

*#beingthere*



# Annual Report 2022 - 2023

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



# Welcome



## Chair's Welcome

Well, that was quite a year! While 2021 had seen the end of the dominance of Covid in all our lives, 2022 saw a new threat to our service users– the **Cost of Living Crisis** - with the rapid increase in energy prices. In August 2022 we were approached out of the blue by ITV's '**Good Morning Britain**' to do a live piece from the Centre to talk about how the Crisis was hitting our service users, and what we were doing to mitigate their problems. One unforeseen outcome of the airing of that programme was that we were approached by Cadent Gas Network, which led to our entering into a partnership with them for us to deliver Centre-based support and advice, especially energy and money advice. This involved our taking on a new **Energy and Money Advice Manager**, Shannon Williams, who joined us early in the new financial year (May 2023).

Over the winter of 2022-23 (beginning in November 2022), in collaboration with the Unite Partnership and partial funding by Ingol and Tanterton Neighbourhood Council, we led a **Warm Space Programme**. This programme provided a range of events and activities each day throughout the week at a variety of venues, with the aim of ensuring no-one in Ingol was left cold and alone. These activities will be repeated next winter, but with the emphasis much more on the social side, and less on warmth as such.

Turning to our financial results, compared with last year's loss of £25,169, this year we achieved a surplus of £5,127. We had a significant increase in grant funding, from £286,714 in 2021-22 to £424,608 this year, thanks in particular to the bid-writing skills of Denise and the team. However, a significant contributor to this year's surplus was an anonymous donation of £14,195. We shall be eternally grateful to the donor, whoever they are. We have not yet spent the donation, but have set it aside as a **Designated Fund** known as the **Gold Fund**, which will be spent during the coming year(s) on revenue or capital projects to be decided by the Board.

As a result of the surplus, our total funds at the year-end have risen from £267,585 to £272,712. However, members should note that only £562 of this is **Free Reserves**, well below our target level. We will therefore continue to aim to make modest surpluses in the coming years, rather than deplete those reserves - which are there to help us through any future emergency.

*Bill Shannon*  
**BILL SHANNON**  
**CHAIR OF THE BOARD**



## Hi everyone

Intact has indeed had an incredibly fruitful and action-packed year in terms of service delivery and development, greatly benefiting hundreds of local individuals. We have been fortunate to secure funding to deliver much-needed vital services, particularly given the current cost of living crisis. As we continue to positively impact people's lives, I am filled with optimism about our enduring presence in the Ingol and Tanterton neighbourhoods, which is truly encouraging, given the indispensable and invaluable role that our services play in the lives of local residents. Intact extends heartfelt gratitude to our funders, donors, and supporters. The unwavering commitment of staff, volunteers, and trustees has made it possible to offer an outstanding array of activities and opportunities as outlined in this report.

*Denise Hartley*

**DENISE HARTLEY MBE**  
**INTACT CEO**

**Special guest appearance:** Comedian Jon Richardson joins our cause!

**Community unity:** Monthly pay-as-you-feel Community Lunches now available.

**Healthier tomorrow:** NHS Digital Health Project Training benefits six staff and Digital Health Champions.

**Keeping It Clean:** Intact formally adopts part of the Lancaster Canal towpath for upkeep.

**High Sheriff recognition:** Honoured for our response to the challenges and aftermath of the Covid-19 pandemic.



Virtual Dobcroft Tour



**A Grand Entrance:** Crowds line along Whitby Avenue for our Jubilee Arts and Food Festival in partnership with Derelict CIC.

**Meeting a growing need:** Overwhelming demand for the Pantry, but with limited resources we struggle to keep up.

**Sneak peek:** Our Dobcroft Virtual Tour goes live!

**Unlocking digital potential:** Extra funding allows us to recruit a Digital Mentor, boosting our digital services.

**Honouring our volunteers:** In Volunteers Week we celebrated the incredible contributions of our dedicated volunteers.

March

April

May

June

**Jubilee preparations underway:** Secured funding to run a series of exciting workshops on mosaics and written word, culminating in a Summer Celebration, with our new Jubilee Choir performing.

