Welcome from Bill and Denise

The highlight of 2012 was seeing Intact leading the Communities Procession as part of Preston Guild 2012, along with our partners from the three local primary schools. After weeks of bad weather, the weather turned out fine, and the sun shone upon our theme of “Ingol in Bloom”. The children dressed up as flowers, and the volunteers were in fancy dress. It was truly a day to remember – and one to look back on in Preston Guild 2032!

One of the changes this year has been taking advantage of the excellent catering facilities, following the installation of a new kitchen last year. We have welcomed David Humphreys, who is in charge of catering and are in the process of a major re-launch of the Café.

The other big news has been securing a development grant for a proposed major extension to the Community Centre. The grant, from the Big Lottery Fund “Reaching Communities” buildings fund, has allowed us to draw up designs, consult with our volunteers and users, complete the planning application to Preston City Council, and cost everything out. If everything goes as we hope, we will secure the final stage later in 2013, involving almost £500,000, allowing us to add an upper floor with training and office space and a media room, and extend the ground floor, creating a large fit-for-purpose community room – all of which should be up and running by this time next year!

In terms of this year’s finances, (see page 19) we have made a loss of £24,190. This was in part due to a carry-over from last year, when the accounts showed a profit of £68,859. If you take the three years to the end of March 2011, 2012 and 2013, our combined profit on the three years is £935. Obviously, we would feel more comfortable if that figure was larger, as we need to build up our reserves in case of a “rainy day”. At least we have not made a cumulative loss, and we continue to be in much better shape than other community organisations in and around Preston.

I would like to thank Denise and all the team for the hard work they have put into fund-raising and delivering our services. I thank the Board for their contributions, and welcome our two new Trustees onto the Board, Christine McCallum and Charlene Lindsay.

Bill Shannon
Chair of the Board

Once again I report another successful year at Intact, which focussed its services to meet local peoples needs which included leisure, health, educational and volunteering opportunities, practical and emotional support, weekly ‘drop-ins’; welfare/debt and employment advice, youth clubs, fun schemes and community events. Intact has helped to reduce barriers people face by providing easily accessible services to address local needs.

This annual report demonstrates the community activities and events for the past year, and acknowledges the kind support of all funders and partnerships.

Intact has seen a tremendous increase in the use of its services. Since the success of a five year Reaching Communities project in February 2011, worth £486,000, Intact has offered more localised services.

With an increased demand for these services we have outgrown our existing community centre facilities.

A recent successful capital application to the Reaching Communities programme, to put on a half million pound two storey extension to our existing building has been successful, thus receiving a £40,000 development grant to progress it to the final stage.

Intact is entering into exciting times with its next stages of development. If successful, building will commence early 2014, with a completion date around August 2014, thus providing fantastic facilities to enable delivery of a wider community programme.

I thank the Board of Trustees for their continued support and the Intact staff team and volunteers for their dedication and commitment to providing good quality services for local people.

Denise Hartley
Chief Executive

Denise Hartley
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Our mission statement
Making a difference by being there

Our objectives

Together we can ......

1. Make the community a better and safer place to live.
2. Provide quality, confidential and appropriate support to everyone, effectively.
3. Provide facilities and activities to meet the hopes and needs of the community.
4. Provide good quality volunteering opportunities.
5. Provide a safe and friendly, learning environment.
6. Encourage people to become actively involved.
7. Actively promote partnerships and work with others to achieve common goals.
8. Work to achieve long term sustainability.

Intact is a Registered Charity, No. 1128330 | Company Registration No. 6716300
Our staff

Denise Hartley
Chief Executive

Ali Barkley
Deputy Chief Executive

Helen Dixon
Volunteer and Skills Development Manager

Iain Mackie
Young Persons Development Manager

Lynda Lockwood
Centre Manager

Debbie Foye
Training and Employment Officer

Ley Hodgson
Healthy Lifestyles Officer

David Humphreys
Catering Officer

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
- Communicate Positively
- Putting people first

Making a difference by being there - Annual Report 2012 - 2013 | 5
Our students

We continue to partner with Lancaster University and UCLAN to provide essential and valuable work placements for their ‘Social Work’ students.

13 Social Work students have joined us on work placements this year.

Over 60 vulnerable service users have been supported by our students in 1-2-1 sessions.

“I’ve been on placement for 100 days at Intact. I’ve really enjoyed how varied the placement is due to the number of different services and activities provided by Intact for the community, which I have helped deliver.

It has made me realise the importance of the voluntary sector and how much the community need Intact.”

