

# Annual Report and Accounts

REACH LEARNING DISABILITY  
2020/21

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reach  
learning disability



Supporting people with learning disabilities  
in Nottinghamshire



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## Who We Are and What We Do

Reach’s overall goal is to enable people with learning disabilities in Nottinghamshire to achieve a good life in the community. The charity started life as Southwell Care Project in 1999, set up by parents who were worried about the lack of local services for their family member with a learning disability. We now reach people from across the county, supporting 250 regular clients a week at our centres.

Our day centres are Reach Mansfield, Reach Newark, Reach Southwell, Flower Pod Southwell and Flower Pod Newark. We normally offer over 60 weekly courses at our centres as well as socials and supported volunteering. In March 2020, the advent of the coronavirus pandemic caused us to temporarily close our centres. During 2020 we have offered our alternative delivery programme which comprised online courses and socials, delivery of activity and wellbeing packs and telephone welfare calls. In more normal times, outreach

courses create further opportunity to gain vital skills and confidence, as do our popular holidays and trips.

Our domiciliary care agency, Reach Learning Disability Care CIC, provides high-quality one-to-one care support for people with learning disabilities. In 2018 this service was rated ‘outstanding’ by the Care Quality Commission (CQC) – less than 4% of adult social care organisations achieve this.

We also run best practice projects to enable people with learning disabilities and their families to achieve a better quality of life. Examples of three such projects can be found on pages 12, 17 and 26. We are also starting to address the need for quality accommodation in the county. More information about our Southwell Accommodation Project can be found on page 28.

## Where We Work

- Activities that reach across Nottinghamshire:**
- Online learning and social activities
  - Support to family carers
  - One-to-one care from Reach Care CIC





# Chairman's Report



It goes without saying that the dominant feature of the year has been the pandemic; its impact on our clients, their families, our staff and our volunteers. Our task has been to make the loss of activities and social contact as bearable as possible whilst keeping the strictest of regimes in terms of infection control. The solution initially was virtual learning and social activities backed by online and telephone contact. Fortunately, in Summer 2020, we began to offer outdoor face-to-face activities again and, a year on, life has begun to return to something approaching normality.

Of course, our domiciliary care service could not be discontinued in any way and it is to the team's great credit that standards were maintained over this extended period of disruption. After a long wait for the Supreme Court ruling on the Royal Mencap Society v Tomlinson-Blake sleeping nights case, it was a great relief when the threat of potentially devastating unfunded back pay liabilities were taken away. However, it will always remain Reach Care's policy to do the right thing by our care support staff who provide the highest quality one-to-one care for our clients in the community.

From its inception more than 20 years ago, Reach has set out to achieve the highest standards possible in its operational efficiency and in its empathetic and deeply caring approach to clients and their families. As we have become larger and more complex we have sought to stay flexible and agile so that we can respond effectively to changing needs. These strengths have been tested to the full by the pandemic and we have come through with flying colours, stronger in every way. My thanks to Steve and his management team for a truly outstanding year of service delivery and financial management.

Harking back to our beginnings is relevant in another way. The main purpose then in setting up the charity was to establish homes in Southwell so that people with learning disabilities could live there independently, supported by the community they knew. It therefore comes as a great relief to me personally, as a parent of a son with a learning disability, a founding Trustee and Chairman for the last 20 years, to know that we are at long last on the cusp of fulfilling that purpose. The campaign to raise the necessary funds is approaching its target thanks to the exceptional generosity of so many friends and supporters, and of course, the skill and perseverance of our fundraising staff. It will establish an asset to the community as well as increasing the financial strength of the charity. My intention is to retire when the contracts for the building works are signed, safe in the knowledge our children and those of others for generations to come will be cared for in the best possible way.

Sadly, not all of the founding Trustees are still with us and it is with deep regret that I have to report the death of Ann Best, the best ambassador we've ever had. There have been many occasions when we despaired, but her enthusiasm and unwavering support always kept us going.



Finally, I would like to acknowledge the tremendous support and encouragement I've received from Trustees past and present and to wish Reach continued success in the future.

David Thompson

*David Thompson*  
Chairman

# Chief Executive's Report



This has been a strange and challenging year in many ways but, as usual, our organisation has responded magnificently to safeguard the wellbeing of our clients, volunteers and colleagues alike. Our wonderful day centre teams have made thousands of home deliveries and telephone calls and delivered hundreds of Zoom sessions over the year to support families. Our Carers Matter Project Manager has been invaluable over the year offering extra support at a very difficult time for many households.

Despite all the challenges we have faced this year, I am proud to report that we improved our Investors in People rating to Gold and, once again, achieved The Trusted Charity Mark, Level 1.

We are now incredibly close to achieving our fundraising target to build our long-awaited supported living accommodation which will accommodate 12 clients. We are about to start the procurement process for a main contractor, and we hope to commence construction at the beginning of 2022. Exciting times indeed for Reach and the many families who may benefit from this unique rural project.

Our domiciliary care company, Reach Care, rated 'Outstanding' by the CQC, in 2021 continues to set the benchmark for quality in the sector. Like many other care providers, we have struggled to recruit enough quality staff to meet the escalating demand for our service. Hopefully, the recent political acknowledgement of the need for a properly funded social care system will, in the future, help relieve the situation. In the meantime, my heartfelt thanks go to all our Care Support Workers and their amazing management team for their continued commitment to deliver the highest quality of care.

We continue to develop our Flower Pod horticultural centres at Southwell and Newark and look forward to opening our new classroom building in the coming weeks at Newark. These outdoor activity centres have been immensely important during the pandemic, offering a safe and therapeutic environment for clients at a time of much uncertainty.

Our founding Trustee and Chairman has announced his retirement from Reach. David Thompson has successfully steered the organisation through many challenging times, not least this past year. As well as nurturing and developing the Trustee body to be fit for the strategic challenges ahead, he has also been a great mentor to me personally as we have, together, taken the charity from humble beginnings to the robust, resilient and responsive organisation that Reach has become. High quality service has been David's watchword since the start and our continual development without any diminution of that quality is a testament to his hard

work and commitment to the cause. This ethos is now so embedded in the organisation that it will live on as part of his legacy.

Recently, we lost a wonderful colleague and friend of Reach. Chris Lathlane started at the charity the same day as I did, in 2007. She was a constant source of support, wholeheartedly throwing herself into every new project and initiative for 13 years. Her seemingly limitless energy and enthusiasm for everything we did typified all we would expect in a Reach colleague. She will be greatly missed by all at Reach and our wider community.



Lastly, I would like to acknowledge the exceptional ongoing support of all our staff and volunteers who have worked immensely hard over the last year to support and protect our clients and their families from the effects of the pandemic. Also, we could not have achieved anything like the outcomes we have without the amazing support of external funders who responded so quickly with financial support to the voluntary sector.

Emerging Stronger – Growing Together, we will achieve our vision!

Steve Shatwell

*Steve Shatwell*  
Chief Executive



# Financial Review

This financial year has been unprecedented due to the pandemic. Through our agile approach we have been able to adapt our critical services to guarantee income, manage overheads and secure grants and funding to come through this in a positive position.

Reach's consolidated accounts show a net income of £2,915,688, an increase of 13% on last year and a surplus of £650,280, with an unrestricted component of £260,759, increasing our unrestricted funds to £793,261 – a 49% increase from last year.

Our restricted funds have increased to £526,201 as a result of further funds being received towards the cost of building our supported living accommodation in 2022.

Principal funding for Reach Learning Disability, the charity, has continued to come through its charitable activities. With our alternative delivery plan of activities, and a phased return of service users to Covid-19 secure day centres, we have been able to retain our personal budget income from Nottinghamshire County Council, together with our maintained contract with their adult learning service (Inspire Learning).

The Fundraising Team have been extremely successful in securing funding through a crisis appeal and applying to Trusts for significant grants. Our project funding from both the National Lottery Community Fund and Samworth Foundation Young Voices has continued into this year.

Our expenditure across the charity was tightly managed during the year whilst accessing government grants totalling £72,255.

The staff of our domiciliary care business, Reach Learning Disability Care CIC, worked relentlessly during the pandemic. Although client support hours were lower than last year, we managed to negotiate enhanced rates for some clients; these rates and level of service allowed us to maintain a turnover of £1,421,291.

Government grants added £40,776 to the CIC's income during the year.

Through the controlled management of our direct costs and overheads, both our gross and net margins increased on last year. This has resulted in a donation to the charity of £158,600, an increase of 61%. We see this as being an exceptional result for this year, with margins returning to pre-pandemic levels next year as we reinvest in our staff welfare, training and new rented office space.

Reach Cafe CIC ceased trading during the financial year and the company is now dormant.

A one-off 2% bonus was paid to eligible staff in recognition of their hard work and commitment during the pandemic.

Our cash balances total £1,024,373 at the year end, a movement of £762,580 during the year, with £526,201 restricted in use. These financial results give us a platform for the next year when our ambitions continue and we focus on Emerging Stronger – Growing Together.



# A Strategy for Impact and Growth 2020 - 2023

## The Issue

People with learning disabilities are at higher risk than other people of poor physical and mental health, loneliness and social exclusion.

## Barriers to Inclusion

Low self-esteem, low confidence, poor skills, negative perceptions, lack of opportunity.

## Our Vision



A community where people with learning disabilities can make a good future for themselves – a safe, healthy and happy life filled with purpose, achievement, opportunity and friendship.

## Our Mission



We work to achieve an enduring and positive impact by supporting all those who place their trust in us – people with learning disabilities, their families and carers. To accomplish this, we will bring together the support of extraordinary people in our community and the imagination, skills, commitment and compassion of our team.

## What We Offer to Achieve Change



- Courses and social activities
- Outreach courses around the county
- One-to-one care support
- Supported volunteering opportunities
- Volunteer led activities
- Supported holidays and trips
- Accommodation solutions
- Family support
- Special projects to tackle exclusion.

## Our Strategic Direction for Growth 2020-23



- Reach more people
- Increase delivery of activities & services to achieve impact
- Introduce new services to meet identified needs
- Continue innovating new solutions to promote inclusion.

## Difference Made

More people with learning disabilities and their families will have:

- More independent lives with greater voice and choice
- Improved physical and emotional health
- The skills and knowledge they need to stay safe
- More opportunities to participate in community life.



## Impact

More people with learning disabilities in Nottinghamshire achieve a good life in the community.

## Our Values



- Everything we do should inspire **trust** and **confidence**
- We all need to feel **safe**, encouraged and valued
- Everyone has the right to **aspire**
- Understanding **individual needs** takes time and care
- We all have the right to share in the **life of the community**
- The **voices** of people with learning disabilities AND their families must be heard
- Our commitment to **high standards** must underpin all that we do.

## Critical to Success



- Expert, knowledgeable, caring staff
- Dedicated volunteers including peer mentors
- Welcoming, accessible venues
- Engaged community and funders
- Strong networks and partnerships
- Person-centred, creative, flexible approaches
- Reliable income streams
- Effective infrastructure
- A learning culture.





# People with Learning Disabilities in Nottinghamshire

## About the people we support

There are around 16,000 adults in Nottinghamshire with a learning disability (Nottinghamshire Joint Strategic Needs Assessment: Learning Disabilities 2019). Even in more usual times, people with learning disabilities face disproportionate risk of disadvantage, for example:

- Poor quality healthcare causes health inequalities and avoidable deaths (The 2018 Learning Disabilities Mortality Review [LeDeR]).
- One in four people interviewed for research said they didn't have any friends ('Loneliness & Cruelty', Gravell 2012).
- Studies suggest the rate of mental health problems in people with a learning disability is double that of the general population (Cooper, 2007; Emerson & Hatton, 2007; NICE, 2016).

