

TRUSTEES' REPORT
AND CONSOLIDATED
ACCOUNTS FOR THE
YEAR ENDED
31 MARCH 2020



Possability
People

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

TRUSTEES' REPORT AND CONSOLIDATED ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2020

POSSABILITY PEOPLE LIMITED (limited by guarantee) Known as Possability People

LEGAL AND ADMINISTRATIVE INFORMATION

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Samantha Oakley
Sophie Reilly
Mark Green
Linda Elisha
Claire Arielle Leon
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Patron

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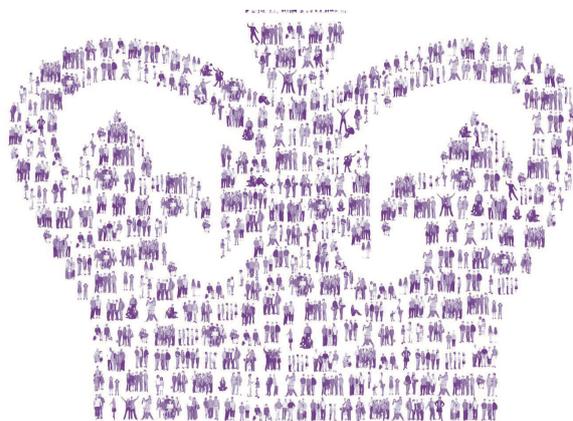
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**The Queen's Award
for Voluntary Service**

Foreword by Maddy Hamp, Chair of Trustees



Disabled people have the absolute right to live independently, with dignity and without prejudice. Possability People works tirelessly in every way achievable to make this statement more of a reality, not just in Brighton and Hove but increasingly across Sussex and beyond.

Whether our work alleviates what can seem like unsurmountable crises, whether it provides a strong and supporting environment in which people can develop personally and professionally or direct, practical help to disabled people or people who live with long term health conditions it has, over the last year, made a huge difference to the lives of thousands of people.

However, there has been little time to reflect on the achievements of the last year as we, like the rest of the world were plunged into the greatest crisis of our lifetimes. Covid-19 has tested our staff and volunteers, who have risen to its many challenges. We are an organisation which is fleet of foot, and were able to swiftly reorganise all of our services and systems so that we can continue to operate flexibly and with innovative approaches.

The team has, as always, responded brilliantly, adapting to the ongoing challenges and going over and above the call of duty to make sure our beneficiaries are supported and receive services during a time when they need them more than ever.

It is likely Covid-19 will change the world significantly, but I am confident that Possability People is well placed to keep dealing with the challenges it presents, and continue to provide accessible, relevant and timely projects and services that the entire team can be very proud of.

Maddy Hamp
Chair of the Board of Trustees.

We strive not to create a dependence on any of our services but build upon the assets and resources of our beneficiaries, enabling them to achieve more, feel genuinely part of their communities, live independently, with dignity and without prejudice.

From our memorandum of association

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

How our activities deliver public benefit

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

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

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

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

The trustees are pleased to present their annual group report together with the financial statements of the charity for the year ending 31 March 2020 which are also prepared to meet the requirements for a group directors’ report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Structure, governance and management

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

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

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

Our membership elect a Board of Trustees made up of volunteer representatives (over 60% of whom are Disabled People). Possability People can demonstrate that it meets the exacting criteria of the Department of Health regarding its user led status. The Trustees are also the directors for the purpose of company law.

Trustees serving during the period were:

Maddy Hamp	
Stan Pearce	Resigned 3/12/2019
Kathy Goddon	
Sophie Reilly	
Linda Elisha	
Samantha Oakley	
Mark Green	
Mark Lawson	Resigned 28/05/2019; Elected 3/12/2019
Claire Arielle Leon	Elected 3/12/2019

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

Group Structure and Relationships

The charity has a wholly owned non-charitable subsidiary, Possability People Trading Limited, whose purpose is to provide support services to disabled people. Its trading performance and further information is detailed on page 66 and 67 of the financial statements.

Recruitment and Appointment of the Board of Trustees

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

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

Day to Day Responsibility

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

Chief Officer Strategy and Business Development.

Finance Officer Central Finance, Payroll and Supported Bank Accounts.

Operations & Development Manager Project and service delivery and development, income generation, monitoring and evaluation.

Business Development & Services Manager Service provision and development of new services.

Communications Manager Communications strategy.

Pay policy for senior staff

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

Risk Management

The management committee discusses risk on an ongoing basis. Possability People holds a risk register. The single biggest risk to the charity is the pressure on budgets in the public sector. We have already seen cuts to contracted budgets and have been warned these reductions will be applied year on year, the percentages varying from contract to contract.

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

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

Covid-19

The community and voluntary sector recognise the significant risks it faces during the Covid-19 national health emergency. It is applying for grants from various local funds being disbursed to assist companies and employers like ourselves. Our underlying social enterprise activity has been strengthened during the current year and together with successful bids to Trusts and Foundations, we do not anticipate going concern issues in the foreseeable period ahead.

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

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

Our Vision: A society where anything is possible regardless of ability

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

	Aim	Outcome	Objectives
1	To improve accessible services	Access People can access life, society and the personalised services they need	<ul style="list-style-type: none"> To co-design services To make use of digital technology To make our services available in other locations and across communities To provide quality training and consultancy for other providers to improve their offer to disabled people To give strength to the voice of our beneficiaries in their communities
2	To ensure people have good quality accessible information	Information People have the information they need to make decisions and plan their lives	<ul style="list-style-type: none"> To communicate and offer realistic options To produce user friendly material To provide innovative platforms to share the information disabled people need To give people expert advice to solve the problems they face
3	To enable people to live more independently	Support People are enjoying improved health & well-being, able to move forward in their lives	<ul style="list-style-type: none"> To help join up services across all sectors To help and encourage people to take part in community life and work To offer and champion a range of accessible volunteering opportunities To provide modern, bespoke care and support to disabled people To give people the tools and support to tackle injustice and discrimination
4	To increase the range of options people have	Choices People have access to a wide range of options to meet their needs	<ul style="list-style-type: none"> To expand and develop services To raise awareness of what's out there To facilitate partnership working To identify gaps in the market and bring the right people together to fill them
5	To have well trained and knowledgeable staff and volunteer teams	Ability People are supported by a passionate and committed staff & volunteer team	<ul style="list-style-type: none"> To work to Possability People's vision and mission To listen and respond to the voice of our beneficiaries and their experiences in all we do To commit to learning and developing in their own work To be self-aware and regularly reflect on own work To achieve and maintain appropriate quality marks for our work

Strategic Aim: To improve accessible services

1. To co-design services

As a user-led charity, Possability People is passionate about ensuring its services are co-designed. It is the responsibility of the trustees and management team to ensure every project and service we offer is designed and delivered according to the feedback and stated needs of our beneficiaries. Our supervision and appraisal processes communicate and monitor this across the charity.

The Advice Centre team have a track record in supporting service users to become volunteers, who often then move into paid work in the service if opportunities arise. As reported last year, the Advice Centre identified a need as articulated by our beneficiaries for a peer support community to support the tribunal and appeal process. It was awarded funding from Henry Smith Funded to provide peer support for people going through welfare benefits appeals and tribunals. This co-designed service was based on what disabled people told us they thought would help their situation. It offers peer support buddies to attend appeals and provide moral support, as well as a regular monthly peer support meeting for people to come together and share their experiences.

All the projects within our Community Employment Service are co-designed. The concept was based on the support its founder would have liked when they needed it, had such a service been available. Service staff and volunteers have lived experiences of the barriers our beneficiaries face; many have come through the project as beneficiaries themselves, initially volunteering before delivering services. Drop-in sessions are designed to meet the needs and aspirations of the groups, and courses evolve with participant's input. Services are developed and funding sought to meet needs identified by our beneficiaries. Encouraging and developing peer support in all activities further underpins this approach, and our work with employers is driven by listening to the experience of disabled people in a variety of workplace settings.

Engagement and Inclusion through our Get Involved Group (GIG), is co-designed. Various offshoot projects have been developed by group members with support and guidance from the volunteer team. The Disability Collective takes direction and guidance from its member organisations, focussing on the priorities raised by group members. Engagement activities, wherever possible, are co-designed with workshops to enable disabled people to engage with the wording and design of surveys and tools used. Most of the project team have lived experience of the barriers our beneficiaries face.

Our Social Enterprise activities work to support our charitable aims and objectives. Possability People: At Home and our Payroll and Supported Bank Accounts Service support the articulated needs of our beneficiaries.

At Home was developed in response to feedback from disabled people who found a gap in the market between self-directed care and support and care agency services. The responsibility and administration of employing their care staff was a barrier to employing assistants. Therefore, they often accepted services which did not truly meet their needs or were not provided in the way they would choose.

At Home matches the disabled person with one or more carers, giving consistency, personalisation and peace of mind. People are supported to identify their own needs so the amount of support and care is delivered as they want. People regain control of their lives and choose who, when, and how they are supported in their home without the burden of managing the employment of staff.

Our Payroll and Supported Bank Account Service supports people who feel able to employ carers by taking responsibility for the administration of their payroll, reporting to HMRC, managing pension obligations. Many disabled people told us the legal and administrative responsibilities of managing these were overwhelming and the financial pressures of managing Direct Payment funds alongside regular budgeting was too much. Our service removes the stress and burden of complying with HMRC, handles all tax, national insurance and pension requirements. It can enable people to keep their Adult Social Care or Continuing Health Care funding in a separate bank account from other money. Disabled people repeatedly tell us of the peace of mind this brings so they can focus on the day to day and get the personalised support they need.

As a user-led organisation, it is essential our volunteering programme listens to and meets the needs of people who wish to engage with it, over half of whom identify as disabled, many of whom have accessed our other services. We take all possible steps to ensure volunteering is accessible and match the skills, qualities and aspirations of our volunteers with our opportunities to get involved. We continually develop new opportunities within our organisation. We remain well informed of the many options available elsewhere to ensure every development opportunity is maximised, enhancing the volunteer experience, improving our impact and economic and social return on investment in all our work.

2. To make use of digital technology

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

At Home uses digital technology to improve its beneficiary services: Near Field Communication (NFC) tags and online rotas provide real time updates which benefit the client, the PA, and improve the operation of the service. Care plans are kept up to date and operate in real time via a digital system.

Our regional Get Set projects actively build the digital skills of our participants. We run courses in digital basics and digital employability. Participants learn the digital skills they need to search and apply for work in today's labour market. All participants are given access to a shared Dropbox folder enabling the team to share documents and work collaboratively. These resources were also shared and made available with At Work beneficiaries who wanted our support to build employability skills to change roles now or in the future.

The At Work project invested in and developed an online referral platform which has been hugely valuable in streamlining referrals from a range of professionals. Fully GDPR compliant it ensures that health professionals or other community and voluntary sector staff can quickly and easily share information to get their clients the support they need as efficiently as possible.

We have maintained our It's Local Actually database of free and low-cost activities across Brighton & Hove and Mid-Sussex. Many micro providers do not have their website, so this is the online presence they maintain. We continue to support and develop the 'Support at Home' section of the database, connecting people to home visiting providers of a range of services such as opticians, nail cutting, gardening and hairdressers. We are actively in discussion with funders and potential partners to develop and expand this offering next year.

In addition to telephone booking for our Shopmobility service, we offer online booking and payment as an alternative to ensure the service is as accessible to all as possible.

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

3. To make our services available in other locations and across communities

Possability People explores and expands services beyond our traditional base of Brighton & Hove. This year has seen the third successful year of delivering our Community Employment Service project, Get Set, in Hastings and Bexhill. The Community Employment Service spread its wings to deliver Get Set across seven sites in Surrey and completed one of the top performing Work & Health Unit Challenge Fund projects, At work, across Brighton & Hove and Mid-Sussex. We launched the National Lottery Community Fund project: Get Set Opening Doors in Hastings and Brighton & Hove in the final quarter, and are in talks with the DWP to launch a new version of our Get Set project along the West Sussex Coast, hopefully at the start of the next financial year.

As well as clients in Brighton and Hove, At Home has provided care and support to beneficiaries in East and West Sussex.

Possability People supported local disabled people's groups in towns within the region, particularly in Eastbourne where we support the Eastbourne Access Group and the Disability Involvement Group in their quest for an accessible and inclusive town. We have a regular monthly column in the Eastbourne Voice, allowing us to showcase a wide variety of issues of note to disabled people to their readership of over 10,000.

Our Advice Centre works in partnership with the MS Society, supporting people in Brighton & Hove and surrounding towns in East and West Sussex. It runs the East Sussex Information & Advice line, offering general advice about day to day life as a disabled person and signposting on to specialist support in East Sussex for in depth queries.

Right Track in Brighton & Hove and Mid Sussex was successful in tendering for Sussex MSK Partnership's new social prescribing service, allowing us to continue offering self management support in the same geography. Working closely with partners in MSK clinics, the new service launched at the end of this year.

4. To train and consult with other providers, improving their offer to disabled people

We delivered training to Brighton & Hove Bus Company, the Clock Tower Sanctuary, Brighton University and a variety of DWP staff. We have also worked collaboratively with a range of employers through the At Work project, sharing resources, providing advice and support, which will impact positively across their staff teams.

