

The Intact Centre

Making a difference by being there

Annual Report
2015 - 2016



Welcome from Bill



My first sad duty is to pay tribute to Bert Shepherd, Trustee and Treasurer for more than twenty years, who died last July.

In March, we heard we had got some funding from Garfield Weston, and were able to restore the hours. I can't thank the team enough for the sacrifice they made to help keep us financially sound.

The fact that we have made losses in three of the last five years emphasises the need for us to have adequate unrestricted reserves. These are the funds we need for a rainy day – and unfortunately, it's pouring right now, and the outlook remains poor! Our aim is to have enough in reserve to tide us over for at least three months to cover our basic costs – wages, office costs, utilities etc – which come to around £1/4m a year. So we really need around £60,000 in reserve, rather than the £38,871 which our accounts currently show. Next year, we are budgeting to add £10,000 to those reserves – but keeping 'in the black' in the current environment really is a struggle.

Our funders last year provided us with £296,227, a similar figure to the previous year. I would like to thank all the funders – you will see the list on the back page – but I would also like to pay tribute to the efforts of Denise and all the team in writing all those successful bids. I would also like to thank them all for their other fund-raising efforts. This year, we raised £4,183 from general fund-raising, and a further £8,031 from Community activities and events – compared with only £2,477 the previous year.

As funding bids get harder, the more money we can raise from our own efforts, the better.

On the Expenditure side, people costs – wages, NI and pension – are our main expenditure, amounting to £216,696, more than half the total. We had budgeted around £238,000, but were able to reduce this by nearly £20,000 thanks to the staff generously agreeing a reduction in their hours.

Once again, can I thank all the team – staff, student social workers, and volunteers – for the hard work they have again put into Intact. Can I also thank the Trustees, for all the effort they put in for no reward – or at least for no financial reward! Our job, as Trustees, is to ensure we keep a close eye on income and expenditure, and do our best to ensure that we can see and plan for at least a medium-term secure future for the charity. With that in mind, we are currently carrying out an '**Organisational Heath Check**' of Intact, which began in January 2016, funded by the '**Building Capabilities**'; element of the Big Lottery's '**Reaching Communities Revenue Grant**'. As for the longer term, well, no-one can plan for twenty years ahead, especially in the current uncertain economic climate – but Intact's strap-line is 'Making a Difference by being there' – and I know I'm speaking for all of us when I say we still hope to be here far into the future!

Bill Shannon

Bill Shannon
Chair of the Board

Tribute to Bert Shepherd our Treasurer



It is with great sadness that we also had to say goodbye to Bert, our Treasurer of more than 20 years. Bert passed away last July whilst he was on holiday in St. Ives. We all miss him

so much. Bert was part of the Intact family and whilst he came to the Centre every Monday, in his 'professional role' he visited at other times too to attend the Art Group and to see his friends.

I have really fond memories of Bert, knowing him for more than 16 years. He was the kindest, considerate and gentlest man I ever knew. He loved 'Rupert Bear' and Rugby and he went walking every week with his friends for over 40 years.

A paratrooper in the Army, Bert was a glass half full person who always had a positive outlook on life. His motto was to 'always keep smiling' as life is too short. He used to say 'Ne'er the time nor the place' and to live each day as our last. That he certainly did. Who would have thought that he would have died on holiday in his most favourite place! I am richer for knowing him and I am sure that every one at Intact is too. We all thank Bert for his generous contribution to Intact over the last 21 years. It was a privilege to have known him.

Denise Hartley MBE
Chief Executive Officer



Welcome once again to Intact's (Ingol and Tanterton Community Trust) 2015-2016 Annual Report.

This has been yet another busy and fantastic year for Intact with many notable achievements and some challenges along the way. Our new building 'Number 49' is now in full swing and providing a vast array of local services and activities for Ingol and Tanterton residents and many others across Preston and beyond.

This report demonstrates the fantastic work that is being provided at Intact whilst making a real difference to people's lives. We value the important and valuable contribution that our volunteers and service users have made to influencing and informing the services that we continue to provide at the Centre.

The Board of Trustees and I are really pleased that the Staff and Volunteers at Intact have performed so brilliantly over the past 12 months and we are delighted to have overachieved on all our targets and outcomes. We thank everyone involved in helping make Intact an organisation that we can all be proud of.



