



# Annual Report 2019 - 2020

Making a difference in the  
community since 1993





“Knowing that this wonderful resource is in the middle of our community and it is fantastic.”



# Welcome



## Welcome from everyone,

This report deals with the year up to 31 March 2020. Just one week after that year-end, we had to close the Centre, furlough some of our staff, and others started working from home.

Even before Covid-19 struck, times were hard and we did well to record only a slight drop in grant funding compared with the previous year. We were finding it difficult to pay the day-to-day running costs of keeping the building open and paying the bills; costs which come to some £40,000 a year. In late 2019, we approached Ingol and Tanterton Neighbourhood Council (I&TNC) with a proposal to enter into a partnership with them, whereby they paid half our overheads over the next four years, with us working closely with the Council, helping them to deliver their 'community cohesion' and 'betterment' agenda.

Therefore, as the result of this, the good news is that we were able to show a surplus of £7,085 this year, instead of a £12,915 loss. Nevertheless, our cumulative loss over the last five years is still £15,787. Our target is to build up our reserves such that we have a minimum of three months Unrestricted Reserves. At this year's rate of expenditure, that would be £71k, so at £74,045 we are just over our target.

Looking on the bright side, though, we are very fortunate to have them, as we know we will survive current Covid-19 crisis. There are, I regret to say, many charities right now in a worse financial position than Intact.

**BILL SHANNON, CHAIR OF THE BOARD**



## Hi everyone,

I hope you enjoy reading our annual report which highlights the tremendous and valuable work being delivered by our dedicated team of staff and volunteers who have been busy delivering a wide range of services and activities to serve the people of Ingol and Tanterton, and to those that live further afield such as Preston and the surrounding areas.

I want to take this opportunity to thank all our funders, supporters, partners and other donors that have generously contributed both in kind and financially, all of which has enabled the continued provision of these excellent services described in this report.

A huge thank you goes to our trustees, staff and volunteers for their continued dedication, loyalty and support they give to the people that matter – our service users. Intact's amazing team is truly 'inspirational' which I am sure you will agree, when you have read how they support the local community each day.

**DENISE HARTLEY MBE, INTACT CEO**

Trusthouse  
Charitable  
Foundation



# Our Finances

## Our income

From funders	£ 242,757
From our own activities	£ 47,558
Sundries	£ 1,627
<b>Total income</b>	<b>£ 291,942</b>

## Our expenditure

Our projects and activities costs	£ 258,649
Various fees and depreciation	£ 26,208
<b>Total expenditure</b>	<b>£ 284,857</b>

## Our balance sheet

Fixed assets (the value of our building and its contents) plus investments	£ 753,801
Money owed to us, and cash in the bank	£ 86,011
LESS money we owed at the year end	£ 17,074
<b>Total assets</b>	<b>£ 822,738</b>

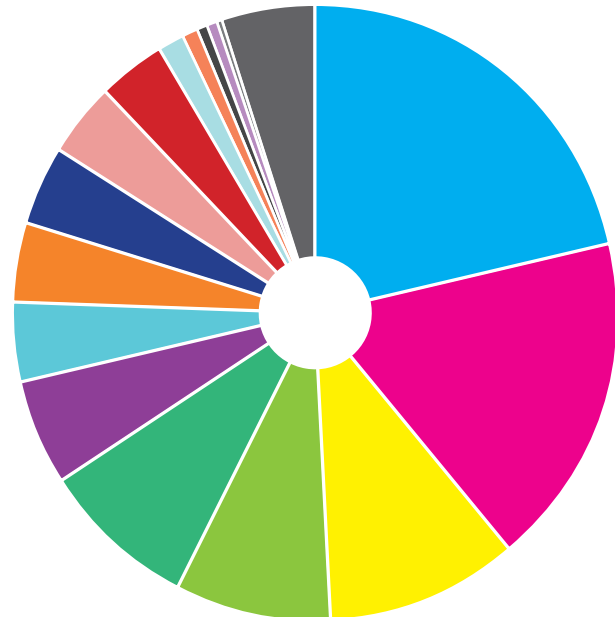
## Last five years

Year to March 2016 LOSS of	£ 4,989
Year to March 2017 LOSS of	£ 1,946
Year to March 2018 LOSS of	£ 24,098
Year to March 2019 SURPLUS of	£ 8,161
Year to March 2020 SURPLUS of	£ 7,085
<b>Total cumulative last five years LOSS of</b>	<b>£ 15,787</b>