Our Get Involved Group worked with Uber this year, exploring and improving their accessibility, from booking a taxi to interacting with the driver. Disabled people had Uber credits to thoroughly test the process from start to finish and provide detailed feedback. Our ongoing relationship with Uber helps ensure they are delivering the best possible service to disabled people.

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

Possability People regularly seeks feedback from all its projects and services. This enables ongoing service improvements and gaps in provision to be identified and acted upon.

The Get Involved Group engaged in a variety of topics including aspects of self-managing long term conditions, accessing health services, and support available to disabled people after a stay in hospital. Reports of the findings of this work can be found on our website.

For the Brighton & Hove Council funded part of the project, an extensive engagement report was commissioned to explore current and future care needs of adults under 70 with physical, sensory or neurological conditions. One of the most significant pieces of research undertaken by the GIG in its ten year history, the views of nearly 200 local disabled people were sought, collated and reported to the council to inform future commissioning plans.

As well as specific engagement and inclusion work, Possability People represent the voice of disabled people on a range of local, regional and national panels and forums to ensure disabled people's experiences are represented in conversations affecting them. This includes, but is not limited to: DWP Disability Confidence reference group, the DWP Local Stakeholder Group Network, Sussex Council of Training Providers, Falls Prevention Steering Group, Food Partnership Expert Panel Group, Active Travel and Health Partnership, Self-funding Knowledge Exchange, Arts, Health and Wellbeing Working Group, Work and Learning Working Group, Equip Board, Health Overview Scrutiny Panel, Speak Up Network in East Sussex and the Upstanders Network Against Hate Crime. We have also secured a place on the DWP Regional Stakeholder Network to represent the views and experiences of disabled people to the Office of Disability Issues and we look forward to seeing how this work develops over the next year.

Possability People's Advice Centre regularly contribute to reports and research on the impact of welfare benefit decisions on disabled people, including the impact on disabled people of changes to Universal Credit and Personal Independence Payment. This ensures decision makers hear the real experience of disabled people accessing the system at both a local and national level.

Through our track record in delivering personalised, holistic support to disabled people looking to return to or remain in work, we are well respected with DWP policymakers and officials and recognised as experts in our field. We regularly consult on approaches to improving opportunities for disabled people and join reference and stakeholder groups where possible to share the collective voice of our team and the people we support in the conversations which affect them. The learning and evidence from our Work & Health Unit Challenge Fund project, At Work, was included in a report compiled by grant managers, Rocket Science, and presented to a broad range of government officials, policy teams and think tanks.

Our excellent local relationships with the DWP allow us to feedback directly to staff working with disabled people. We share best practice and understanding to quickly resolve potential issues, so disabled people do not experience any unnecessary distress or delays in their claims.

At the end of the year, we were asked to consult with the Social Security Advisory Committee on government approaches to disability engagement, sharing best practice and making recommendations for future strategies based on our expertise in this area.

This is the core work of the GIG and the Disability Collective. We actively engage with disabled people, and their representatives, on matters they have raised and on questions raised by statutory service providers and independent businesses. Staff and volunteers use their own lived experience to foster trust and have meaningful, open and honest conversations with disabled people whose views are reported back constructively and effectively.

Disabled people who face challenges in getting out and about have told the Shopmobility service is essential for their ongoing independence. It is the leading service for many people who do not own, or are unable to store, their own equipment but also provides safe and effective temporary equipment when scooters or wheelchairs require maintenance or servicing or are otherwise unavailable.

Disabled people also told us that not being able to use their scooters or other mobility equipment on public transport could often be a barrier to getting out and about and maintaining their independence. We worked closely with the local bus company to resolve these issues, investing in equipment that could be used on buses and providing training days with the bus company to allow people to test and build confidence using their scooter on the buses.

With our user-led focus, Possability People ensures disabled people are appropriately represented in discussions taking place at a local, regional or national level. Disability is a cross-cutting theme, acting without prejudice and as such, should be an essential consideration for anybody working with people in the community.

Strategic Aim: To ensure people have good quality accessible information

1. To communicate and offer realistic options

Possability People enables people to understand their situation and take control of it. Offering realistic options is an essential element of this; we take care to communicate clearly the reality of any given situation and do all we can to support people to move forward.

The Advice Centre team's skills and expertise is crucial for disabled people, enabling them to understand the options in front of them and how best to access the support to which they are entitled. It would be unrealistic, unethical and inappropriate for the team to raise false expectations, so exploring each situation in depth, giving the right information at the right time is essential. The success rate of the benefit applications they support and decisions they help people to challenge speaks to the effectiveness of this approach.

Our Community Employment Service offers long term support. Beneficiaries needs are known in depth and their dreams and aspirations, goals for the short-medium and long term understood. Building action plans is an in-depth process, giving people space and time to consider all opportunities available to them, with the pros and cons of each. The team takes time to talk through all options with people and plot each step of the journey. We explore what needs to be done and find the tools and techniques required to pursue these options. Setting goals, breaking them down into manageable steps and gradually overcoming barriers step by step is fundamental to our bespoke service.

The Link Back service begins with an in-depth conversation to understand someone's needs on returning home from hospital. It unpicks connections to friends, family and community which may have been lost and looks at additional support an individual would need to remain independent and thrive. Action plans are created to offer people activities and services which meet their needs, and they are supported to access them as required. Referrals may be made on their behalf to overcome initial barriers to engagement, or they may choose to act entirely independently, knowing they have the right information for their choice.

Right Track uses the same approach to their beneficiaries with MSK conditions, listening carefully to people's needs and aspirations and the changes they want to make in their lives, then gathering and sharing information and signposting packs for their beneficiaries. The team ensure appropriate options are available to the individual and conversations supporting their choice happen as and when needed for the best possible outcomes.

Possability People carefully manage the expectations of potential volunteers, including the availability of particular volunteering opportunities. For example, our Payroll and Supported Bank Accounts service often operates a volunteer waiting list (to ensure staff can provide meaningful support and progression to volunteers). However, as the skills and qualities these positions need can often be found in the requirements of other roles, our Volunteer Manager matches potential volunteers appropriately to other roles in the interim. Volunteers who temporarily joined our reception, Shopmobility, GIG and Community Employment Service often chose to stay with the new project, adding more volunteering shifts to their week when an opportunity in the initial service they applied for becomes available.

Our social enterprise activities support this objective. At Home ensures the beneficiary is at the heart of their own care and support planning process, making choices about the care and support they want to receive. They can thoroughly discuss their needs with the team who create a bespoke service for each person, rather than expecting individuals to fit into a "one size fits all" service. We ensure people do not feel the service is "done to them" but is there as a framework upon which they can build and control their life.

2. To provide user friendly materials

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

Information sent or shared to beneficiaries considers their access needs and communication preferences. Reminder systems are in place across a variety of our projects for appointments, meetings, calls or sessions and used in-line with beneficiary choices. For some, an appointment letter will be enough – for others, texts or calls are made nearer the time to ensure people can access a service appropriately and with confidence. If a Community Employment Service beneficiary is feeling apprehensive about attending a group session for the first time, a series of calls and texts will be made to them in the lead up to the day, and a named person to meet them outside the venue, so they feel comfortable and settled to come inside.

Action plans, session handouts and resources are shared and explained, designed to meet the needs of the beneficiary. Their style and content are continually reviewed to meet our community's needs best. Materials are produced in a variety of formats on demand, including large print, specific coloured paper or to meet other access needs. For example, the Get Involved Group produce a large print version of their monthly round up each month and a yellow paper copy for people who have requested it.

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

Possability People are keen to find new ways of reaching audiences and sharing information our beneficiaries need. With the Covid-19 pandemic and lockdown at the end of this financial year, we adapted and changed the way we reached and engaged with our beneficiaries. We are confident about rising to these challenges in the coming year.

Our flagship database, It's Local Actually, enabled people across Brighton & Hove and West Sussex to search for free or low-cost community activities. Activity providers are registered on www.it'slocalactually.org.uk, with over 1500 'out and about' low cost and free things to do offered every week. Home visiting services are listed on 'Support at Home' helping older and disabled people stay independent, safe and well. The website's Twitter account, OutAndAboutOne has 1000 followers. We are in talks with supporters to look at development opportunities for this site including expanding its reach to East Sussex and considering additional functionality suggested by regular users of the site.

Our website continues to be one of the key routes into the organisation for many beneficiaries. It is often the first place people find out about our projects and services and the support we offer. Over the year, nearly 100,000 people visited the website.

We published 691 Facebook posts to 1,200 page fans. We tweeted 1400 times to nearly 4000 followers. Our fledgling Instagram account posted 23 images to 210 followers. These channels developed graphic design to share complicated information in easy to understand ways.

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

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

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

Most of the Advice Centre's beneficiaries would not be able to understand the complex benefits system without our support. People often tell us they are completely overwhelmed with what is expected of them; they don't know where to start, have tight deadlines and feel so distressed they can't even face opening the letters they are receiving. We build trust and confidence with people, providing the step-by-step advice they need to work through the process.

For Link Back and Right Track, expertise and understanding of the local market means people accessing their services are supported to navigate the full range of options available to them. Our knowledge of what's out there, including capacity and potential waiting lists, means the best possible options are presented. People are connected to appropriate support in a timely fashion, whether that helps prevent unnecessary readmission to hospital, or improves self-management of a long standing health condition.

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

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

Through the At Work project, the Community Employment Service provides expert advice to navigate conversations where, without our intervention, an employee and their manager would be 'stuck' between conflicting recommendations from Occupational Health, HR departments, Unions and unsure how to take the individual's own wishes into consideration.

Our Payroll and Supported Bank Accounts services are adept at explaining complex financial information to disabled people who have a wide range of access needs. They articulate how problems can be resolved, provide advice to resolve conflicts and handle conversations which, by their very nature, can be very challenging.

Strategic Aim: To enable people to live more independently

1. To help join up services across all sectors

Possability People works across traditional sector boundaries, taking a whole person approach for our beneficiaries, enabling them to access whatever they need to get on and live independently, regardless of from where any support may come.

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

At Home clients can often be involved with a wide range of professionals from health and social care. The service brings together staff from the NHS; Clinical Commissioning Group, Sussex NHS Partnership Trust, GPs, Pharmacies, Adult Social Care and other organisations from within the community and voluntary sector.

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

Right Track has developed relationships across sectors and can signpost and refer to a broad range of groups and services from health advice and advocacy to local groups help in church halls, from counselling and employment workshops to peer support groups, from large programmes of council-led activity to sessions aimed at specific groups such as older people, women, BME and LGBTQ communities.

Right Track is part of the Social Prescribing Network and keeps up to date with the local picture, shares best practice and builds relationships with other referral organisations. As part of a broader group focussing on disability and health impairments with services across Sussex and Surrey, Right Track can tap into a large pool of knowledge and experience and make internal referrals to these services quickly with minimal waiting times for beneficiaries. They have also built relationships with the Sussex MSK Partnership's clinicians across Brighton & Hove and West Sussex.

Link Back works with a range of providers from all sectors including health, social care, the voluntary and community sector, social enterprises and the private sector. Effective communication and partnership work promotes better understanding and trust between organisations for future collaborative work. Partnership with specific hospital departments has streamlined our service delivery and ensured effective, appropriate referrals from across the hospital for anyone who needs our support.

Through the Early Response project, we have developed new and effective relationships with a broad range of local private sector tradespeople and providers. We have strengthened links with a variety of Brighton & Hove City Council teams, including social workers and housing adaptations. We have established effective partnership working relationships with the hospital Responsive Service department, working closely with colleagues in both the Health and Social Care sectors.

The Get Involved Group has worked closely this year with the private sector taxi Company Uber, ensuring that the views of their disabled customers can be heard and are respected at a local, national and potentially even international level.

Disabled people accessing our Get Set programmes identify their own employment goals and aspirations, so the team must build positive relationships with professionals in all sectors to broker suitable, sustainable employment opportunities where needed. Through the At Work project, the team worked with many employers from all sectors. It brokered relationships between employers, HR specialists, occupational Health experts and Union representatives, holding the space as an independent party to ensure all views were heard and considered and solutions agreed that would benefit all concerned.

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

This aim underpins all Possability People does. Rather than trying to fix things that aren't working, we enable people to develop the tools, skills and confidence they need to implement their own solutions.

This can be through working together to remove practical barriers (such as incorrect benefit entitlements, unsafe housing situations or not knowing how to start exercising safely) to long-term coaching and support to make lifestyle changes and move towards employment. We strive not to create a dependence on any of our services but build upon the assets and resources of our beneficiaries, enabling them to achieve more, feel genuinely part of their communities, live independently, with dignity and without prejudice.

When someone experiences financial hardship, doesn't receive support they are entitled to or are concerned about the stability of their housing situation, for example, they are naturally in crisis. This is understandably the most significant issue they face in life. Without the right support in place, they are likely to spiral negatively, with increasingly poor mental health, increased social isolation, financial insecurity and so on. This may negatively affect someone's mental health and is likely to have a detrimental effect on their physical health, both through the escalation of existing conditions and through self-neglect. The current crisis must be prioritised for them to consider what else they may want to put in place to move on.

