liaising and providing advice on reasonable adjustments and Access to Work funding, and brokers relationships between employer, employee, occupational health and even trade union representatives. The project, funded for 12 months, is making significant impact. We have contacted 119 employers, and engaged with 21 so far. Employers can promote the project to their staff and refer directly to us where appropriate. We are working with 14 people already, supporting a mix of people signed off and people still working but struggling. Individual support is meeting the range of outcomes participants want. We will continue to provide support for both participants and employers for as long as needed.

Two participants have started a phased return to work with both short term and long term reasonable adjustments having been made. Both are now confident about returning to the workplace when before, they couldn't see how they could keep working, having been regularly signed off over the last few years. Both now look forward to a future where work is a part of their recovery.

We support people who are in work but struggling, by helping them build Wellness Action Plans, talk to their employer and put support and reasonable adjustments in place, making sure any changes will last. We make sure both participants and employers know about money to help them from Access to Work.

Some participants are changing their careers, after understanding their skills are transferable and that other things are possible.

Larger employers who provide occupational health and other support have shown interest in our mediation skills and person centred approach. Occupational Health is often seen as a barrier by both managers and employees which can result in stand offs that benefit neither the employer nor employee. Our approach allows us to determine any support needed to help the employee continue to perform their role - the desired outcome everyone wants.

Employers who have shared information about At Work are supporting and better placed to retain their valued employees. The project helps them talk to their staff and provide them with better support. At the same time, course participants quickly gain confidence and are less anxious, and can see a future.

Citywide Connect

Over one million older people report that they always or often feel lonely. Studies estimate that 14% of men and 11% of women aged 50 and over may experience a moderate to high degree of social isolation. Based on national statistics, an estimated 7,000 people aged 65+ in Brighton and Hove are lonely all or most of the time. That would equate to a total estimated cost over fifteen years of £1,260,000,000. *Source: Social Action in conjunction with Age UK Herefordshire and Worcestershire 2015.

An independent evaluation** carried out in 2016, demonstrated that if just 10% of the 7000 most vulnerable and isolated lonely people over 65 in Brighton and Hove benefited from the Programme there would be over £3 million of potential preventative savings to local health and social care budgets. ** Improving Lives, Saving Money: the economic, social and environmental impact of Citywide Connect, 2014 – 2016

Over the last four years, Citywide Connect brought together over 1,000 people representing 215 groups and organisations across all sectors, through events, digital resources and outreach work to find ways to use existing assets and resources, build new connections and cross sector relationships, and explore opportunities for collaboration, with the primary aim of preventing loneliness and ill health in later life.

Based on need and best practice and market intelligence, it developed systems that worked together, shared information and support, accessible and responsive services for residents and businesses, saving time, effort and resources.

Action pledges provided a simple, inspirational way of ensuring action was taken between Citywide Connect partners from different sectors. The 930 actions pledged - 80% of which have been carried out - have been a catalyst for culture change, led to more effective ways of working

together, avoided duplication and plugged gaps and, more crucially, have led to a broader range and choice of options for people in later life who might otherwise have been isolated or lonely.

- 97% of participants attend Citywide Connect's events to build new connections and cross sector relationships
- 91% of participants agree that Citywide Connect provides an effective forum for creating trusting relationships
- 91% collaborate or work together with other organisations/services or sectors
- 91% jointly promote their services/activities with others
- 88% share assets, resources or expertise with others
- 86% are aware of social support services and activities for people in later life at risk of loneliness compared to 30% before the programme began
- 85% agree that Citywide Connect is a catalyst for change

Citywide Connect received recognition as a best practice approach to collaborative 'systems' in the city's Collaboration Framework. As a document agreed to by all members of Brighton and Hove Connected, it sets out the city's clear commitment to collaborate with its communities – be they communities of place, identity or interest - and also commitment from public services to work better together and with the voluntary, community and business sectors, for the benefit of the city and its people.

Engagement and Inclusion

Our user-led engagement group, the Get Involved Group (GIG), provides a platform for people with a lived experience of disability to have their voice heard on issues that directly affect them. Its members identify issues, and help plan the solutions to improve services and accessibility across Brighton & Hove for everyone.
The Disability Collective brings together disability organisations that specifically support disabled people in Brighton and Hove to come together to discuss key challenges faced when engaging with and working for disabled people.

We have worked in partnership with Enhance the UK, a user-led, pan-disability national charity committed to changing society's perceptions of disability whilst supporting disabled people to lead active and rich lives.

Disabled people get involved in lots of ways: GIG six weekly meetings, GIG coffee mornings, weekly email updates and monthly newsletters, the Talking Possabilities monthly radio show, Meet Up groups via www.metup.com, communication with Possability People service users, communication through community networks and newsletters, Possability People and Enhance the UK social media channels, and mail outs to libraries, GP practice managers, community centres and elected councillors. Feedback on topics, surveys and meeting reminders are done by phone. We facilitate the BSUH NHS Trust Patient/Service User Disability Group meetings, providing further reach and opportunities for discussion of the issues our beneficiaries face.

We have extended outreach to gain new members, and visit groups where disabled people meet to ask our survey questions for the engagement work. Some of the groups we have visited include Scope's Local People's Programme, New Life Support Group for people living with long term health conditions, and Say Aphasia. Groups, services or

organisations working with disabled people are invited to join the Disability Collective.

GIG volunteers a regularly trained to use social media to increase our online profile and activity.

