

#beingthere



Annual Report 2021 - 2022

**Making a difference in the
community since 1993**



Welcome



Chair's Welcome

We began the reporting year 2021/2022 in Covid Lockdown, which continued until July, as the Government implemented its 'phased exit'. We had hoped to launch the Sensory Garden on 25 June, but the extension of Lockdown saw us put the launch back to 27 August. In the event, though, it was well attended, and a great success.

Throughout Lockdown we had managed to keep the Centre open, especially the Pantry, as we saw demand increasing: and we were delighted to receive recognition for our efforts in the form of the Preston City Hero Award, presented to us by the Mayor.

After three years of modest surpluses, I am afraid that this year I have to report a deficit of £25,169, which wipes out the combined surplus of £17,948 for the previous three years. Expenditure was down year on year, at £337,873 compared with £367,085 the previous year: but this was more than offset by the fall in our total income, from £377,948 in 2020-21 to £312,704 in 2021-22. Of this, the biggest contribution was the fall in our funding bids received, down £36,115 from £317,075 in 2020/21 to £280,960 this year. Nevertheless we would like very much to thank those funders who have supported us this year. However, on a positive note, we managed to keep a team of volunteers on Dobcroft right through Lockdown, in compliance with the relevant regulations. Its value as a community asset continues to grow: and in September, we added a new member of staff, Ian Wright, as our Natural Heritage Well-being Co-ordinator. He hit the ground running, and under his guidance I am sure we will see Dobcroft going from strength to strength, using the funding we secured from the Big Lottery Heritage Fund for 'Digital Dobcroft'.

Bill Shannon

BILL SHANNON
CHAIR OF THE BOARD



Hi everyone

Whilst 2021 – 2022 has been challenging for many, Intact has had a tremendous and actioned packed year for service delivery and development, which has benefited hundreds of local people. Intact owes an enormous debt of gratitude, to our funders, donors and supporters, and the dedication of our staff, volunteers and trustees, who have enabled the provision of the fantastic array of activities, services and opportunities outlined in this report. As we continue to make a real difference to people's lives, I am optimistic that we will be here for the foreseeable future, which is extremely encouraging.

Denise Hartley

DENISE HARTLEY MBE
INTACT CEO

Census Day 21st March - A Digital First

1st March- 3rd May 2021: Intact are the only Digital Census Support Centre in Preston. Providing support for those without the internet or a digital device to complete the 2021 Census.

3 students on work placement from Edge Hill University.

Video created for Reaching Communities National Lottery Funding bid, title - Nurture, Nourish, Sustain.

Reaching Communities Funding bid through to second stage.

Simon & Carlo creating our Sensory Garden



First 'in person' Volunteer Celebration for Volunteers Week since before the COVID-19 Pandemic. They also got a preview of our new Sensory Garden.

We begin to introduce GoodTill (digital payment tool).

Funding bid for Heritage Fund complete and submitted.

Whitby's Food Hub begins.

With support from our Digital Volunteers we provided 10 smart phones with enough data for 12 months to people without access to a phone or the internet.

March

April

May

June

Cafe & Whitby's Pantry Roadmap revisited whilst many restrictions still remain.

Adult Activity Focus Group set up.

Research starts as part of the Heritage Fund bid writing process to develop our 5 acre nature reserve, Dobcroft.

Intact is successful in gaining Reaching Communities Funding from the Big Lottery for 'Nurture, Nourish, Sustain' our skills and food project.

Digital Focus Group starts.

Intact's new Sensory Garden is finished.

Full range of services are relaunched, following COVID-19 Pandemic.

The Preston Mayor visits Whitby's Pantry.

Talks begin to provide digital inclusion services for NHS Chorley and South Ribble CCG, NHS Greater Preston CCG.



We faced uncertain times at the start of 2021, with the future of our food projects hanging in the balance due to funding changes. Knowing how many people rely on our services meant that we doubled our efforts to secure their future. Working together, our dedicated multidisciplinary team of staff and volunteers were able to secure funding. Our food, training and volunteering provision are safe for the foreseeable future.