The pandemic has highlighted how this ongoing level of disadvantage makes people with learning disabilities even more vulnerable during difficult times. People with learning disabilities in England are eight times more likely to die from Covid than the general population. Among

Covid patients with Down's syndrome, for example, the risk of dying from the infection was 36 times higher than in the general population (Study from the London School of Hygiene & Tropical Medicine, Oxford University and Public Health England).

As Reach staff describe throughout this Annual Report, our engagement with clients and carers this year has led to greater insight into the lives of the people we support. Highlighted issues include:

- How quickly social isolation, loss of friends and routine can impact on people's emotional and physical wellbeing.
- Feeling ignored and isolated – media discussion rarely focused on the plight of people in the community who relied on day service and one-to-one care support.
- Digital exclusion – some people felt excluded from the emerging online communities and struggled to access services and information online. Some people

needed support to access and interpret vital public health information and its relevance to them.

- Feeling trapped indoors – not everyone could get to safe, accessible outdoor spaces.
- Many of our clients were deemed clinically vulnerable or clinically extremely vulnerable. Many carers were also in these categories. They needed support to navigate difficult decisions about shielding and its impact on family wellbeing.
- Some people have missed their health checks and routine appointments.
- We heard from families in crisis who needed support for the first time. This included older parents with a son or daughter in their forties and fifties. We are also aware that a cohort of young people will have missed vital education and therapeutic support during the past year.
- Families expressed concern about the longer term future and the need to make robust plans.

Testimony from our clients and carers about their pandemic experiences can be found on 'Our Stories' page on our website. We are also pleased to have taken part in several county-wide and national consultations, enabling our clients and carers to have their voice heard, for example: 'Coronavirus and People with Learning Disabilities Study' – Chris Hatton (Manchester Metropolitan University), Richard Hastings (University of Warwick) and the Project Team.

“As I live on my own the support I get from Reach makes me feel not alone and that I have plenty of support.”

Client and Carer Survey December 2020

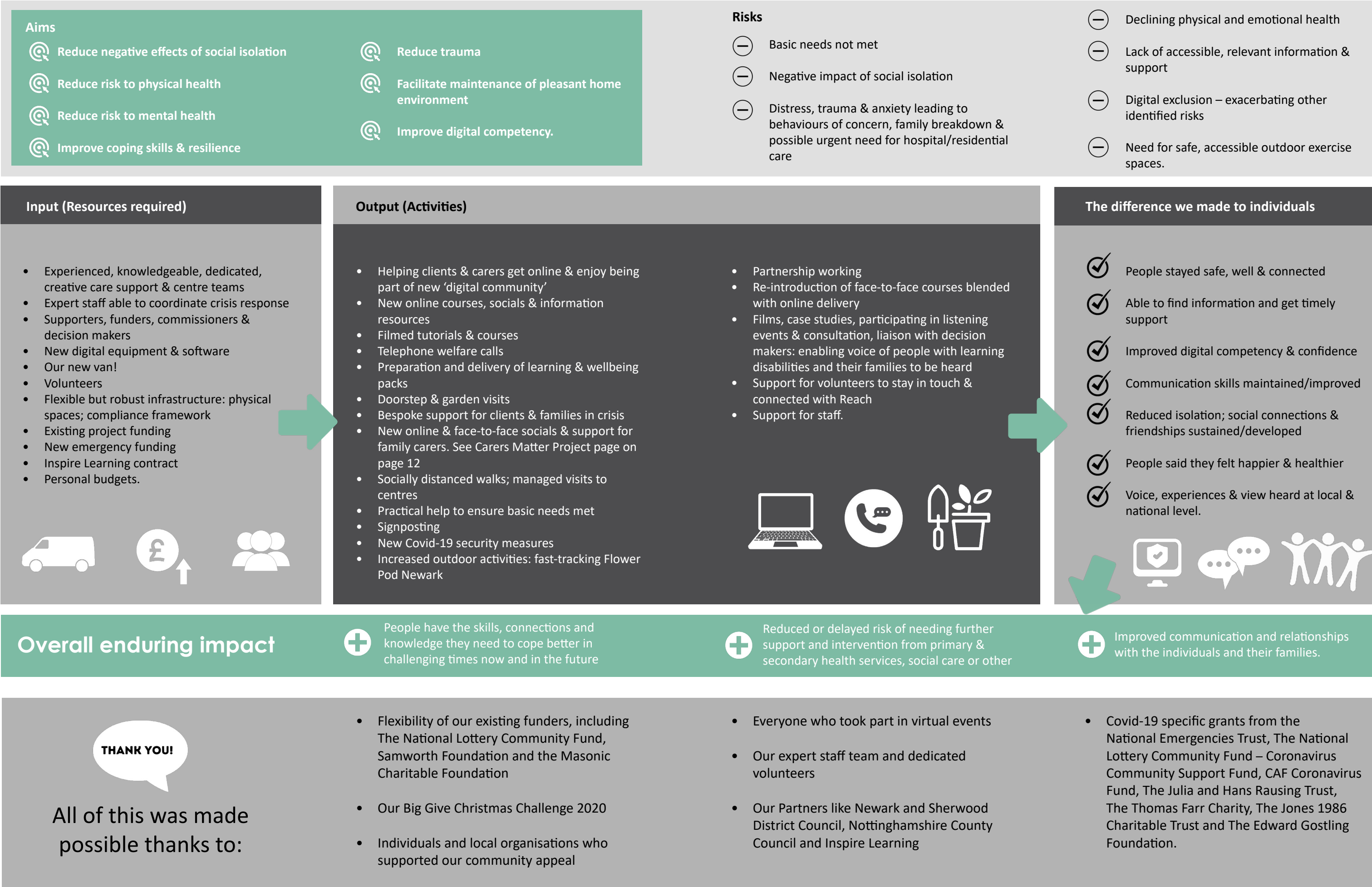


To find out more, visit our stories webpage





# Our Crisis Response





# Carers Matter Project



My personal experience as a carer to my son and my late brother-in-law helps me to understand the issues faced by carers today. I have well-established relationships with many of our clients and their families from my work as Centre Manager at Reach Newark and Reach Mansfield, supporting carers with direct payments and coordinating client holidays. These experiences really highlighted the urgent need for more in-depth support for carers.

Thanks to a three-year grant from the Nottinghamshire Freemasons in March, we launched our ‘Carers Matter’ project supporting carers aged 50 years+ of people with learning disabilities.

The funding arrived just in time. When the pandemic struck, lockdown put carers at a greater risk than ever of feeling isolated and for some, excluded from the new digital society springing up around them. Carers were worried about missing out on support, feeling exhausted and being forgotten.

Thanks to the funding, we were able to quickly put measures in place to support family carers’ physical and emotional wellbeing.

I recently supported Cheryl to arrange urgently needed respite care for her son Ricky and supported her to plan for the family’s longer-term future.

“ Catherine is my lifeline and without her and my daughter’s support I would not be able to focus on anything. I have held things in for so long but trusted Catherine to support me and we regularly talk and I know I can ring her if I need to.” Cheryl, family carer to Ricky

## What we did for carers during the pandemic:

- Made regular telephone welfare calls
- Hosted one-to-one video conference calls via Zoom and Microsoft Teams
- Arranged garden visits and socially distanced walks
- Enabled carers to have their voice heard with local and national statutory bodies
- Delivered care and wellbeing packs
- Created an informal Reach family carers network including access to a closed Facebook group
- Held coffee mornings and online social events including virtual afternoon teas to bring carers together to share experiences and provide mutual support
- Delivered Caring for Carers flowers and doorstep chats
- Signposted to important health messages including vaccine entitlement and changes to restrictions during the first lockdown for people with learning disabilities and their carers
- Provided support with benefit applications and appeals.

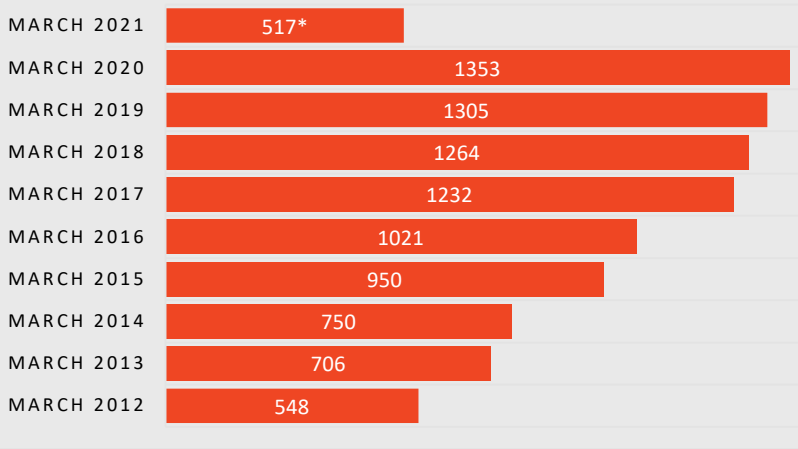


The grant from the Nottinghamshire Freemasons has enabled us to respond flexibly throughout the pandemic and lever in additional funding. This includes grants from an anonymous funder and from Persimmon Community Champions to purchase supplies for virtual afternoon teas.

To find out more, visit our Carers Matter webpage

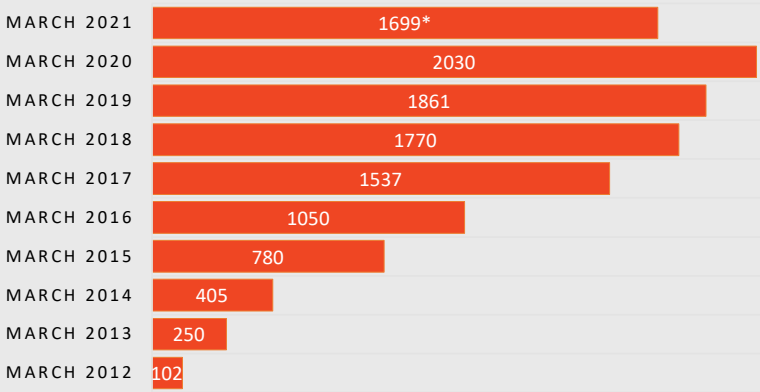
# Average Weekly Client Facing Hours

## Reach Learning Disability Day Service Hours



\* Our 2020/21 weekly day service client-facing hours are lower than in previous years due to our centres delivering services in alternative ways to meet people’s needs during the pandemic. Not reflected in this total are the hours of engagement and support offered to families, nor the bespoke one-to-one support provided to people with learning disabilities in crisis – details of which can be found throughout the Report and on our website.

## Reach Learning Disability Care CIC Care Support Hours



\* Our 2020/21 weekly care support hours are lower than in previous years due to providing care to fewer families, as some needed to self-isolate, and the sad loss of two clients in the previous year who had required round the clock care.

Care support hours include sleep and waking night shifts.



# Fundraising Statement

## Our approach

It has cost the charity £852,637 to provide services to people with learning disabilities this year. Approximately £559,000 came from personal budgets, trading, contracts and business grants. We need to raise the balance and additional project funding through fundraising. Fundraised income includes grants, donations from organisations and individuals, events, individual sponsorship, and corporate sponsorship. This income enables Reach to develop and deliver bespoke, person-centred activities.

Fundraising activity is managed by a small fundraising team who also coordinate marketing communications for the entire charity including website and social media platforms. All appeals are managed in-house. Appeal communications are with people who have opted in to receive appeal information and via local media. Taking part in national virtual events like the 2.6 Challenge helped to replace lost events’ income and enabled us to hone our digital communication skills.

We strive to achieve a good return for our time and resources, to meet the charity’s current financial needs whilst developing income streams that will support future activities. The main focuses of activity are: applications to grantmakers; offline and online engagement with individual supporters; working with community groups and companies to raise funds; building productive relationships.