When someone has to make a daily choice about whether to put on the heating or buy something to eat, community activities, volunteering or work is not going to be a priority. The Advice Centre supports people through these immediate crises and often provides the tools to prevent crisis in the future. Once this expert information and advice is used, people often feel more stable to plan the next steps, be that gaining or maintaining employment, volunteering or considering other activities to build connections with their local community.

This approach is central to our Community Employment Services, where an empowering and enabling approach supports people to identify and achieve their own goals. Support is long-term; the team are there every step; people develop in their own way and at their own pace. This approach ensures people move into paid, sustainable employment when they are ready and are actively supported to identify and access a range of volunteering and work experience opportunities. As part of ongoing condition management support and self-development, action plans include community groups, activities and other neighbourhood services, creating a sense of connection back to a community, overcoming social isolation to improve wellbeing and social mobility. We do not focus on getting someone quickly into a paid job and signing them off the service; we take time to get to know people and what is important in their lives.

We strongly believe this approach leads to jobs being sustainable, as well as having a positive impact on overall health and wellbeing. People report feeling better equipped to deal with whatever life throws at them and where to go for additional support if and when needed. The holistic nature of our At Work service means we consider someone's personal life and health, and how it affects their daily activities. This helps us to understand better any barriers to them finding and sustaining employment.

A Wellbeing Action Plan is created with every beneficiary. It considers all appropriate opportunities to engage in family and community life as part of a broader look at self-managing their health condition and improve their health and wellbeing to ensure that they could remain in work for the long term.

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

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

Volunteering with any Possability People project or service reaps a wealth of rewards, including increased skills and confidence and an understanding of local services. Volunteering is a stepping stone to employment for many people. It allows people to learn new skills or refresh old ones, test out condition management techniques to ensure returning to the workplace is sustainable and have recent, relevant experience for CVs and job applications and after six months, access to a professional reference.

Additionally, our social enterprises provide services which allow people to get on with their everyday lives, access work and other community activities. At Home approaches care and support in a highly personalised manner, which in turn allows clients more flexibility. PAs may accompany beneficiaries to access activities they would otherwise be unable to participate in within their community. By providing additional support to address their health needs, they enable people to go to work or access community life in a way which was not previously possible.

It also allows flexibility in the way care and support is provided, so the client can determine what best suits their lifestyle. Having care consistently offered at the right times means clients can attend work and other appointments without having to wait for a call from a traditional care agency.

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

Possability people's volunteering programme is continually evolving. We use our training and consultancy programme, as well as our reputation and standing in the local community, to share best practice approaches to volunteering for disabled people. We ensure organisations understand the difference between supported volunteering and accessible volunteering, and work to remove many barriers to participating in volunteering that disabled people have told us they have faced.

This year, Possability People have supported a team of 82 (+8 trustees) volunteers. Together they have provided 25,564 hours of support, an equivalent contribution to 14 FTE members of staff and valued at £237,745 if paid the Brighton Living wage of £9.30. Our trustees provided approximately 320 hours of support.

The Advice Centre relies on a team of volunteers, most of whom identify as disabled people and bring their lived experience of overcoming the challenges their beneficiaries face. Volunteer positions are tailored to the needs and aspirations of each volunteer, consider shift patterns which work best for them as well as the sort of activities with which they wish to get involved. The team increased their volunteering opportunities this year, providing new peer support volunteer roles to buddy people to tribunals, as well as supporting the peer support group meetings and traditional Advice Centre services. This year, the Advice Centre supported 16 volunteers.

The Community Employment Service relies upon a team of volunteers to provide peer support and administrative duties. Peer Support volunteers are beneficiaries who have themselves come through the programme and want to 'pay forwards' the support they received to help other people along their journey. Outside of peer support in group sessions, volunteers are involved in every aspect of the service, making telephone calls to participants, researching local opportunities and support services, providing buddying support to interviews, and appointments and supporting the reporting and monitoring of the project. The broad geographical spread of the service means we support volunteers across the region, from Hastings, through Brighton & Hove and West Sussex and Surrey. This year the Community Employment Service supported 15 volunteers

The Right Track Service takes pride in the support and development of its volunteer team creating roles that suit the skills and aspirations of the individual volunteers. From printing and compiling information packs to updating the It's local Actually database or providing peer support to beneficiaries in our pilot Steady On course, volunteers are involved in all aspects of the project. This year Right Track supported 6 volunteers.

Our Social Enterprise Payroll and Supported Bank Accounts service offer a thriving volunteering programme, supporting a practical and good value-for-money service, which provides valuable work experience in finance. Their success is demonstrated by the waiting lists the team regularly operate to support new volunteers. This year the Payroll team supported 8 volunteers.

The Get Involved Group supported 9 volunteers this year, and a further 24 volunteers were involved in our Shopmobility service and reception duties. We also had 2 volunteers who supported our Communications Officer.

43 of our volunteers identified as disabled people, and 5 of our 8 trustees identify as disabled people. Our volunteer survey, completed in December 2019 said:

- 87.5% felt they were given enough information when they first contacted us
- 93.7% rated their induction good or excellent
- 94% were aware of our vision and our values
- 81% had been given opportunities to develop in their role
- 100% of disabled volunteers felt that our volunteering opportunities were accessible to them
- 94% had felt able to attend training
- 100% reported there is a commitment across the organisation to involve volunteers
- 100% felt that their volunteering was valuable or extremely valuable to them.

4. To provide modern, bespoke care and support to disabled people.

Our Care Quality Commission registered At Home service was created because disabled people told us traditional care agency models didn't always meet their needs. People have experienced many different, unhappy situations, including not knowing who would be arriving to give care, short visits such as 15 minutes and little choice in the activities they can participate in with care staff. At Home is different because beneficiaries are matched with their own PAs, often recruited directly in partnership with the disabled person. They can build meaningful, professional relationships with their care staff. This builds trust over time and allows the worker to understand the subtle preferences and nuances needed to provide genuinely bespoke care and support. The flexible service allows people to move the hours of support they receive to suit their needs, for example receiving care early enough to allow them to then go to work, or late enough not to have to go to bed too early. People also have the flexibility to increase or decrease support, so can consider travelling further afield, taking day trips out and generally getting on with life in a way many of us would take for granted.

5. To give people the tools and support to tackle injustice and discrimination.

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

We are members of the Upstanders network in Brighton & Hove, bringing together organisations supporting people who may experience incidents of hate and support a city-wide approach to inclusion and reducing hate incidents. We are also members of the Sussex Police Disability External Reference Group to ensure the statutory service truly understands the needs of disabled people and how they may be affected by the actions of both the Police and other people.

Our Community Employment Services provide sound understanding and knowledge of the Equality Act 2010 and how it related to disabled people in the workplace. We deliver this through training to disabled people as well as to their employers. By being informed about the realities of what may or may not be discrimination, disabled people feel more empowered to talk openly, honestly and professionally about their health condition or impairment and know where to go for more support should they encounter any difficulties. Through the At Work project, we were able to support many beneficiaries in conversations about in-work support, reasonable adjustments and phased returns with their employers in a professional manner, resulting in solutions which worked for all parties and ultimately ensuring people were able to not only remain in their jobs but thrive in them.

Strategic Aim: To increase the range of options people have

1. To expand and develop services

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

Our Advice Centre launched its peer support service. Henry Smith funding means we will provide peer support sessions to enable disabled people to come together and share experiences of the benefits and tribunal systems, and peer buddies to provide moral support to attend appeals and tribunals. This is the first time the Advice Centre has been able to deliver such peer support and is a welcome offer.

Started at the very end of the last year, our At Work service has successfully supported disabled people across Brighton & Hove and mid-Sussex to sustain employment.

Our Get Set programme is continually evolving and expanding. This year we have rolled out unique support to 7 sites across Surrey, enabling us to reach a new audience of disabled people. At the end of this year, we were launched our new Get Set Opening Doors programme, which will run for four years and support 400 disabled people to move towards work Hastings and Brighton & Hove. This is the first time we have supported unemployed, disabled people in Brighton & Hove for three years.

We continue to maintain our excellent working relationship with DWP and explore new ways of supporting people in different ways. At the end of this year, we are in talks about a bespoke provision for people with learning disabilities and learning difficulties in West Sussex and are hopeful this will be confirmed early next year.

Volunteers add huge, invaluable capacity to Possability People. We continually expand how we can involve volunteers in our activities. This year, we have taken on a volunteer in Surrey, as well as provided new activities for volunteers, such as the peer support and peer buddying activities of the Advice Centre, supporting our pilot gentle exercise classes as a "spotter" or providing user-testing and accessibility reviews through the GIG. This is in addition to our traditional more office-based roles which have continued successfully throughout the year.

The Early Response project within Link Back has expanded and developed the service it offers beneficiaries throughout the year, thinking creatively to find practical solutions to the barriers people face to being discharged home from hospital. No job is too big or too small for our team, from deep cleaning and decluttering, to building work, new appliances or support with pets.

Within the social enterprise arm, At Home considered different ways people might benefit from the service and how we can reach them. Our diverse offer means we can respond to emerging local need and truly match services to the communities we support. Working sensitively and with compassion through initial challenges, perhaps decluttering and deep cleaning someone's home, allows us to build trust with people and help them to consider the care and support they may need in the longer term.

2. To raise awareness of what's out there.

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

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

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

Thorough research and investigation are part of the support planning process for Link Back and Right Track. The teams use their existing knowledge and continue to build and add to it. This information is shared in manageable chunks and accessible formats, allowing their beneficiaries (and their friend, family and other support networks) to build their knowledge of community offers. As their confidence in engaging with services increases, they are more likely to continue exploring their options and looking for additional opportunities increasing their resilience and connection to the community.

As At Home PAs get to know their clients, they will discuss the options, services, and activities they can access.

Shopmobility delivery drivers promote other projects and services appropriately, raising the profile of the whole organisation across Brighton & Hove to tourists visiting from further afield as well as a resident. This helps connect more disabled people to information about issues affecting them and has resulted in people signing up to newsletters and updates from further afield than our projects would typically reach.

3. To facilitate partnership working.

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

The Advice Centre work closely with other local advice agencies to pool expertise and resources and maximise reach. We are also a provider for the Multiple Sclerosis Society providing a fast-track support service for their beneficiaries.

Link Back has built trusted partnerships with hospital staff since its inception, as an integral third sector partner supporting the Home First Pathway. The Early Response Service has further strengthened these relationships and also enabled us to build relationships within Brighton & Hove City Council teams, including the Hospital Discharge Grant service and Adult Social Care services.

The Community Employment Service have developed partnership working with Job Centre Plus in Brighton & Hove, Hastings, Bexhill and across Surrey, allowing improved, holistic support ensuring services are wrapped around individuals, tailored to their needs and delivered in a timely fashion. It works in partnership with a range of colleges, training and other support providers to ensure referrals in and out of the service are available and effective, determined by the needs of our beneficiaries and so support is maximised, and duplication of effort is minimised. It works closely with employers and local businesses to understand their recruitment and retention needs and to involve them in service delivery wherever possible. Effective relationships developed with employers through the At Work project have enabled us to reach more disabled employees who would not otherwise have heard about our services.

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

Possability People ensure local communities can provide what our beneficiaries need. We monitor services and activity provision locally, and through partnership, work is keen to explore ways of filling any gaps we identify. Our successful project, At Work, is an example of this.

Possability People identified a gap in support for disabled people in work who were facing barriers to maintain their employment. While support is available for disabled people seeking work, specialised retention support to meet the needs of both employee and employer was missing. Our approach enabled us to tailor support to the beneficiaries of the project and work closely with them and their employers to put together and follow a clear action plan to ensure that anyone currently off work sick was able to return and that all beneficiaries were able to feel stable and secure, with the right supporting place, to maintain work.

We used our expertise to understand the needs of the beneficiary but also understand the impact of the situation on the business of the employer and broker solutions that worked effectively for all parties. The success of the project speaks for itself, being one of only seven projects recommended nationally for future scaling and expansion.

Disabled people the organisation supported told us that while they wanted personalised care, they didn't want the responsibility of becoming an employer, but there were no other options that suited or understood their needs. At Home was developed to provide a bespoke service, personalised to each individual's needs.

Right Track identified a gap in the market for tailored exercise classes for people living with long term pain or restricted mobility that still allowed for progression and development. Through careful research, an opportunity to train staff in a specific technique became available, and our first pilot programme ran successfully towards the end of the year. We secured funding from Awards for All to develop this pilot, including wellbeing and mental health support, peer support opportunities and ensuring the programme could help overcome social isolation as well as the physical challenges that beneficiaries were facing. We are keen to expand and develop this further in the coming year and are exploring partnerships with Albion in the Community and Active Sussex to enable greater reach and impact.

The Early Response work within Link Back has enabled the team to identify gaps in the local trades markets for in-home services and explore conversations to help market stimulation. At the start of the year, very few providers were able to offer specialist deep cleaning services within short timeframes, for example, but through consistent work and relationships developed through the year, the database of appropriate trades' people our staff can call on is steadily growing.