**Facing scarcity:** An insight into the challenges of food availability.

**Dobcroft Spring Festival:** Opening up the nature reserve with a range of activities and kicking off a vibrant events program!"

**Culinary adventures:** Kids Cooking Sessions for the budding young chefs.

**External organisations return:** Essential services making a comeback in the post-Covid era.

**Proudly selected:** We were honored to be chosen as one of Mayor Neil Darby's Charities for his year in office.

**Henry Smith Funding achieved:** Securing resources to support our Centre Support & Advice Service.

**Newt license unlocked:** Three of our Land Management volunteers achieved their Natural England Class 1 GCN (Great Crested Newt) Survey Licences!

**Mental health milestone:** Thanks to PCC funding, we were able to expand our digital and mental health services.

**Graduating Mindfulness in Nature:** Celebrated the success of our first-ever mindfulness program participants.



**In uncertain times:** Despite newfound security, we're not immune to challenges. Soaring cost of living and energy prices have made keeping the Centre warm and open an expensive endeavour. Knowing how vital our services are to the community, we remain committed to securing their future. Our dedicated team of staff and volunteers works together, pooling their efforts to ensure we'll be here for the foreseeable future.





Singing is good for your lungs and for your wellbeing. With what we've gone through because of Covid, it's really important to have positive things to do. I've made some nice friends here at Intact through doing the choir and we keep in touch on WhatsApp.

**Under One Roof Scheme:** Providing household essentials support to those in need.

**Enhanced accessibility:** Dobcroft's accessible footpath extension now extends to the woodland glade, ensuring compliance with the Equality Act 2010.

**Crafting with purpose:** Thanks to Wilmott Dixon funding, volunteers craft wooden planters and nest boxes at Preston Vocational Centre to sell at our Heritage Open Day.



August

July

**Tech upgrade:** We introduced Compass, a new database to streamline our monitoring and evaluation operations.

**Anonymous angel:** A generous donation ensures the Intact Choir's melodious journey continues.

**Green collaboration:** Partnered with Cosy Homes and Preston Climate Action for The Great Big Green Week.



September

**Running for a cause:** Preston Mayor Neil Darby and Trustee John Potter lace up for the Preston 10k to raise funds for Intact.

**Covid-19 impact:** Heritage Open Day cancelled due to an outbreak affecting our dedicated staff and volunteers.

**Moth Magic:** Skilled volunteers record over 70 new large moth species on the reserve by mid-September.

**Reconnecting in person:** Our first in-person AGM (Annual General Meeting) since pre-Covid times brings our community together.

**91**  
people were able to increase their skills & employability through volunteering opportunities

**5,843**  
volunteer hours were counted from April 2022 - March 2023

equating to **£63,688.70**  
(Real Living Wage £10.90)

## Community collaboration:

We partner with organisations, schools, churches, Neighbourhood Council, and more to provide a Warm Space programme throughout the winter.

## Social inclusion:

Friendly Fridays shift focus to social inclusion rather than digital and employability drop-ins.

## Tech transformation:

Undertake a major IT infrastructure overhaul, not without its challenges!

## Extensions:

Big Lottery / ESF Building Better Opportunities, Changing Futures & Invest in Youth Funding extended until the end of March 2023.

Over 55% of service users who come in for one service will then access our Advice & Guidance Service



Unite Partnership - community collaboration

**Harmonious holidays:** Intact's Choir dazzles at the Mayor's Carols in the Chamber event.

## Overflowing generosity:

Donations flood in, as December brings an abundance of heartwarming donations, deeply appreciated by all.

## Festive fun:

Winter Food Festival delights with a special visit from Santa Claus.

## Rising to the challenge:

After an appearance on GMB discussing the cost of living, Cadent gas network steps in to fund a new Money and Energy Manager role.

October

December

November



Nitya Rajan from GMB getting ready to interview in Whitby's Pantry

## Good Morning Britain (GMB)

Spotlight: Intact addresses the Cost of Living Crisis on national television.