Fiona

“I have really enjoyed my placement at Intact, it has given me the opportunity to learn all about the voluntary sector, and I have gained a great deal of experience working with families and individuals within the local community.

Intact is a great place to be, there is a wide range of opportunities which have helped to improve my professional development for a career in social work.”

Katie

Students Katie and Lucy with Helen (Intact’s Volunteer and Skills Development Manager) receiving a ‘Volunteer Award’ from Councillor Nicholas Pomfret, Deputy Mayor, Preston City Council.
Our volunteers

Over 5,000 volunteer hours have been provided over the year.

If estimated at £6.50 an hour, the volunteer support provided can be valued to over £32,500.

117 new volunteers recruited.

58 new volunteers recruited via our ‘Employability’ course.

4 quarterly Volunteer Forums and 21 Support Meetings have been held throughout the year.

Over 26 volunteers have received accredited and volunteer specific training throughout the year.

Intact has provided opportunities for:

17) Catering volunteers.
13) Centre Support volunteers.
47) Education and Skills volunteers.
88) Young People volunteers.

This year we have been even more successful in retaining some great high quality volunteers who have been able to showcase their skills. By taking on more responsibility, leading sessions and bringing a strong sense of professionalism to their role, our volunteers have helped us to increase and improve the quality of our services, funders and the overall benefits to the community.
Our young people

What our young people say

5 'Holiday Playschemes' were provided over 9 weeks throughout the year.
120 young people in total attended.

"Intact is great – I love coming to the Craft Club as I can get messy and learn how to make new things."

Jack, Age 9

8 young people received 1-2-1 mentoring.

7 young people who act as 'Mini Mentors'.

"Gardening club is brilliant – we have learned how to grow strawberries and I can't wait to eat them!"

Hannah, Age 10

Club Members

45 Homework Club.
10 Netball Club.
60 Youth Club.
23 Gardening Club.
24 Cookery Club.
49 Junior Football Club.
10 attended Junior Football Organisers Course.
23 Senior Football Club.
23 Fishing Club.
61 Craft Club.
Our young people

New Music Project
Some fantastic 1-2-1 work has taken place using music as a tool to engage young people. Thanks to a grant from the ‘Children’s Trust’ we have been able to run music workshops with support from volunteers.

What a great success!
The Ingol Youth Forum, with support from Intact and Community Gateway, successfully bid for and secured £85,000 to revamp their local children’s play areas.

Environmental Workshops
Thanks to the ‘Local Initiatives Fund and Awards For All’ we have been able to run environmental workshops for children. Teaching them lifelong skills, such as planting from seed, growing and nurturing, cooking and eating healthily!

There are 10 active young people who are members of ‘The Ingol Youth Forum’.

4 young people received 1-2-1 music lessons.
“I found the centre looking for IT courses. I have also attended Knit and Natter, Genealogy, Good Companions and numerous other activities and courses.

Intact became a lifeline for me when I became ill as I had no local family or friends. Intact also gave me support when my mum became ill and later passed away. I have never laughed so much as I have at Intact’s activities.”

"Intact has helped me a lot. I don’t like being on my own. Intact gets me out of the house. I like all the staff!"

"I have acquaintances but no close mates to go out and about with so coming to exercise gets me out into the fresh air to meet people in new places."

158 people attended ‘get out the house more’ activities.

263 took part in group and social activities.

83 people attended health check sessions.

47 people attended Holistic Therapy sessions.

120 people took part in indoor sports.

56 people learnt about cooking and eating healthily.

46 people learnt about nutrition.

37 people took part in outdoor sports.

280 bags of fruit, vegetables and salad have been ordered since we became part of the ‘Food Co-op Scheme’ in Jan 2013.
Our service users

Employability

We continue to maintain a good working relationship with Jobcentre Plus. And the changes to the Welfare Reform agenda and the impending Universal Tax Credit has seen an increase in people being referred to, and attending our Work Club for the quality advice and support we offer in finding employment.

60 people secured an interview.
48 people gained employment.

196 people have received 1-2-1 support.
79 people have had employability skills training.
58 people started volunteering.

I didn’t know I was entitled to anything until you told me. This place is amazing.

5 outreach ‘UK Online’ courses have been delivered in partnership with organisations such as Community Gateway and the Asian Women’s drop in centre, Sahara.

Sessions are run once a week over 7 weeks, providing well over 70 hours of 1-2-1 learning and administrative support.

Education and skills

198 have accessed online services.
1135 have accessed a taught learning activity.
359 people have learnt Basic IT Skills and received 1-2-1 support.

191 people have connected with family and friends online.