Welcome from Denise

Overview of the Year

Funding and Finance

Cuts to essential core funding left Intact vulnerable which resulted in having to reduce the working hours of four members of staff in November 2015. However, this short term decision (four months) was reversed when we secured core funding from the **Garfield Weston Foundation** and some running costs from the Ingol and Tanterton Neighbourhood Council. However, the challenges remain due to the rising costs of our new community building and lack of available core funding due to government cuts and the current economic climate. Nevertheless, I thank all our funders and supporters for their valuable contributions both financially and in kind. Without their support, Intact could not provide the vital services highlighted in this report. I also thank the staff team, for their fantastic fundraising efforts raising over **£2000**.

Intact has also been fortunate to attract and secure grants from a range of new trusts such as the **Clothworkers Foundation**, the **Peoples Health Trust** and the **Arts Council**. (See **page 22** for detailed information). Further applications have been made to funders such as the **Henry Smith Foundation** to continue with the vital **Drop-in** and **Centre Support Service** and **Preston City Council** to provide a financial inclusion service enabling Intact to offer a more specialised service focussing on financial capability in a place where people feel 'safe' and comfortable. Intact's aim is to continue to provide a diverse variety of new and existing activities throughout 2016 and beyond.

With the recent three year revenue grant of **£326,276** from the **Reaching Communities Programme** (see **page 20**) an additional £15,000 will pay for Intact to increase its capabilities (knowledge/skills/confidence) to deliver outcomes more effectively and sustainably to beneficiaries. In January 2016 an organisational strength review identified potential areas for improvement. An analysis of new capabilities we need to develop, together with advice on the best way to use our resources and what we need to acquire to embed those capabilities were identified. It was clear that we would benefit from a systematic way of measuring and evidencing outcomes and impacts so the aim for this year is to invest in a computerised programme enabling us to effectively evaluate Intact's services. Part of this review included the simplification and revision of **Intact's Strategic Objectives** which can be seen on **page 5** of this report.

Welcome from Denise

Overview of the Year (cont'd)

Reaching Communities Capital Programme

As a result of securing a £600,000 Lottery grant Intact had to achieve the following four outcomes - April 2015 – 31st March 2016.

OUTCOME 1: 400 vulnerable adults had access to 'drop-in' support providing a lifeline and hope for a better future.

Milestones	Total
300 people accessed more than 1 drop-in service or surgery	721
100 people accessed 1-1 support i.e. mentoring	270

OUTCOME 2: 200 adults gained confidence and new skills through increased participation in volunteering, educational and vocational activities.

Milestones	Total
100 people accessed a range of volunteering opportunities	106
100 people accessed a range of 6 educational activities/workshops	279
100 people accessed a range of vocational activities	172

OUTCOME 3: 700 vulnerable adults made new friendships, experienced better health and happiness through increased participation in social, recreational and health related activities.

Milestones	Total
150 people participated in fun health activities	219
400 people participated in a range of social activities	719
150 people participated in a range of recreational activities	336

OUTCOME 4: 300 people reported an improvement to their health and physical well-being and increased knowledge in personal health through a series of sports and physical activities/programmes.

Milestones	Total
75 young people accessed 5 holiday play schemes	78
30 young people accessed a weekly homework club	51
100 young people accessed a range of physical activity sessions	308



The year ahead

2016 / 2017 is set to be another great year, with an array of new opportunities on the horizon. With our new community building and the acquisition of a 'local nature reserve' a new '**Seasons Project**' will inspire and bring people together with nature in a fun and unique way.

We are in the process of ensuring the transfer of the Nature Reserve to Intact and securing a 'Head of Terms' for access to cross County Council playing field land from our leased premises to the **Nature Reserve**. The County's legal team are preparing a formal licence which we expect will be in place for when we are ready to start the '**Seasons Project**'.

I hope you find this annual report both useful and informative. Whilst this year has had its challenges, it has been a privilege and a pleasure to lead and work with such a fantastic team of trustees, staff and volunteers. Their dedication and commitment to making a real difference to people's lives is second to none.

Denise Hartley

Denise Hartley MBE
Chief Executive Officer





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Our vision and values

Our mission

Making a difference by being there

1. To support people to become actively involved in their community, and to develop local social capital and cohesion.
2. To provide high quality activities and services – contributing to the health, social and economic wellbeing of the community.
3. To enhance the local environment and provide high quality community facilities.
4. To achieve a strong, sustainable, reputable, and influential organisation, well connected to a broad range of partners.

