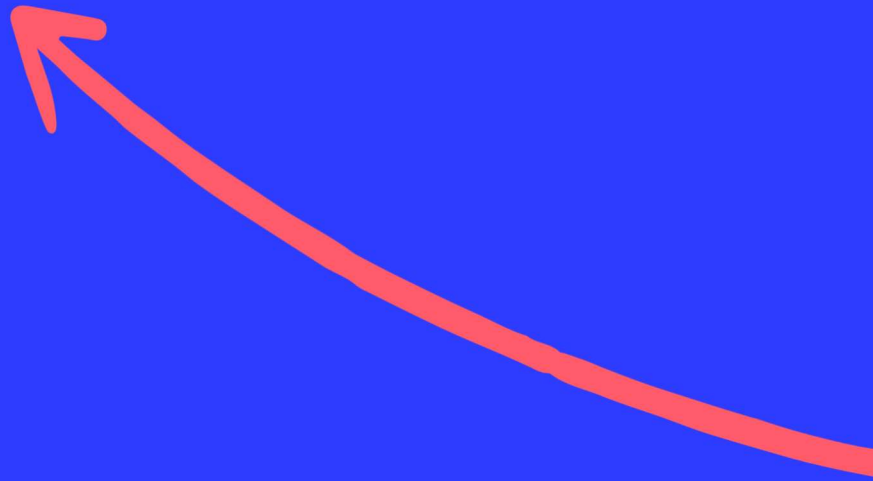
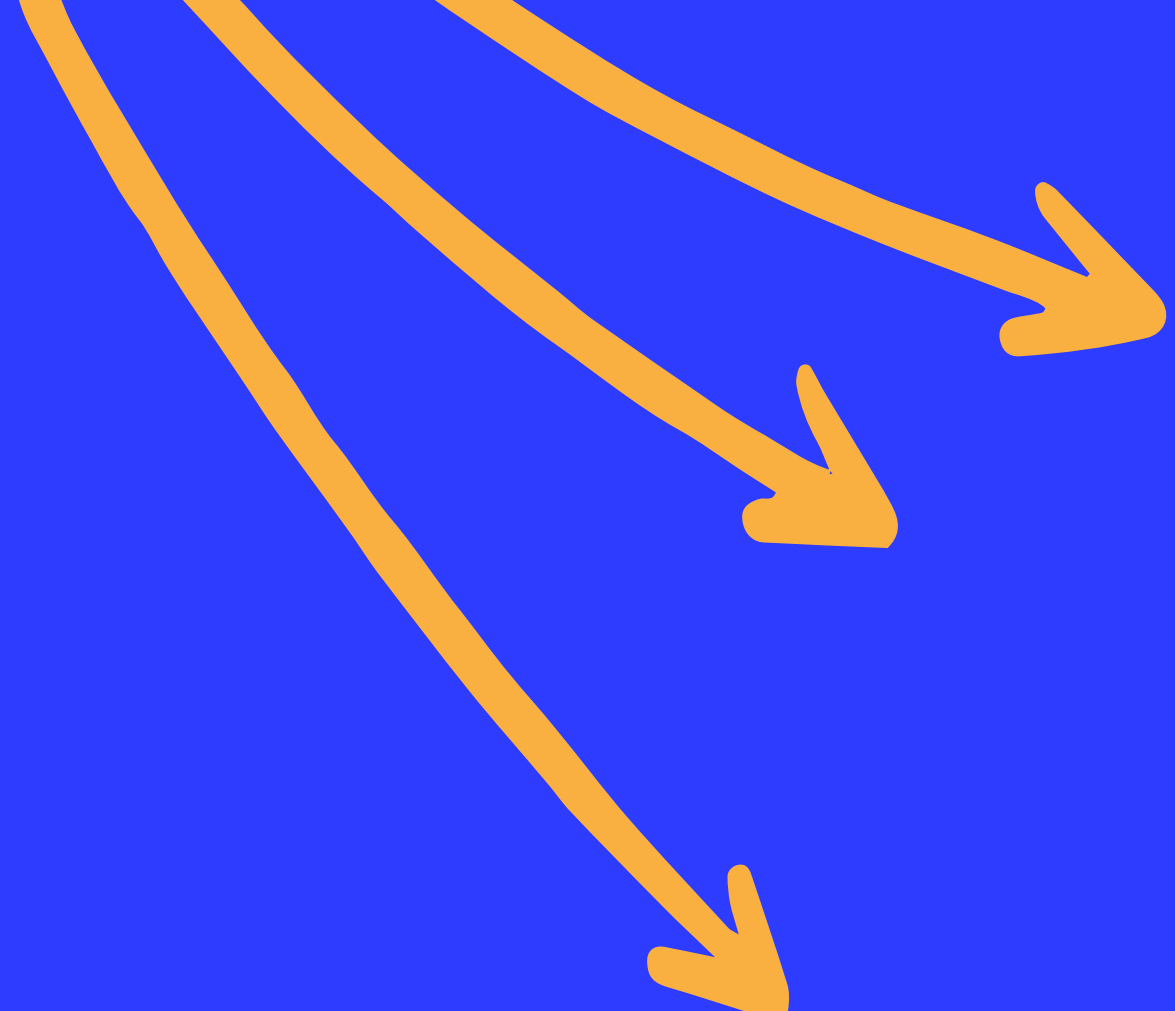