Our ‘UK Online’ course’s, run as part of their ‘Digital and Social Inclusion’ project, aimed at people with little or no computer skills, have now been increased from 3 mornings a week to 5.

“The centre and the support you give is fantastic. I tell everyone about this place.”
Our centre

9,690 visits to Intact to use our services.
194 people have used our 'Drop In' Service.
131 people have used the free 'public telephone'.

85 new customers have received advice from our Citizens Advice Bureau 'Drop-In' service.

Our therapy room is successfully being utilised by Holistic Therapist, Dot Bell and Chiropodist, Melissa Armstrong who both offer a wide range of treatments at a discounted rate.

47 people have used the Holistic Therapist service available.

20 people have used the Chiropodist service available.

The public telephone has been used relating to the following:
- 32 Benefits
- 22 Health
- 22 Jobcentre Plus
- 15 Utilities
- 22 Housing
- 24 Other

Intact has also provided a 'Drop In' service for:
- Over 13 new people seeking I-2-1 support.
- Over 50 new people seeking general information and other support.

The training room continues to be used for meetings and all the taught learning activities we provide. The room is also available to hire by external organisations.
225 people used our Internet Café.
102 people attended Lunch Bunch.
25 people attended Breakfast Club.

Internet Café.

By the end of March 2013, we had over 180 different visitors to our Café to sample our delicious food. Enjoying home-cooked foods at very affordable prices, many have become regular visitors.

38 people regularly attended bingo.
37 people took part in cookery demonstrations and swapped recipes.
Our community

“The festivals are really good. My children really enjoy coming and there is always lots to do”.

Over 100 children received a free Easter Egg donated by BAE Systems, Asda and Holy Family Primary School.

Over 300 people attended the ‘Easter Festival’.

Over 100 adults attended Intact’s Sports Day.

Over 400 people attended the Ingol and Tanterton ‘Summer Festival’.
Our community

Over 250 people attended our ‘Guild Street Party’.

Preston Guild 2012

Over 200 children and members of the local community, including Intact, led the Preston Guild 2012, Communities Procession.

Over 300 people attended our ‘Christmas Fayre’.

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Our projects

‘Together Young People Can!’ is a three year project funded by Children in Need, with four key outcomes:

- Enable Young People to have a voice in their community;
- Enable creativity and self-expression;
- Increase health and well-being;
- Improve learning opportunities.

This project ends in October this year. The fabulous news is that we have successfully secured a further three years funding.

The new funding enables us to continue the delivery of core activities for our Children and Young People, and in addition, offer:

- Environmental workshops delivered in our community garden.
- Health activities such as healthy eating, Wi-Fit sessions, health awareness.
- Taught sessions and accredited courses.
- ‘Online Safety’ workshops for children and parent workshops on ‘Keeping your child safe online’.

‘Life Changes’ is a five year project funded by the Big Lottery, with four key outcomes:

- IT and education;
- Employability;
- Social inclusion, and
- Healthy lifestyles.

As we reach the half way mark, our beneficiaries have told us how this project has made a big difference to them. Including;

- learning new skills and getting qualifications;
- getting work experience through volunteering;
- finding a job;
- making new friends;
- feeling healthier and fitter, and
- giving up smoking.

In April 2012, a new Café was established at the Intact. As the potential for a new social enterprise grew, we began to develop what services the Café could offer.

The Café will be launched under a new subsidiary company in August 2013.
LEARN, SHARE, GROW

A range of informal learning has been set up since October 2012. These have included a host of free courses lasting seven weeks, or some accredited or experiential courses lasting a day.

Including:

- 46 Volunteering
- 21 DIY
- 16 Gardening
- 9 Emergency First Aid
- 12 Arts and Crafts
- 10 Waist Away
- 11 Relaxation
- 13 Social Media
- 8 Employability
- 6 Food Hygiene

LIFE ACADEMY

36 members joined the group over three cohorts.

22 members remained as volunteers for a time after the course finished.

9 members found employment during or shortly after taking part in the course.

25 members continued to access the Work Club following the course.

12 members of the group went on to do further courses with us at Intact.
Our numbers

The Big Lottery 'Life Changes' project goes from strength to strength as people are accessing our services and activities.

We are now half way through this project and have already reached our targets in some of the areas, and are well on our way to reaching the others!

Over 250 unemployed people have had access to an all-encompassing bespoke service leading to increased employability skills, providing them with better chances to access local / other employment opportunities.

Over 1550 people have attended and taken part in a range of community events held over the course of 2012/13.

Over 750 people have 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.