Strategic Aim: To have well trained and knowledgeable staff and volunteer teams

1. To work to Possability People's vision and mission

By ensuring every project and service takes an enabling approach focussed on our core aims and objectives, we are clear we do not drift from our mission, keeping our vision and mission at the heart of all we do.

As Possability People relies less on statutory funding and broadens its fundraising activities to include trusts, foundations, individual and corporate giving, we need to demonstrate how we meet individual funder performance indicators (KPIs), as well as illustrate how our aims and objectives are met in other ways. This is the responsibility of our Senior Leadership Team, supported by project leads and fed back through team meetings, staff supervision and appraisal, planning days and volunteer support sessions.

2. To listen and respond to our beneficiaries' voice and their experiences in all we do

Possability People are proud to be a user-led organisation. We embrace lived experience at every level, from our trustees, through senior management, the entire staff team and our volunteers. Coupled with beneficiary engagement, we have a unique insight into the experiences of disabled people in our communities and the things that enable them to thrive. All our projects and services, particularly those who engage with people over a long time, work hard to ensure disabled people's experiences are reflected in service design and development. Whether it be a Community Employment Service beneficiary suggesting a new resource that could be shared or a Right Track beneficiary drawing our attention to a new group or activity, every voice is heard, and all have the opportunity to contribute.

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

3. To commit to learning and developing in their own work.

Possability People are committed to ensuring staff, and volunteer teams remain recognised as experts in their field. All staff and volunteers can access specialist training related to their roles as required.

We provide regular in-house training and briefings for our teams to ensure knowledge is up to date and accurate, and we engage a variety of external training providers to enhance our skills in delivering quality services to our beneficiaries. All At Home PAs receive full training to meet the requirements of the Care Certificate.

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

- Benefits for Older People
- Disability Confident Training
- Domestic Abuse Awareness
- EEA Nationals (advanced and standard)
- Emergency First Aid at work
- Health & Safety (levels 1 2 and 3)
- Income maximisation for older people
- Manual Handling
- Peer Support for Mental Health
- RISE overview
- Safeguarding adults
- Safer people Handling
- Telephone Advice Skills
- Universal Credit (Induction, The Problem areas and Universal Credit from Scratch)
- Understanding autism
- Advanced Behaviour Change
- OTAGO trainer training
- Mental Health First Aid.

4. To be self-aware and regularly reflect on own work

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

5. To achieve and maintain appropriate quality marks for our work

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

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

We have achieved the Advice Quality Standard with casework in the areas of debt; employment; health and community care; housing, welfare benefits and disability.

We are a Disability Confident Leader (level 3). We act as a champion within our local and business community, our supply chain and our networks and showing disabled people that we are serious about leading the way and about helping other businesses to become Disability Confident. This has been externally verified for us by SPECTRUM.

As a Disability Confident Leader, we carefully monitor our employment practices to ensure we are genuinely supporting disabled people and that they can thrive. 68% of our staff identified as disabled people, either during their recruitment process or in this year's staff survey. Disabled people are represented in every level of our staffing structure up to and including the senior management team. Additionally, around 50% of our volunteers and 80% of our trustees identify as disabled people.

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

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

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

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

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



The Advice Centre

Last year was challenging for the Advice Centre as its primary funder, the Clinical Commissioning Group, stopped funding for core services, resulting in an end to face to face support from the 5 April until the 10 June. Other commissioned projects such as MoneyWorks and the partnership with the MS Society continued, as did some telephone-based support.

A crowdfunding campaign raising £3,775, and an emergency grant from the Garfield Weston Foundation enabled the Advice Centre was to reopen on the 10 June. The Henry Smith grant, reported at the end of last year, was accessed on the 15 May and enables the Advice Centre to add new capacity to facilitate peer support groups and a buddy service to tribunal appointments.

Over the year, the Advice Centre handled 4386 enquiries and supported 1275 people.

A change in reporting process this year will lead to increased accuracy in the future but means we have limited financial outcomes data to report from this period.

However, for the 86 people for whom we have recorded outcomes, we have secured extra £4,637.50 income of per week or £241,150.00 per annum, plus an additional £1,245 in grants and one-off payments.

Supporting people to receive the correct entitlements brings money back into the local economy, both in terms of backdated entitlements and ongoing support to meet independent living needs. This reduces pressure on local health services, as people are better supported to manage their health conditions or impairments.

The Advice Centre is proud to maintain an 88% success rate with form filling and at appeal stage. The national average remains around 65% which further highlights the expertise of our team.

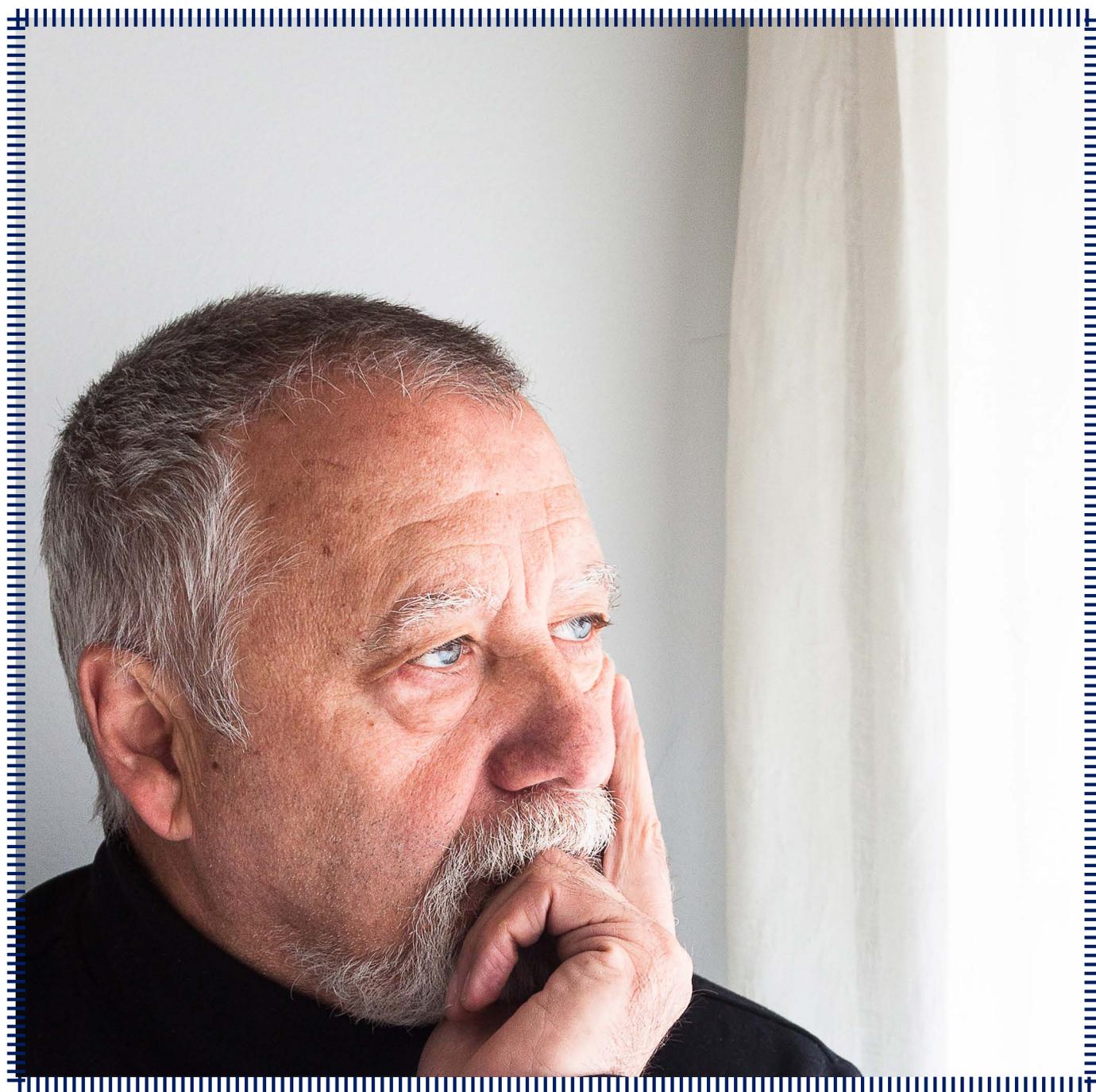
The grant from The Henry Smith Foundation enabled the Advice Centre to develop peer support programmes for the first time, working in two ways. First, a peer buddy service accompanies disabled people to their benefit tribunal hearing. Despite delays to the start of the scheme, including recruitment and training, nine clients were supported by a buddy to attend the tribunal, and 100% were successful, with the decision made in our beneficiary's favour each time.

We were also funded to set up a peer support group to share knowledge and build confidence in navigating the system. Despite several adaptations to our approach, this was not as successful as we'd hoped. Therefore, in the coming year, we will be redirecting the funding resource, with the funder's permission, to explore an additional buddying service to Health Assessment appointments, which is highly requested and currently not a service provided for disabled people locally.

Advice Centre Story



G contacted the Advice Centre to assist with an appeal against a “limited capability for work” decision. They had several health conditions which affect their mobility, walking ability and also cause chronic pain. G also has an auto-immune condition which impacts their gastric system and frequently experiences malnutrition and weight loss. Due to their health conditions, G was unable to work, which led to a deterioration in their mental health and a diagnosis of “emotional intensity disorder.” G had claimed Universal Credit and requested a Work Capability assessment providing medical evidence to support this. They were examined by a HealthCare Professional who believed that G did not meet the criteria for Limited Capability for Work. G appealed this decision, on the grounds of both limited mobility and appropriateness of behaviour in a workplace. We supported the client to appeal and met with them to write the grounds for appeal. We contacted their GP for additional medical evidence and met with them several times to prepare them for the appeal process. We provided G with a tribunal buddy to go to the hearing with them, and the tribunal set aside the original decision as requested in the grounds for appeal.



Community Employment Service

Get Set (Hastings & Surrey)

We have continued our successful delivery of the Get Set programme in Hastings throughout the year, as well as launching the service across seven Job Centre Plus sites in Surrey: Guildford, Woking, Camberley, Redhill, Epsom, Staines and Weybridge.

We have continued to see significant, life changing impact in the people we have enabled to move towards employment. We have enabled people to create strong, positive CVs and cover letters, showcasing their skills and experience that they understand and can talk confidently on.

People create Wellness Action Plans to learn how to manage their health when they do return to work, consider any reasonable adjustments or in-work support but also acknowledge what they need to do for themselves to remain well and resilient to thrive in the workplace. They also build their communication skills, create strong support networks and gain confidence in setting and achieving their own goals. Our tailored, holistic approach is unique, wrapping support around individuals and getting underneath their situation to understand the barriers they face and enable them to identify and take the steps they need to do to overcome them.

The two projects supported a total of 168 people. Through the year, across the entire footprint, we have delivered 4600 contact sessions, either providing 1:1 support or through group workshops and courses.

Holistic support is essential to build trust and enable people to make long term lasting changes in their life. We regularly provide additional signposting and support 1:1 on a range of areas including mental health support, housing, welfare benefits and community activities.

This year, across the two projects, we have enabled 40 disabled people to move into work and 56 to begin volunteering. We measure the impact of our support and the courses we run by tracking the uplift in skills and confidence across a range of areas.

This year we have achieved the following:

- Feeling confident and ready to find work – 129% uplift
- Feeling prepared and having the right skills to start employment – 108% uplift
- Feeling confident about managing health in work – 130% uplift
- Having the right skills to manage health in work – 131% uplift
- Feeling connected to your community – 112% uplift
- Feeling confident about applying for and getting a job – 106% uplift
- Having the right employability skills to get a job – 108% uplift
- Feeling confident to know what to do in an interview – 106% uplift
- Feeling confident about digital and IT skills – 115% uplift
- Feeling confident in managing a Universal Credit account online – 110% uplift
- Having the right digital and IT skills to find employment – 122%.

Get Set Story



When we first met C, they were experiencing anxiety, exacerbated by difficulties at home and trapped nerves. C felt they should take things one day at a time. As well as managing their health, they were caring for their partner and had been out of work for some time.

In the past, C had found that work helped manage their anxiety, so being unemployed was making things worse. They believed one of their most significant barriers would be the interview process, and they couldn't see a way past this. C began attending our drop ins; they were able to progress at their own pace – starting with meeting us outside the building to enable them to become comfortable with the environment gradually.

They met team members one by one, and we encouraged and supported them to build their independence over time until they could confidently come into the sessions with a volunteer buddy. Once they had built up confidence through the drop ins, we encouraged C to participate in our courses. Through the Employability Skills course, they learnt new interview techniques which enabled them to overcome that barrier. The course setting also enabled C to socialise more with other participants and get involved with others and participate in discussions.

Continuing to build their confidence at the drop ins, C began to reduce reliance upon the volunteer and were able to develop further and grow out of their comfort zone. As the volunteer started to step back and allow C to progress, they were able to contribute in new ways, becoming encouraging to new participants who were nervous and talking about their own experiences.