# Annual report and accounts 2019/2020



**we are**  
**withyou**



Everyone should feel comfortable getting the support they need for issues with drugs, alcohol or mental health.

We work with people on their own goals, whether that's staying safe and healthy, making small changes or stopping an unwanted habit altogether. We give people support in a way that's right for them either face to face, in their local service, community or online.

We provide a free and confidential service without judgement to more than 100,000 people a year.

We use our expertise to improve the help available and raise awareness around drugs, alcohol and mental health so that more people can get support.

**We Are With You.**

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# our year in numbers



We worked with 61,774 adults in England and Scotland to overcome issues with drugs and alcohol



395 volunteers gave more than 118,500 hours to help support our clients and role model recovery



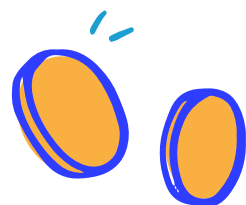
We supported 1,923 young people aged 11-24 with drug, alcohol and mental health issues



12,778 people began treatment with us in our mental health programme



We started treatment with 423 people in prisons to address drug issues and reintegrate in communities



We received £8.7m in grants and donations from supporters, donors and trusts and foundations



13,566 people chatted with a trained advisor on our award winning national webchat service



13,903 over 50s took part in our Lottery-funded Drink Wise, Age Well programme



568 young people completed our Mind and Body self harm and wellbeing programme

## With the right support, I reduced my drinking on my own terms

The first time I met my recovery worker Cheryl she was able to see what no one else could.

I'd lost sight of who I was and being a mum to two boys had become my whole identity. But I wasn't able to enjoy it and a glass of wine had become my 'me time'. Then that glass turned into several, then bottles at a time.

I tried to stop but only on other people's terms. Going 'cold turkey' didn't work, although that's what my family wanted. I'd end up going a few days, even a week, but then I'd find a way to have a drink and it wouldn't be just one. Instead I talked with Cheryl about a reduction plan and reduced my alcohol intake in my own way and in full view of my family.

In my sessions with Cheryl we worked through some really difficult things happening in my personal life. She listened and told me it was okay to not be okay. She allowed me to see that even though I hadn't been the best person over the course of my drinking, it didn't mean I didn't matter.

Once I'd stopped drinking, I joined a recovery group. Here, Cheryl saw a confidence in me I didn't know I had. She told me I offered good advice and really listened to what others had to say. She saw that I could be a valuable part of the team and encouraged me to volunteer.