- 17 volunteers have attended our in-house on outreach training.
- 8 GIG meetings were held through the year, with an average attendance at 29 people. 86% of attendees (150 people) either strongly agreed (50%) or agreed (36%) they felt able to identify and help remove barriers.
- 83% of respondents either strongly agreed or agreed they learned something new about the way services are delivered and 77% agreed or strongly agreed that they felt the GIG was able to influence the decisions affecting them. 86% strongly agreed, or agreed the group enabled them to identify and remove barriers and have their views heard.

Feedback from the Disability Collective

- 93% of participants share information gained at the collective with their colleagues.
- 94% feel more able to work towards widening choices or options available to the disabled people they work with.
- 89% found more effective ways to signpost and link people to other disability groups and organisations.
- 86% felt more able to help the disabled people they work with connect to their communities.

The impact of this investment for disabled people cannot be underestimated. "The group is really friendly, I've made some good friends here that I can actually talk to about real issues without feeling like I'm being judged, or making friends and family feel awkward about hearing about my health problems."

Disabled people tell us their non-disabled peers don't truly understand them so they don't feel a part of their communities. Disabled people in the GIG are their authentic selves which is important for overall health and wellbeing, confirmed by high levels of engagement with wellbeing topics.

Expert, peer-led support and information helps reduce pressure on other statutory services; disabled people are enabled to raise concerns, identify and plan solutions to problems they face in appropriate and supportive environments. People are empowered and educated to get the most out of statutory services they do need, and also given appropriate routes to channel feedback to services without further appointment time.

Link Back

Since 2015 Link Back has supported hospital discharge at the Royal Sussex County Hospital and Intermediate Care units. The service supports the NHS Long Term Plan to improve both Out of Hospital Care for patients at a vulnerable time and Supporting People to Age Well maximising options for independent living.

Link Back supports vulnerable patients aged 55+ leaving the Royal Sussex County Hospital (RSCH) or Intermediate Care Unit. The service provides improved links between acute health and social care staff and the Community and Voluntary Sector (CVS). A clear referral pathway for vulnerable patients into services supports them after discharge from RSCH and Intermediate Care Units into community services and activities. This activity reduces the number of avoidable re-admissions of people recently discharged from hospital and supports clinical staff in reducing A&E attendances of high intensity patients.

- 249 people have ongoing support, a 53% increase on the previous year.
- 29 delayed transfers of care have been achieved through Early Response support
- 9 high intensity users have been supported through the Acute Floor Project, launched in January.
- 10 safeguarding alerts have been raised with Access Point relating to neglect and/or domestic abuse.
- We have worked with over 15 discharge teams across RSCH, Craven Vale and Knoll House and
- made a total of 407 referrals into community, voluntary, private and public sector services for our beneficiaries.

The service provides a complete assessment and support plan to maximise a patient's initial recuperation, aiming for longer term health and wellbeing improvements. The team's specialist knowledge is essential in helping patients, friends, families and carers to make informed choices about local services available.

Over a third of referrals focused on timely and preventative interventions including re-ablement, practical support, personal care and other things affecting people's ability to live well and independently on their return home.

Additional capacity through the Early Response service enables more timely discharge from hospital by facilitating access to home adaptations and equipment through Disabled Facilities Grant (DFG) funding, ensuring people remain safe and well at home at a vulnerable time recovering from a hospital stay.

Developments this year have included a second full time equivalent staff member. This has increased our profile across RSCH including the Acute Floor, A&E and orthopaedic and trauma wards, and at Craven Vale and Knoll House, engaging directly with clients at the secondary discharge stage. We have supported more people, including people with complex and long-term health conditions.

Partnership work with existing patient support services such as the Chaplaincy and Small Acts of Kindness volunteers has enabled us to identify vulnerable people who may not have been identified as being discharged with care or therapy needs. This preventative approach helps stop patient's health from deteriorating.

The Early Response service, an additional full time equivalent role is delivered in partnership with BHCC Housing Adaptations Team to coordinate their Disabled Facilities Grant – Hospital Discharge – funding available to home owners and private renters. We have helped people get funds for repairs, adaptations, equipment and cleaning, for example, so people can leave hospital more quickly. We also identify any additional needs and organise support to help patient's ongoing recovery and well being, for example referring to our Advice Centre or Link Back service.

We have linked people to a broad range of service and support, including: digital support; carer support; mobility aids; pet support; community transport; telecare equipment; falls prevention services; community health team; advocacy; faith-based or pastoral support; bereavement and counselling; care options for self funders; meal delivery; mobile hair and nail cutting services; home help; social activities; lunch clubs; day centres; re-enablement befriending; home fire safety; disability and benefits advice,

and access point.

30% of requests were for social engagement; 21% of focussed on practical home help, 9% on financial advice and support and 5% on carer support, indicative of a steady increase in the number of couples being referred to us.

Our Impact:

- 58% increase in people satisfied with the support in place after 4 months. Around 80% of these people had care packages, as well as paid for services such as cleaning, shopping and meal delivery.
- 79% increase in people reporting a good knowledge of services available to them.
- 56% people reported an increase in the social interaction they wanted, going back to activities they used to do, and through new social options. 76% of people were less satisfied being connected to interests, clubs and hobbies, largely because of ongoing health and mobility issues, rather than ignorance to the options available. When asked about their overall wellbeing and whether they were coping day to day, we saw a 200% increase in people who rated their wellbeing as good at the end of 4 month.
- 92% of people rating Link Back as good or very good. 8% rated it as satisfactory, usually reflecting services not yet being in place at the end of the 4 month review period, or residual confusion about what the service offer at the time of discharge.