## Our reserves

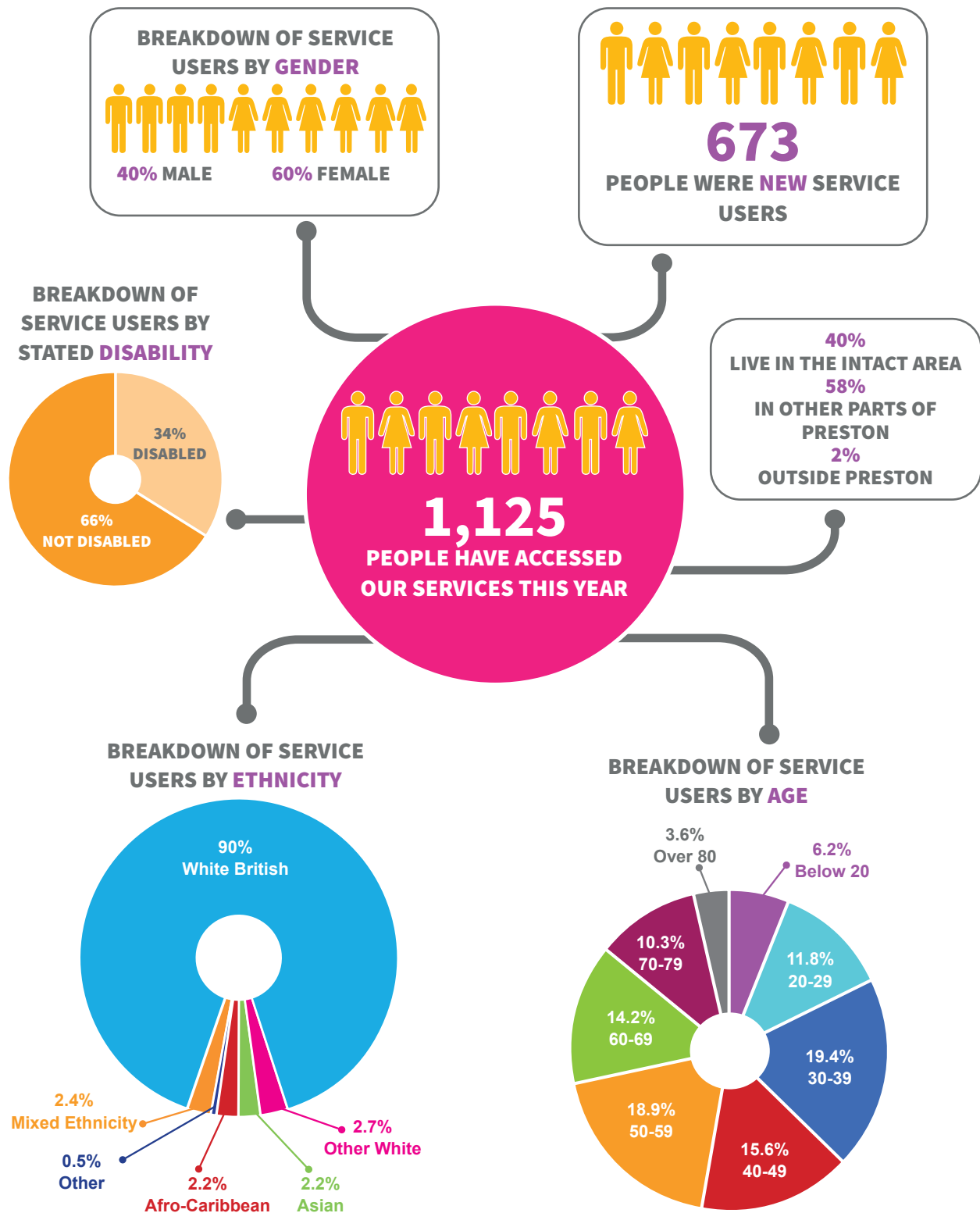
We have a Designated Fund of £28,095 set aside to cover the cost of redundancies, should the worst come to the worst. In addition to that, our main free reserve, called Unrestricted Funds in the Accounts, at the end of this year amounted to £74,045. Our target is to build up our free reserves so that we have enough to tide us over for at least three months, in the event that our funding sources dry up completely. As our expenditure this year was £284,857, that means a reserve of £71,214 – so we are delighted to report that for the first time ever, we have hit that target – which is just as well, as we are facing unprecedented challenges in the 2020-21 financial year, because of Covid-19. It is almost inevitable that we will have to draw on those reserves in the coming year.