The advent of Covid-19 necessitated adapting our approach during 2020/21. Most of our planned community and events fundraising was of course cancelled. Our trading income was also affected. But we knew that our clients and families needed our delivery colleagues to respond flexibly and creatively. It was also vital to keep the charity on a firm financial footing during volatility and uncertainty. We achieved this by:

- Working with existing funders to see how their funding could initially help our teams’ response to

- urgent needs.
- Running our own public Crisis Appeal raising over £15,000 from generous local people, organisations and community groups.
- Taking part in national virtual fundraising events like the 2.6 Challenge.
- Targeted applications to special Covid-19 funding.

We are proud of securing funds that enabled our delivery colleagues to help clients and their families stay as safe, well and socially connected as possible through the pandemic.

We owe a huge debt of thanks to our funders and supporters who have been alongside us through this difficult year.

In December we reached our £40,000 Big Give Christmas Challenge target. Through this national matched funding campaign, we raised funds for our new online services and support. By the end of 2020 we were able to return to our original plan of commencing fundraising for our Southwell Accommodation Project. With the support of Trustees and generous donors, the fundraising began in earnest. A year later we are not far off our original £1.4m target thanks once again to the support of our community and local and national grantmakers.

**Voluntary scheme for regulating fundraising**  
Reach complies with current fundraising regulatory standards. We are registered with the Fundraising Regulator and are committed to the Fundraising Promise and adherence to the Code of Fundraising Practice. We subscribe to the Fundraising levy. Information about the Code is provided in training to staff, volunteers and third parties involved in our fundraising. A link to the Fundraising Regulator’s website is provided on our website.

All privacy notices including our supporter privacy notice are available on our website or from the fundraising team. We do not swap or sell our supporter data.

Supporters can change communication preferences at any time. We comply with General Data Protection Regulations, working with colleagues to review and improve policies and procedures.

We will continue to work to ensure transparency about how we fundraise.

**Complaints and compliance**  
Our Fundraising Complaints Policy explains how an individual can complain. This is available on our website. We received one complaint in 2020/21 concerning the messaging of an appeal on Instagram. We have used the learning to inform future appeals. Staff and volunteers are made aware of our policies and procedures pertaining to fundraising including complaints, ethical fundraising, data protection, and safeguarding of vulnerable people. This happens through inductions, team meetings, emails from the Fundraising Team and training.

The Fundraising Team use a specialist fundraising database to ensure compliance with GDPR and the Fundraising Code of Practice and related regulations and laws including those on direct marketing.

- Monitoring activities**
- Other staff members and volunteers also help with fundraising. Planned activities are clarified and supervised by the Fundraising Team with training, advice and guidance provided.
  - Service level agreements or contracts are in place with third parties, proportionate to our relationship and any expected return. These outline key responsibilities, timelines, milestones, target income, handling and processing of monies, data protection and confidentiality, complaints process, and how our relationship with the third party should be described. We ensure that correct safeguards are in place with parties that are fundraising on our behalf. We explain to them about the Code of Fundraising Practice, data protection, safeguarding and ask them

- to confirm their compliance.
- Trustees are informed of performance against fundraising plan and budget at quarterly meetings, and also kept apprised of emerging risk relating to fundraising. A dedicated fundraising committee oversees fundraising for our accommodation project.
  - Fundraising staff undertake regular training and professional development. They can access an online portal of training and access fundraising specific training from specialist providers. Our Fundraising Director is a member of the Institute of Fundraising. She leads the team to regularly review compliance and practice, to address training needs, and to deliver fundraising training and updates to all staff, Trustees, volunteers and partners as appropriate.

**Vulnerable people**  
Our Ethical Fundraising Policy includes our approach to the protection of vulnerable persons. This policy was updated in 2021 by a Trustee group and the Fundraising Director. Both policies are available on our website or from the Fundraising Team. All Fundraising staff and volunteers undertake safeguarding training every year and regularly seek advice from colleagues with expertise on issues relating to vulnerable people.

- Summary of Fundraising Objectives**
- 🎯 Secure £250,000 in revenue income and small capital grants, including multi-year grants
  - 🎯 Secure outstanding balance for build stage of accommodation project
  - 🎯 Achieve robust return through grants and third-party support
  - 🎯 Grow diversified, unrestricted income streams to ensure stability and sustainability; build on learning and connections from accommodation campaign
  - 🎯 Increase annual income from regular giving by 40%; pilot regular giving campaign
  - 🎯 Communicate our impact and stories.

**Julia Sandhu, Fundraising Director**





# Partner Story – Newark and Sherwood District Council

Reach has worked closely with Newark and Sherwood District Council (NSDC) for many years, working together to find creative, mutually beneficial solutions to problems that benefit our clients and the wider community.

A few years ago, our increasing client numbers in Newark meant we urgently needed new premises. Discussion with NSDC ultimately led us to take over the day-to-day management of a community centre in Hawtonville. This provides us with a spacious and well-resourced centre during the week, creates a new income stream from hiring out the facilities whilst maintaining a community asset for the benefit of local people during evenings and weekends.

Last year we again worked with the District Council to take on the management of another valuable local asset – a community garden close to our Reach Newark centre. Our new Flower Pod Newark outdoor centre will offer Newark clients the therapeutic benefits of nature and create new volunteering opportunities for local people. At the same time the site has huge potential for increasing biodiversity by transforming part of a ‘green corridor’ connecting domestic gardens, contributing to environmental sustainability.

Nature is a common theme in our relationship with NSDC. Flower Pod Newark’s ‘Walk & Grow’ Project was funded by a grant from Active Notts, in which Newark and Sherwood District Council is a partner. The funding enabled clients to increase their daily steps in a therapeutic outdoor environment. Elsewhere, clients have enjoyed being part of the District Council’s contribution to local and national initiatives like community litter picks and wildlife counts. Working in partnership means that we can offer our clients the chance to become active, engaged citizens alongside other local people.

NSDC is also supportive of our new work to provide housing solutions. Their agreement that our Southwell accommodation could represent the affordable housing element of a new development is a creative solution to a national issue. We have also worked with the Council to initiate a housing solution for two clients in need in Newark.



“The opportunities Reach provides for its clients are invaluable, allowing them to reach their full potential, take part in lots of creative activities, make new friends and learn new skills. We are pleased to have been partnered with Reach for several years. The group is an integral part of our community and makes a significant contribution to the achievement of the Council’s Community Plan Objectives.”  
Councillor Tim Wendels, Chair of Homes and Communities at Newark and Sherwood District Council



# All Part of Life Project



**Wayne Wilmot**  
Volunteer Manager

Our ‘All Part of Life’ Project, funded by The National Lottery Community Fund (TNLCF), aims to develop volunteering at Reach. The second year of our 5-year project started very differently to the way we had planned.

Our van, funded by TNLCF which we took delivery of in March 2020, was a game-changer. Thanks to the flexibility of TNLCF, I immediately looked at how we could best use the van to support people with learning disabilities and their families during the early weeks of the pandemic. I worked closely with centre teams and Reach Care staff, delivering wellbeing and activity packs and keeping in touch with clients and families. The van became a well-known sight about Nottinghamshire, very much loved by everyone at Reach.

Alongside this, I continued to develop relationships with local groups and businesses. I also put new communication channels in place to keep in touch with volunteers, including a closed Facebook group, weekly email bulletins and telephone chats, Zoom socials and filmed tours of our sites.

By autumn, I began supporting volunteers to gradually return to centres safely. I am proud of how we supported volunteers during the pandemic and how they continued to support us: from joining online classes and socials via Zoom to building a self-composting toilet at Flower Pod. Thank you to all our volunteers – we couldn’t do it without you.

Key Achievements in 2020/21	
✓ Production and distribution of new Volunteer Handbook	✓ Preparing for assessment process for volunteer specific quality standard
✓ Online training for volunteers rolled-out	✓ Piloting Volunteers’ Driver scheme and rota – we now have three regular volunteer drivers and are gradually growing the team
✓ New Volunteer Strategy created	✓ Exploring potential to increase green volunteering in the north of the county
✓ New policies and procedures implemented	✓ Working with Flower Pod Newark Centre Manager to recruit, induct and train new volunteers and peer volunteers.
✓ Re-engagement with local agencies and partners on shared initiatives such as Volunteers’ Week and green community participation schemes	

“Ben loved the Zoom chats – a real highlight during lockdown. He liked getting the garden packs and watching them grow... He also liked seeing Wayne when he dropped off the garden packs.”  
Sue and Tim, Ben’s parents

To find out more visit our All Part of Life webpage



# Volunteer Stories



**Ben's Story**  
Reach Newark Volunteer

I was a Community Support Worker in Newark for a few years prior to retirement. It was in 2014 I started volunteering for Reach in Newark. Before that my life ranged from power industry engineering in the UK and overseas, forestry care and even the aircraft industry. I could go on and on, however, as my grandchildren would say "oh dear he's off on one again."

Volunteering for Reach has given me a special lease of life during retirement. Clients can enjoy a great deal from volunteers with a wide experience of life knowledge and skills.

So far I have supported clients in Pottery, Film and Photography, Art and now Computing. Oh, and before lockdown, don't forget Fun and Fitness.

The pandemic meant that people couldn't meet at the centre. That was hard for everyone so when an opportunity to participate in Friday Zoom sessions cropped up I jumped at the chance. This was brilliant for keeping the Reach community connected.

Clients and staff have become like a family to me. I have thoroughly enjoyed giving time to supporting class sessions and other activities such as outings. I have enjoyed and admired the passionate, professional, caring and fun way that Reach use individual skills and care with clients.

When I see these happy, laughing, thoughtful faces, volunteering for Reach has definitely been one of the best decisions I have ever made.



**Phil's Story**  
Flower Pod Volunteer

Phil has been volunteering with Reach for four years. He started as a volunteer at Reach Newark, taking on responsibility for tasks such as setting up and clearing classrooms before and after sessions. As his skills developed and he grew in confidence, he asked to take on more responsibility and extended his volunteering to Flower Pod Southwell and, more recently, Flower Pod Newark. At both of the Flower Pod sites he undertakes gardening tasks and acts as a peer mentor to other clients.

Phil loves the social aspect of volunteering and the chance to learn new skills – he enjoys passing on his knowledge of gardening and showing others how hard work can bring about great results in the garden.

**“ I have made lots of good friends volunteering at Reach. It is very important and I like feeling useful.”**  
Phil

“Phil is always keen to help others and is a genuinely kind person. He is a great ambassador for Reach and enjoys introducing new volunteers to the wide variety of volunteering opportunities available.”  
Wayne, Volunteer Manager

# Centre Focus



**Chantelle Welshe**  
Group Manager – Client Services

The temporary closure of our centres due to the pandemic was unfortunate but necessary. We realised that we really needed somebody to lead a holistic response and restructure our day centre services accordingly. That's where I came in!

Our starting point was to undertake thorough risk assessments with clients and families to understand level of risk using a traffic light system. We contacted every family individually to run through a number of questions which we combined with our existing knowledge of clients' individual situation and needs. We worked closely with the community learning disability team to ensure those who needed the most support and whose needs were urgent were prioritised. We then put in place an Alternative Delivery Plan (ADP) to provide vital support, supplies and online learning and social activities for all clients. We moved very quickly on this and by 6th April 2020 our new delivery was in full swing, helping to keep people safe, well and connected.

Based on advice from Matt, our IT Manager, we decided

that Zoom would be the most effective platform for delivery of online courses and socials. Matt has extensive experience as a Tutor for Reach so his planning was informed by knowledge of our clients and how they like to learn and participate.

I am proud that a large proportion of the individuals and families we support needed no further involvement from the Local Authority, and of those that did need further intervention, it was only for light touch support.

One of my personal learning curves was supporting our Chief Executive in his discussions with the Local Authority. I feel that the pandemic has helped us to explain our work to Commissioners, and highlight how we support our clients to overcome barriers to inclusion in a way that brings a good social return on investment.

The process of engaging with our clients and families in new ways meant that we have gained a higher level of insight into their needs. We have built many good, positive working relationships because of our new communication channels that we have developed due to the pandemic.