Based on 61 service users who had reached the 4 month completion review, and a further 6 people who had achieved their goals within the first 6 weeks, 81% had met all of their goals and 10% had met one of more of their goals. People unable to achieve their goals in four months were unable to do wo because of ill health or services not being in place. Delays in service provision are often a result of increased demand for befriending and one-to-one support services, which can have two months waiting time. This is particularly true of referrals needing more complex support, including behavioural or mental health issues.

Shopmobility

Brighton Shopmobility hires mobility scooters, powered and manual wheelchairs to visitors and residents of Brighton & Hove. Over the last year it helped 536 residents and visitors live their everyday lives independently, visit family and enjoy holidaying in the city.

We have a fleet of 41 items for hire: 6 small four wheeled scooters; 8 medium 3 wheeled scooters; 6 medium 4 wheeled scooters; 1 large four wheeled scooter; 3 powerchairs; 4 bus scooters; 2 children's wheelchairs; 5 self-propelled wheelchairs, and 5 assistant propelled wheelchairs.

It operates from three citywide locations; Churchill Square Car Park 1, Providence Place Car Park, London Road and Montague House, Montague Place, Kemptown, Monday to Friday 10 – 4pm. Service users can drop-in to Churchill Square and use the free phone provided or alternatively, call, email or book online to discuss their. While Churchill Square Car Park is an important central location, 32% of people use Shopmobility via satellite sites and 40% of customers use our delivery and collection service.

Shopmobility has worked with Citywide Connect to ensure professionals across sectors know about it and promote it to their clients. We have delivered talks in sheltered housing schemes about the service as well as training sessions.

Shopmobility provides service users with information about the city, from a map outlining accessible routes, information on drop kerbs and accessible places to eat, stay and visit, directions, public transport information to access to the Tourist Information. Many people find out about Shopmobility after using other Possability People services and vice versa.

Along with providing meaningful volunteering opportunities we also work with City College, the Universities, Supported Employment Team and Brighton & Hove City Council's Inclusion Team to provide opportunities for work experience.

Our Impact:

We asked 117 beneficiaries what difference Shopmobility made to them. 63% said they could do more activities and 67% felt able to get to all parts of the city. 54% reported life was more enjoyable as a result of hiring a scooter and 48% reported feeling less stressed than before. 59% of beneficiaries enjoyied getting out and about independently and 57% reported increased control over their lives. 55% said the service gave them the choice they had been looking for, 44% felt more empowered and a 39% reported a general improvement in their health and wellbeing.

91% of beneficiaries rated their overall experience as excellent or good, and 89% would use the service again and/or recommend it to someone else they know.
Brighton & Hove Buses and Sussex Freemasons have contributed towards the maintenance costs of the equipment they have donated over the years. Our delivery and collection service has expanded the reach of the service to people who would otherwise be unable to access us.

Right Track

Right Track receives an average 25 new referrals from people with musculoskeletal conditions every month, of which 72% (18 people) are suitable. It works with existing clients alongside new ones. 68% of new clients ask for in-depth support: an assessment, an action plan tailored to their specific needs, at least one catch up, and an evaluation and final check in, with any further follow up information. 32% need signposting information which can sometimes be provided by a 20 minute phone call, or sometimes more research is required before information can be sent out. Community Link Specialists regularly attend physio-led fibromyalgia support groups as well as physio team meetings to encourage incoming referrals.
Right Track offer two levels of support: a 'light touch' service and more 'in-depth' support. The 'light touch' signposting only option is offered to people confident and skilled enough to find their own way to community groups, but require information (such as where to find a local yoga class, or suggestions of low impact gentle exercise classes that take place in their area).

The Community Link Specialists have knowledge of a range of community-based exercise and wellbeing activities held in a variety of venues across Brighton and Hove and Mid Sussex (West Sussex), eg church halls; community centres; private studios and gyms; senior housing schemes; pools and leisure centres.

These activities can be set up and delivered by local authorities, voluntary organisations, faith groups and private individuals, and information is often advertised in a variety of ways, from church billboards to supermarket noticeboards and online, such as on social media.

The Right Track team collect and collate this information, listing it in one place on our It's Local Actually site (www.itslocalactually.org.uk):

- Brighton and Hove – 538 activity listings
- West (Mid) Sussex – 290 activity listings

As well supporting people to find and engage in suitable exercise classes and health related activities, Right Track also refers to a variety of other areas, including, but not limited to: disability advice; carer support; money and debt management; housing and adaptations; nutrition; travel; mental health; social and peer support groups; hobbies and interests; advocacy; employment advice and support; volunteering; and specialist services such as domestic abuse or family mediation.

Possability People's unique position in the community, part of a network of partnerships built up over several years and spanning local authorities, voluntary organisations, private companies, faith groups, emergency services and the health sector enables us to build relationships with key people, streamline referral routes to others and provide fast, accurate and up to date advice to participants.

Right Track's 'in depth' service helps people who lack confidence in joining a group, aren't aware of what they need or want to do, or know about options in their community. Participants receive consistent support from one point of contact, with sign posting and information staggered if they want to focus on several things important to their health and wellbeing, such as immediate help with benefits before developing condition management strategies like building muscle strength.