Our values
We strive to be:

- Respectful
- Fair
- Honest
- Caring
- Inclusive

Our behaviours
We aim to make a difference by:

- Being friendly
- Being helpful
- Listening
- Communicating positively
- Putting people first

Our trustees



Bill Shannon
Chair of the Board



Bert Shepherd
Treasurer



Christine McCallum
Trustee



Malcolm Clarke
Trustee



Meb Ahmed
Trustee



Sharon Thornton
Trustee



Ray Sudlow
Trustee



Pauline Brown
Trustee



Our Trustees are the people who make up the membership of the Intact Board. They are responsible for the general management and administration of the charity providing guidance and support to the senior management team. As they are volunteers they give their time freely to benefit the community enabling Intact to continue to 'make a difference by being there'.

Our staff



Denise Hartley MBE
Chief Executive Officer



Ali Barkley
Deputy Chief Executive
Officer



Helen Dixon
Volunteer and Skills
Development Manager



Iain Mackie
Young Persons
Development Manager



Lynda Lockwood
Executive and Finance
Administrator



Steph Lees-Pinson
Training and
Employment Officer



Debra Fitzsimmons
Centre Support and
Advice Officer



Matthew Beck
Administrator



Tina Humphreys
Catering Officer

Our volunteers



**"We rise
by lifting others"**
quote by Robert Ingersoll

A volunteer is someone who selflessly gives to others, not for a big ovation, but because they have a need to help others. The simplicity of this quote describes the impact that volunteers have on our service users. But just what impact have our team of volunteers had?

"Volunteering at Intact was such a good experience that I applied for a job here!" Sharon

We like to invest in our volunteers. As you know we received the IIV award for the second time, and we have hosted a range of support and training sessions.

17

Volunteers attended our volunteer forums last year

42

Volunteers took advantage of our internal training to advance their volunteering role



"Volunteering was initially my idea of 'work without pay!' I've fallen in love with Intact - it has a fantastic homely, community feel, friendly helpful staff and lovely regulars." Nuri

Over the last year we have recruited:

18

New Whitby's Café volunteers
54 total volunteers over the last five years

20

Centre Support volunteers
55 total volunteers over the last five years

8

Health volunteers
23 total volunteers over the last five years

17

Training volunteers
67 total volunteers over the last five years

23

Young Peoples volunteers
135 total volunteers over the last five years





With Aziz Abrahm (Stone Roses) at the Diversity Conference Fringe Event



"Where shall I start?..."

Working at Intact has given me an amazing opportunity to professionally interact with a range of service users from the local community. The team of staff is very friendly and made me feel welcomed and included, thus I will be sad to leave. Whilst on the placement I significantly enhanced my knowledge and understanding of a good social work practice." Martyna

86

Social Work students supported on placement.

"Thank you for everything you have done for me over the last 70 days. You have all been so welcoming and have taught me so much. I have grown as a person and a professional. I could not have hoped for a more opportunistic placement. I will take these experiences with me through out my life and career." Ellie



Our students

Many organisations want to employ people who have some quality experiences under their belt along with academic qualifications. Intact understands this and aims to make our team of student social workers informative, challenging, experiential and above all fun.

Over the years we have supported in excess of 86 social work students who have helped us to achieve funding outcomes, whilst at the same time they are also evidencing key areas of capabilities.

- **Professionalism** – Leading trips, planning groups, engaging service users, being accountable for their work.
- **Values and Ethics** – Eliciting and respecting the views and ideas from service users and promoting engagement in activities such as UK online, Work Club, 1-2-3 Club, Walking Group etc.
- **Diversity** – Understanding uniqueness in respect of: culture, gender and family background and identifying the impact of the lives of our service users.
- **Rights, Justice and Economic wellbeing** – Recognising the impact of social exclusion and poverty on individuals and linking this into services such as Employability.
- **Knowledge** – By doing focused reports on case studies, and linking this into current government policies.
- **Critical Reflections and Analysis** – Relating to personal conduct and examining self, services and others.
- **Intervention and Skills** – Researching, listening, advocating and supporting.
- **Context and Organisations** – Why Intact does what it does, as a charity, and 1-2-1 personal stories.
- **Professional Leadership** – Taking guidance from others.