Over and above managing our ADP, my new role has focused on streamlining processes and procedures and embedding best practices across the centres. Each of our centres has its own personality, but we know that where we do something well, we want to make sure that clients who attend all of our centres benefit from that. Staff training days focus on standardisation with a particular focus on when individuals use more than one centre.

We have faced challenging times but our creative and resourceful staff have found ways to keep reaching our clients and families and I wish to extend my thanks to them.

Thanks to our supporters we:



**Delivered**  
**6555**   
Wellbeing and activity packs



**Made**  
**5365**   
Welfare telephone calls to clients and families



**Hosted**  
**736**   
Online learning and social activity sessions  
(April 2020 to April 2021)



Centre Focus



Reach Mansfield  
Maria Williams, Mansfield Manager

Although the Covid-19 pandemic forced us to temporarily close Reach Mansfield in March 2020, we didn't let that stop us! Thanks to Mansfield Rotary Club and the Armchair Club, we took part in a sponsored swim at Water Meadows in October 2020. It was great to be able to enjoy a positive, covid-secure event in our local community.

We have been so impressed by the optimism and resilience demonstrated by our clients and their families over the last year. For example, despite feeling confused and isolated at the start of the first lockdown, Reach Mansfield client Adam was recently presented with a

Courage Award because of his positive outlook on life and how he coped with the impact of lockdowns and restrictions. We attended the award ceremony via Zoom and Adam received his award virtually, which was a first for all of us!

Adam featured in a Reach film during the first lockdown to demonstrate how it was affecting people with learning disabilities which can be viewed on Our Stories page on our website.

Thanks to a grant from the Nottinghamshire County Council's Local Improvement Scheme COVID-19 Community Fund, the Freemasons of Mansfield Town and the Tesco Bags of Help Covid-19 Communities Fund, we put bespoke support in place for our Mansfield clients. This included activity packs to promote enjoyment of digital social activities. Importantly, delivering the packs meant we were able to have a doorstep chat to check in with people to see how they were coping. Staff were able to then put additional support in place, such as socially distanced walks or one-to-one Zoom sessions for people we could see were struggling to cope.

We were delighted to be able to begin welcoming our clients back to Reach Mansfield in August and are glad to now be offering a diverse timetable of face-to-face and online activities to our clients.

During the pandemic, Amelia joined in with Reach Mansfield's online classes as well as taking part in a weekly one-to-one Zoom call or socially distanced walk (weather permitting!).

“During lockdown, at a time that was confusing with no routine for all of us, I can safely say you and your team saved us and Amelia's lives. The amount of calls, Zooms, work packs, quizzes, one-to-one walks and the distanced gift you dropped off absolutely kept us all going.

We couldn't have got through this time without you and I can't thank you enough for the lease of life you continue to give Amelia.”

Katie, Amelia's mum



Centre Focus



Reach Newark  
Vickie Ward, Newark Manager

I was appointed Reach Newark Centre Manager in July 2020. I was really impressed by how the whole staff team pulled together during the pandemic. Their attitude was always “yes we can do it!” no matter what challenges we faced. When we had to temporarily close the centre, receiving a phone call or having a wellbeing

package delivered by Reach staff, who were known and trusted, meant we could easily identify when a family needed additional support. Sometimes this included extra phone calls or one-to-one Zoom sessions with staff. Other times it was help from our IT Manager to get connected to the internet or borrow a laptop to take part in online activities. Getting support in place quickly made it easier for clients to adjust to accessing our new alternative service developed during the first lockdown. Although this proved to be very popular, the highlight for me was when we reopened the centre in September and welcomed clients back through the doors of Reach Newark.

We continued to offer our alternative service alongside face-to-face activities in the centre with courses like our Eat-Wise Project. Social distancing restrictions meant we had to rethink some of our existing classes due to space or equipment – we reviewed our timetable with feedback from clients which led to the introduction of new courses including Educational Games and Forward Computers.

In January 2021, our Eat-Wise Project was funded by a grant from the National Emergencies Trust Coronavirus Programme, supporting clients to plan and prepare healthy meals through online cooking tutorials.

Our Eat-Wise Project really brought us together at a time when people were feeling more isolated than ever as the country headed into our third lockdown. I had never used Zoom before the pandemic and I must admit I did feel anxious! But I was able to take my skills and experience as a tutor and apply them to an online setting. With 45 clients online at once it was very busy and could be noisy at times.

We delivered ingredients to each client before the Zoom session and recipes were carefully planned to ensure there was something for everyone. Receiving the food parcel each week gave people something to look forward to – not just clients but family carers too. Another parent said it was such a joy for somebody else to source the ingredients as she had been cooking each week with her son and was running out of new ideas. The fantastic feedback we've received from clients and families about this project made me feel proud to be a part of it.

Tina, Eat-Wise Project Lead

“I was a little worried for my daughter as she thought the noise level would be too much – at first she didn't want to take part. However she really engaged in the sessions and ended up cooking a meal for the whole family. Tina managed the situation with ease.”

Family Carer



You can read more about the difference this project made to Joe and his Mum on page 22.



# Centre Focus



**Reach Southwell**  
Helen Davenport, Southwell Manager

One thing we really missed at Reach Southwell over the past year is having volunteers in our centre. They really make a difference to the clients and the activities we can offer. Some of our volunteers have been with us for a number of years and know our clients really well. Others are new faces and help clients to learn about building new relationships. All of them have valuable skills and experiences to share, and although our volunteers have

continued to support us where possible via Zoom, we're glad to be able to see them in person again now.

Due to the lockdown, or the need to shield, we noticed that some clients found it difficult to maintain their physical wellbeing, so keeping active has been really important to us. Moving forward we are incorporating an element of physical activity into all our activities. We enjoyed keeping active in our online Fun and Fitness class while the centre was closed. Using Zoom for our online learning and social activities was a real lifesaver. Clients were able to meet up online and we managed to keep in touch, play games and do quizzes, all from our own homes while keeping safe and well. For many Reach Southwell clients, joining in with our online activities was one of the very few interactions they had with the outside world. It made us realise how much coming to Reach means to our clients and their families.

The best thing about being able to re-open Reach Southwell was being together. Lockdown has been very isolating for some of our clients and seeing friends and doing normal everyday activities, like going out for a coffee, feels like a real treat. We're making the most of every minute!

Like many of our clients, Joe found the restrictions presented by lockdown very difficult to cope with. Before the pandemic, he regularly took part in Reach Southwell's Men's Cooking class and bespoke volunteer-led one-to-one cooking sessions for several years. During the third lockdown, Joe joined with clients from other Reach centres to take part in our Eat-Wise Project.

The project meant we were able to help families like Joe's to find ways to enjoy interacting with others online. Joe was able to meet new people whilst taking part in an activity he loves and is familiar with, developing his knowledge of food and nutrition and love of cooking.

You can read more about this project on page 21.

**“** I just wanted to say thank you for including Joe in this programme. He does not usually like to do Zoom things, but he says he enjoyed the session this afternoon and we have just eaten the food and it was delicious. I felt very cared for when Project Assistant Jonny turned up on a cold dark evening with our bag of goodies. Thank you also for taking the trouble to provide gluten and dairy free ingredients – so kind of you to take that extra step. Project Lead Tina was great fun and led the session really well. We did the whole thing with my mobile phone perched in the tissue box and somehow it all worked out ok.”  
Alison, Joe's mum



# Centre Focus



**Flower Pod Newark**  
Christine Daniels,  
Flower Pod Newark Manager

During the early days of the pandemic, it became clear that many of our clients lack access to safe opportunities to enjoy nature and benefit from the therapeutic benefits of outdoor life. The increased demand from our clients for outdoor activities led us to fast-track our 'take-over' of a 1.5 acre community garden in Hawtonville in Summer 2020 which we now call Flower Pod Newark. We are grateful to the Boots Charitable Trust, and the BNA Trust whose funding has helped us to get the project off the ground in challenging times. Funding from the Charities Aid Foundation Resilience Fund helped us to deliver our crisis response activities.

With the support of our funders, clients and volunteers,

we have made significant improvements to the site, including clearing, sorting and creating more useable space, naturalisation of a neglected pond, the revamp of a neglected Willow Igloo and much more. We've already seen a marked increase in the wildlife on the site. Clients keep logs of species and activities focus on ways to protect and improve the natural habitat of the local wildlife population. We have also become the proud protectors of a three-legged hedgehog after she was rescued by the Hedgehog Protection Society. She is thriving and very happy at Flower Pod Newark.

The most important thing for me during the pandemic has been to support clients to maintain physical and emotional wellbeing. So as soon as we were safely able to, we began to bring small groups onto the site – it was amazing to watch them blossom alongside the flowers and vegetables. We have now grown our group sizes – we have lots of fun in the great outdoors.

Support from Newark and Sherwood District Council helped us to secure funding from Active Notts and Sport England's Tackling Inequalities Fund for our popular Walk & Grow Project, which helped clients to learn about the benefits of walking, building physical skills and confidence. A grant from the D'Oyly Carte Charitable Foundation enabled us to deliver short courses focused on calming and reassuring therapeutic horticultural activities to support positive emotional wellbeing.

We're really looking forward to the arrival of a modular building later in the year which has been donated by Premier Modular – it will be great to have the opportunity to run some of our activities inside.

James has been attending Reach Newark since 2013 where he enjoys Fun and Fitness and Cooking. Earlier this year he joined the Mindfulness in the Garden course at Flower Pod Newark – offering a blend of horticultural and craft activities based around the natural world in the garden. James has enjoyed harvesting tomatoes and chillies from the polytunnel, making seed bundles from sunflower heads and helping to weave the sticks and twigs into the dead hedge.

**“** I like making things and learning about flowers and plants and using them in my work at Flower Pod. The best thing about being at Flower Pod Newark is spending time with my friends.”







**Flower Pod Southwell**  
Jane Hufton,  
Flower Pod Southwell Manager

One thing the pandemic brought home to us is the central role that Flower Pod plays in our clients’ lives. Re-opening helped families to return to familiar routines and provided much needed respite for carers. The bespoke support we put in place for clients led to leaps in confidence, skills, and a reduction in behaviours of concern despite the challenges and fear that many were experiencing.

Our expert staff team’s resolve, resilience and creative problem-solving facilitated the safe return of clients to Flower Pod. We piloted approaches, conducted risk assessments, and continuously reviewed and evaluated our processes and procedures to ensure our clients remained as safe as possible. One client was so excited to be back, he clapped and smiled as staff drove him onto site.

We exceeded expectations at the Southwell Christmas market, completely selling out of the beautiful festive wreaths made by Flower Pod clients and our lovely volunteers in their own homes. Bug hotels which we sold through the Minster Cathedral shop and on their website were made by fantastic volunteer Brian, who donated them to Flower Pod for clients and volunteers to fill with materials harvested from the garden. Brian said “it gave me something to do during lockdowns.” We gave him thank you flowers which he gave to his neighbour to thank her for doing his shopping during Covid-19. The great circle of Flower Pod life!

Thanks to a grant from the Screwfix Foundation and a dedicated team of volunteers, we officially opened our new composting loo. Our volunteer team included a stoic project manager, a former architect, a joiner and a bricklayer, who had worked together on the project

since July 2020. True to Flower Pod’s principles, the building was constructed using mainly recycled materials and includes pallets, sheep’s wool, polystyrene boards, a growing roof and solar lighting. This project was essential to the overall development of the site, having managed with just one toilet since 2012. The need to socially distance meant these additional facilities couldn’t have come at a better time as they enabled us to welcome more people back to site. Returning clients and volunteers have enjoyed expressing their creative sides by decorating the outside with mosaic bird-boxes. With the reintroduction of visitors to site we are proud to share this wonderful place to be.



**Connor’s Story**  
Attends Flower Pod Southwell

Connor is 23 and has been coming to Flower Pod Southwell for 3 years. He loves animals, music, snooker and dustbin lorries.