C didn't know reasonable adjustments could be put in place to support their physical and mental health in work but coming along to the drop ins regularly empowered C and enabled them to learn about the support that could be put in place. Their confidence continued to grow, and if there were times when they were unable to attend due to their health, they asked us to maintain regular phone contact, so they didn't lose touch.

C continued to build confidence and skills and learnt to be proud of all they had to offer an employer, working hard to determine which direction they wanted to pursue. C was able to secure a work trial with a roofing specialist and is effectively managing their health while doing so. The employer has praised their work ethic, and we are hopeful this will lead to a permanent position.



At Work

At Work launched in January 2019 and full evaluation was completed by March 2020. Funded by the Work & Health Unit Challenge Fund to test and gather learning as to what works for whom, why and at what cost, the programme delivered a new approach to supporting people living with MSK conditions and at risk of unemployment to remain in work.

The service provided self-management support. It enabled people to gain a greater understanding of the impact of their symptoms, personalising coping strategies, developing condition management and building self-management toolkits as well as adjustments to working environments, supporting people to manage their health in work, building Wellness Action Plans, personalising reasonable adjustments, Access to Work funding, mediation and dialogue with employers and Occupational Health Teams, return to work planning and coaching for disclosure conversations. Where appropriate, the team provided traditional employability support for those wishing to change roles or employers, including career planning, employability skills training, skills audits, digital tools, job search support, CV/Cover letter advice, and support with applications and interview skills.

A holistic approach looked at the whole picture and the impact of a person's health impairment on their life in and out of work. It ensured a stable foundation on which to build. We empowered beneficiaries with skills and confidence to manage their health in the long term should fluctuations occur in the future. We aimed to ensure that positive outcomes were sustainable beyond the life of the project.

Of the 18 projects commissioned nationally through the fund, we were delighted to be one of only seven recommended for future funding, scaling and replicating. The fund was managed by Rocket Science who commented "This highly personalised service has demonstrated that an effective brokerage service between and employee and employer can achieve high rates of retention and job sustainability for people with MSK conditions at a reasonable cost."

- 95% of our beneficiaries remained in employment
- 75% overall reduction in sickness absence rates
- 100% reported greater confidence in disclosing their health impairment in employment
- 100% reported greater confidence in talking to their employer about their health impairment
- 100% reported greater confidence in self-managing their health in work
- 100% reported that they had greater confidence and skills to manage their health in work
- 100% said reasonable adjustments that were put in place were effective.
- 100% stated they had greater confidence in sustaining employment in the long term.

For those who ultimately wanted to change roles, or move to a new employer, we also worked with them to develop their employability skills. Of those accessing this side of the service, we recorded:

- 113% uplift in confidence to apply for and secure a new role
- 103% uplift in having the right employability skills to get a new job
- 117% uplift in the confidence of knowing what to do in a job interview.

At Work Story



S, who has Fibromyalgia, was employed as a Healthcare Assistant in an NHS Outpatients Department. When she joined At Work, she was on a FIT note due to a broken ankle. This was the second such break because her previous return to work had been organised too quickly. She was struggling with early starts, found it difficult to establish a routine and get enough rest between shifts and 'brain fog' made focus and concentration difficult.

S had not discussed the full impact of her condition with her Line Manager or disclosed her mental health difficulties which were starting to resurface while on sick leave. S's financial and housing situation had become precarious; she had become socially isolated and had problems leaving her home unaccompanied through becoming anxious about being in public places. She was also at risk of malnutrition.

We worked with S to build a Wellness Action Plan, taking into account all the situations that triggered poor physical and mental health and the support needed to mitigate these. We explored reasonable adjustments required in the workplace, as well as those S, could put in place outside of work. We also worked on a phased return timetable, led by S herself, taking into account her clinician's recommendations and what changes S felt would work best for her. We accompanied S to her Occupational Health meeting and her back to work interview, which gave her the confidence to disclose her mental health difficulties fully.

Occupational Health found our suggestion of an acclimatisation phase helpful as this wouldn't have previously been considered. S explained her renewed confidence, clarity and focus helped her take control of the situation. It was pivotal in helping her get back to work. "I felt like I was running down a hill and couldn't stop".



We ensured S got the support she needed to alleviate her financial difficulties, and with buddying support in place, she was also more confident to re-engage with mental health services and activities in the local community. S had access to our project resources and support to build a personalised self-management toolkit, enabling her to fully accept and manage her condition in the longer-term and to help prevent further instability at work.

Both S's Line Manager and Occupational Health have new ideas and perspectives on the breadth of reasonable adjustments that can be used for employees living with impairments. They also learned how a gradual, phased return in the short-term can lead to greater sustainability in the longer-term and how adapting tasks, along with reduced hours, shows promise for longer-term impacts. Occupational Health went on to refer other employees to the project for support.

Get Set Opening Doors

We secured funding from the National Lottery Community Fund to begin a four year support programme to enable 400 disabled people across East Sussex to move closer to work. Based on the success of our Get Set model, the programme launched in January in Hastings and Brighton & Hove. In the first three months of the project, 53 people in Hastings and 50 people in Brighton & Hove had accessed the service and received support. A total of 880 contact sessions had been delivered during the final quarter of the year.

The Get Involved Group

Our user-led engagement group, the Get Involved Group (GIG), provides a platform for people with a lived experience of disability to have their voice heard on issues that directly affect them. Our members identify issues and help plan the solutions to improve services and accessibility across Brighton & Hove for everyone.

This funding also commissions run the Disability Collective programme. The Disability Collective brings together disability organisations that specifically support disabled people in Brighton and Hove to come together to discuss key challenges faced when engaging with and working for disabled people.

It provides an opportunity to develop new and innovative ways of working together and also look at the best routes and opportunities for disabled people to be actively involved and effect positive change in the decisions impacting their lives.

We have been working in partnership with Enhance the UK, which is a user-led pan-disability national charity committed to changing society's perceptions of disability whilst supporting disabled people to lead active and rich lives. Enhance the UK works to the social model of disability and recognises that prejudices on disability can have a broader detrimental impact on the quality of life. They focus upon communication, etiquette and language issues around disability so that people become more confident in communicating with disabled people.

We encourage participation through a range of things including six weekly meetings, communication with Possability People service users, communication through community networks and newsletters, Possability People and Enhance the UK social media channels and mail outs to libraries, GP practice managers, community centres and elected councillors.

We use telephone contact for feedback on topics and for surveys, as well as reminders for meetings. We run face to face focus groups where appropriate. We are commissioned to facilitate the BSUH NHS Trust Patient/Service User Disability Group meetings, which provide further reach and opportunities for discussion of the issues our beneficiaries face.

We also engage with disabled people on behalf of private organisations, including Brighton & Hove Bus Company and Uber.

This consultancy activity enables disabled people to have their voices heard directly by people designing and delivering the services they access.

Through the year, we engaged with 578 disabled people, on a range of topics including self-managing long term health conditions, NHS Urgent Care, Out of Hospital support and Current and Future Care Needs. We also ran "open space" meetings and socials to enable disabled people to come together and talk about the things that matter to them, rather than continually canvassing them for their opinions.

This allows us to ensure topics explored can be led by our membership as well so that our engagement is "bottom up" as well as "top down" and the group has explored topics including understanding the benefits system, employment for disabled people and accessibility and transport. We have secured local subject-matter experts for all such meetings.

Our top 10 findings from the year's engagement were:

- Awareness of support available after a stay in hospital is not high in communities. Either people are not aware of, or more often are not eligible for, support to ensure further readmission is minimised
- Younger/working age disabled people feel there is a lack of support available to them in many contexts. They feel services are targeted at very young (108-24) or older (55+/60+) adults. This is exacerbated by genuine fear amongst our communities that if disabled people are seen going out and about for activities that promote their wellbeing or for exercise, they will be penalised by decision makers and may lose their benefit entitlements
- Disabled people still feel there is a lack of joined-up support or cross-department communication, particularly when they are managing multiple conditions. They do not feel services consider the holistic picture but that everything is too specialised and often short appointments do not allow the time to address all the issues being faced
- While Social Prescribing is well received, there is still the need for more affordable things to be prescribed that are local, accessible and cater to a variety of interests. Disabled people feel that they would be able to do much more to promote their long term health and wellbeing if there was the flexibility of funding for support to enable their choice. For example, PA hours are often limited, so the person has to choose between support for personal care or support for going out for exercise when both are equally vital for long term health and wellbeing
- Disabled people still report a general lack of understanding of the care landscape and the different services under different tiers for care. For example, awareness and understanding of Urgent Care compared to emergency care
- Disabled people report a general lack of understanding from GP receptionists and have recommended, as in previous years, that community-led training for all receptionists could alleviate this.

- Disabled people feel there are often multiple barriers to accessing care and support on the same day. For example, some GP practices require patients to queue up outside before opening time to book an appointment on the day, which is not manageable for many people with long term health conditions or impairments. Having to call early in the morning can also be problematic for some health conditions or those affected by impacts of medication.
- We have repeatedly heard of situations where people cannot see their GP because they have to book an appointment on the day, either by telephone or in person and are unable for a variety of reasons to do so. In many surgeries, there is not the opportunity to book in advance. Disabled people, therefore, end up seeking more costly urgent care and support or do not bother seeking help at all and wait until they reach crisis point which could have been prevented. Changes in systems and processes could make a huge difference to these issues.
- Many disabled people find the term "urgent care" confusing as it implies they should go to A&E. This is concerning when the services offering urgent care are often designed to alleviate pressure on A&E by providing an urgent, but not emergency, response.
- Disabled people feel there are myriad access barriers to the activities they would like to undertake to maintain their health and wellbeing. For example, wheelchair users are concerned about getting stuck in the mud on a flat route through the national park. Often they find that activities or groups their non-disabled friends go to are not accessible to them, or they perhaps do not have enough PA support to be able to engage with the activities.

Through all of our engagement activity, but particularly when exploring the future care needs of disabled adults, a significant number of people were concerned that speaking out in the survey could have a potential negative impact on the care they receive. We were able to allay their fears and assure them of confidentiality.

However, this highlighted the importance of involving a third party, trusted organisations to conduct this sort of engagement. We are confident, based on the conversations we had, that responses would not have been as full and frank if the engagement was carried out by the service provider or local authority directly.

Link Back and Early Response

Link Back has been operating since 2015 to support hospital discharge at the Royal Sussex County Hospital (RSCH) and Intermediate Care units. The service offers vital support to the NHS Long Term Plan to improve Out of Hospital Care for patients at a vulnerable time and Supporting People to Age Well maximising options for independent living through supported referral to Community, Voluntary, Private and Public sector services.

Link Back supports vulnerable patients aged 55+ leaving the Royal Sussex County Hospital (RSCH) or Intermediate Care Unit. The service provides improved links between acute based health and social care staff and the Community and Voluntary Sector (CVS).

There is a clear referral pathway for vulnerable patients into services that can support them post discharge from RSCH and Intermediate Care Units, enabling access to services and activities provided in the community. The activity supports reductions in the number of avoidable re-admissions of people recently discharged from hospital and supports clinical staff seeking to reduce A&E attendances of high intensity patients.

Link Back signposts to, or supports referrals to a broad range of community services: Adult Social Care assessments, housing adaptations, benefit and financial advice, home Fire Safety, CareLink Telecare, advocacy services, falls prevention, carers support, PA support for self-funders, Befriending and 1:1 social support, day centres, lunch clubs, mental health and counselling services, social activities, home help such as shopping and cleaning, mobile home-visiting services such as hair and nail cutting, meal delivery services, faith based or pastoral services, community transport, mobility assistance, IT support and pet support.

The Early Response service was commissioned in December 2018 to support hospital discharge by increasing uptake and access to Brighton & Hove City Council's (BHCC) Hospital Discharge Grant; thus avoiding delayed transfers of care. Early Response has arranged swift, practical support to ensure people can come home from hospital swiftly and safely. Support placed through the service includes deep cleaning, emergency food parcel, locksmith services, new furniture, electrical work, gas works and plumbing, pest removal, support with transportation, support for animal boarding while work is being done to the home, buildings repairs and adaptations and laundry services.

This year Link Back received a total of 480 referrals and made 336 onward referrals. 114 delayed transfers of care have been achieved through the Early Response support, with an estimated 114 hospital bed days saved, this equates to a cost saving of £45,600 (based on average one day per patient saving costing the hospital around £400).

Service developments over the year have included increasing team capacity with a new Project Assistant role enabling the Link Workers to focus on supporting our beneficiaries and promoting the service within the hospital and other care settings.

We have participated in Brighton & Sussex University Hospital (BSUH) length of stay events and become essential partners in the new BSUH Hospital Discharge to Assess Pathway as a second-tier post discharge and social prescribing provider.

We have promoted the service widely, resulting in the increased referrals noted above through partnership working across the hospital. Staff are now connected to the following:

- BSUH length of stay review
- RSCH A&E Acute Floor multidisciplinary team
- RSCH Care of the Elderly Board Rounds
- BSUH Occupational Therapy Team
- Hospital Responsive Service Team
- Responsive Services Nursing and Care team Multidisciplinary meetings at Brighton General Hospital
- Integrated Primary Care team at Hove Polyclinic
- BHCC CareLink Plus Living Well Team
- Specialist Nursing Team – Acute Frailty
- Trauma and Orthopaedic Unit
- Clinical Infection Ward
- Haematology Ward
- Renal Ward.