Our young people

We are now entering the final year of our three year Children In Need project and we have achieved our key outcomes:

Outcome 1 - Improved social skills - Young people make new friends by attending a range of social activities:

Art & Craft Club	126
Café 49	85
Girls Allowed	29
Holiday Activities	257
Youth Cafe	118

Outcome 2 - Improved Health and Well Being – Young People have an increased self-awareness of what a healthy lifestyle is and make better informed choices:

Boxing	52
Streetdance	63
Friday Football	72
Morris Dancing	76
Energy Club	66

"My children have gained friends and learned new skills."

Outcome 3 - Improved Educational Attainment – Young people have the opportunity to learn new skills, experience educational trips out and get 1-2-1 support:

Learning Lounge	54
Literacy Workshops	6
1-2-1 mentoring	6
Young Leaders	10
Community Voices Singing Group	40

Total Number of Visits:

3797

Number of Young People by Age Group

0-4	15
5-9	160
10-14	187
15-19	100

Our highlights



This year we have seen a number of new activities starting here at the centre which has meant more young people from Ingol and Tanterton are participating in positive activities.

We have secured funding from **Lancashire Sports Positive Together Fund** to run boxing sessions on a Monday night for young people aged 10 – 25 which is proving to be very popular.

We have secured funding from the **Police and Crime Commissioner** to run a new girls only Youth Club called '**Girls Allowed**' for young people aged 10-16.

Awards for All Funding has allowed us to set up **Café 49** on a Saturday evening for vulnerable adults and families.

Community Voices Singing Group are now using the building once a week and singing their hearts out!

Crusaders Morris Dancers continue to use the building once a week and a number of new children have joined the group.





What our young people and parents say



Our young People



"Our child makes good friends."

"My children have experienced days out which I would never be able to afford."



"Thanks to the staff and all the volunteers for running a warm and friendly environment for the Children in this area."

"The Young Persons Services Manager is a mentor for my children and always there for my children and my family."

"I've made new friends since I started coming to Intact after school."



"I like coming to Intact because it's something to do."

"Intact is very exciting and fun because of the trips and football!"

"Boxing has given me the chance to use my energy in a good way."

"We are very pleased with the stimulation she receives attending the sessions and the trips."

"The 1-2-1 Sessions have allowed my daughter to have her own time to express herself."

"Friday Football is Fantastic."

"I love craft club - it's messy."

"I love Learning Lounge because it's helpful and I get to read."



Our service users



Health and well-being

127

New people have attended indoor sports such as Dance, Yoga and 'Legs Bums & Tums'

65

New people have ordered veg, salad and fruit from the Food Co-op

40

New people have attended outdoor sports such as Walking, Cycling and Bowls

23

New people have attended health check sessions such as 'The Weigh Forward'

29

New mums have taken part in the Baby Massage sessions

60

New people have accessed Holistic Therapies such as Mindfulness, Relaxation and Holistic Treatments

Social activities

27

New people have attended our new Friendship Group, The 1-2-3 Club

60

New people have attended our Café 49 Group supporting families in recovery

17

People have attended birthday celebrations at Intact

75

New people have attended Bingo and Family Bingo

30

New people have been taken on trips out

46

New people have attended the Friday Club

36

New people have attended Art Group



"I'm a carer for a local elderly lady with learning difficulties so Intact helps me get her out socialising with people." Paula



Preston Community Health Mela - NFHW (National Forum for Health & Well-Being)



"I never had the confidence to open up to anyone and talk confidently to anyone and I am now able to talk to staff and friends at Intact, I have made so many new friends that look out for me." Gina



'Drop-In'

'Advice Guide' and Citizens Advice Bureau

The Advice Guide facility complements the Citizen's Advice Drop In sessions, which are held every Wednesday and between April 2015 and March 2016:

142

People were shown how to access the Advice Guide

276

People saw the Citizen's Advice Advisor

'Share it Scheme'

The Share-It Scheme has been running since 2013, and helps people in the local area who are in need of food, clothing, household items, financial support, finding work, computer skills and cookery lessons. In the last 12 months we have referred **269** service users to the scheme.