"I see people everyday at work, but I don't really talk to them. When I come here I do and people really take the time to listen."



"Intact helped me integrate into the community when I first moved here. A great place to meet people and socialise. Volunteering gave me a new lease in life after retiring and I get great satisfaction from any help I am able to give to service users and visitors to the centre."

Intact's Sensory Garden is assessed by Royal Horticultural Society (RHS) and North West in Bloom.

Intact becomes a workplace employer as part of the DWP Kickstart Scheme for young people age 16-24.

Open Day and the new 'Sensory Garden' is launched.

Intact sits on Community Gateway Association's, 'Community Hero's', judging panel.

Intact are successful in gaining Heritage Funding for the nature reserve.



"Financially we are coping much better and able to access a big variety of healthy fresh food that we would not have been able to without the pantry. Mentally it has helped to give breathing space for budgeting and planning meals."

August

July

September

Intact introduces a new database for capturing monitoring and evaluation statistics.

Weekly staff meetings are introduced to capture the impact of the services and activities we provide.

Intact becomes an 'Orange Button' organisation, as staff undertake 'Suicide First Aid Lite' with Lancashire Mind.

Intact becomes a member of the Covid-19 Recovery and Climate Resilience Focus Group led by University of Central Lancashire (UCLAN).

Intact becomes a 'Uniform Bank' partner as part of Community Gateway Associations Preston wide Scheme.



6574
volunteer hours
were counted from
April 2021 -
March 2022

equating to
£65,082.60
(Real Living Wage
£9.90)

Special visit from the High Sheriff of Lancashire, Edwin Booth CBE and Owen & Karen from Community Foundation for Lancashire, to see first hand how some of the funding they provide supports the community.

Interviews for Natural Heritage and Well-being Co-ordinator.

Intact becomes a member of the NCCG Adult Partnership Advisory Board (Nelson & Colne College Group inc. Lancashire Adult Learning).

63 people were
able to increase
their skills &
employability
through
volunteering
opportunities

Our new Natural Heritage and Well-being Coordinator starts.

GoodTill fully implemented in Whitby's Food Hub and across the Centre.

Neil Darby, local Councillor & current 2022-2023 Preston Mayor, ran the Manchester half Marathon to raise money for Intact.

We were able to support a teenage Invest in Youth participant to gain EU Settled Status – he can now claim Universal Credit, get a job, and receive an education.

Over 50% of service users who come in for one service will then access our Advice & Guidance Service



First event since before the beginning of Covid-19 Pandemic - Winter Food Festival. We introduced 'Pay as you feel' to make it more accessible to everyone.

Our first volunteer Christmas party since before the COVID-19 Pandemic.

Intact become a 'Household Support Fund' partner, supporting people in need.

Stock of Lateral Flow Tests sourced and available to the community, as predicted rise in COVID-19 following December.

October

Neil Darby with his Marathon Medal



December



November

Intact attend Britain in Bloom with the RHS, Awards ceremony at Ashton Walled Garden. Receiving a Level 5 - Outstanding & National Certificate of Distinction.



Canal & Rivers Trust Partnership was formed. Waterway adoption between bridges 15 & 17 of the Lancaster Canal.



"It's been really hard the last few months, my anxiety has been sky high. I really needed to get out and be with people. Thank you for persuading me to come along."



"I love making things and got a volunteering job which I love, the staff are lovely and very understanding."

We say a fond goodbye to Sharon our Pantry Assistant.

We hosted a two week work placement student.

We start to see an increase of people referred to Intact via various Mental Health Services.

Intact is successful in gaining Tudor Trust Funding.

Artist Olivier Keith



Artist Olivier Keith delivers a printing workshop, funded by the Harris Museum, following the Memories of Ingol project.

Intact receives a High Sheriff Award for services during the Pandemic.