School wasn’t always the easiest place for Connor and he had a difficult transition to adult services. Cerebral palsy affects his speech and fine motor skills, and he struggles with busy environments. Connor sometimes finds it difficult to understand and to be understood. At times, Connor’s frustration levels become so significant that he struggles to cope.

Flower Pod is a safe place for Connor. We have worked with him, his family and healthcare professionals such as Speech and Language Therapy to get to know him. Some of the ways we support Connor are:

- Enabling him to communicate his needs
- Offering him choice – empowering him to select the tasks he wants to do. He now prioritises and orders what he wants to do

- Using his interests and coping mechanisms positively, giving him a voice
- Encouraging him to understand how his actions might impact on others
- Rewarding him for wise choices, for example remembering to distance and wear a mask
- Planning ahead and providing a bespoke visual timetable for the day
- Modelling positive behaviour and appropriate language
- Being mindful of how Connor perceives situations, for example we learned that he becomes anxious if he feels he is being told off.

When Connor was doing some shredding recently, someone close by was disturbed by the noise. Connor calmly got up and closed the door to the adjoining room. This was a good example of the positive changes in Connor – he now displays empathy for other people and their own challenges.

At Flower Pod we use specialist software to help people to communicate – Connor uses an app called Widgit on an iPad to tell his family what he’s been doing. Short videos and pictures and recordings of his day help him to share, explain, and remember what he does. His mum, Sam, has told us Connor’s speech deteriorates when he is stressed, so the stories are very important to him.

Connor’s reading and writing have improved since he’s been at Flower Pod – he is more confident. He knows it’s not a problem if he doesn’t get things right first time, we just try again.


Sam says she’s confident his needs are being met – it’s clear by the fact he can’t wait to get to Flower Pod and see his friends. He loves working with staff and they love working with him – he’s a delight!

Connor can become obsessive, so we help him to channel his interests positively. We work with him to learn more about rubbish, recycling, shredding and how to dispose of rubbish properly, without promoting the obsessive tendency of this interest. Connor sees this as part of his responsibility at Flower Pod – he knows he’s helping our community.

Connor takes enormous pride in his Flower Pod journals. They are all numbered and stored neatly. He likes to revisit them, thinking and remembering what he’s done.

At Flower Pod we provide an adult service, Connor is able to take charge of his own day, and to explore his own potential.

Connor says “I just can’t stop working here, I just can’t. I love it.”



“ Connor thinks of Flower Pod Southwell as work whilst having fun. On the days he’s at Flower Pod Southwell he’s tired physically and mentally when he gets home, and this helps him to feel relaxed and takes pressure off the family. He counts down the days until he’s back – he’s always smiling when he’s at Flower Pod Southwell. He has developed some self-awareness and patience. Because he’s better able to manage his frustration and not lash out or kick things, he has better relationships now. It’s better for everyone. He is so much calmer. What a difference! He is happier than ever, has matured and manages his frustration so much better now. I don’t know what it is you’re doing but keep doing it!.”

Sam, Connor’s mum



# ROSE Project



Our Reach Out Stop Exploitation (ROSE) Project aims to raise awareness of sexual exploitation and how to stay safe online by delivering training and presentations to schools, colleges and health care professionals. The training is delivered by 14 Reach clients with learning disabilities who have been trained as Peer Mentors.

In March 2020, due to Covid-19, we had to come up with new ways to deliver the project and for the mentors to deliver their training.

**How we supported our mentors:**

- Moved project meetings online via Zoom
- Gave mentors opportunities to discuss increased risks of exploitation due to lockdown
- Delivered regular welfare calls and catch-up sessions to mentors
- Supported mentors to learn new technology skills.

**How we adapted our training delivery:**

- Stayed in touch with organisations to maintain key relationships
- Apapted training presentations to online format and delivered via Zoom
- Developed project flyer to secure bookings for online training.

2020/21 was a year of adapting, learning new skills and helping our mentors maintain their wellbeing. The ROSE Project Team’s response to the pandemic was incredible in the face of challenging circumstances. The mentors continually demonstrated support for each other and their enthusiasm, engagement and dedication really helped to keep the project moving forward.

**Bridget Fisher, Project Consultant**  
**Kay Greenwell, Project Coordinator**

Thank you to Samworth Foundation Young Voices Programme

**Training Evaluation**  
In response to the question “what did you find most useful?”, professionals who attended our training told us:

- “ Being delivered by people with learning disabilities, hearing their perspectives.”
- “ Having the young people involved in delivering the session as this was more impactful.”
- “ I found it useful having the mentors there to discuss their experiences.”

Key achievements 2020/21	
APR	<ul style="list-style-type: none"><li>• Online workbook commissioned</li><li>• Project delivery moved online – meetings held on Zoom</li><li>• Weekly welfare calls to support mentors</li></ul>
MAY	<ul style="list-style-type: none"><li>• Provided narratives for Samworth interim report</li><li>• Guidance published on how to stay safe online</li></ul>
AUG	<ul style="list-style-type: none"><li>• First delivery of online training to professionals</li></ul>
OCT	<ul style="list-style-type: none"><li>• ‘Supported Loving’ webinar delivered by 3 mentors to 50 professionals</li><li>• First delivery of online training to learners with learning disabilities</li></ul>
JAN	<ul style="list-style-type: none"><li>• Carers’ survey completed and information session developed</li><li>• Mentors advised the Centre of Expertise on Child Sexual Abuse</li></ul>
FEB	<ul style="list-style-type: none"><li>• Mentors participated in National Covid Survey for People with Learning Disabilities</li><li>• Flyer distributed to promote training for carers of people with learning disabilities</li><li>• Mentor rep meets monthly with Communications Officer</li><li>• Mentors commence blog about their experiences on the project</li></ul>
MAR	<ul style="list-style-type: none"><li>• Mentors awarded the AQA ‘An Introduction to Peer Education 108266’ award</li><li>• Participated in external evaluation by The Ann Craft Trust</li></ul>



- Being a mentor...**
- “ ... has helped boost my confidence, I enjoy delivering the information and I feel proud of myself for being a mentor and part of the team.” – Anna
  - “ ... makes me feel proud.” – Isobel
  - “ ... I know I am helping other people keep safe from sexual exploitation as well as keeping myself, family, and friends safe.” – Lizzie





# Southwell Accommodation Project

We are now on the brink of realising the long-held dream of Reach’s founding Trustees – to build quality accommodation for people with learning disabilities in the rural market town of Southwell.

National policy states people with a learning disability have a right to live independently and have a home within their local community. But research suggests there may be restricted housing options for people with a learning disability in comparison with non-disabled peers (Nottinghamshire Joint Strategic Needs Assessment: Learning Disabilities 2019). Feedback from our own clients and families is that people remain living at home with older family carers in their seventies and eighties. Others are living in short-term rental lets offering little security or stability. Families delay decisions about the future because there is no acceptable alternative.

Affordable accommodation options in rural localities like Southwell, are especially limited. It has not been easy to progress our accommodation plans due to high prices of property and land locally. However, with families facing crisis situations, we have kept on seeking creative solutions.

In the final quarter of 2020-21 we began planning our £1.4m capital campaign. We commenced applications to grantmakers and started laying plans for a community appeal. We were delighted when a local benefactor offered £125,000 as matched funding to stimulate local giving. By March we were busy working on a film to demonstrate the need for our community-based accommodation – our film can be seen on Our Stories page on our website.

Supporters of this project can take pride in knowing that they are helping to create a long-term asset in Southwell that will benefit people with learning disabilities and their families both today and for years to come.

We recognised that the prospective 12 tenants would need support to prepare for this big change in their lives. Beverley Rayner has taken on the role of Transitions Coordinator to support people with this process.

Beverley says: “My role is to support clients’ transition into supported or independent living environments, developing or helping them to learn new independent living skills with their current living situation.

I work with clients to develop Individual Learning Programmes using an assessment tool based on the ‘Activities of Daily Living’ model. Prospective tenants explore and learn new skills and develop their relationships in preparation for living together.”

“ Since Laura’s Mum, Janie, passed five years ago, me and my son Ben have been thinking about Laura’s long-term welfare, safety and wellbeing. Knowing Laura has a safe and secure home for the rest of her life – with people and friends she has known for so long – is a burden that has been lifted from my family’s shoulders. I’m so grateful that Laura has been given this opportunity and I am also comforted that Janie will rest easy.”

Steve, Laura’s dad



To find out more visit our Accommodation webpage

# Accommodation Story



**Sarah’s Story**  
Prospective Tenant

People with learning disabilities in rural localities, like Southwell, often have to move away from their community, losing friends, family and support. The prospect of this can cause years of desperate worry for families.

After Sarah moved out of her mother’s Southwell home to accommodation in Newark 26 years ago, she lived in 3 different homes, but none worked out for her. She became lonely and isolated living on her own so far from her family, and found it difficult to get along with the others in shared accommodation, returning home when things didn’t work out.

Naturally, the uncertainty and unhappiness that Sarah felt during this time has had a huge impact on her mental health. She went from being an independent young woman who travelled on her own by bus, to someone reluctant to leave her room and join in any activities.

Her mum, Ann, describes this time: “I was constantly worrying. There were always different staff who didn’t really know her. Twice we agreed with her that she would come home as she was becoming depressed. She lost her confidence and her independence.”

Happily, two years ago, Reach helped Sarah to secure a place in a rented house in Southwell, sharing with two other Reach clients, Chelsea and David. Sarah’s mental health started to improve, and she began to regain her independence skills.

Ann now says: “When Sarah moved into the house in Southwell I felt more relaxed, and felt she was getting good quality support. It was lovely to see her out and about in Southwell, where people know her. I can see the difference in Sarah – she is more relaxed now, less tense, less tearful.”

Sarah has regained some of her confidence and enjoyed shopping and cooking with her housemates.

Unfortunately for Sarah and her housemates, the lease on her current house has come to an end and they have had to move again to another rented property. They are all looking forward to when they can live together in a long-term home with a sense of security.

“ Sarah’s story really gets across the difficulty of finding suitable independent living accommodation for adults with learning disabilities in the area where they were born and grew up, and how that impacts on their mental health and their families. This is why we are fundraising to build permanent accommodation in Southwell for 12 local people with learning disabilities. It will give them and their families the peace of mind that they need, knowing that they have a long-term home.”

Steve Shatwell, Chief Executive



# Reach Learning Disability Care CIC



**Reach Care**  
Dani Noquet  
Registered Care Manager

This year has been more challenging than we could have ever imagined, but we have adopted the theme of Emerging Stronger – Growing Together, and it has strengthened and encouraged us to find new ways of working which improve the service long term.

We have continued to provide essential care since March 2020, but to fewer families as some needed to self-isolate. Staff numbers were also reduced as some were furloughed because of needing to shield.

Initially everyone really rallied together as we worked out how to operate, but after six months we noticed that resilience was waning, and some families and staff were struggling to cope. We addressed this by ensuring that people felt valued and less isolated. We made regular phone calls, held Zoom meetings and delivered tokens of appreciation such as a ‘Hug in a Mug’.

We have significantly increased our use of technology during the pandemic, including using Teams, Zoom, and Microsoft Forms, making us more efficient. We are

piloting Digital Care Planning, so that staff can log into an app on their phones, and issues can be reported immediately.

We have pooled resources with our day service colleagues through the pandemic and have felt the benefits of being part of an organisation with infrastructure and knowledgeable, experienced people. Some day service staff with previous care experience undertook refresher courses and supported us to address staff shortages at difficult times. Reach Care staff also supported the delivery of Reach classes via Zoom.

Recruitment remains very difficult for us and across the care sector as a whole. We continue to work on differentiating Reach from other care providers, and to explain the benefits of a Reach Care Support Worker role which include varied work, high-quality training and being part of a dedicated team.