"The Staff and Volunteers at Intact are very helpful and you can talk to them in confidence. They've helped me with so many things." Carol



Our service users

Direct Help

Direct Help was launched in March 2016 and we mentor vulnerable people, with complex issues, such as Housing, Benefits, Finances etc, through a number of structured support sessions. Since the launch of this service:

11

People have been helped and supported with a range of issues

Drop In Advice

The Drop In advice service enables vulnerable people to receive one-to-one interventions, signposting to specialist services and guidance to access support from other agencies such as Food Banks, on an informal, openly accessible drop-in basis.

Between April 2015 and March 2016 we have helped

716

People to resolve a variety of issues

Whitby's Café

We said goodbye to David, our Chef, due to him leaving for another job, which meant we had to close the Café and this resulted in making Lisa our Catering Assistant redundant. We thank both David and Lisa for their dedication and commitment to making Whitby's a success. However, the closure of the Café did not go down well with our customers. After a discussion with the Trustees about a 'way forward' we agreed to re-open the Café with a 'different working model' and a more basic menu.



We employed Tina, who works with 2-3 catering volunteers to provide a range of refreshments, snacks and meals.

The Café is now open daily, from 10am – 2pm on Monday to Fridays. Longer term we aim to make it self-sustaining, for example, selling enough food and drinks to cover all the Cafés overheads.

Our service users

Employability



Intact provides a wide range of support services and learning opportunities to help people get 'back into work'. From developing Online Job Skills to a City & Guilds in Online Basics Entry Level 3 Award, Work Club and volunteering opportunities to Work Academy and Employability Skills.

Since our Work Club started we have helped

116

People gain meaningful employment

Work Club Celebrates

In October 2015 our Work Club celebrated after helping more than **100** people find work through our job club.

The celebration was attended by Janice our 106th person into work, fellow Work Club members, Work Club Volunteers, the National Careers Service, Louise Davies from Preston City Council, the Lancashire Evening Post, Trustees and Cllr Matthew Brown. It was a great occasion and as you can see our figures continue to rise.

Work Club this year

77

People have registered for 1-2-1 support

24

People have secured interviews

25

People been successful in getting back to work

62

People have benefited from Employability Skills Training

10

People successfully gained a range employability skills and volunteering experience through one or our Life Academy's

"Coming to Intact helped me to realise my own skills and give me the confidence to try and use them. I now have a car and my own maintenance business."
Shezad (Life Academy) now self-employed





Education and Skills

Future Digital Inclusion

Intact is passionate about reaching digitally excluded people. As a UK Online Centre we continue to support people in gaining a wide range of essential basic IT skills. We continue to be an active member of the Go-On Lancashire Steering Group.

103

People have learnt basic IT skills and received 1-2-1 support

158

People have received informal support with basic IT skills

19

People gained a City & Guilds Award in Basic Online Skills

55

People connected with family and friends

ukonlinecentre



#firstselfie



Our service users

Learn, Share, Grow

Intact has been delivering a learning programme which aims to increase participation and transforms people's destinies by supporting progression relevant to personal circumstances.

For example, improving levels of confidence and willingness to engage in learning by receiving individual support, encouragement and feedback by our trainers who nurture learning and help to identify areas of improvement whilst encouraging and motivating.

"Intact has helped support me to bring my skills out and motivate my confidence." Vanessa

56

People have learnt how to access online services

73

People have learnt about Social Media, including Facebook, Twitter and Pinterest

The programme delivers a range of taster sessions and courses that include:

Employability, Confidence Building, Health & Well-Being, IT skills, Volunteering, Creative Connections, Mindfulness, History of Preston, Social Media and lots more....

819

New people have accessed a taught learning activity

"New experiences make you feel apprehensive, fear of the unknown. I got a very warm welcome. I've met really nice people and enjoy attending." Edith

154

People accessed the Health pages on Learn My Way as part of a NHS Widening Digital Participation Programme

Our community



Special Fundraising Events

This year we put on three fundraisers especially to help Intact raise some funds to help plug the gaps.

Promise Auction - Over £800

was raised on the night - thanks to everyone who gave generously and promised to do all sorts of lovely things!

Handbags & Gladrags – Over

£500 was raised – well done to the staff team for putting on such a great event.

Big Bingo – We raised nearly

£400 by running an extra special Big Bingo Event for the whole family! Thanks to everyone who attended and everyone who donated prizes!

"I love the Easter Fayre, it was great. I really loved the chicken it made my day." Fiona



Easter Fayre

67 New Families attended the Easter Festival this year. Thanks again to **Morrisons Deepdale** and **BAE Systems** for their kind donations so that every child attending received a **FREE** Easter Egg!