"Whitby's Pantry has enabled my family to eat healthy and nutritious food we wouldn't otherwise be able to afford."

February

January

Intact's Communication Team, start to plan for the busy year ahead.

Assessment visit by Education Business Partnership - North West in preparation for taking on student placements.

Tudor Trust Funding bid, for essential services, finalised and submitted.

The demand for Whitby's Pantry increases as food prices soar, however, access to food decreases and a waiting list starts.

Interviews for DWP Kickstart Scheme begin at Preston Jobcentre.

Comedian Jon Richardson visited Whitby's Pantry to make a video with Fareshare and Intact.



March

Intact became a Certified Disability Confident Committed Employer.

Three young people start on our DWP Kickstart Workplacement Scheme, Catering, Retail, Reception and Admin.

Webinar delivered for Social Prescribing Link Workers, Greater Preston PCN.

Successful in gaining Lancashire Community Foundation & Arts Council Funding. Planning for a Community Jubilee Arts & Food Festival Event begin.

We held our first Community Lunch.

Our numbers

BREAKDOWN OF SERVICE USERS BY GENDER



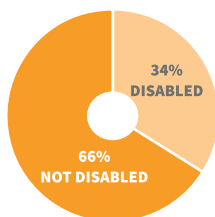
0.5% NON BINARY 39.5% MALE 60% FEMALE



577

PEOPLE WERE NEW SERVICE
USERS

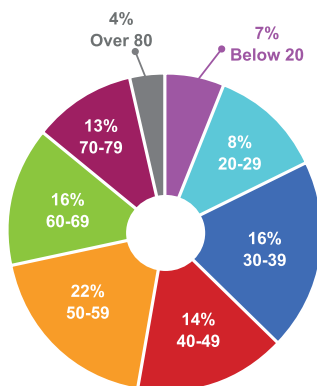
BREAKDOWN OF SERVICE USERS BY STATED DISABILITY



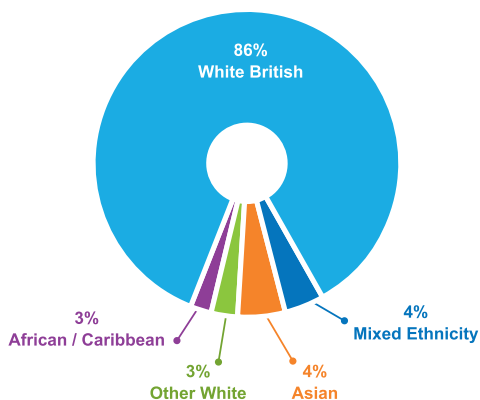
869

service users
accessed our
services

BREAKDOWN OF SERVICE USERS BY AGE



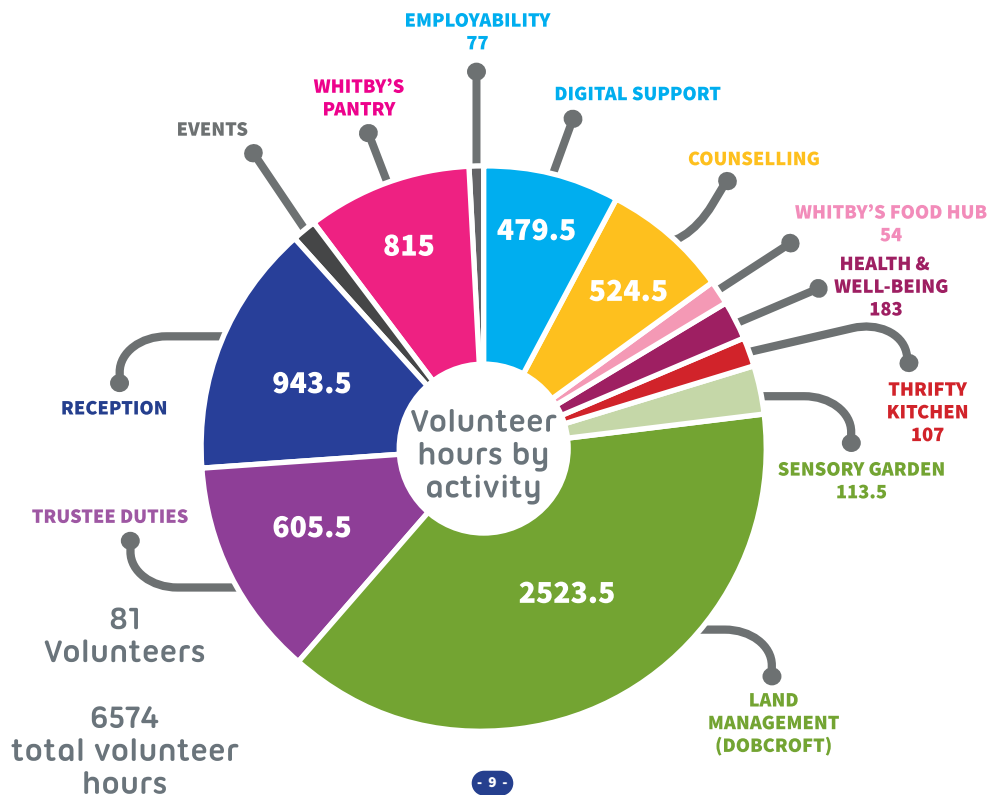
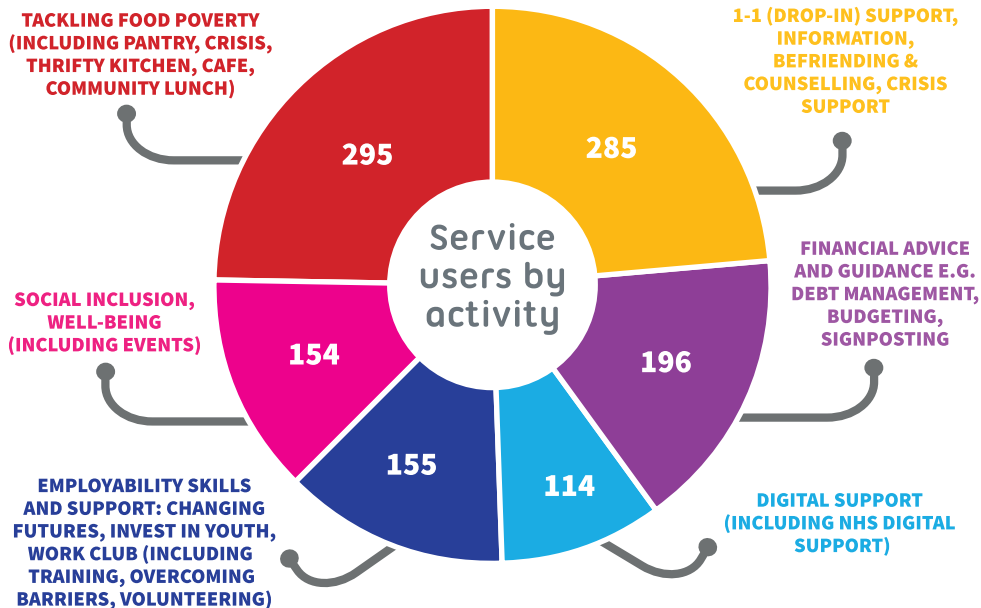
BREAKDOWN OF SERVICE USERS BY ETHNICITY



If you would like to find out more about our projects, services, activities and the impact we have in more detail visit to our website:

<https://intact-preston.org.uk/making-a-difference/>

Our numbers



Our finances

Our income

From funders	£ 280,960
From our own activities	£ 25,889
Sundries	£ 5,855
Total income	£ 312,704

Our expenditure

Our projects and activities costs	£ 308,636
Various fees and depreciation	£ 29,237
Total expenditure	£ 337, 873