Our Impact:

Participant's current activity levels, pain management, emotional wellbeing, social interactions, practical support, awareness of and access to local services, motivation and confidence are monitored throughout.

- 74% of participants did not engage in any aerobic exercise at all, and 56% were not doing any kind of strength building activity.
- 53% of patients completing Right Track went from doing no aerobic activity at all to do doing something every week.
- There has been a 21% rise in the number of patients doing weekly strength based sessions after Right Track support and information, with people going to community groups and classes to build muscle strength and improve mobility.
- 90% of people reported at the start of their time with Right Track (Health and Wellbeing Survey Part 1) managed their pain most or some of the time using of painkillers and other short-term techniques - restricting movement, going out less or ceasing hobbies - or because they were accustomed to it.

Improving pain management was not our aim, but rather to help patients feel better supported and more aware of the options available to them, to help build coping strategies and emotional resilience, maintain independence, and improve health and wellbeing overall. People pushed themselves to form new habits and be more physically active, and were more aware community support.

There was an increase in people's emotional wellbeing and resilience after accessing our service, from 37% to 69%. Right Track gives people time and space to open up about how they are feeling and what they may be struggling with at that time. As well as discussing how their

MSK condition affects them, we ask about and address emotional wellbeing, demonstrating our awareness of and experience in the link between physical and mental health, the important role emotional resilience plays in self-management of a condition, and what is available in the community to support people.

Our Community Link Specialists employ motivational interviewing techniques gained through training with Brighton and Hove City Council and SMSKP to make goals more bite-size and achievable. We aim to build trust with each person accessing Right Track, offering a consistent and reliable service. We listen to what people say, and act on it – in this case through linking people in with appropriate mental health support services when required (such as a local low-cost counselling or therapy service), and supporting people to access activities and groups either specifically provided for people with a mental health issue (such as a peer support group), or other activities the individual has identified as of interest that may boost mood and wellbeing. We take mental health needs into account when signposting, such as looking for small groups that provide a welcome space for somebody with social anxiety, alongside other access requirements eg must be near a bus stop or have an accessible toilet close by.

People use physical activities such as exercise, gardening, or going out for a walk in the countryside to boost their mental health. When this is no longer an option due to pain or other physical health constraints, it is doubly important to help someone find a way to manage both physical and mental health conditions appropriately. We are aware that low emotional resilience or poor mental health will have a detrimental effect on people's motivation and confidence to undertake physical activities and engage with activities that would improve their MSK condition.

45% of Right Track participants reported unsatisfactory or average contact with others in their community, including their friends, family and neighbours. Social isolation has been well documented as having an adverse effect on health, and we know loneliness can occur even when somebody does not live alone. Our in-depth service unpicks this, giving people time to talk about their existing relationships, and the effect this has on their lives. Right Track can help people to take part in and feel more a part of, their community. This applies both to people's geographical location, and to other groups they identify with such as the LGBT community or a faith group. The amount of people who reported that they had satisfactory and meaningful social contact with people around them rose from 55% to 73%.

We have seen increases in people's awareness of and ability to access local services and community groups - from 14% to 93% for groups and from 26% to 90% for local services. Right Track enables people to independently and confidently manage their health and wellbeing, make good use of community assets that work alongside support and advice offered by GPs and physiotherapists.

The combined local knowledge of the Right Track team and wider Possability People organisation means we're well placed to serve the needs of the community and the individual through our social prescribing and support. By keeping in contact with activity leaders we are aware when one of the classes is full, and can signpost people to a different class happening later in the week for example – in this way we are meeting the needs of the individual accessing our service, as well as supporting other organisations and groups within our community.

- 100% of beneficiaries report feeling satisfied with being listened to and supported by the Right Track team.

- 98% were happy with the information they received.
- 97% felt the service was as described, many reported it was better than expected.
- 65% did not experience any barriers in accessing their activities. For the 35% that did, we worked with the individual to resolve any issues that we could, or look at alternatives where appropriate. Barriers included health issues that affected physical or emotional ability to attend, low confidence, unreliable public transport, not getting on well with the others who attended, change in circumstances (so the original list of activity options was no longer suitable for their needs) or a lack of local classes that tied in with their interests or availability.
- 100% of participants stated they felt they would continue with their activities or exercise going forwards.
- 98% of people said they would recommend Right Track based on their personal experience of the service.

Financial review

Incoming resources during the year decreased to £1,318,432 from £1,405,233. The principal sources of this income are shown in note 4 to the financial statements. We continue to work hard to boost our unrestricted income through social enterprise activity such as Payroll and Administration Services and our At home care agency. The surplus arising from these activities has enabled us to reinvest in services where our users identify a need. The percentage of funding that is unrestricted has increased again this year, and 56% of our income came from social enterprise.

Our results for the year show an overall deficit of £(11,510), comprising of a surplus of £5,367 from restricted funds and a deficit of £(16,877) from unrestricted funds. A transfer to restricted funds of £45 was required which resulted in an overall deficit of £(16,922) in unrestricted funds.