Over the past 12 months we have raised the profile of the BHCC Hospital Discharge Grant across all BSUH sites and also developed an effective working relationship with Hospital responsive Services' Housing Support Officer to maximise resources and improve response times.

We have developed an extensive database of accredited contractors such as electrician, heating engineers and cleaning companies, thus improving response times. We have also stimulated the local market to break a monopoly within cleaning contractors improving the service offer for vulnerable beneficiaries.

The Early Response Service has worked hard through the year to deliver an increasingly flexible and responsive service to enable safer discharge of beneficiaries with complex support needs. Feedback for the service remains high from both beneficiaries and other professionals working to support discharge.

One Hospital Discharge Social Worker notes: "I was working with a patient who did not want to return to their home as they did not feel that their home environment was appropriate for their level of care and support needs. The patient was medically ready for discharge, and I explained to the patient that moving accommodation was a lengthy process that could not happen from the hospital. I called in Link Back and talked through the referral... within no time at all the patient was supported into new privately rented accommodation whilst they wait for their sheltered housing application to be processed. I was amazed at how quickly [the Link Worker] got in touch with the patient and how quickly the patient moved. This was an extremely good example of person centred practice and I know what a difference it would have made for the patient to move and to have [Link Back] supporting her and explaining the process."

Link Back Story



P (57 years old) was referred to Link Back for support to access the community due to social isolation. They had a history of self-neglect and multiple health conditions, including COPD. P was frail and anxious; they identified themselves as housebound. We discussed immediate concerns on benefits and financial support and practical support options for food and shopping. P was referred to a partner organisation for support with their PIP application via a home visit. Being successfully awarded this benefit alleviated some of their anxieties around their financial situation.

We provided a range of practical meal delivery and shopping options as well as suggesting a referral to the Health and Wellbeing service for additional support with mental health. P ultimately reported that they were extremely grateful for the support and didn't know how they would have managed without the service. To date, they have not been readmitted to hospital.

Early Response Story



B (82 years old) was referred to Early Response by Hospital Responsive Services after they had attended A&E following a fall during a visit from the Fire Service after an alarm was activated. The paramedic team had raised safeguarding concerns as there were signs of extreme self-neglect and potential alcohol abuse.

We assessed the property and confirmed a deep clean and flea extermination was needed before B could go home. We facilitated a Hospital Discharge Grant for the work, but B was concerned about her cat while she was in hospital and work completed. We assured her it would be looked after and arranged for the pet to be boarded. B also acknowledged her mental health had been deteriorating as she was feeling overwhelmed and hopeless as a result of the home situation.

With the cat safely boarded, a deep clean of her home, two flea treatments, removal of condemned white goods and laundering of her bedding and clothing was completed. A referral for extended support once she returned home was made. B returned to a clean, safe environment and her risk of falls has reduced as it's now safer to move around the property. Because the service acted so swiftly, she spent less time in hospital. B is now much more confident about being able to live independently in the property.



Right Track

Right Track supports people with musculoskeletal conditions alongside clinical treatment by social prescribing. Our team work closely with the funders, Sussex MSK Partnership and receive most of their referrals from clinicians such as physiotherapists or occupational therapists.

Last year, Right Track supported 305 people up until the service began winding down in January, ready for the newly commissioned service which would start in March. The service supports people across Brighton & Hove and throughout Mid-Sussex.

The team have built up extensive knowledge across a broad range of community-based exercise, wellbeing support and social support services held in a variety of venues including church halls, community centres, private studios, leisure centres and seniors housing schemes. This information supports the development of our It's Local Actually database. Our unique position in the community, part of a network of partnerships built up over several years spanning local authorities, voluntary organisations, private companies, faith groups, emergency services and the health sector enable us to build relationships with key people, streamline referral routes to others and provide fast, accurate up to date advice to beneficiaries.

As well as information, the service provides, for those who need it, support to build confidence, make changes and develop new habits. Consistent support from one point of contact means people can build up the trust to discuss what matters to them and receive information in stages as they are ready to act upon it. This is vital for people wanting to make several significant changes for their health and wellbeing, such as immediate help with financial support before developing condition management strategies such as enhancing muscle strength, then improving their balance before increasing their outdoor activities.

After engaging with the service, beneficiaries reported increases in all of the following areas (depending on the areas of the service they accessed):

- Being able to manage their pain
- How they felt about their emotional wellbeing
- Whether they felt they had enough social interaction
- Being able to access practical support as they needed
- Being able to access the services they needed
- Being able to access the activities they wanted to
- Being motivated to make changes or do new things
- Having the confidence to make changes or do new things
- Doing aerobic activities
- Doing strength-building activities.

At the end of 2019, The Right Track Team received a National Lottery Community Fund Awards For All grant to set up and develop a new physical exercise class for disabled people (mainly, but not exclusively, those with MSK conditions). It builds on the principles of the OTAGO™ programme and is an evidence based practice for people to build strength and balance. It supports falls prevention programmes around the world.

The class runs for 12 weeks, and as well as physical exercise, includes a peer support programme. Each week beneficiaries have the opportunity to build social relationships with each other and also explore a different health and wellbeing topic. We ran a demonstration course with a local sheltered housing scheme, Leach Court for a small group which supported our funding bid.

The first full course group began at the end of January 2020. Unfortunately, this group were unable to complete their full course as from early March the infection risk from Covid-19 was too significant for this activity to continue. We have remained in contact virtually with the beneficiaries by telephone and will be working to encourage them to participate with an online offering in the coming financial year. We were pleased, however, to note that from their start to their mid-point assessment, all of the group members reported feeling more positive across the following outcome measures:

- Feeling strong
- Managing pain
- Feeling steady on my feet
- Feeling flexible
- Being confident
- Being motivated to keep active
- Feeling satisfied with my social life.

Wellbeing topics discussed by the group peer support included healthy eating, the five ways to wellbeing and other community support offers.

Beneficiary feedback from early sessions was extremely high and comments included “My ankles already feel a lot stronger and more stable, I never thought of doing those movements before” and “I’m able to push myself to work harder and feel stronger because I feel very safe in the class.”

We intend that as group members become more confident towards the end of the 12 week programme, they will be encouraged and supported to come back and offer “peer support” to new members when the next group begins.

Right Track Story



K was referred to us by their Rheumatologist with multiple health conditions including inflammatory polyarthritis, sciatica, osteoporosis, joint problems, damaged vertebrae and swollen nerves. As a result of the overwhelming pain and reduced activity, K was also experiencing a deterioration in their mental health.

Previously they had been a keen gym member and spent much time with family out and about. Now, K has to pace herself throughout the day until painkillers can take effect in the late afternoon. This limited activity a great deal, although some pain management techniques were enabling them to do some small tasks around the house. There were also family concerns exacerbating K’s mental health, so they were connected to mental health service to receive counselling.



We agreed to work towards K improving their strength, posture and flexibility through appropriate activity. We created an action plan, including gentle health classes and a community gardening scheme to not only improve K's physical health but also enable reconnection with the community. K was also provided with information regarding other community support services as and when they may be needed, including support to understand benefit entitlements and make applications for this.

K says "I wasn't confident enough to go to many groups, but just chatting on the phone with you gave me the confidence to start swimming with my daughter".

K is now much more active and found a love for swimming, and goes every week to exercise and spend time together with family members. We have provided additional information about memberships to pool to reduce the cost for them.

Social Enterprise

Our Social Enterprise activities support our charitable mission and aims. The Impact of these activities for this year are as follows:

Possability People: At Home

Possability People: At Home enables disabled people to stay independent and safe at home. It is registered with the Care Quality Commission, and provides support, care or help for disabled people in their homes and to get out and about in the community. Our bespoke service works to understand every beneficiary, their needs, preferences and aspirations then designs a care package to meet those needs.

Currently, it supports people across Brighton & Hove, East and West Sussex. Personal budgets and direct payments give people a chance to choose, employ and organise their own support (usually personal assistants). But sometimes the idea of being an employer can be off putting. That's where the At Home service comes in, providing support in the way people choose, without the burden of being an employer themselves.

That might mean providing personal care, or sometimes it's about someone to help with the housework, gardening or dog walking. They enable their beneficiaries to get out and about to social appointments, or to get ready for work in time each morning. They also support people with more complex needs who require dedicated care around the clock.

This year, At Home has significantly developed its mobile phone and technology systems which have enabled the team to streamline their processes and provide a more efficient and responsive service. People using the service now have a discreet NFC tag allocated to them, allowing their PAs to check in and out each shift and meaning that the office team can make sure everyone is safe. All of our PA team have been equipped with new mobile phones to support this technology, so they feel safe and supported going out and about in the community, knowing the office team are there to support them at any time.

We have invested heavily in training our PA team, who have all accessed the following training this year:

- Health and Safety Awareness
- Emergency First Aid awareness
- Infection Control Awareness
- Moving and Handling of People Awareness
- Safeguarding Adults
- Advanced infection Control
- GDPR Awareness
- Equality and Diversity Training
- Manual Handling of Inanimate Objects
- Medication advanced
- RIDDOR Awareness
- Mental Capacity Act & Deprivation of Liberties awareness
- COSHH Awareness
- Fire Safety
- Medication Awareness
- Food Safety Level 2
- Slips Trips and Falls
- Complaints Handling
- Food Safety level 3.



The record keeping system has been overhauled with new, comprehensive processes for supporting clients and ensuring PAs feel supported and valued in their work. The effectiveness of this was reflected in our annual survey in November 2019. Beneficiaries reported high levels of satisfaction across all the following measures:

- Receiving regular, consistent and effective communication
- Accessing information about their care
- Support being flexible enough to meet their needs

- Being treated with dignity and respect
- Being listened to by staff
- Having improved health and wellbeing
- Feeling their care is consistent
- Feeling safe.

PAs reported similarly high satisfaction levels across the following measures:

- Job satisfaction
- Workload and demands of the role
- Job security
- Feeling included within the team
- Support received from office staff
- Being treated fairly as an employee
- Feeling valued
- Having career development opportunities
- Feeling their pay is adequate
- Having access to training
- Maintaining a work life balance
- Being able to raise concerns.

Over the year, the service has taken on 25 new clients (more than double the amount in the previous year, growing the service from 26 clients to 55. They have increased the hours of care provided to 13,309 over the year (up by 3386 on the previous financial year).

The service is in a strong position and continues to grow as we enter the new financial year. Partnerships with other care providers and supported living services are now in development to support the expansion of the service even further.

At Home Story



Possability People have supported wheelchair user Marcus since October 2019. He remembers the date because that's the day his life changed. "The company that used to provide care went into administration, so there was a lot of trouble for me, and I didn't have any carers whatsoever," he said. "I was without carers for a little while. But I had my family, my parents, my sons, and emergency care who all came in. Until Possability People, who are like my knights in shining armour". Marcus is a Senior Contact Centre Executive for a warranty company. One of the difficulties he experienced in the past was organising support at the right time to enable him to be in work on time.

"One of the problems was I work. Previous times were inappropriate for me because I need to get to work by a certain time. It didn't go particularly well for a few weeks until

Possability People came in and they agreed to the times that I needed.” He continues “It enabled me to get to work on time and also to go to bed at a reasonable time. Not too early, because obviously when you work, you don’t want to come home and go straight to bed. See, that’s not nice. [The team] sorted out the times of my PAs.”

As well as providing support to Marcus to live independently, we have helped in other ways, fixing things around the home to make life easier. We have organised things like hoists and kitchen equipment with lowered surfaces so that Marcus can cook and use the kitchen. Marcus’ PAs are happy to be flexible and work to suit his needs. Sometimes he will request calls to be earlier or later, only occasionally, but this allows him to live life the way he chooses.



Payroll and Supported Bank Accounts

Our Payroll and Supported Bank Account services alleviate the financial burden of managing direct payments, HMRC requirements for employing care staff and so on. This service is relied upon by many disabled people. When conducting our engagement activity to explore the current and future care needs of disabled people, many of them cited the payroll service they receive as an essential component to being able to have the choice and independence they desired.

This year, the team have supported a total of 626 disabled people.

Possability Place

Our accessible venue, Possability Place is not only an ideal training and meeting space for our staff but also an asset which we hire out to the community, ensuring all groups in the area can access an accessible venue for their beneficiaries.