## Where the money comes from



◆ Henry Smith Charity - Centre Support and Advice	£52,083	21.3%
◆ Community Fund and ESF - Building Better Opportunities - SELNET - Invest In Youth, Changing Futures	£42,930	17.62%
◆ National Heritage - Discovering Dobcroft	£24,550	10.22%
◆ Ingol & Tanterton Neighbourhood Council	£20,000	8.21%
◆ Trusthouse Charitable Foundation	£20,000	8.21%
◆ Groundwork - Bright Ideas	£13,700	5.62%
◆ Locality UK	£10,000	4.10%
◆ Big Lottery - Learn, Share, Grow	£10,000	4.10%
◆ Preston City Council - Fitter Finances	£9,924	4.07%
◆ Community Fund and ESF - Building Better Opportunities - WEA - Digital IT - ReachIT	£9,799	4.02%
◆ Preston City Council / Tudor Trust - Thrifty Kitchen	£8,470	3.48%
◆ CAF - Learn, Share, Grow	£3,181	1.31%
◆ Lane End Construction	£2,500	1.03%
◆ Chorley Community Fund - Learn, Share, Grow	£1,000	0.42%
◆ Good Things Foundation - Webinars	£1,750	0.72%
◆ Rotary Club - Whitby's Pantry	£537	0.22%
◆ Completed Capital Projects, incl. donations & small grants	£11,637	4.78%
<b>Total Restricted Funds</b>	<b>£243,669</b>	

# Our Numbers





“Some people have said that we were the only people they were seeing ... It's made me feel really good and sad at the same time because they didn't have anyone else to talk to.”

Steffi, Pantry volunteer



## Our Volunteers

Our volunteering team continues to be at the heart of the work at the Intact Centre. This year has really seen them bring added value into the community, stepping up to leadership roles, and taking on more responsibility as we diversified into nature.

39

Volunteers including Digital Champions, Work Club Champions, Reception, Gardening, Café, Cooking, Trustees and Land Management

71

Nature volunteers including Species Recording and Bee Keeping

# Drop-in and Support

## Drop-In and Direct Help

This service helps vulnerable and disadvantaged adults who are experiencing social inequality to receive 1-2-1 intervention. We aim to increase life skills, knowledge and confidence and help to overcome their problems by offering advice, guidance and support through a number of structured support sessions. We also offer 1-2-1 crisis support.

## Fitter Finances - Financial Inclusion

Our aim is to help more residents to have the skills to manage their finances and budget effectively, with the ability to build up savings.

“Very huge thank you to all staff from Intact for helping people with this difficult time and helping with wonderful food. Thank you”

“My son is too proud to admit that he needs help in this respect and for them it has become a lifeline.”

“This place is great, I don't know what I'd do without it.”

299

People received 'drop-in lifeline' support

216

Fewer people have unmanageable debts

232

People have been supported to access information, advice and assistance using the right channel for their needs (including face to face and online)



12

People have been supported in resolving debt issues

14

People with mental health issues received 1-2-1 professional counselling

30

People learned about savings on energy costs

### Crisis support

105

People received 1-2-1 crisis support



222

People were referred for crisis food

160

People are more able to budget and manage their finances effectively

16

People have been supported in making Universal Credit applications

The Henry Smith Charity  
founded in 1628



# Employment and Skills

Our Training and Employment Team provide a whole range of employability support to help people get 'Back into Work' including:

- 1-2-1 coaching and mentoring;
- Advice and guidance;
- Training and skills development;
- Volunteering opportunities;
- Starting business support;
- Confidence building; and more.

## Building Better Opportunities (BBO)

Intact is a delivery partner in two projects in Lancashire which is part of the nationwide Building Better Opportunities scheme which brings together funding by the European Social Fund (ESF) and The National Lottery Community Fund to help tackle the poverty and social exclusion faced by the most disadvantaged people in England. The programmes are:

- **Invest in Youth (IY)** for people aged 15 -25
- **Changing Futures (CF)** for people of any age with multiple barriers to finding work

The Phase 1 contract came to an end in December 2019. Following the success of the project, a further contract was awarded for Phase 2, which runs up to March 2022.