Reserves policy

Total funds at the year end were £257,564. Unrestricted funds held at the year-end were £193,590 which includes tangible fixed assets of £5,573 Therefore the free reserves as defined by the Charity Commission, were £188,017. The Management Committee has examined the charity's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be 3 months of expected expenditure. Monthly budgeted expenditure for 2019/20 is £100,000 approximately and therefore the target is £300,000 in general funds. The present level of free reserves available to the charity therefore falls significantly short of this target level. Although the strategy is to continue to build reserves through planned operating surpluses, the Management Committee is well aware that the target range may not be reached for at least five years. In the short term the Management Committee has also considered the extent to which existing activities and expenditure could be curtailed, should such circumstances arise. Restricted funds held at the year-end were £63,974. These funds can only be used for specific purposes as defined by the funders.

Advice Centre (formerly DAC) was funded by Brighton & Hove City Council, NHS Brighton & Hove Clinical Commissioning Group, to provide an advice service for disabled people. At the year-end a reserve of £18,956 was carried forward.
Get Involved Group primary funding came from NHS Brighton & Hove Clinical Commissioning Group, together with work commissioned by Brighton and Sussex University Hospitals NHS Trust. The Group provides a platform for people with a lived experience of disability, long-term health condition, impairment or mental health condition, and their carers, to have their voices heard on issues that directly affect them. At the year-end a reserve of £1,582 was carried forward.

Work and Health Unit Challenge Fund (Continuing Employment Service) is funded by a grant from the Department of Work and Pensions, supporting disabled people to remain in work despite suffering from MSK problems. A surplus of £29,605 arose from this activity which is carried forward..

Link Back is funded by NHS Brighton & Hove Clinical Commissioning Group to provide a service that links people to the community, voluntary and private sector services that can enhance their independence and day to day lives on their return home from hospital admissions. A deficit of £(45) was incurred on this activity requiring a transfer from unrestricted funds.

Shopmobility is funded by Brighton & Hove City Council to provide hire of mobility scooters, powered and manual wheelchairs to visitors and residents of Brighton & Hove. At the year-end a reserve of £13,831 was carried forward.

The Future

1. Continue our work to provide stability across our range of services.

We will continue to promote and where possible seek growth across all our service areas. This will include continuing work with statutory organisations on supporting their aims. However more focus will be on working with other partners including the private sector to develop the market and take asset based approaches building on what is out there to support our beneficiaries in challenging times.

2. Continue to strengthen the core values of the organisation.

We will work across the organisation to ensure our values are embedded in existing and new work.

3. Explore opportunities to develop new projects and services that fall within our mission and charitable objectives, to meet emerging and unmet needs of our users

We will continue to work with our users to understand areas of unmet need, and explore opportunities to address these to ensure we are developing services that are sustainable and meet the needs of our beneficiaries.

4. Further raise the profile of the organisation to build the business.

We will continue our work to raise our profile and work to develop relationships ad opportunities across the whole of Sussex. This will be supported by our Major Donor programme and community based fundraising activities. This will include the development of a stewardship and programme and a community fundraising strategy, and initiating crowd funding activities.

Responsibilities of Board of Trustees

The trustees, who are also the directors of Possability People Limited for the purpose of company law, are responsible for preparing the Trustees' Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard for the UK and Republic of Ireland'.

Company law requires the trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these accounts, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities' SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

Disclosure of information to auditors

The Directors who held office at the date of approval of this Directors report confirm that, so far as they are each aware, there is no relevant audit information of which the Company's auditors are unaware; and each Director has taken all the steps that he ought to have taken as a Director to make himself aware of any relevant audit information and to establish that the Company's auditors are aware of that information.

On behalf of the board of trustees L. Elisha

LINDA ELISHA

Dated: 4/11/19

Opinion

We have audited the financial statements of Possability People Limited (the 'parent charity') and its subsidiary (the 'group') for the year ended 31 March 2019 set out on pages 23 to 39. 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 group's and the parent charitable company's affairs as at 31 March 2019 and of the group's 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 Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, 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.

Conclusions relating to going concern

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

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, we do not express any form of assurance conclusion thereon.

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

financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Trustees' report is inconsistent in any material respect with the financial statements; or
- the parent Charity has not kept sufficient accounting records; or
- the parent Charity financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 41, the trustees (who are also the directors of the charity 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 Group's and the parent 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 Group or parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor as under Section 151 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having an effect thereunder.

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

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 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.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the Group to express an opinion on the consolidated financial statements. We are responsible for the direction, supervision and performance of the Group audit. We remain solely responsible for our audit opinion.

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 trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees 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 trustees, as a body, for our audit work, for this report, or for the opinions we have formed.

Kreston Reeves LLP Kreston Reeves LLP

Chartered Accountants
Statutory Auditors

Brighton
Date: 6 November 2019
Kreston Reeves LLP

The notes on pages 47 to 60 form part of these financial statements.

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31 MARCH 2019

	Notes	Unrestricted funds £	Restricted funds £	Total 2019 £	Total 2018 £
Income from:					
Donations		6,450	-	6,450	6,414
Activities for raising funds	3	23,396	-	23,396	16,101
Charitable activities – trading subsidiary	9	291,145	-	291,145	291,467
Charitable activities – parent charity	4	718,877	278,564	997,441	1,091,251
Total income		1,039,868	278,564	1,318,432	1,405,233
Expenditure on:					
Costs of raising funds					
Marketing and advertising	5	6,404	-	6,404	5,499
		6,404	-	6,404	5,499
Charitable activities					
Trading subsidiary	9	218,709	-	218,709	206,790
Parent charity	5	831,632	273,197	1,104,829	1,137,258
		1,051,246	273,197	1,323,358	1,344,048
Total expenditure		1,056,745	273,197	1,329,942	1,349,547
Net income/(expenditure) for the year		(16,877)	5,367	(11,510)	55,686
Gross transfers between funds	14	(45)	45	-	-
Net movement in funds		(16,922)	5,412	(11,510)	55,686
Fund balances at 1 April 2018		210,512	58,562	269,074	213,388
Fund balances at 31 March 2019		193,590	63,974	257,564	269,074

	2019 £	2018 £
(Deficit) attributable to Possability People Limited	(83,946)	(28,991)

All activities are classed as continuing. There are no recognised gains or losses other than those reported on the Statement of Financial Activities.