**Festive creativity:** Christmas Wreaths and Floristry workshops bring holiday cheer.

**Nearly three decades of impact:** Intact celebrates 29 years of making a difference.



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.



I'm so grateful you are here. Following the accident and all the documents and systems I needed to access when I was feeling shook up, I wouldn't have been able to do it. I didn't understand it and couldn't have done any of this myself.



**Setback to a positive:** We are turning a setback into an opportunity for positive change. We had to fell many dangerous trees with Ash dieback on Dobcroft nature reserve.

Thanks to a generous donation, we are collaborating with green woodworking experts to work with usable Ash timber. We were able to offer free events and training sessions where ancient techniques to craft traditional items from fresh Ash wood were learnt. Ash is renowned for its suitability in green woodworking, and we can't wait to explore its potential.

February

January

**Streamlined operations:** Introduced lean processes to enhance efficiency in Whitby's Pantry & Reception.

**Mayor's special visit:** The Mayor, Neil Darby and Mayor's consort Dan host the first Community Lunch of 2023.

**Organisational evolution:** Initiating a major restructuring effort, including succession planning, for a brighter sustainable future.

**Cafe revival:** After a long hiatus due to COVID, our cafe resumes serving food.

**Special guest:** Farebear from Fareshare came to visit, dedicating a week to helping out around the Centre and Nature Reserve.

**Raising awareness:** Hosted our first-ever Carbon Monoxide Awareness events to educate and protect our community.



March

**Welcoming a new leader:** We introduced the new Whitby's Food Hub Manager to steer our Food Hub forward.

**Seven Years of Impact:** The Big Lottery / ESF Building Better Opportunities, Changing Futures & Invest in Youth Fund concludes its transformative journey.

**Dynamic duo:** Two dedicated volunteers embark on a job-sharing journey at Reception.

**From Kickstart to full employment:** Celebrating one year since three young people started their DWP Kickstart Work Placements, now fully employed.

**Cooking up a storm:** Our popular slow cooker sessions kick off, with free slow cookers, courtesy of Cadent.



We need an Intact Centre in every community in the city. PCC Councillor

# Our numbers

Thank you so much for enabling me (and my teenager) to use the Pantry. It has been incredibly useful to use over time. This month I am marrying my partner and I will then feel more able to pay my bills, so I won't need your assistance going forward. I'll continue to visit on open days. A massive heartfelt thank you, all.



**1,866 +**  
service users  
accessed our  
services

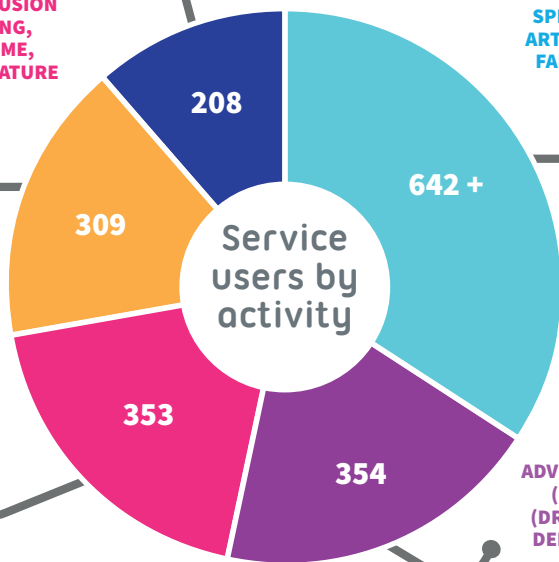
**DIGITAL SUPPORT,  
EMPLOYABILITY SKILLS  
AND SUPPORT: CHANGING  
FUTURES, INVEST IN YOUTH,  
WORK CLUB (INCLUDING:  
TRAINING, OVERCOMING  
BARRIERS, VOLUNTEERING)**

**WELL-BEING & SOCIAL INCLUSION  
(INCLUDING: COUNSELLING,  
WARM SPACES PROGRAMME,  
CHOIR, FRIENDLY FRIDAY, NATURE  
RESERVE ACTIVITIES)**