Nearly 300 disadvantaged and hard to reach people have been involved in locally based social activities leading to new friendships, increased self-esteem, reduced isolation and improved well-being.

Nearly 600 community members have had access to a learning resource centre with a menu of opportunities leading to education and life skills and volunteer/work experience.

Children in need 255 young people have received support from Intact over the past 12 months.
Our Income

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>From funders</td>
<td>£271,098</td>
</tr>
<tr>
<td>From our own activities</td>
<td>£11,863</td>
</tr>
<tr>
<td>Sundries</td>
<td>£504</td>
</tr>
<tr>
<td><strong>Total income</strong></td>
<td><strong>£283,465</strong></td>
</tr>
</tbody>
</table>

Our expenditure

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Our projects and activities costs</td>
<td>£289,524</td>
</tr>
<tr>
<td>Our catering costs</td>
<td>£12,510</td>
</tr>
<tr>
<td>Various fees and depreciation</td>
<td>£5,621</td>
</tr>
<tr>
<td><strong>Total expenditure</strong></td>
<td><strong>£307,655</strong></td>
</tr>
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</table>

Our results

LOSS of £24,190

Where the money comes from

<table>
<thead>
<tr>
<th>Fund</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Big Lottery Fund</td>
<td>39.95%</td>
</tr>
<tr>
<td>Children in Need</td>
<td>12.85%</td>
</tr>
<tr>
<td>Lancashire County Council</td>
<td>9.99%</td>
</tr>
<tr>
<td>Preston City Council</td>
<td>5.80%</td>
</tr>
<tr>
<td>UCLEAN</td>
<td>4.68%</td>
</tr>
<tr>
<td>Workers’ Educational Association</td>
<td>4.52%</td>
</tr>
<tr>
<td>Lancaster University</td>
<td>4.39%</td>
</tr>
<tr>
<td>Community Gateway</td>
<td>3.92%</td>
</tr>
<tr>
<td>Lloyds TSB Foundation</td>
<td>3.92%</td>
</tr>
<tr>
<td>Lancashire Youth Consortium</td>
<td>2.29%</td>
</tr>
<tr>
<td>Other</td>
<td>7.89%</td>
</tr>
</tbody>
</table>

Total: £283,465

Last three years

<table>
<thead>
<tr>
<th>Year</th>
<th>Profit/Loss</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year to Mar 2011</td>
<td>LOSS</td>
<td>£43,734</td>
</tr>
<tr>
<td>Year to Mar 2012</td>
<td>PROFIT</td>
<td>£68,859</td>
</tr>
<tr>
<td>Year to Mar 2013</td>
<td>LOSS</td>
<td>£24,190</td>
</tr>
<tr>
<td><strong>Total last three years profit</strong></td>
<td></td>
<td><strong>£935</strong></td>
</tr>
</tbody>
</table>

Our reserves

Not counting the value of the community centre, our reserves come to £91,134. Of that, some is already spoken for, so our unrestricted reserves are only £70,043. The centre with its staff costs roughly £24,000 a month to run.

In these difficult times, we think we need at least three months money in reserve - that's £72,000. We would need that if all the funding sources dried up, and we had to think about closing down, paying redundancies etc. Hopefully it will never come to that, but we do need those reserves, just in case!
Our funders

Big Lottery - Reaching Communities Life Changes Grant.
Children in Need - Young Persons Services and Activities Manager Post.
Community Gateway Association (CGA) - Contribution towards running costs.
European Social Fund (ESF) - Life Academy Volunteering Programme.
Lancashire Youth Consortium Commissioned Outcomes Program for Young People.
Lancashire County Council (LCC) Elected Members Fund for Easter Festival, Guild Street Party and Cafe equipment.
Lancashire County Council (LCC) Young Peoples Services for playschemes, music and cookery projects.
Lancashire Adult Learning (LCC) - Learn, Share, Grow Project.
Lancashire Youth Services for Youth Café and Diversionary outreach project.
Lloyds TSB Foundation - contribution towards the Chief Executive Officers salary.
Preston City Council (PCC) Funding towards running costs of the Centre and project delivery costs.
UFI Ltd UK Online Funding (‘Tinder Foundation’ from 8th July 2013) for development of UK Online service and training.

Our supporters and donations

The National Trust; Morrisons; ASDA; Lathams of Broughton; Lush, Preston; Starbucks; Marks and Spencers; Kerry Jones Hair Dresser; Easter Eggs were donated from BAE Systems, ASDA and Holy Family Primary School; Most of our services users donated at Easter, Christmas and for the Summer Festival; The National Trust donated our two spectacular Christmas trees.

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