The notes on pages 47 to 60 form part of these financial statements.

CONSOLIDATED BALANCE SHEET

AS AT 31 MARCH 2019

	Notes	2019 £	2019 £	2018 £	2018 £
Fixed assets					
Tangible assets	10		5,573		8,813
			5,573		8,813
Current assets					
Debtors	12	196,229		195,959	
Cash at bank and in hand		162,276		152,465	
		358,505		348,424	
Creditors: amounts falling due within one year	13	(106,514)		(88,163)	
Net current assets			251,991		260,261
Total assets less current liabilities			257,564		269,074
Income funds					
Restricted funds	16		63,974		58,562
Unrestricted funds	16		193,590		210,512
			257,564		269,074

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

The Trustees consider that the Charity is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the Charity to obtain an audit for the year in question in accordance with section 476 of the Act. However, an audit is required in accordance with section 151 of the Charities Act 2011.

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

The financial statements were approved and authorised for issue by the Trustees on 4/11/19 and signed on their behalf, by:

LINDA ELISHA

Trustee
Company Registration No. 05706441

The notes on pages 47 to 60 form part of these financial statements.

CHARITY BALANCE SHEET

AS AT 31 MARCH 2019

	Notes	2019 £	2019 £	2018 £	2018 £
Fixed assets					
Tangible assets	10		5,573		8,813
Investments	11		2		2
			5,575		8,815
Current assets					
Debtors	12	139,635		251,882	
Cash at bank and in hand		123,707		69,220	
		263,342		321,102	
Creditors: amounts falling due within one year	13	(83,789)		(60,843)	
Net current assets			179,553		260,259
Total assets less current liabilities			185,128		269,074
Income funds					
Restricted funds	16		63,974		58,562
Unrestricted funds			121,154		210,512
			185,128		269,074

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

The Trustees consider that the Charity is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the Charity to obtain an audit for the year in question in accordance with section 476 of the Act. However, an audit is required in accordance with section 151 of the Charities Act 2011.

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

The financial statements were approved and authorised for issue by the Trustees on 4/11/19 and signed on their behalf, by:

LINDA ELISHA

Trustee
Company Registration No. 05706441

The notes on pages 47 to 60 form part of these financial statements.

CONSOLIDATED CASH FLOW STATEMENT

AS AT 31 MARCH 2019

	Notes	2019 £	2018 £
Net cash provided by/ (used in) operating activities	19	9,811	29,456
Increase/(Decrease) in cash		9,811	29,456
Cash and cash equivalents at the beginning of the year		152,465	123,009
Cash and cash equivalents at the end of the year		162,276	152,465

The notes on pages 49 to 60 form part of these financial statements.

1 **Statutory information**

Possability People Limited is a charitable company, limited by guarantee, registered in England and Wales. The charitable company's registered number and registered office address can be found on the Legal and Administrative information page.

2 **Accounting policies**

2.1 **Basis of preparation**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2015) – Charities SORP (FRS102)) as amended by Bulletin 1, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

Possability People Limited meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy. Accounting policies have been consistently applied.

The Statement of Financial activities (SOFA) and Balance sheet consolidate the financial statements of the Charity and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

No separate SOFA has been presented for the Charity alone as permitted by section 408 of the Companies Act 2006.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

2.2 **Group financial statements**

These financial statements consolidate the results of the charity and its wholly owned subsidiary Possability People Trading Limited.

2.3 **Basis of consolidation**

The financial statements consolidate the account of Possability People Limited and its subsidiary undertaking ('subsidiary').

The charity has taken advantage of the exemption contained within section 408 of the Companies Act 2006 not to present it own Income and expenditure account.

2.4 **Going concern**

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

2.5 **Income**

All income is included in the Statement of Financial Activities when the charity is legally entitled to the income, the amount can be quantified with reasonable accuracy and receipt is probable. The subsidiary is VAT registered.

Grant income is recognised over the period for which it is granted.

Donations and gifts are recognised when receivable.

Investment income is recognised when receivable.

Other incoming resources are recognised when receivable.

2.6 Expenditure

Expenditure is analysed as follows:

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support the activities of the charity.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity. They are included within the support costs of the charity.

All costs are allocated between expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned based on estimated usage as a proportion of directly attributable expenditure. Expenditure is provided for when a legal or constructive obligation exists and includes irrecoverable value added tax within the item of expense to which it relates.

2 Accounting policies (continued)

2.7 Tangible fixed assets and depreciation

It is the policy of the charity to capitalise items exceeding £2,500 in cost. Expenditure below this level is taken to the Statement of Financial Activities as incurred.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Computer equipment	3 years straight line
Fixtures, fittings & equipment	6 years straight line
Specialist equipment	4 years straight line

2.8 Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

2.9 Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments. The Trustees seek to use short and medium term deposits where possible to maximise the return on monies held at the bank and to manage cash flow.