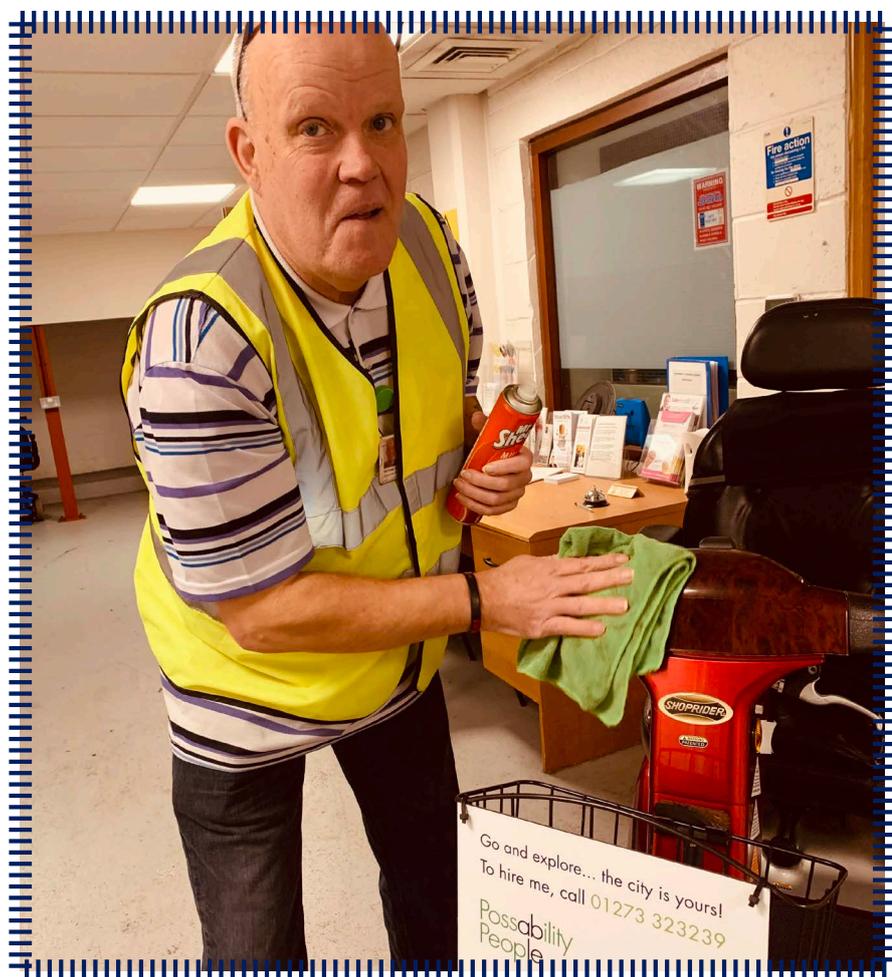
This year, the venue was hired by 19 organisations and groups for regular events, as well as six others who wanted to host one-off meetings.

Shopmobility

Our fleet of mobility scooters and wheelchairs are available to hire across Brighton & Hove. This year, there were 623 hires of our equipment, across a total of 301 disabled people.

Local disabled people rely on the service to get out and about, as do disabled visitors to the city who do not need to transport their equipment when travelling on holiday. 91% of hirers rated their experience as good or excellent. The service enabled beneficiaries to achieve the following outcomes:

- Being able to do more activities
- Being able to access all parts of the city
- Life being more enjoyable
- Feeling less stressed
- Enjoying getting out and about independently
- Being in control of my day
- Being in control of my life
- Having choice in what I do
- Feeling more empowered
- Improved health and wellbeing.



Financial review

Incoming resources during the year decreased to £1,228,493 from £1,318,432. The principal sources of this income are shown in note 4 to the financial statements. We continue to work hard to boost our unrestricted income through social enterprise activity such as Payroll and Administration Services and our At Home care agency. The aim is for a surplus from these activities to enable reinvestment in services where our users identify a need. This year our

At home care agency went through a significant restructure which resulted in an overall loss but set it up for a profitable future which has already become evident.

Our results for the year show an overall deficit of £(75,669), of which £(31,332) from restricted funds and £(44,337) from unrestricted funds. A transfer to restricted funds of £22,319 arose to cover these def. The final result was an overall deficit of £(44,337) in unrestricted funds.

Impact Assessment of COVID-19 on Reserves

The company's ability to withstand the financial pressures arising from the Coronavirus pandemic are reviewed at least quarterly by the Finance Committee. As at the signing date of the financial statements, the company has successfully applied for in excess of £50,000 of COVID emergency support funding from various sources. Also, there has been a significant reduction in non-payroll expenses, in particular venue hires and travel costs. In addition, the company has been available to recover nearly £30,000 through the Coronavirus Job Retention Scheme for staff on furlough.

This additional funding and reduced expenditure has offset any income lost as a direct result of the pandemic.

Going Concern

At the time of publication, there is no reason to conclude that our current funds flow will fail to cover the cost of our activities over the 18-24 months from the balance sheet date of 31st March 2020. Consequently we have no Going Concern issues to report.

Reserves Policy

Unrestricted funds held at the year-end were £149,253 which includes tangible fixed assets of £2,603. Therefore the free reserves as defined by the Charity Commission, showed a surplus of £146,650. The Management Committee has examined the charity's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be 3 months of expected expenditure. Monthly budgeted expenditure for 2020/21 is £100,000 approximately and therefore the target is £300,000 in general funds. The present level of free reserves available to the charity therefore falls significantly short of this target level. Although the strategy is to continue to build reserves through planned operating surpluses, the Management Committee is well aware that the target range may not be reached for at least five years. In the short term the Management Committee has also considered the extent to which existing activities and expenditure could be curtailed, should such circumstances arise. Restricted funds held at the year-end were £32,642. These funds can only be used for specific purposes as defined by the funders.

The Advice Centre was funded by The Henry Smith Charity, Garfield Weston Foundation, Brighton & Hove City Council & NHS Brighton & Hove Clinical Commissioning Group, to provide an advice service for disabled people. At the year-end a reserve of £22,598 was carried forward.

Get Involved Group primary funding came from Brighton & Hove City Council. The Group provides a platform for people with a lived experience of disability, long-term health condition, impairment or mental health condition, and their carers, to have their voices heard on issues that directly affect them. A deficit of £(15,810) was incurred on this activity requiring a transfer from unrestricted funds.

Work and Health Unit Challenge Fund (Community Employment Service) is funded by a grant from the Department of Work and Pensions, supporting disabled people to remain in work despite suffering from MSK problems. A brought forward reserve of £29,605 arose from the timing differences between receipt of the funds and the associated expenditure. This reserve was spent during the year and a further deficit of £(1,333) was incurred on this activity requiring a transfer from unrestricted funds.

The Get Set Opening Doors service is funded by a successful bid to the National Lottery Community Fund. This will see the charity receive almost £400,000 for a four-year programme to support disabled people into work, volunteering or training in Brighton, Hove and across East Sussex. In the current year a deficit of £(647) was incurred on this activity requiring a transfer from unrestricted funds.

The National Lottery Community Fund also provided funding of £10,000 to the Right Track project to set up gentle exercise classes as part of our MSK Social Prescribing service. At the year-end a reserve of £1,261 was carried forward.

Link Back is funded by NHS Brighton & Hove Clinical Commissioning Group to provide a service that links people to the community, voluntary and private sector services that can enhance their independence and day to day lives on their return home from hospital admissions. A deficit of £(4,529) was incurred on this activity requiring a transfer from unrestricted funds.

Shopmobility is funded by Brighton & Hove City Council to provide hire of mobility scooters, powered and manual wheelchairs to visitors and residents of Brighton & Hove. At the year-end a reserve of £8,783 was carried forward.

The Future

1. Provide stability across our services and develop our footprint.

- Continue to demonstrate impact in every area in which we work with disabled people
- Continue to build strategic relationships across the region
- Work with commissioners and communities to understand additional needs and how they can be met
- Work to increase our offer in each locality within our footprint, ensuring equity of support throughout.

2. To respond effectively and efficiently to the COVID-19 pandemic.

- Ensure projects and services adapt in order to deliver within guidelines for controlling the virus
- Ensure staff and volunteers are able to work remotely safely and effectively
- Identify emerging needs from our beneficiaries and develop services to meet them
- Help prevent crises in communities both as a result of the pandemic and the measures put in place to control the spread of the virus.

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

- Continue to work with our beneficiaries to identify areas of unmet need
- Continue to explore different delivery models to find news to enable disabled people to live independently, with dignity and without prejudice
- Continue to build strategic relationships across the region to identify opportunities for collaboration to better meet the needs of disabled people
- Continue to strengthen the voice of disabled people in strategic conversations and ensure their voices are heard in any discussion about meeting their needs.
- We will continue to work with our users to understand areas of unmet need, and explore opportunities to address these to ensure we are developing services that are sustainable and meet the needs of our beneficiaries.

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

- Continue to raise our profile and develop relationships and opportunities across the region
- Develop targeted outreach programmes through each of our projects to promote our charity with partners across the region.
- Continue to support our community fundraisers and encourage more to support us
- Enhance our social enterprise activity through targeted relationships and the development of partnerships.

Responsibilities of Board of Trustees

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

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

In preparing these accounts, the trustees are required to:

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

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

Disclosure of information to auditors

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

Mark Green

On behalf of the board of trustees

Dated: 27/11/2020

Independent auditors' report to the members of Possability People limited

Opinion

We have audited the financial statements of Possability People Limited (the 'parent charity') and its subsidiary (the 'group') for the year ended 31 March 2020 set out on pages 56 to 71. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and the parent charitable company's affairs as at 31 March 2020 and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

Other information

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

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

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

- the information given in the Trustees' report is inconsistent in any material respect with the financial statements; or
- the parent Charity has not kept sufficient accounting records, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent Charity financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' report and from the requirement to prepare a Strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 51, the trustees (who are also the directors of the charity for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

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

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

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

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion of the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Trustees.
- Conclude on the appropriateness of the Trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our Auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our Auditors' report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the Group to express an opinion on the consolidated financial statements. We are responsible for the direction, supervision and performance of the Group audit. We remain solely responsible for our audit opinion.

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

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an Auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its trustees, as a body, for our audit work, for this report, or for the opinions we have formed.

Kreston Reeves LLP

Kreston Reeves LLP

Chartered Accountants
Statutory Auditors

Brighton

Date: 3 December 2020

Kreston Reeves LLP are eligible to act as auditors in terms of section 1212 of Companies Act 2006.

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

FOR THE YEAR ENDED 31 MARCH 2020

		Unrestricted funds £	Restricted funds £	Total 2020 £	Total 2019 £
<u>Income from:</u>	Notes				
Donations		6,555	6,616	13,171	6,450
Activities for raising funds	3	28,556	-	28,556	23,396
Charitable activities – trading subsidiary	10	291,983	-	291,983	291,145
Charitable activities – parent charity	4	429,275	465,508	894,783	997,441
Total income		756,369	472,124	1,228,493	1,318,432
<u>Expenditure on:</u>					
Costs of raising funds					
Marketing and advertising	5	4,300	-	4,300	6,404
		4,300	-	4,300	6,404
Charitable activities					
Trading subsidiary	10	216,474	-	216,474	218,709
Parent charity	5	557,613	525,775	1,083,388	1,104,829
		774,087	525,775	1,299,862	1,323,358
Total expenditure		778,387	525,775	1,304,162	1,329,942
Net income/(expenditure) for the year		(22,018)	(53,651)	(75,669)	(11,510)
Gross transfers between funds	17	(22,319)	22,319	-	-
Net movement in funds		(44,337)	(31,332)	(75,669)	(11,510)
Fund balances at 1 April 2019		193,590	63,974	257,564	269,074
Fund balances at 31 March 2020		149,253	32,642	181,895	257,564
				2020 £	2019 £
(Deficit) attributable to Possability People Limited				(151,178)	(83,946)

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

The notes on pages 60 to 71 form part of these financial statements.

CONSOLIDATED BALANCE SHEET

AS AT 31 MARCH 2020

	Notes	2020		2019	
		£	£	£	£
Fixed assets					
Tangible assets	11		2,603		5,573
			<u>2,605</u>		<u>5,575</u>
Current assets					
Debtors	13	166,829		196,229	
Cash at bank and in hand		135,187		162,276	
		<u>302,016</u>		<u>358,505</u>	
Creditors: amounts falling due within one year	14	(122,724)		(106,514)	
Net current assets			<u>179,290</u>		<u>251,991</u>
Total assets less current liabilities			<u>181,895</u>		<u>257,564</u>
Income funds					
Restricted funds	17		32,642		63,974
Unrestricted funds	17		149,253		193,590
			<u>181,895</u>		<u>257,564</u>

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

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

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

The financial statements were approved and authorised for issue by the Trustees on 27/11/20 and signed on their behalf, by:

Mark Green

Trustee
Company Registration No. 05706441

The notes on pages 60 to 71 form part of these financial statements.

CHARITY BALANCE SHEET

AS AT 31 MARCH 2020

	Notes	2020		2019	
		£	£	£	£
Fixed assets					
Tangible assets	11		2,603		5,573
Investments	12		2		2
			<hr/>		<hr/>
			2,605		5,575
Current assets					
Debtors	13	133,620		139,635	
Cash at bank and in hand		69,001		123,707	
		<hr/>		<hr/>	
		202,621		263,342	
Creditors: amounts falling due within one year	14	(98,840)		(83,789)	
		<hr/>		<hr/>	
Net current assets			103,781		179,553
			<hr/>		<hr/>
Total assets less current liabilities			106,386		185,128
			<hr/>		<hr/>
Income funds					
Restricted funds	17		32,642		63,974
Unrestricted funds	17		70,744		121,154
			<hr/>		<hr/>
			106,386		185,128
			<hr/>		<hr/>

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

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

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

The financial statements were approved and authorised for issue by the Trustees on 27/11/20 and signed on their behalf, by:

Mark Green

Trustee
Company Registration No. 05706441

The notes on pages 60 to 71 form part of these financial statements.