Our balance sheet

Fixed assets (the value of our building and its contents) plus investments	£ 718,966
Money owed to us, and cash in the bank	£ 108,332
LESS money we owed at the year end	£ 53,357
LESS deferred capital grants	£ 506, 356
Total net assets	£ 267, 585

Last five years

Year to March 2018 LOSS of	£ 24,098
Year to March 2019 SURPLUS of	£ 8,161
Year to March 2020 SURPLUS of	£ 7,085
Year to March 2021 SURPLUS of	£ 10,863
Year to March 2022 LOSS of	£ 25,169
Total cumulative last five years LOSS of	£ 23,158

Our reserves

We have a **Designated Fund** of £35, 810 set aside to cover the cost of redundancies, should the worst come to the worst. In addition to that, we have **Unrestricted Funds** of £74,699 – but that includes some Tangible Assets, so our actual 'Free Reserve' is only £19,165.

In an ideal world, we should have enough in **Free Reserves** to tide us over for three months, in the event that all our funding sources dried up completely. In fact, three months expenditure at the current rate is £79,937, so we have currently again fallen below our Reserve Target – partly as a result of this year's losses, and partly as a result of our redefining what goes into 'Free Reserves', to make it a more realistic figure.

Where the money comes from



◆ Building Better Opportunities - SELNET - Invest In Youth, Changing Futures	£ 62,100	25.8%
◆ Big Lottery	£54,749	22.7%
◆ Henry Smith Charity	£54,400	22.6%
◆ Heritage Fund: Digital Dobcroft	£27,039	11.2%
◆ Sensory Garden: Lancashire Environmental Fund, Trafford Housing, Rotary Club.	£13,864	5.7%
◆ Completed Capital Projects, incl. donations & small grants	£11,637	4.8%
◆ Selnet (DWP) Kickstart Programme	£6,844	2.8%
◆ Other, incl. LCC, Co-op, PCC, Community Gateway	£10,529	4.4%
Total Restricted Funds	£241,162	

Thank you

We want to 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.



Special Acknowledgements:

Organisations: Preston Paving & Landscaping Ltd; Wilmoth Dixon; Trafford Housing Trust; Lane Ends, New Beginnings; Barton Grange Garden Centre; Heckfor Signage & Exhibitions; Bellway; Rotary Longridge and North Preston; BSW Timber; Paving Stones Direct; Travis Perkins; The Glass Factory; Jewson; Ventura Homes; John Turner Construction Group, Hedges Direct; Duchy of Lancaster; Windmill Community Benefit Society; Morrisons; Tanterton Christian Fellowship; Broughton Brownies; Ashton Community Science College; Tesco Express; Co-op, Cottam & Garstang Road; Aldi, Fulwood; Asda, Fulwood; Lidl, Fulwood; St Vincents Church; Ashton Highschool; BAE Salmesbury; BAE Tool Shed Dept; Lea Community Primary School; Cottam Community Centre; Preston Care; Ventura Consultancy; Sm & CA Palmer; Lytham St Annes Lyons Club; Kamal Anjan, Shrigandha Lancashire, Kannada Koota; UCLAN Student Midwives & UCLAN Midwifery Society; Let's Grow Preston; **Individuals:** Amanda Abbott; Patsy Jarvis; Philippine France; Lynda Lockwood; Gillian Iddon; Christine McCallum; Trevor Hart; Sue Lafferty; Kevin Nutall; Pauline Crawley; John Potter; Marlene Crook; Gill Patterson; Jane Keith; Barbara Barber; Anthony Fairclough; Mo Lees; Doreen Williams; Joy Savour; Win Leach; Avis Balmer; Doreen Radley; Kim Lean; Louise Tracey; Ruth Wignall; Carole Billington; Rosie Townsend; Steph Lees- Pinson; Paul Mulvaney; Edith Ball's Family. **Special thanks** to all the Big Lottery Players; Rosie Patterson from LCC for her support in our funding process.

#beingthere



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