2.10 Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably.

2.11 Investments

Fixed asset investments are not stated at market value, due to the lack of market information. The trustees have elected to value the investment at cost.

2.12 Financial instruments

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

2.13 Pensions

The charity operates a defined contributions pension scheme. Contributions are charged in the accounts as they become payable in accordance with the rules of the scheme.

2.14 Accumulated funds

Unrestricted general funds comprise those amounts received for use at the discretion of the trustees in the furtherance of the general objectives of the charity.

Restricted funds are subject to specific conditions imposed by donors and includes monies raised for specific projects.

3 Income from activities for raising funds

	Unrestricted funds £	Restricted funds £	Total 2019 £	Total 2018 £
Shopmobility	8,300	-	8,300	7,673
Fund Generation	15,096	-	15,096	8,428
	23,396	-	23,396	16,101
Total 2018	*16,101*	*-*	*16,101*	

4 Income from charitable activities

	Unrestricted funds £	Restricted funds £	Total 2019 £	Total 2018 £
Income received	718,877	278,564	997,441	1,091,251
Total 2018	*631,197*	*460,054*	*1,091,25*	

Included within income received are the following:

Unrestricted funds		
Continuing Independence Service	454,458	342,898
City Wide	78,483	94,336
DWP	31,962	37,025
Here	115,398	118,362
Advocacy	38,576	38,576
	718,877	631,197
Restricted funds		
Brighton & Hove City Council	49,819	203,966
Brighton & Hove CCG	28,094	29,573
Brighton & Hove City Council - Shopmobility	29,000	29,000
Brighton & Sussex University Hospitals	9,107	8,607
East Sussex County Council	-	19,545
Moneyworks	9,800	10,434
Link back project	89,653	46,500
Journey 2 Employment	-	102,689
Work & Health Unit Challenge Fund	59,341	-
Other funders	3,750	9,740
	278,564	460,054

5 Expenditure

	Staff costs	Depreciation	Other costs	Total 2019	Total 2018
	£	£	£	£	£
Costs of generating funds					
Marketing and advertising	-	-	6,404	**6,404**	5,499
Charitable activities					
Parent charity activities undertaken directly	760,673	3,240	84,610	**848,523**	885,628
Parent charity support costs	158,214	-	98,092	**256,306**	251,630
Trading subsidiary activities undertaken directly	127,874	-	28,085	**155,959**	148,484
Trading subsidiary support costs	26,597	-	36,153	**62,750**	58,306
	1,073,358	3,240	246,940	**1,323,538**	1,344,048
Total expenditure	1,073,358	3,240	253,344	**1,329,942**	1,349,547
Total 2018	*1,112,595*	*7,574*	*229,378*	*1,349,547*	

Analysis of support costs (including Governance costs)

	2019	2018
	£	£
Wages and salaries	184,811	181,855
Legal and professional	40,114	7,614
General office and administration	75,866	102,139
Vehicle and travel	10,415	12,608
Governance costs:		
Audit and accountancy fees	**7,650**	5,220
Other services provided by auditors	**200**	500
	319,056	309,936

6 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year. The charity paid travel and training costs on behalf of three (2018 – five) trustees totalling £264 (2018: £294).

The trustees have the power to amend the financial statements after issue.

7 Employees

Employment costs	2019	2018
	£	£
Wages and salaries	**990,735**	1,008,980
Social security costs	**59,652**	76,397
Other pension costs	**22,971**	27,218
	1,073,358	1,112,595

The average number of persons employed by the charity during the year was 60 (2018: 60). No individual's emoluments were greater than £60,000.

The key management personnel of the charity consists of the Chief Officer, with the total employee benefits being £55,519 (2018: £53,982). This figure includes employer's national insurance and also employer's pension contribution.

8 Taxation

The Charity is a registered charity and is exempt from taxation on income applied for charitable purposes under section 505(1) of the Income and Corporation Taxes Act 1988.

9 Trading activities

	Unrestricted funds	Restricted funds	Total 2019	Total 2018
	£	£	£	£
Subsidiary trading income	**291,145**	-	**291,145**	291,467
Subsidiary trading expenses	**218,709**	-	**218,709**	206,790
	72,436	-	**72,436**	84,677

In 2018, of the net income from trading activities £84,677 was to unrestricted funds and £nil was to restricted funds.

10 Tangible fixed assets - Charity and Group

	Computer equipment	Specialist equipment	Fixtures, fittings & equipment	Total
	£	£	£	£
Cost				
At 1 April 2018	26,028	30,463	25,543	82,034
Disposals	-	-	-	-
At 31 March 2019	**26,028**	**30,463**	**25,543**	**82,034**
Depreciation				
At 1 April 2018	26,028	30,463	16,730	73,221
Charge for the year	-	-	3,240	3,240
At 31 March 2019	**26,028**	**30,463**	**19,970**	**76,461**
Net book value				
At 31 March 2019	**-**	**-**	**5,573**	**5,573**
At 31 March 2018	-	-	8,813	8,813

11 Fixed asset investments - Charity

	Shares in group undertaking £
Cost at 31 March 2018 and 31 March 2019	**2**
Historical cost:	
At 31 March 2018	2
At 31 March 2019	2