CONSOLIDATED CASH FLOW STATEMENT

AS AT 31 MARCH 2020

	Notes	2020 £	2019 £
Net cash (used by) / provided by operating activities	21	(27,089)	9,811
(Decrease) / Increase in cash		(27,089)	9,811
Cash and cash equivalents at the beginning of the year		162,276	152,465
Cash and cash equivalents at the end of the year		135,187	162,276

The notes on pages 60 to 71 form part of these financial statements.

POSSABILITY PEOPLE LIMITED

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2020

1 Statutory information

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

2 Accounting policies

2.1 Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

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

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

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

2.2 Group financial statements

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

2.3 Basis of consolidation

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

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

2.4 Going concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. This statement is made with full recognition of the actual and potential financial impacts arising from the COVID-19 pandemic. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements and have not material uncertainty.

2.5 Income

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

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

Donations and gifts are recognised when receivable.

Investment income is recognised when receivable.

Other incoming resources are recognised when receivable.

POSSABILITY PEOPLE LIMITED
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2020

- 2 Accounting policies (continued)
- 2.6 Expenditure

Expenditure is analysed as follows:

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

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

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

POSSABILITY PEOPLE LIMITED

2 Accounting policies (continued)

2.7 Tangible fixed assets and depreciation

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

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

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

2.8 Debtors

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

2.9 Cash at bank and in hand

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

2.10 Creditors and provisions

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

2.11 Investments

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

2.12 Financial instruments

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

2.13 Pensions

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

2.14 Accumulated funds

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

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

POSSABILITY PEOPLE LIMITED

3 Income from activities for raising funds

	Unrestricted funds £	Restricted funds £	Total 2020 £
Shopmobility	6,057	-	6,057
Fund Generation	22,499	-	22,499
	<u>28,556</u>	<u>-</u>	<u>28,556</u>
	Unrestricted funds £	Restricted funds £	Total 2019 £
Shopmobility	8,300	-	8,300
Fund Generation	15,096	-	15,096
	<u>23,396</u>	<u>-</u>	<u>23,396</u>

POSSABILITY PEOPLE LIMITED

4 Income from charitable activities

	Unrestricted funds	Restricted funds	Total 2020
	£	£	£
Income received	429,275	465,508	894,783
	<hr/>	<hr/>	<hr/>
	Unrestricted funds	Restricted funds	Total 2019
	£	£	£
Income received	718,877	278,564	997,441
	<hr/>	<hr/>	<hr/>

Included within income received are the following:

	2020	2019
	£	£
<u>Unrestricted funds</u>		
Continuing Independence Service	251,750	454,458
City Wide	-	78,483
DWP	61,681	31,962
Here	106,200	115,398
Advocacy	9,644	38,576
	<hr/>	<hr/>
	429,275	718,877
	<hr/>	<hr/>
<u>Restricted funds</u>		
Brighton & Hove City Council	47,190	49,819
Brighton & Hove CCG	4,000	28,094
Brighton & Hove City Council - Shopmobility	31,100	29,000
Brighton & Sussex University Hospitals	-	9,107
The Henry Smith Charity	40,000	-
Garfield Weston Foundation	20,000	-
Moneyworks	9,800	9,800
Link back project	126,017	89,653
National Lottery Community Fund	52,129	-
Work & Health Unit Challenge Fund	135,272	59,341
Other funders	-	3,750
	<hr/>	<hr/>
	465,508	278,564
	<hr/>	<hr/>

POSSABILITY PEOPLE LIMITED

5 Expenditure	Staff costs £	Depre- ciation £	Other costs £	Total 2020 £
Costs of generating funds				
Marketing and advertising	-	-	4,300	4,300
Charitable activities				
Parent charity activities undertaken directly	730,633	2,970	99,326	832,929
Parent charity support costs	149,159	-	101,300	250,459
Trading subsidiary activities undertaken directly	125,631	-	25,676	151,307
Trading subsidiary support costs	25,647	-	39,520	65,167
	<u>1,031,070</u>	<u>2,970</u>	<u>265,822</u>	<u>1,299,862</u>
Total expenditure	<u>1,031,070</u>	<u>2,970</u>	<u>270,122</u>	<u>1,304,162</u>
	Staff costs £	Depre- ciation £	Other costs £	Total 2019 £
Costs of generating funds				
Marketing and advertising	-	-	6,404	6,404
Charitable activities				
Parent charity activities undertaken directly	760,673	3,240	84,610	848,523
Parent charity support costs	158,214	-	98,092	256,306
Trading subsidiary activities undertaken directly	127,874	-	28,085	155,959
Trading subsidiary support costs	26,597	-	36,153	62,750
	<u>1,073,358</u>	<u>3,240</u>	<u>246,940</u>	<u>1,323,538</u>
Total expenditure	<u>1,073,358</u>	<u>3,240</u>	<u>253,344</u>	<u>1,329,942</u>
Analysis of support costs (including Governance costs)				2020 £
Wages and salaries				174,805
Legal and professional				27,138
General office and administration				95,947
Vehicle and travel				8,373
Governance costs:				
Audit and accountancy fees				9,113
Other services provided by auditors				250
				<u>315,626</u>
				2019 £
Wages and salaries				184,811
Legal and professional				40,114
General office and administration				75,866
Vehicle and travel				10,415
Governance costs:				
Audit and accountancy fees				7,650
Other services provided by auditors				200
				<u>319,056</u>

POSSABILITY PEOPLE LIMITED

6 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year. The charity paid travel and training costs on behalf of two (2019 – three) trustees totalling £82 (2019: £264).

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

7 Employees

Employment costs	2020 £	2019 £
Wages and salaries	939,999	990,735
Social security costs	68,023	59,652
Other pension costs	23,048	22,971
	<u>1,031,070</u>	<u>1,073,358</u>

The average number of persons employed by the charity during the year was 58 (2019: 60). No individual's emoluments were greater than £60,000.

The key management personnel of the charity consists of the Chief Officer, with the total employee benefits being £59,463 (2019: £55,519). This figure includes employers' national insurance and also employer's pension contribution.

8 Taxation

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

9 Auditors' remuneration

The auditors' remunerations amounts to an audit fee of £6,120 (2019: £5,640).

10 Trading activities

	Unrestricted funds £	Restricted funds £	Total 2020 £	Total 2019 £
Subsidiary trading income	291,983	-	291,983	291,145
Subsidiary trading expenses	216,475	-	216,475	218,709
	<u>75,508</u>	<u>-</u>	<u>75,508</u>	<u>72,436</u>

In 2019, of the net income from trading activities £72,436 was to unrestricted funds and £nil was to restricted funds.

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11 Tangible fixed assets - Charity and Group

	Computer equipment	Specialist equipment	Fixtures, fittings & equipment	Total
	£	£	£	£
Cost				
At 1 April 2019	26,028	30,463	25,543	82,034
Disposals	-	-	-	-
At 31 March 2020	26,028	30,463	25,543	82,034
Depreciation				
At 1 April 2019	26,028	30,463	19,970	76,461
Charge for the year	-	-	2,970	2,970
At 31 March 2020	26,028	30,463	22,940	79,431
Net book value				
At 31 March 2020	-	-	2,603	2,603
At 31 March 2019	-	-	5,573	5,573

12 Fixed asset investments - Charity

	Shares in group undertaking £
Cost at 31 March 2019 and 31 March 2020	2
Historical cost:	
At 31 March 2019	2
At 31 March 2020	2

Subsidiary undertaking

The principal activity of the subsidiary company is that of providing support services to disabled people.

Name	Class of shares	Holdings
Possability People Trading Limited (07961915)	£1 Ordinary	100%

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13 Debtors

	Group		Charity	
	2020	2019	2020	2019
	£	£	£	£
Trade debtors	134,081	179,462	89,224	115,666
Other debtors	26,200	8,457	20,899	4,457
Amounts owed by group undertakings	-	-	19,075	13,328
Prepayments	6,548	8,310	4,422	6,184
	<u>166,829</u>	<u>196,229</u>	<u>133,620</u>	<u>139,635</u>

14 Creditors: amounts falling due within one year

	Group		Charity	
	2020	2019	2020	2019
	£	£	£	£
Trade creditors	23,762	23,992	21,709	21,931
Taxes and social security costs	38,904	36,425	19,908	18,512
Other creditors	9,485	9,794	9,481	9,793
Accruals	50,573	36,303	47,741	33,553
	<u>122,724</u>	<u>106,514</u>	<u>98,839</u>	<u>83,789</u>

15 Pension and other post-retirement benefit commitments

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

Defined contribution

	2020	2019
	£	£
Contributions payable by the company for the year	<u>23,048</u>	<u>22,971</u>

Pension contribution commitments at the year-end amounted to £4,056 (2019: £3,325).

16 Share capital

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

Liability is limited to £1 per member.

17 Statement of funds

Statement of funds – current year

	Balance	Movement in funds			Balance at
	at 1 April	Income	Expenditure	Transfers	31 March
	2019				2020
	£	£	£	£	£
Unrestricted funds					
General funds	121,152	464,386	(589,560)	94,757	73,745
PPTL Reserves	72,438	291,983	(216,475)	(72,436)	75,510
	<u>193,590</u>	<u>756,369</u>	<u>(806,035)</u>	<u>22,319</u>	<u>149,253</u>

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

	Balance	Movement in funds			Balance at
	at 1 April	Income	Expenditure	Transfers	31 March
	2019				2020
	£	£	£	£	£
Restricted funds – current year					
Advice centre	18,956	85,978	(82,336)	-	22,598
Get Involved	1,582	41,628	(59,020)	15,810	-
Work and Health Unit Challenge Fund	29,605	135,272	(166,210)	1,333	-
Get Set Opening Doors	-	42,129	(42,776)	647	-
Right Track	-	10,000	(8,739)	-	1,261
Link Back	-	126,017	(130,546)	4,529	-
Shopmobility	13,831	31,100	(36,148)	-	8,783
	<u>63,974</u>	<u>472,124</u>	<u>(525,755)</u>	<u>22,319</u>	<u>32,642</u>

Details of each fund's activities:

Advice Centre provides an advice service for disabled people.

Get Involved Group provides a platform for people with a lived experience of disability, long-term health condition, impairment or mental health condition, and their carers, to have their voices heard on issues that directly affect them.

Work and Health Unit Challenge Fund (Continuing Employment Service) supports disabled people to remain in work despite suffering from MSK problems.

Get Set Opening Doors supports disabled people and people with long term health conditions or impairments (including mental health conditions) to overcome the barriers they might face in getting a job.

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

Link Back is a service that links people to the community, voluntary and private sector services that can enhance their independence and day to day lives on their return home from hospital admissions.

Shopmobility is funded by Brighton & Hove City Council to provide hire of mobility scooters, powered and manual wheelchairs to visitors and residents of Brighton & Hove.

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18 Statement of funds (continued)

Statement of funds – prior year

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

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

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

19 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total
	£	£	£
Fund balances at 31 March 2020 are represented by:			
Tangible fixed assets	2,603	-	2,603
Current assets	269,374	32,642	302,016
Creditors: amounts falling due within one year	(122,724)	-	(122,724)
	<u>149,253</u>	<u>32,642</u>	<u>181,895</u>
Fund balances at 31 March 2019 are represented by:			
Tangible fixed assets	5,573	-	5,573
Current assets	294,531	63,974	358,505
Creditors: amounts falling due within one year	(106,514)	-	(106,514)
	<u>193,590</u>	<u>63,974</u>	<u>257,564</u>

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20 Commitments under operating leases

At 31 March 2020 the company had total commitments under non-cancellable operating leases payable as follows:

	Land and buildings		Other	
	2020	2019	2020	2019
	£	£	£	£
Within one year	3,572	3,503	5,830	5,830
Between two and five years	-	-	10,202	16,067
In over five years	-	-	-	-
	<u>3,572</u>	<u>3,503</u>	<u>16,031</u>	<u>21,897</u>

21 Net cash (outflow)/inflow from operating activities

	2020	2019
	£	£
Net (expenditure)	(75,699)	(11,510)
Depreciation charge	2,970	3,240
Increase in creditors	16,210	18,351
Decrease/(Increase) in debtors	29,400	(270)
	<u>(27,089)</u>	<u>9,811</u>

22 Analysis of changes in net debt

At 1 April	Cash	At 31 March
2019	flows	2020
£	£	£
<u>162,276</u>	<u>(27,089)</u>	<u>135,187</u>

23 Related parties

For the financial year ended 31 March 2020 the company had no disclosable related party transactions.

24 Post balance sheet events

The COVID-19 pandemic continued post 31 March 2020. To date of signing of the financial statements, the charity has been successful in fully mitigating the loss of some income streams. This has been achieved through applications for various COVID relief funds in addition to a successful grant applications process. Costs have been reduced through the inevitable reduction in certain activities as they have been moved on-line and virtual. Staff who could have been made redundant were retained with the assistance of the Coronavirus Job Retention Scheme (furlough).