**EVENTS (INCLUDING:  
SPRING FAIR, JUBILEE  
ARTS & FOOD FESTIVAL,  
FAMILY WINTER FOOD  
FESTIVAL)**

**TACKLING FOOD POVERTY  
(INCLUDING: WHITBY'S  
PANTRY, CRISIS SUPPORT,  
THRIFTY KITCHEN,  
WHITBY'S FOOD HUB,  
SLOW COOKER SESSIONS,  
COMMUNITY LUNCH)**

**ADVICE AND GUIDANCE  
(INCLUDING: 1-1  
(DROP-IN) SUPPORT,  
DEBT MANAGEMENT,  
BUDGETING,  
SIGNPOSTING, ENERGY  
& SMOKE ALARM ADVICE,  
BENEFIT SUPPORT)**



To everyone @ Intact who has helped me in the past and the present for various issues, I wish to express my heartfelt thanks. Particularly recently with my Business & Management course. I thank you for all your patience.

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

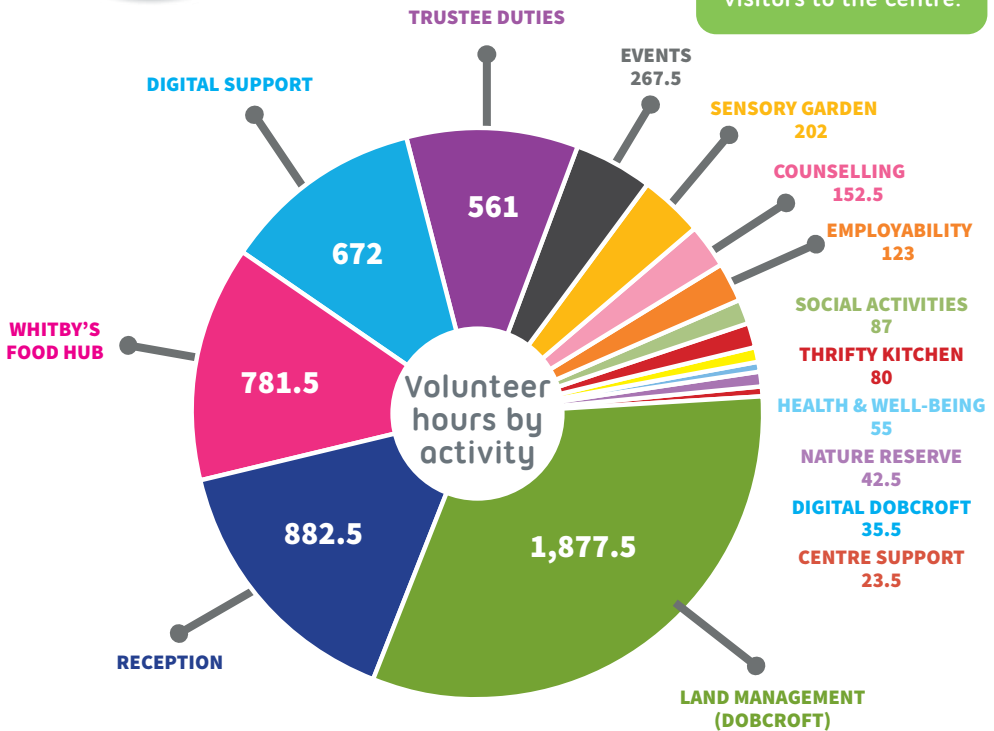
<https://intact-preston.org.uk/making-a-difference/>



# Our numbers



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.



**91**  
Volunteers

**5,843**  
total volunteer  
hours



I love this place. Staff are super welcoming. Café prices are perfectly reasonable and you just feel they're looking out for you. What a gem of a place!