- Despite the challenges of the pandemic, we planned some major developments this year including:
- Setting up the supported living service in Newark for two service users in accommodation to be owned by the charity. We aim to review and expand this model in the future.
  - A move to new offices in Newark to give us more space and increase our capacity to run in-house training and meetings.

We have also recruited two new team members: Debbie Mirfin as Deputy Manager and Lauren Gamble as Learning and Development Coordinator. They have already made fantastic progress and have been an enormous help to me. You can read about Lauren’s work on page 31.

To find out more visit our Reach Care webpage



# Reach Learning Disability Staff Training Story



**Lauren’s Story**  
Learning and Development Co-ordinator

I joined Reach in November 2020, so for me working here during the pandemic has been the norm! I was delighted when the opportunity came up to work for Reach, as I was working for another care provider with little opportunity to progress, and I wanted to work for a charity.

I report to Dani Noquet our Registered Care Manager at Reach Care, but my role covers Reach as a whole, and includes training for employees, volunteers, and Trustees. To maintain our Outstanding Care Quality Commission (CQC) rating, we need to offer a huge range of training, with each new Reach Care worker needing over 80 hours of training in their first year. In addition to this, we offer Continuous Professional Development and the opportunity to study for qualifications up to Level 4.

My first priority was the mammoth task of transferring Reach Care training data to the Adult Social Care – Workforce Data Set (ASC-WDS) system. We can now use ASC-WDS reports to identify when staff need to renew their training, enabling us to plan and assign eLearning and book face-to-face courses.

This has also enabled us to access £27,000 of free training from a new training provider, Tempest Training for accredited courses up to Level 4 through the Digital Apprenticeship Service.

We are currently using two eLearning providers – Ellis Whittam and Social Care TV. We use Ellis Whittam across both the charity and Reach Care for 80% of our mandatory eLearning, and it is currently free of charge.

In addition, we offer a wide range of face-to-face

training, some delivered by external trainers, and some by Dani (our Registered Care Manager), Debbie (Deputy Manager) and myself. These specialist courses include learning disability awareness training, mental health, dementia, epilepsy, autism, and Down’s syndrome training. Face-to-face training has an additional benefit for staff who often work alone, as it gives them the opportunity to get to know colleagues from across the organisation.

During the pandemic we recognised that staff across the organisation were at risk of declining mental health, wellbeing, and resilience. In response, we invested in Mental Health First Aid training for five employees, who are now Mental Health Champions and can share their knowledge with the rest of the organisation.

Training is not only essential for our CQC registration and other accreditations, but It also enables us to future-proof the Reach brand and promote a clear career pathway for our staff in a fiercely competitive job market. As a charity, we need to ensure we get the best value for money but are still able to provide high quality training for all staff, volunteers and Trustees.





# Structure, Governance and Management

## Head Office and Delivery Premises

Reach Learning Disability’s principal office is Prebend Passage, Southwell, Nottinghamshire. This is also our Southwell day service centre. Other sites:

Reach Newark – Hawtonville Community Centre, St Mary’s Gardens, Newark, NG24 4JQ  
Reach Learning Disability Care CIC – Beacon Centre, Cafferata Way, Newark, NG24 2TN (as of May 2021)  
Flower Pod Newark operates at a site next to Eton Court, Newark, NG24 4JB  
Reach Mansfield Centre – St John’s Church Hall, St John’s Street, Mansfield, NG18 1QH  
Flower Pod Southwell – Home Farm, Brackenhurst Lane, Southwell, NG25 0QL  
We hold the freehold title of Springfield Bungalow, Southwell. In Dec 2020 Trustees approved the business case to purchase the freehold of a three bedroom bungalow in Newark.  
From May 8th 2019 to Dec 18th 2020 we held the tenancy on a community café at Coronation Street Playing Fields in Balderton – Reach Cafe CIC. The tenancy ended after we decided to cease trading.

## Structure

On 1st April 2014, the charity’s name was officially changed from Southwell Care Project to Reach Learning Disability. It is a company limited by guarantee without a share capital (company number 3724275), and also a registered charity (number 1076318). It is governed by its Memorandum and Articles of Association.

On 3rd May 2011, the charity set up a wholly owned domiciliary care agency, Reach Learning Disability Care CIC (company number 07619886).

On 30th March 2019, the charity set up a wholly owned café social enterprise, Reach Cafe CIC (company number 11915426). The company is now no longer trading.

## Purposes and Aims

Our charitable object is to provide support and services for people with learning disabilities (including those without a formal diagnosis, those with autism, brain damage and/or whose sensory and communication impairments present a similar barrier to quality of life as living with a learning disability) and their families and carers within a 50-mile radius of Southwell, Nottinghamshire.

## Delivering Public Benefit

The Trustees have due regard to the Charity Commission’s public benefit guidance in the course of exercising powers or duties relevant to the guidance. We have referred to the guidance contained in the Charity Commission’s general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the set aims and objectives.



## Risk Management

The Trustees have a duty to ensure that appropriate procedures, processes and controls are in place to identify, assess and mitigate against the risks to which the charity is exposed, including those to provide reasonable assurance against fraud and error.

A Risk Register, which identifies the major operational and business risks which the charity faces and the actions to mitigate against them, is maintained. It is reviewed on a regular basis by the SMT and annually by the Board of Trustees. All changes to the Risk Register are approved by the Trustees.

The organisation completes individual operational risk assessments in all areas of our work including specific fundraising events and special projects. Where risks have been identified, action is taken to minimise them, and insurance cover is arranged where available and considered prudent.

## Reserves

It is our policy to maintain unrestricted free reserves at a level which provides funds both to cover three months’ operating expenditure of the charity and to mitigate against financial risks in our commercial trading operations. The level of reserves is reviewed regularly taking into account strategic development plans, financial projections and related cash demands. The Trustees believe that the level of resulting free reserves is adequate and not excessive.

## Governance

The Company is administered by its Council of Management (The Council), the members of which are Trustees for the purposes of Charity Law and directors for the purposes of Company Law. Senior managers report to Trustees on performance against yearly targets at quarterly Trustee meetings. These meetings are supplemented by focused meetings for all Trustees in areas such as finance and strategy every year. Further review and planning also take place at Strategy and Audit meetings with designated Trustees and the Senior Management Team. Organisational aims and objectives are reviewed every three years by Trustees and the Senior Management Team incorporating feedback from all staff, clients, family carers, volunteers and professional contacts.

Directors of the wholly owned subsidiary company, Reach Learning Disability Care CIC meet four times a year.

Directors of Reach Cafe CIC (Company number 11915426) agreed to cease trading on September 25th 2020. Council of members of Reach Learning Disability on May 10th 2021 resolved to transfer all residual assets, after satisfaction of Reach Cafe CIC liabilities, to Reach Learning Disability, which is the Asset Locked Body.

We have an 85% attendance at Board meetings. We ensure the membership of the Board comprises a good mix of the skills required to steer the organisation together with an adequate representation of family carers. Five of our Trustees have been on the Board for more than nine years. In our sector the experience of long-serving Trustees is invaluable especially at this time of our major development initiatives such as accommodation. During 2019 we adopted a policy regarding constitution of the Trustee Board. All Trustees go through a thorough induction process including ensuring their understanding of their statutory responsibilities. They participate in ongoing training relevant to our work including safeguarding and fundraising.





**Remuneration**  
The Chief Executive’s salary is reviewed annually by the Chairman who makes proposals for the Board to agree. In doing so, information is drawn from the Association of Chief Executives of Voluntary Organisations’ (ACEVO) pay survey which analyses by charity income, number of employees, sector and whether it is local, regional or national. The general percentage increase awarded to the staff is also taken into account. The positioning of senior management remuneration is delegated to the Chief Executive and declared to the Board annually.

**Affiliations**  
We are members of the National Council for Voluntary Organisations, the Association for Real Change and Attend. We subscribe to the Fundraising Levy. We engage regularly with other support agencies including our local Councils for Voluntary Service and carers’ networks.

**Directors’ Responsibilities**  
Company and Charity Law requires the Council to prepare statements for each financial period, which give a true and fair state of the affairs of the company and of the profit or loss of the company for that period. In preparing those financial statements, the Council 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
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

Signed on behalf of the Council.



David Thompson, Chairman



# Officers of Reach Learning Disability

## Council of Management

**David Thompson FCA – Chair**  
Formerly Deputy Chief Executive and Finance Director of The Boots Co plc and Non-executive Director of Cadbury Schweppes plc. Formerly Chairman of Nottingham Building Society. Currently Trustee of the Boots Pension Fund. Formerly Chairman of The Nottingham Healthy Living Centre. Father of a son with learning disabilities.

**Nick Turner – Deputy Chair**  
Retired local businessman. Member of Southwell Lions. Verger at Southwell Minster.

**Bob Gardner**  
Retired Chartered Accountant. Most of career spent with three UK public companies in senior roles in finance, business development and general management. Father of a daughter who had profound and multiple disabilities.

**Madeline Oliver**  
Former Radiographer. Mother of a son with learning disabilities.

**Keith Harding**  
Former Operations and Marketing Executive of The Boots Co plc. Father of a daughter with learning disabilities.

**Michael Davidson**  
Former Head of Humanities and Religious Education Teacher at Magnus School.

**Pati Colman**  
Independent Investigator of Complaints and Employment Matters. Former Complaints Manager, Training Officer and Social Worker for Nottinghamshire County Council. Chair of the Westgate Group for people with disabilities and their families.

**Julie Payne**  
Founder member of Westgate Group. 20 year foster carer, former chair roles at local school and Family Care adoption panel. Parent of three sons, one with a physical disability, adoptive parent to two disabled daughters and “mum” to S, who also has disabilities.

**Rachel Lannon**  
Independent Corporate Business Consultant and Trainer with over 10 years’ experience of supporting multinational companies and statutory bodies to improve capabilities and capacity. Former Global Procurement and Operations Manager at Kodak Ltd. Former JP.

**Adrian Hartley**  
Member of the Nottinghamshire’s Learning Disability and Autism Partnership Board, Expert by Experience working with CQC Inspectors. Former Health and Social Care Assessor with Tempest Management Training. Father of a son with complex needs.

**Dr Bradley Poulson**  
Semi-retired Management Consultant, Academic, and Non-Executive Director. Extensive experience gained working for three of the world’s leading IT Services Corporations; and has held CIO and Executive positions within well-known high street Retail, Financial Services, and Public Sector organisations.

**Paul Evans**  
Chief Executive of social mobility charity Leadership Through Sport & Business. Strong background in education, youth services, homelessness and mental health. Passionate about social mobility, inclusion and services that create real and lasting change in peoples lives. Fellow of the Royal Society of Arts and full member of the Chartered Management Institute.



## Senior Paid Officers



**Steve Shatwell**  
Chief Executive

Full time



**Julia Sandhu**  
Fundraising Director

Full time



**Alison Hall**  
Business Operations Director

Full time



**Sharon Card**  
Finance Director

Part time

## Company Particulars

Registered Office	Prebend Passage, Southwell, Nottinghamshire, NG25 0JH
Registered Number	3724275
Charity Number	1076318
Principal Address	Prebend Passage, Southwell, Nottinghamshire, NG25 0JH
Auditor	Beeley Hawley & Co Ltd, 44 Nottingham Road, Mansfield, Nottinghamshire, NG18 1BL
Bankers	CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent, ME19 4JQ
Solicitors	Browne Jacobson, Mowbray House, Castle Meadow Road, Nottingham, NG2 1BJ
Website	www.reachuk.org

## Report of the Independent Auditors to the members of Reach Learning Disability

We have audited the financial statements of Reach Learning Disability for the year ended 31 March 2021 on pages 40 to 52. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

**Respective responsibilities of council and auditors**  
As explained more fully in the Directors' Responsibilities set out on page 34, the Council (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

**Scope of the audit of the financial statements**  
An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the council; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Report of the Council to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

- Opinion on financial statements**  
In our opinion the financial statements:
- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
  - have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
  - have been prepared in accordance with the requirements of the Companies Act 2006.