*Megan (IY) and Chris (CF) worked with their coach and mentor to run the cafe during our community supermarket*

I have received more help from Intact than anywhere else. Coming to Intact has been great for getting me out of my shell, and I drink far less now. The one to one support I've received has really built my confidence and helped me to try new things, learn new skills.

I've made a lot of friends and visit the Centre more often, because I like the Centre, and find it very helpful when I have any problems. I'm really looking forward to learning a lot more.



COVID-19 meant a change in the way we work, but we continued to provide vital support remotely. We did this through regular phone calls, Zoom / Skype meetings and we even developed an online and remote service for our Work Club and digital support.



# Employment and Skills

44

People received tailored 1-2-1 coaching and mentoring by the end of Building Better Opportunities Phase 1

19



**Invest in Youth**  
Building Better Opportunities

5

Young people went into training or education

8

Young people went into employment

25



**Changing Futures**  
Building Better Opportunities

5

Moved into training or education

5

Moved into employment (including self employment)

“Thank you for believing in me. Without your support I just wouldn't have had the confidence to get where I am. I can't believe I'll have my own business!”  
Paul (CF)

“Hi, it went well and I start (volunteering) tomorrow, 9 till 5. Thanks for the help getting it mate, I know it's your job but I really appreciate it. Nick (IY)”

“I'm loving using my tablet. I'm now able to keep in touch with family and friends. Thanks to Intact for their help. Arthur”



## Employability

208

People received 1-2-1 employability support

199

People overcame barriers to work

103

People increased their employability through training and work experience

8

Existing Volunteer Money Champions have received 'Small Talk' training

## Digital Skills

272

People learnt new digital skills

62

People received Digital Capability Training



**Preston**  
City Council

# Thrifty Kitchen

Thrifty Kitchen is a pilot project funded by Preston City Council and the 'Our Food Co-op' Legacy Fund. The Project aims to equip people from Preston with a broad range of cooking skills, budgeting information, digital skills, money and time saving tips and tricks in a friendly, informal and hands-on session to help them get more out of their weekly shop.

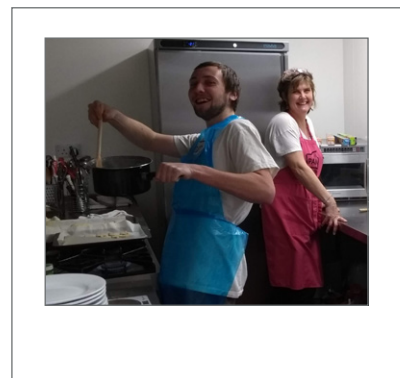
The project utilizes food from FareShare, which consists primarily of food that would ordinarily go to waste.

We held weekly cook and eat sessions, where people learned to combine low cost store-cupboard ingredients to make healthy, well-rounded meals for themselves and their families. Sessions were attended by an intergenerational, international multi-skilled cross-section of the Preston community.

Prior to lockdown the project had exceeded expectations so we took it online.



“ I think it's great, its friendly, it's sociable. ”



“ It's just nice to be able to sit down and eat a meal with someone. I normally eat alone, I don't normally get the opportunity to cook and eat with other people because I live alone. ”

**Blog:** <https://thriftykitchen.food.blog/>

**Facebook:** [www.facebook.com/groups/thriftykitchenintact/](https://www.facebook.com/groups/thriftykitchenintact/)

## 37

People attended at least one session with sessions regularly exceeding 10 attendees

“ I think it's great for the environment and people's budgets ... and our appetites. ”

“ Healthy eating is important so I appreciate the staff like yourself, pointing me out in the right direction in terms of nutrition and things like that, it's got to be healthy for me I think the main thing. ”



the Tudor trust

"It's more than just a full tummy, it's a massive link in the community."



Whitby's Pantry has now been open for a year. It opened in June 2019. A member-run food club saving families hundreds of pounds on their grocery bill each year. Part of a national network of 21 stores, Whitby's, Your Local Pantry offers a way to avoid financial crisis or to emerge from it. Additionally, through its partnership with environmental charity FareShare, it's part of the war on food waste.

During the COVID-19 lockdown, we have been cooking meals in the Pantry Kitchen. We have provided 79 nutritious meals.

The social interaction has been a gift for some users who only saw pantry staff during their week.

I like that I can feel comfortable accessing the pantry, I don't feel like I'm being judged, everyone is kind of similar, it's a safe setting.

I like how friendly the staff are, that they welcome me, because of my mental health issues and my anxiety, I need that.