Over **150** Easter Eggs were given away! This was a great partnership event and thanks to all the help and support of **Community Voices**, we were able to reach lots of new children and families.

Park It

Intact was represented at Dovedale Park and Ribbleton Park where over **1250** people attended these two events!

Halloween Event

This was a new event for Intact this year. We worked in partnership with **'Grow Your Own'** to hold this fundraiser. The weather was great and over **40** families registered to attend and took part in a range of fun activities. Thanks to everyone who supported and volunteered at the events.





"Having these amazing community events on my doorstep is fantastic! I am able to enjoy a cheap, fun day out with my Son who has had a great time on the bouncy castles and climbing tower!"



Summer Festival

Despite the weather, over **250** people attended the Ingol and Tanterton Summer Festival, lots of fun was had by the whole family.

Children in Need Fundraiser

This year Pudsey made an appearance and visited Intact and the local schools. Over **300** Children took part in the Children in Need Fundraiser and between us we raised just over **£800!**



Our community

"Wow! Santa's grotto was fantastic. I got to meet Father Christmas and he gave me a selection box."
Ian

Christmas Fayre

Our first Christmas Fayre in the new building was a great success with **143** families registering to attend. Each child had a FREE visit to Santa's grotto and received a special present from Santa himself. Thanks to Morrisons Deepdale for their kind donation of selection boxes.



Our numbers ...

The Life Changes Project



We have just completed the final year of this 5 year project which has been a phenomenal success and has seen all targets achieved and the majority greatly exceeded! Below are the outcomes and milestones that enabled Intact to make a difference...

OUTCOME 1

1000 community members will have access to a learning resource centre with a menu of opportunities leading to education and life skills and volunteer/work experience by the end of the project.

Target Nos.	Milestones	Nos. achieved
350	Adults will access basic IT skills to use the internet by the end of year 4.	733
150	Adults will learn to use online services by the end of year 5.	377
100	Adults will connect with family and friends i.e. Email by the end of year 4.	398
80	Adults will take part in internally run courses on social media and online services to engage with family and friends and reduce social isolation by the end of year 5.	143
250	Adults will enrol on a 'taught' learning activity by the end of year 5.	738
40	Adults will enrol on a basic skills class in numeracy or literacy by the end of year 4.	46
150	Adults will be recruited as a volunteer, participating in a range of volunteering activities by end of year 3.	238

OUTCOME 2

100 unemployed people will have access to an all-encompassing bespoke service leading to increased employability skills, providing them with better chances to access local/other employment opportunities by the end of the project.

Target Nos.	Milestones	Nos. achieved
100	Adults will engage in a 1-2-1 support service with 40 considering applying for a job by the end of year 5	386
75	Adults will undertake an initial assessment leading to an action plan by the end of year 5.	377
25	Adults will enrol as a volunteer by the end of year 5.	118
150	Adults will attend a range of employability and formal skills training by the end of year 5.	178
60	Adults will secure interviews by the end of year 5.	122
30	Adults will get a job by the end of year 5.	106





Our numbers ... The Life Changes Project

OUTCOME 3

500 disadvantaged and hard to reach people will be involved in locally based social activities leading to new friendships, increased self-esteem, reduced isolation and improved well-being by the end of the project.

Target Nos.	Milestones	Nos. achieved
100	Adults will get out of the house more by the end of year 3	772
400	Adults will spend more time with others through a range of group and social activities by the end of year 5.	635
250	Adults will access the internet/community café by the end of year 3.	842
260	Adults will visit the drop-in support centre by the end of year 5.	1303
300	Adults will participate in annual community events by the end of year 2.	500+

OUTCOME 4

300 people will report an improvement to their health and physical well-being and increased knowledge in personal health through a series of sports and physical activities/programmes by the end of the project.