**Opinion on other matters prescribed by the Companies Act 2006**  
In our opinion the information given in the Report of the Council for the financial year for which the financial statements are prepared is consistent with the financial statements.



# Report of the Independent Auditors to the Members of Reach Learning Disability

## Matters in which we are required to report by exception

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

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Council’s remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Council were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the Report of the Council.

*Beeley Hawley & Co Ltd .*

Ray Callingham (Senior Statutory Auditor)  
for and on behalf of Beeley Hawley & Co. Ltd  
Chartered Accountants  
Statutory Auditors  
44 Nottingham Road  
Mansfield  
Nottinghamshire  
NG18 1BL

Date: .....8th November 2021.....

# Statement of Group Financial Activities for the Year Ended 31st March 2021

		Unrestricted	Restricted	2021 Total £	2020 Total £
		£	£		
<b>Income from:</b>					
	Notes				
Donations & Legacies	3	112,833	767,867	880,700	495,230
Charitable Activities	4	1,965,838	69,101	2,034,939	2,079,533
Other Trading Activities	5				2,335
Investments		49		49	66
<b>Total</b>		<b>2,078,720</b>	<b>836,968</b>	<b>2,915,688</b>	<b>2,577,164</b>
<b>Expenditure on:</b>	7				
Raising Funds		105,704		105,704	101,189
Charitable Activities		1,701,753	447,447	2,149,200	2,281,052
Governance costs		10,504		10,504	9,789
<b>Total resources used</b>		<b>1,817,961</b>	<b>447,447</b>	<b>2,265,408</b>	<b>2,392,030</b>
<b>Net incoming /(outgoing) resources</b>		<b>260,759</b>	<b>389,521</b>	<b>650,280</b>	<b>185,134</b>
<b>Transfers between funds</b>		<b>(300)</b>	<b>300</b>		
<b>Total funds brought forward as previously stated</b>		<b>532,802</b>	<b>136,380</b>	<b>669,182</b>	<b>484,048</b>
<b>Funds carried forward</b>		<b>793,261</b>	<b>526,201</b>	<b>1,319,462</b>	<b>669,182</b>

The above statement also serves as the Company's Income & Expenditure Account and the net incoming resources for the year is the excess of income over expenditure.  
There have been no recognised gains or losses in the year.



## Balance Sheet as 31st March 2021

	Notes	Group 2021 £	Group 2020 £	Charity 2021 £	Charity 2020 £
<b>Fixed Assets</b>					
Tangible Fixed Assets	10	297,139	313,910	296,164	304,263
Investment in Subsidiary Co.	6			30,001	30,001
Loan	11	25,000	25,000	25,000	25,000
		<u>322,139</u>	<u>338,910</u>	<u>351,165</u>	<u>359,264</u>
<b>Current Assets</b>					
Stock			700		
Bank balances		1,024,373	261,793	834,810	221,641
Debtors	12	158,282	213,493	207,726	195,355
		<u>1,182,655</u>	<u>475,986</u>	<u>1,042,536</u>	<u>416,996</u>
<b>Creditors - amounts falling due within one year</b>	13	185,332	145,714	74,462	86,925
<b>Net current assets</b>		<u>997,323</u>	<u>330,272</u>	<u>968,074</u>	<u>330,071</u>
<b>Net Assets</b>		<u>1,319,462</u>	<u>669,182</u>	<u>1,319,239</u>	<u>689,335</u>
<b>Represented by:-</b>	16				
<b>Unrestricted Funds</b>					
General Fund		793,261	532,802	793,038	552,955
<b>Restricted Funds</b>		<u>526,201</u>	<u>136,380</u>	<u>526,201</u>	<u>136,380</u>
<b>Total Funds Carried Forward</b>		<u>1,319,462</u>	<u>669,182</u>	<u>1,319,239</u>	<u>689,335</u>

These financial statements have been prepared in accordance with the special provision of part 15 of the Companies Act 2006 relating to small charitable companies.

The financial statements were approved by the Council of Management on 8th November 2021 and were signed on behalf by:

*David Thompson*

David Thompson - Chairman

## Statement of Group Cash Flows and Statement of Charity Cash Flows for the Year Ended 31st March 2021

	Notes	Group 2021 £	Group 2020 £	Charity 2021 £	Charity 2020 £
<b>Cash used in operating activities</b>	1	<u>775,217</u>	<u>225,271</u>	<u>625,757</u>	<u>192,591</u>
Cash flows from investing activities					
Purchase of fixed assets		(12,588)	(153,927)	(12,588)	(142,798)
Investment in subsidiary					(1)
Interest received		(49)	(66)	-	-
		<u>(12,637)</u>	<u>(153,993)</u>	<u>(12,588)</u>	<u>(142,799)</u>
Cash provided by (used in) investing activities					
Change in cash and cash equivalents in the year		762,580	71,278	613,169	49,792
Cash and cash equivalents at the beginning of the year		261,793	190,515	221,641	171,849
<b>Cash and cash equivalents at the end of the year</b>		<u>1,024,373</u>	<u>261,793</u>	<u>834,810</u>	<u>221,641</u>

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

	Group 2021 £	Group 2020 £	Charity 2021 £	Charity 2020 £
Net movement in funds (as per the statement of financial activities)	650,280	185,134	629,904	205,824
Adjustments for:				
Depreciation/impairments	29,359	16,403	20,687	13,188
Interest received	49	66	-	-
Decrease (increase) in stocks	700	(700)		
Decrease (increase) in debtors	55,211	(3,181)	(12,371)	(52,770)
Increase (decrease) in creditors	39,618	27,549	(12,463)	26,349
<b>Net cash used in operating activities</b>	<u>775,217</u>	<u>225,271</u>	<u>625,757</u>	<u>192,591</u>



# Notes to the Financial Statements for the Year Ended 31st March 2021

## 1. Accounting Policies

### Accounting convention

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS102) '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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

### Group financial statements

The financial statements consolidate the results of the charity and its wholly owned subsidiaries Reach Learning Disability Care CIC and Reach Cafe CIC on a line by line basis. A separate Statement of Financial Activities, and income and expenditure account, for the charity itself are not presented because the charity has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006 and paragraph 397 of the SORP.

### Incoming resources

All incoming resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

### Resources expended

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources.

### Governance costs

Governance costs include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and Trustees' meetings and reimbursed expenses. Such costs include both direct and allocated support costs.

### Allocation and apportionment of costs

In accordance with the Charities SORP, expenditure has been analysed between the cost of generating funds, charitable activities and governance. Items of expenditure which involve more than one cost category have been apportioned on a reasonable, justifiable and consistent basis for the cost category concerned.

### Taxation

The charity is exempt from corporation tax on its charitable activities.

### Fund accounting

All the resources of the Company are either unrestricted funds expendable at the discretion of the Council in the furtherance of the objects of the Company, or restricted funds which are to be used in accordance with restrictions imposed by the donors.

# Notes to the Financial Statements - Continued

## 2. Financial Performance of the Charity

The consolidated statement of financial activities includes the results of the charity's wholly owned subsidiary Reach Learning Disability Care CIC & Reach Cafe CIC

The summary financial performance of the charity alone is:

	2021 £	2020 £
Incoming resources	1,440,149	1,121,668
Gift aid from subsidiary company	158,600	98,500
	<u>1,598,749</u>	<u>1,220,168</u>
Expenditure on charitable activities	958,341	1,004,555
Governance costs	10,504	9,789
	<u>968,845</u>	<u>1,014,344</u>
Net incoming/(outgoing) resources	629,904	205,824
Total funds brought forward	689,335	483,511
	<u>1,319,239</u>	<u>689,335</u>
Represented by		
Restricted funds	526,201	136,380
Unrestricted funds	793,038	552,955
	<u>1,319,239</u>	<u>689,335</u>



# Notes to the Financial Statements - Continued

## 3. Donations and Legacies

	2021 Unrestricted £	2021 Restricted £	2020 £
Mr J Finn (b)		100,000	
The National Lottery Community Fund - All Part of Life (revenue)		82,614	78,613
Samworth Foundation Young Voices		67,026	66,880
Julia and Hans Rausing (a)		60,012	
Mrs S Barnes (b)		50,000	50,000
The Blyth Charitable Trust (b)		50,000	
The National Lottery Community Fund - Coronavirus Community Support Fund (a)		50,000	
Mr D Thompson (b)		40,000	40,000
National Emergencies Trust (a)		21,972	
CAF Resilience Fund (b)		17,554	
Masonic Charitable Foundation		16,735	18,880
Anonymous Crisis Funder (Trust) (a)		14,050	
The BNA Charitable Incorporated Organisation		12,822	3,600
The Thomas Farr Charity (a)		10,000	10,000
The Thomas Farr Charity		10,000	
The Jones 1986 Charitable Trust (a)		10,000	10,000
Monday Charitable Trust (Big Give Christmas Challenge Champion)		10,000	
Boots Charitable Trust		9,987	
The Chetwode Foundation (b)		8,000	8,000
Edward Gostling Foundation (a)		8,000	
Notts County Council Local Improvement Scheme - Reach Together		7,000	7,000
Nottinghamshire County Council’s Local Improvement Scheme COVID-19 Community Fund (a)		6,500	
The DRH No 3 Trust (b)		5,000	
Screwfix Foundation		3,754	
The D'Oyly Carte Charitable Trust (a)		3,500	
Active Notts and Sport England - Tackling Inequalities Fund (a)		3,033	
The Mary Robertson Trust (Big Give Christmas Challenge Pledger)		3,000	5,000
first4care (Big Give Christmas Challenge Pledger)		2,500	
The David Crane Charitable Trust		2,000	1,000
Severn Trent Community Fund (a)		2,000	
Co-op Local Community Fund - Reach Southwell and Flower Pod		1,775	
The Casa Stella Trust		1,500	
Persimmon Community Champions		1,000	
The National Lottery Community Fund - All Part of Life (capital)			32,000
The Edna Szwarc Will Trust			20,000
The Wates Foundation - Flower Pod Centre Manager			15,000
LNER Customer & Community Improvement Fund			6,968
The Reed Foundation (Big Give Christmas Challenge Champion)			5,000
Portakabin and The Sylvia and Colin Shepherd Charitable Trust			4,800
Notts County Council Local Improvement Scheme - Reach Cafe			4,500
Easthorpe Common Lands Foundation			2,000
Mary Potter Convent Hospital Trust			1,000
Edwinstowe Lodge Freemasons No 3998			1,000
St James's Place Charitable Foundation			1,000
Community Donations & Small Charitable Trusts	31,609	19,911	59,976
Big Give Christmas Challenge Donations & Pledges		24,938	28,899
Tax refunds	3,969	31,684	14,114
Government Grants:			
Job Retention Scheme	42,255		
N&SDC Coronavirus Grants	35,000		
	<b>112,833</b>	<b>767,867</b>	<b>495,230</b>

(a) Crisis and Stabilisation Funding - Trusts  
(b) Accommodation Project

# Notes to the Financial Statements - Continued

## 4. Charitable Activities

	2021 Unrestricted £	2021 Restricted £	2020 £
Reach Learning Disability Care CIC Income	1,462,067		1,424,845
Personal Budgets	481,769		448,075
Inspire Learning	-	69,101	97,823
Short break holidays and trips	1,000		32,320
Activities less £2,000	832		16,723
Flower Sales	6,059		14,053
Room Hire / Workshops	688		15,183
Tours and Talks	-		6,257
Reach Cafe CIC Income	13,423		24,254
	<b>1,965,838</b>	<b>69,101</b>	<b>2,079,533</b>

## 5. Other Trading Activities

	2021 £	2020 £
Santa Run Event		2,335
	<b>-</b>	<b>2,335</b>



# Notes to the Financial Statements - Continued

## 6. Commercial Trading Operations

### Reach Learning Disability Care CIC

The wholly owned trading subsidiary Reach Learning Disability Care CIC is incorporated in the United Kingdom and pays all of its profits to the charity by gift aid. Reach Learning Disability Care CIC provides domiciliary care for adults with learning disabilities in Nottinghamshire. The charity owns the entire share capital of thirty thousand ordinary £1 shares.