# Our finances

## Our income

From funders	£424,608
From our own activities	£ 47,759
Sundries	£ 495
<b>Total income</b>	<b>£ 472,862</b>

## Our expenditure

Our projects and activities costs	£ 425,986
Various fees and depreciation	£ 41,749
<b>Total expenditure</b>	<b>£ 467,735</b>

## Our balance sheet

Fixed assets (the value of our building and its contents) plus investments	£ 683,513
Money owed to us, and cash in the bank	£ 163,362
LESS money we owed at the year end	£ 87,308
LESS deferred capital grants	£ 486,855
<b>Total net assets</b>	<b>£ 272,712</b>

## Last five years

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
Year to March 2023 SURPLUS of	£ 5,127
<b>Total cumulative last five years SURPLUS of</b>	<b>£ 5,067</b>

## Where the money comes from

Heritage Fund, Digital Dobcroft	£ 71,797	18.2%
Big Lottery, Nurture, Nourish, Sustain	£ 67,431	17.0%
Selnet BBO	£ 63,785	16.1%
Henry Smith	£ 58,133	14.7%
Tudor Trust	£ 30,036	7.6%
Selnet DWP Kickstart	£ 16,493	4.2%
Preston City Council	£ 15,350	3.9%
Cadent Gas Network: centre for Warmth	£ 14,583	3.7%
Community Foundation for Lancashire	£ 12,900	3.3%
Cadent Gas Network: Warm Nights	£ 12,429	3.1%
Big Lottery, SummerVision	£ 10,000	2.5%
Places for People	£ 2,000	0.5%
Barratts Developments Charitable Foundation	£ 1,500	0.4%
Anonymous donation re Community Choir	£ 1,000	0.3%
Completed Capital Projects	£ 18,069	4.6%
<b>Total Restricted Funds</b>	<b>£ 395,506</b>	<b>100%</b>

## Our reserves

We have a **Designated Fund** of **£33,162** set aside to cover the cost of redundancies, should the worst come to the worst; plus a **Designated Fund** of **£14,195**, arising from an anonymous donation, which will be used by the Board on revenue or capital projects, to be decided. In addition to that, we have **Unrestricted Funds** of **£64,462** - but that includes some **Tangible Assets**, so our actual **'Free Reserve'** is only **£562**. 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 **£111,353**, so we are currently well below our **Reserve Target**. Having said that, at the year end, we had **£142,133** in the bank, and we have most of our grants secured for the next financial year, so we continue to be in a strong financial position.

(Note: All figures restated as at 17 October 2023)

# 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.



**Invest in Youth**  
Building Better Opportunities



**Changing Futures**  
Building Better Opportunities

## Donations: Special Acknowledgements

**Organisations:** Acorns Primary School; Aldi, Fulwood; Asda Community Foundation; Asda, Fulwood; Ashton Community Science College; BAE Salmesbury; BAE Tool Shed Dept; Barton Grange Garden Centre; B Cookson; Bo Church; 1st Broughton Beavers; 1st Broughton Scouts; Broughton Brownies; Campus & Co; Co-op, Cottam; Co-op, Ingol; Cottam Community Centre; Derelict CIC; Friends of Ingol Library; GuideDotYou; Helme's Farm Shop; Ingol Primary School; John Turner Construction Group; Lat Creative; Lea Community Primary School; Let's Grow Preston; Lidl, Fulwood; Modern Foreign Language Students at Cardinal Newman College; Morrisons; NHS Ingol Health Centre; NHS Digital; Places for People; Preston Guild Lodge; ShareIT; Rotary Longridge and North Preston; Sainsbury's Tag Lane; Typhoons Rugby Union Club; UCLAN; Wilmott Dixon.

**Individuals:** Alison Kulbaki; Barry Hughes; Christine McCallum; Diane Tierney; Edward Fisher; Helen Pringle; John Lomax; John Potter; Patsy Jarvis; Paul Hebblethwaite; Paul Mulvaney; Philippine France; Linda Hardman; Linda Kirkham; Linda Worn; Lynne Ridley; Mark Bury; Mo Lees; Mr Barma; Ruth Wignall; SM & CA Palmer; Steph Lees-Pinson; Trevor Hart.

**Special thanks** to all the Big Lottery Players and Neil Darby (Mayor of Preston 2022-2023)

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## Mayoral Charity



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