I feel safe and secure coming and you always get more with the free bread and veg. I just think it's brilliant because this one shop a week for me is an actual shop which is difficult to believe. You can always find something for that week at least and then on other weeks you manage to stock up as well, which for me is a big thing.

We started using more fruit at home and we didn't used to until I started coming here and I started getting fruit.



203

People became Pantry Members

£4

WEEKLY MEMBERSHIP



A typical food basket is valued at £15 - saving Members £11 each week

HOUSEHOLDS CAN SAVE UP TO

£572 PER YEAR



FRESH FRUIT AND VEGETABLES ARE PROVIDED FREE, CREATING EVEN GREATER SAVINGS.



Pantry launch in June 2019





The Great Crested Newt

# Discovering Dobcroft

Dobcroft was our new venture funded by the Heritage Lottery Fund. This enabled us to recruit a team of nature loving volunteers and host a range of events. The 5 acres were broken into wetland, woodland and grassland areas.

Intact commissioned The Wildlife Trust to train the volunteers in land management skills, by running a weekly training course.

Preston Beekeepers helped the group of volunteers to build the skills to look after our very own beehive and reap our first harvest of honey, which was out of this world.

We were able to develop a whole range of volunteering opportunities to support the development of Dobcroft, including a Steering Group, Species Recorders, 'Bat Squad', Investigators and more.

Our amazing volunteers continue to look after Dobcroft which is truly becoming the community asset we'd hoped for.



Land Management Team

"I have experienced mental illness since being 10 years old. I am not an urban person in my heart – nature lifts my spirit, and I can appreciate life."



Weaving a willow tunnel



Dobcroft Beekeepers

"I would like to volunteer in many areas of the nature reserve and Intact. I feel more confident, less shy and able to talk to people."

A full evaluation report is available  
<http://www.intact-preston.org.uk/centre/publications/dobcroft.pdf>

"Be a Dobcroft volunteer - keeps you healthy and fit. Dobcroft is good for you physical, psychological and mental wellbeing."



11  
Land Management volunteers

71  
Nature volunteers including Species Recording and Bee Keeping

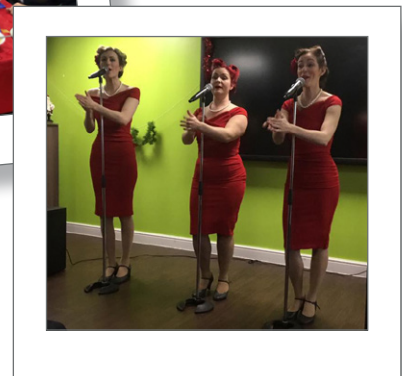


# Community and Social Inclusion

A new housing developer Jigsaw / Lane End housing kindly donated money to ensure they could reach the community during their time of building to thank them. This funded an amazing Christmas party, with food, entertainment by The Daisies a trio of singers who specialized in songs of the 40's up to the 60's. We had a full house which was rocking on the day of the party.

**Learn Share Grow** was a project that was funded by Awards for All, Jigsaw and Lane End Construction to ensure we were able to engage residents.

A range of days out, groups, and entertainment were also open to anyone to attend, including games and quizzes, crafts, talks, exercises and tea tasting. These sessions were on offer twice a week and were diverse to engage lots of people and appeal to families, individuals, young and old. Sadly this was cut short due to Covid-19, but we had a big online presence.



## 469

People attended our social activities and community events, including our Christmas party, Heritage Open Day and Pumpkin Festival



An absolutely fantastic afternoon.



I would love more activities please. My children loved it.



Bird seed family event





“I feel I have a role to play by sharing the whole experience and encouraging others to consider becoming involved, both with Dobcroft and Intact, which serve the community so well.”

Ann, Volunteer



Intact were honoured to have been featured in The Parliamentary Review 2020, Representing Best Practice in the Community. You can read the full report: [The Parliamentary Review](#).

We say a big thank you from everyone at  
Intact for all your time, support, funding and  
generous donations throughout the year.

You help us to make a difference.



#### Acknowledgements:

Thank you to Let's Grow Preston for saving the day by providing all the pumpkins for our Pumpkin Festival and for members of the Selnet team for volunteering and helping on the day.  
Thank you to Preston Beekeepers, especially Viki Cuthbertson for their continued support and for looking after our bees during COVID-19.



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BEST PRACTICE SPONSOR 2020

*The Parliamentary Review*



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