Target Nos.	Milestones	Nos. achieved
110	Adults will learn about cooking and eating healthily by the end of year 5.	110
150	Adults will learn about nutrition. e.g. 5-a-day; shape up; portion sizes by the end of year 5	175
150	Adults will access a range of indoor sports by the end of year 5.	278
200	Adults will access a range of outdoor sports by the end of year 5.	213
100	Adults will take part in Intact's sports day by the end of year 2.	111
150	150 adults will access a range of health checks e.g. Weight; BMI by end of year 3.	206
75	Adults will access a holistic therapy i.e. Indian head massage by the end of year 5.	229

Changing Lives Together ... Changing Lives Forever

Intact were delighted to be awarded continuation funding from the Big Lottery Fund worth £326,276 for the next three years starting in February 2016, to continue our work and also develop our drop-in service in response to the unprecedented need experienced over the previous five years. A comprehensive evaluation report involving beneficiaries, volunteers, trustees and staff was completed as part of the application process which provided the foundations for the new project and provided further evidence of need.

The new outcomes of the project are:

Outcome 1 Milestones

750 vulnerable people will receive 1-2-1 interventions to access support on an informal openly accessible drop-in basis.

90 vulnerable people with complex issues will be mentored through a number of structured support sessions. (**30** people by end of Year 1.)

Outcome 3 Milestones

450 disadvantaged people will access a wide range of social group activities; recreational courses and trips out to local areas of interest.

375 disadvantaged people will attend informal IT and feel more digitally included.

150 disadvantaged people will participate in volunteering activities becoming more involved in their community.

Outcome 2 Milestones

300 unemployed people will access 1-2-1 support to develop a way forward in their quest for work.

180 unemployed people will increase their employability through training and work experience.

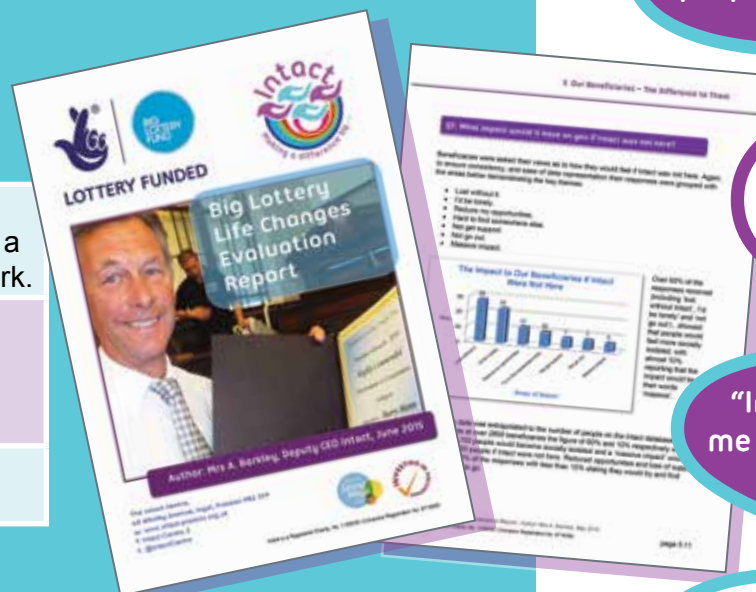
75 people using the service will gain employment.

Outcome 4 Milestones

255 beneficiaries will participate in a wide range of indoor and outdoor physical activities.

180 beneficiaries will access intervention strategies, health checks and workshops to help them make individually informed lifestyle choices.

150 beneficiaries will report that their mental health and wellbeing has improved.



"It has given me a purpose in life."

"It's somewhere to go and not feel alone."

"Intact makes me feel wanted."

"Volunteering at Intact gave me something to put on my CV and talk about at interviews."

"Intact helps with my well-being."

"Intact has helped me improve my skills."

"Intact is a place to come, join in and socialise – it's the only outlet I have."

Our finances

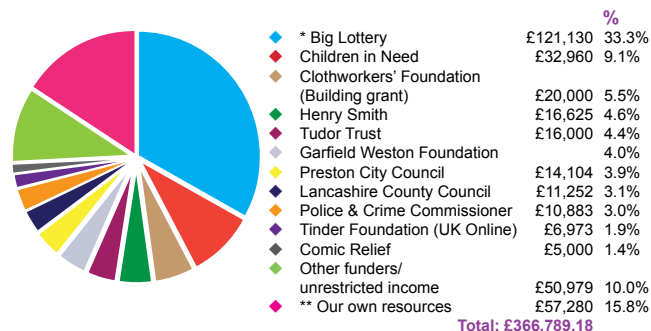
Our income

From funders	£296,227
From our own activities	£64,448
Sundries	£2,511
Total income	£363,186