The summary financial performance of the subsidiary alone is:

	2021 £	2020 £
Turnover	1,421,291	1,424,845
Other income	40,776	
Investment income	49	66
Cost of sales and administrative costs	1,303,608	1,326,853
Net profit/(loss)	158,508	98,058
Amount gift aided to the charity	158,600	98,500
Retained in subsidiary	(92)	(442)
The assets and liabilities of the subsidiary were:		
Fixed assets	975	1,300
Current assets	298,485	185,535
Current liabilities	(269,457)	(156,740)
Total net liabilities	30,003	30,095
Aggregate share capital and reserves	30,003	30,095

### Reach Cafe CIC

The wholly owned trading subsidiary Reach Cafe CIC is incorporated in the United Kingdom and pays all of its profits to the charity by gift aid. The charity owns the entire share capital of one ordinary £1 shares.

The summary financial performance of the subsidiary alone is:

	2021 £	2020 £
Turnover	24	24,254
Other income	13,399	
Donations		6,331
Cost of sales and administrative costs	(7,045)	50,833
Net profit/(loss)	20,468	(20,248)
Amount gift aided to the charity	-	-
Retained in subsidiary	20,468	(20,248)
The assets and liabilities of the subsidiary were:		
Fixed assets		8,347
Current assets	234	2,152
Current liabilities	(13)	(30,746)
Total net liabilities	221	(20,247)
Aggregate share capital and reserves	221	(20,247)

Reach Cafe CIC ceased trading during the year.



## Notes to the Financial Statements - Continued

### 7. Expenditure Analysed by Purpose

	Costs of raising funds	Charitable activities	Governance costs	Total 2021	Total 2020
	£	£	£	£	£
Salaries, pensions and N.I.	93,916	620,119	8,504	722,539	747,709
Contract labour/IT services		50,108		50,108	37,184
Advertising	4,114			4,114	929
Training costs	1,954	4,310		6,264	3,315
Travelling		4,822		4,822	5,416
Rent and services		42,230		42,230	43,936
Maintenance and cleaning		11,682		11,682	15,726
Insurance		7,093		7,093	3,563
Office equipment and repairs		19,670		19,670	11,358
Printing, post and stationery		5,931		5,931	3,490
Telephone/internet	1,440	10,526		11,966	11,311
Website costs		254		254	4,389
Software and subscriptions	3,088	8,145		11,233	9,870
Professional charges	213	9,130		9,343	8,398
Audit fee		-	2,000	2,000	2,000
Bank charges		1,009		1,009	1,183
DBS checks		579		579	595
Depreciation of fixed assets		20,688		20,688	13,187
Short break holidays and trips				-	25,895
Clients' activities		11,131		11,131	51,068
Clients' flower growing activities		779		779	6,034
Direct costs of Fundraising Events	979			979	5,594
Other costs		343		343	2,194
Subsidiary loan write off		24,088		24,088	
Commercial trading operations - Reach Care		1,303,608		1,303,608	1,326,853
Commercial trading operations - Reach Cafe		(7,045)		(7,045)	50,833
	<u>105,704</u>	<u>2,149,200</u>	<u>10,504</u>	<u>2,265,408</u>	<u>2,392,030</u>

The heading Salaries, Pensions and NI includes £53,865 in respect of employers NI

## Notes to the Financial Statements - Continued

### 8. Net Incoming / Outgoing Resources

Net incoming resources are stated after charging:

	2021 £	2020 £
Depreciation	20,688	13,187
Auditors remuneration	2,000	2,000
	<u>22,688</u>	<u>15,187</u>

### 9. Staff Numbers

The average number of employees throughout the year was as follows:

	2021	2020
Management and administration	12	12
Service delivery	86	88
	<u>98</u>	<u>100</u>

No employee, this year or last, had emoluments exceeding £60,000 per annum

### 10. Fixed Assets - Group

	Office Equipment	Other Equipment	Alterations to leasehold premises	Flower Pod	Motor Vehicle	Accommodation	Total 2021	Total 2020
	£	£	£	£	£	£	£	£
Cost brought forward	42,158	22,885	56,855	211,747	29,998	108,000	471,643	317,716
Additions during year						12,588	12,588	153,927
Impairment		(6,260)					(6,260)	
Cost carried forward	<u>42,158</u>	<u>16,625</u>	<u>56,855</u>	<u>211,747</u>	<u>29,998</u>	<u>120,588</u>	<u>477,971</u>	<u>471,643</u>
Depreciation								
Brought forward	40,908	14,488	33,879	68,458			157,733	141,330
Charge for year	325	2,087	1,641	11,547	7,499		23,099	16,403
Carried forward	<u>41,233</u>	<u>16,575</u>	<u>35,520</u>	<u>80,005</u>	<u>7,499</u>	<u>-</u>	<u>180,832</u>	<u>157,733</u>
Net Book Value								
At 31st March 2021	<u>925</u>	<u>50</u>	<u>21,335</u>	<u>131,742</u>	<u>22,499</u>	<u>120,588</u>	<u>297,139</u>	<u>313,910</u>
At 31st March 2020	<u>1,250</u>	<u>8,397</u>	<u>22,976</u>	<u>143,289</u>	<u>29,998</u>	<u>108,000</u>	<u>313,910</u>	



# Notes to the Financial Statements - Continued

## 11. Loan

A loan was made to Golden Lane Housing Ltd, to assist them in the purchase of 33 Silvey Avenue Southwell, which is used by adults with learning disabilities. It is secured by a second charge on the property, is interest free and only repayable in the event of its sale or cessation of use by people with learning disabilities.

## 12. Debtors

	Group 2021 £	Group 2020 £	Charity 2021 £	Charity 2020 £
Reach Learning Disability Care CIC trade debtors	102,579	141,409		
Personal budgets	41,709	55,955	41,709	55,955
Taxation recoverable		4,594		4,594
Others	1,736	396	1,736	396
Reach Learning Disability Care CIC donation			158,600	98,500
Amount owed by subsidiary company				30,197
Prepayments	12,258	11,139	5,681	5,713
	<u>158,282</u>	<u>213,493</u>	<u>207,726</u>	<u>195,355</u>

## 13. Creditors

	Group 2021 £	Group 2020 £	Charity 2021 £	Charity 2020 £
Expense accruals	30,066	98,991		66,634
Sundry creditors	7,000	424	1,000	424
Trade creditors	8,204	6,206	7,865	4,868
PAYE	33,820	34,361	13,552	13,246
Pensions	6,242	5,732	2,045	1,753
Loans	100,000		50,000	
	<u>185,332</u>	<u>145,714</u>	<u>74,462</u>	<u>86,925</u>

# Notes to the Financial Statements - Continued

## 14. Operating Lease Commitments

At 31 March 2020 the charity was committed to making the payment of £21,500 during the next year in respect of an operating lease expiring in 2035.

## 15. Payments to Trustees

No expenses were paid to Trustees throughout the year.

## 16. Movement in Funds

	At 01.04.20 £	Net movement in funds £	Transfers between funds	At 31.03.21 £
<b>Unrestricted Funds</b>				
General Fund	532,802	260,759	(300)	793,261
<b>Restricted Funds</b>	136,380	389,521	300	526,201
	<u>669,182</u>	<u>650,280</u>	<u>-</u>	<u>1,319,462</u>
Net movement in funds included in the above are as follows:				
	Incoming resources £	Resources expended £		Movement in funds £
<b>Unrestricted Funds</b>				
General Fund	2,092,131	(1,817,961)		274,170
<b>Restricted Funds</b>	823,557	(447,447)		376,110
	<u>2,915,688</u>	<u>(2,265,408)</u>		<u>650,280</u>



# Notes to the Financial Statements - Continued

## 17. Analysis of Funds

	General Fund £	Restricted Fund £	Total £
Tangible Fixed Assets	176,551	120,588	297,139
Loan	25,000		25,000
Cash at Bank and in Hand	632,171	392,202	1,024,373
Debtors	158,282		158,282
Creditors	(185,332)		(185,332)
	<u>806,672</u>	<u>512,790</u>	<u>1,319,462</u>

## 18. Accommodation

On 19 December 2018, Reach Learning Disability took possession of the Freehold Title of the property, Springfield Bungalow, Halloughton Road, Southwell upon which we plan to build a facility to accommodate 12 adults with learning disabilities. At this current time, the property itself is subject to an encumbrance by virtue of a Section 106 agreement which will be released once the aforementioned property has been built and is occupied. In our opinion, the value of this encumbrance equates to the open market value of the property as it stands and therefore, at this stage, the only asset value that is recognised on the Balance Sheet is in relation to capitalised costs expended in the planning and design stage.

# Supporters



# Partners



Writing and layout: Reach staff and Beryl Pettitt  
Photographs: Reach Staff  
Some photographs were taken before the coronavirus pandemic.





# Thanks to our Supporters

To every person, community, company and organisation who has supported our work during this difficult year – thank you. Your support has helped ensure our clients and their families have stayed as safe and well as possible.

- Actons Solicitors

Active Notts and Sport England - Tackling Inequalities Fund

Allan Joyce Architects

Shelagh Barnes

Geoffrey Bond

Casa Stella Trust

Jeremy Finn

CAF Resilience Fund

Dominic Joyce, Filmmaker

The Hair Studio

first4care

Flower Pod Composting Toilet Project Volunteer Team

Freemasons of Mansfield Town Charity Committee

Friends of Reach Newark

Good News Journal

Heron Food

Honest Inks Cash 4 Cause

Jigsaw Planning and Development

Lincolnshire Co-op Community Champions
- Masonic Charitable Foundation

Monday Charitable Trust

Morton, Fiskerton and Rolleston WI

National Emergencies Trust

Neighbourly

Newark Castle Rotary Club

Nottingham Folk Dance Group

Nottinghamshire Community Foundation

Nottinghamshire County Council - Local Improvement Scheme

Nottinghamshire Farm Women’s Club

Orchestral Manoeuvres in the Dark

Pat Dean and Sue Powell

Persimmon Community Champions

Premier Modular

Prime Print

Reach Bridge Club

Real Deal Holidays

Ridgeway Marketing

Rotary Club of Mansfield
- Saint Gobain Formula Newark

Samworth Foundation

ScreenPop

Screwfix Foundation

Severn Trent Community Fund

Southwell & Calverton 200 Club

Southwell & District Lions Club

Southwell Life Magazine

Southwell Torpedos

Staythorpe Power Station

Tesco Bags of Help Covid-19 Communities Fund

David Thompson

The Andrew and Edward Douglas-Pennant Trust

The Blyth Charitable Trust

The BNA Trust

The Bramley

The Chetwode Foundation

The Co-op Local Community Fund

The D’Oyly Carte Charitable Trust

The DRH No 3 Trust
- The Edward Gostling Foundation

The John Starkey Charitable Trust

The Jones 1986 Charitable Trust

The Julia and Hans Rausing Trust

The Lord Nelson, Winthorpe

The Mary Robertson Trust

The National Lottery Community Fund

The National Lottery Community Fund - Coronavirus Community Support Fund

The Poyser Fund

The Thomas Farr Charity

Uniper Technologies Ltd.

Unite Siemens

Volunteers, each and every one

Waitrose, Newark
- Partners**

Inspire Learning

ROSE Steering Group & Mentors

Newark and Sherwood District Council

Nottinghamshire County Council





# Accreditations and Awards

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## Membership

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Reach Learning Disability  
Prebend Passage  
Southwell, NG25 0JH



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