12 Debtors

	Group		Charity	
	2019	2018	**2019**	2018
	£	£	**£**	£
Trade debtors	**179,462**	177,906	**115,666**	110,971
Other debtors	**8,457**	8,422	**4,457**	3,421
Amounts owed by group undertakings	-	-	**13,328**	129,884
Prepayments	**8,310**	9,631	**6,184**	7,606
	196,229	195,959	**139,635**	251,882

13 Creditors: amounts falling due within one year

	Group		Charity	
	2019	2018	**2019**	2018
	£	£	**£**	£
Trade creditors	**23,992**	8,296	**21,931**	6,175
Taxes and social security costs	**36,425**	43,622	**18,512**	21,922
Other creditors	**9,794**	2,840	**9,793**	2,840
Accruals	**36,303**	33,405	**33,553**	29,905
	106,514	88,163	**83,789**	60,843

14 Pension and other post-retirement benefit commitments

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund.

Defined contribution

	2019	**2018**
	£	**£**
Contributions payable by the company for the year	**22,971**	27,218

Pension contribution commitments at the year-end amounted to £3,325 (2018: £2,840).

15 Share capital

The charity is a company limited by guarantee and therefore without a share capital. No one member has overall control of the charity.

Liability is limited to £1 per member

16 Statement of funds

Statement of funds – current year

	Balance at 1 April 2018	Movement in funds			Balance at 31 March 2019
		Income	Expenditure	Transfers	
	£	£	£	£	£
Unrestricted funds					
General funds	210,510	748,723	(838,036)	(45)	121,152
PPTL Reserves	2	291,145	(218,709)	-	72,438
	210,512	1,039,868	(1,056,745)	(45)	193,590

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2018	Movement in funds			Balance at 31 March 2019
		Income	Expenditure	Transfers	
	£	£	£	£	£
Restricted funds – current year					
Advice centre	31,707	44,073	(56,824)	-	**18,956**
Get Involved	12,338	56,497	(67,253)	-	**1,582**
Work and Health Unit Challenge Fund	-	59,341	(29,736)	-	**29,605**
Link back	-	89,653	(89,698)	45	-
Shopmobility	14,517	29,000	(29,686)	-	**13,831**
	58,562	278,564	(273,197)	45	**63,974**

Details of each fund's activities:

Advice Centre (formerly DAC) provides an advice service for disabled people.
Get Involved Group provides a platform for people with a lived experience of disability, long-term health condition, impairment or mental health condition, and their carers, to have their voices heard on issues that directly affect them.
Work and Health Unit Challenge Fund (Continuing Employment Service) supports disabled people to remain in work despite suffering from MSK problems.
Link Back is a service that links people to the community, voluntary and private sector services that can enhance their independence and day to day lives on their return home from hospital admissions. The deficit incurred in the year was financed by a transfer from unrestricted funds.
Shopmobility is funded by Brighton & Hove City Council to provide hire of mobility scooters, powered and manual wheelchairs to visitors and residents of Brighton & Hove.

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16 **Statement of funds (continued)**

Statement of funds – prior year

	Balance at 1 April 2017	Movement in funds			Balance at 31 March 2018
		Income	Expenditure	Transfers	
	£	£	£	£	£
Unrestricted funds					
General funds	151,167	653,712	(652,086)	57,717	210,510
PPTL Reserves	2	291,467	(206,790)	(84,677)	2
	151,169	945,179	(858,876)	(26,960)	210,512

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2017	Movement in funds			Balance at 31 March 2018
		Income	Expenditure	Transfers	
	£	**£**	**£**	£	**£**
Restricted funds					
Direct Payments (B&HCC)	-	167,658	(151,440)	(16,218)	-
Advice Centre	31,668	51,125	(51,086)	-	31,707
Get Involved	17,660	53,332	(58,654)	-	12,338
Into Work	-	102,690	(129,905)	27,215	-
Link Back	59	46,500	(55,530)	8,971	-
Shopmobility	12,832	29,000	(27,315)	-	14,517
Other	-	9,749	(16,741)	6,992	-
	62,219	460,054	(490,671)	26,960	58,562

17 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total
	£	£	£
Fund balances at 31 March 2019 are represented by:			
Tangible fixed assets	5,573	-	**5,573**
Current assets	294,531	63,974	**358,505**
Creditors: amounts falling due within one year	(106,514)	-	**(106,514)**
	193,590	63,974	**257,564**
Fund balances at 31 March 2018 are represented by:			
Tangible fixed assets	8,813	-	**8,813**
Current assets	289,862	58,562	**348,424**
Creditors: amounts falling due within one year	(88,163)	-	**(88,163)**
	210,512	58,562	**269,074**

18 Commitments under operating leases

At 31 March 2019 the company had total commitments under non-cancellable operating leases payable as follows:

	Land and buildings		Other	
	2019	2018	**2019**	2018
	£	£	**£**	£
Within one year	**3,503**	1,170	**5,830**	5,830
Between two and five years	**-**	-	**16,067**	21,861
In over five years	**-**	-	**-**	-
	3,503	1,170	**21,897**	27,691

19 Net cash (outflow)/inflow from operating activities

	2019	2018
	£	£
Net (expenditure)/income	**(11,510)**	55,686
Depreciation charge	**3,240**	7,574
Increase in creditors	**18,351**	808
(Increase) in debtors	**(270)**	(34,612)
	9,811	29,456