Our expenditure

Our projects and activities costs	£339,319
Various fees and depreciation	£28,776
Total expenditure	£368,175

Where the money comes from



* Big Lottery (including Capital Grant)
 ** (student placements, room hire, commissioning etc)

Last six years

Year to Mar 2011 LOSS of	£43,734
Year to Mar 2012 SURPLUS of	£68,859
Year to Mar 2013 LOSS of	£24,190
Year to Mar 2014 SURPLUS of	£13,314
Year to Mar 2015 LOSS of	£15,175
Year to Mar 2016 LOSS of	£4,989
Total last six years LOSS of	£5,905

Our reserves

We have a '**Designated Fund**' of £34,276 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 £38,871. This was down £10,075 on the previous year, mainly down because we again made a loss. We really need to have enough in these free reserves to tide us over for at least three months, in the event that our funding sources dried up completely. As our people costs alone amount to nearly a quarter of a million pounds a year, a safe level of reserves would be around £60,000. In the current state of the economy it is difficult, but we must still aim to make a surplus over the next few years, to get our free reserves back up to that safer level.

Our balance sheet

Fixed assets (the value of our building and its contents) plus investments	£852,188
Money owed to us, and cash in the bank	£92,351
LESS money we owed at the year end	£64,455
Total assets	£880,084



Our funders and supporters

Thank you

Our funders

Arts Council - provision of a range of dance activities for people of all ages
Awards for All - provision of Café 49 for people in recovery
Big Lottery - Reaching Communities - Life Changes Revenue Grant
Big Lottery - Reaching Communities - Unity in the Community Capital Grant
Big Lottery - Changing Lives Together - Changing Lives Forever Revenue Grant
Brick Fund (Red Rose Recovery) a grant for a sessional worker for the Café 49
Children in Need - Young Person's Services and Activities Manager Post
Clothworkers Foundation - a capital grant for acoustic folding wall and K rend and new café furniture
Comic Relief - Positive Pals – social and leisure activities for over 50's
Community Gateway - grant towards a range of dance sessions
ESF (WEA) - Life Academy Programme
Full Life Church - a donation to support young people's projects
Garfield Weston Foundation - contribution towards core costs
Henry Smith Charity - grant towards Centre Support and Advice Officer post
Ingol & Tanterton Neighbourhood Council - a grant towards the centres running costs
John Laing Charitable Trust - provision of an Environmental Project
Lancashire Sport Partnership - provision of a grant to provide boxing sessions
Lancashire Adult Learning - Learn, Share, Grow Project – Phase 3
Police & Crime Commissioner - grants to improve security and safety at the centre
Preston City Council - grant funding towards strategic costs / overheads
Sure Start Preston West - a grant towards services for parents & their families
Tinder Foundation (UK Online) Funding for delivery of UK Online
Transition Fund - Partnership funding to develop the Intact Drop-in to provide good quality advice and support and train volunteers as advice champions
Tudor Trust – grant contribution towards the administration of the Drop-in Service and the Centre Support and Advice Officer Post



Our supporters and donations

Ashton Flower Shop, BAE Systems, CLAPA, Co-operative Ingol, Flame Hairdressers, Ingol Chippy, Lakeside Superbowl, Lane Ends Barbers, Morrisons Deepdale, Occasions Balloons @Robby's, Peridot Holistics, Preston City Trampoline Club, Rumbles Sandwich Shop, Starbucks, Whitby's Café. Intact Staff, Volunteers, Students and Trustees.
Promise Auction: Barry Mann, Bartle Hall, Barton Grange, Caroline@carryyarnstitching, Cllr Bill Winlow, Collins & Darwell Printers, Craig Wignall, Bootstrap Accountancy (Gill Davies), Hobby Craft – Preston, JCR Designs (Jane Rainford), Lancashire County Cricket Club, Lancashire Wine School, McDonalds - Riversway, Mecca Bingo – Blackpool, Martin Hughes Recording Studio, GuideDotYou (Phil Parramore), Peter Whitehead, Preston Design and Print Centre, Preston North End, Spiritual Connections (Pat May), Rufford Hall, Sheila Toppings Crafts, Upcycled Designs, Puffin Solutions Ltd (Paul Hodgkinson).



Intact Centre
EST 1993



Number 49
at the Intact Centre
EST 2015

Contact us

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A big thank you from everyone at Intact for all your kindness and support.