These days, I can honestly say that thanks to Cheryl I'm me again. I'm more than my alcohol issues. I'm a great wife, a brilliant friend, a caring sister and daughter, a fantastic mum and a valuable volunteer. I am Dot.

### Dot Spaulding is a volunteer at We Are With You in North Somerset



# A message from the Chair of Trustees



## Covid -19 Statement

*In 2019/20, a reference to Covid-19 has been included. Because of the timing of the pandemic, the impact on the 2019/20 annual report and accounts is minimal for our charity as all of our contractual income for the year has been agreed before the end of March 2020. This charity's objective is to continue to support the needs of its service users. However, the pandemic is expected to have a significant impact on the 2020/21 financial year in terms of the core work of the charity as well as planned fundraising.*

I want to introduce this year's annual report by saying thank you. This has been a very important year for our charity marking a period of consolidation and internal focus to ensure we are well placed to drive our strategy forward and meet the challenges of our sector. I am proud of the impact we have made and the way we have worked together to achieve it.

The strong foundations we have put in place have helped to improve our financial health, enabled enhancement of our infrastructure through technological investment and reach people in new ways, including more online support. Our staff continue to deliver high quality services and develop powerful,

recovery-focused groups and communities in many different contexts.

This was also the year we introduced a new name and brand for the charity, with the goal of making it easier for anyone to ask for help from us. We Are With You is our name, because we work together with people as partners in recovery and focus on the help we offer, not the problem. Alongside our new name and brand we launched our new help and advice website, designed to be as warm and welcoming as our face to face services and providing more ways for people to access support.



Our organisation has seen a number of changes to the Executive team over the year, as Chair of the Trustees, we thank Mike Dixon, who left to take up a new position in the autumn of 2019, for his leadership over the past three years. Our thanks to Laura Bunt, our Deputy Chief Executive, who led the charity for six months during a crucial time, and we welcome Belinda Phipps who joined us as Interim Chief Executive at the end of the March to lead us into the new financial year.

I want to express my personal thanks to our volunteer Trustees who have contributed substantial time, energy and expertise to ensure effective and robust governance of the charity this year. This extends to include our Trustees who finished their terms this year: Dr Suzanne Ludgate, Prof Lawrie Elliott, Mark Beaumont and Jane Winehouse.

Sadly, whilst it has been a positive year, it has ended with us facing a new global challenge with the outbreak of a coronavirus pandemic.

I have taken great comfort and confidence from our staff and volunteers, they worked with pace and creativity to keep people safe and stay connected to each other during the lockdown. We were able to keep all of our services running and stay in touch with those in our care. We also used our platform and voice in the media to highlight issues of concern, such as risks of alcohol-related harm and the pressures facing young people.

So finally, as ever my sincere thanks and appreciation goes to all of our dedicated staff and volunteers for all you make possible. You are the hope that inspires change.

**Lord Alex Carlile**  
Chair of Trustees

# A message from the Interim Chief Executive and Deputy Chief Executive



In February this year, we celebrated the launch of our new name and brand. We came together to say to everyone – “We Are With You” – and to share and demonstrate our mission to make it easier for anyone to get support for issues with drugs, alcohol and mental health. This was a big moment for us and the culmination of 18 months of research, listening, conversation and debate with the people we support, our staff and volunteers.

This has also been the first year of our new strategy, with the opportunity to embed and focus on our goals, to:

- Radically improve people’s chance of getting better
- Help many more people
- Transform our organisation to get the best from each other

We are reviewing our treatment model and redesigning how we engage with different groups, drawing on the best evidence and clinical practice. Through our digital programme we have built new tools to help people direct and shape their own care, and designed new self-help advice to reach more people. We’ve developed new partnerships to support collaboration, for example in Cornwall to join up with homelessness services, in Glasgow with primary care and with NHS partners in London and Milton Keynes.

Our staff and volunteers bring diverse experiences, skills and expertise, combined with passion for their work. This year we have introduced improved online training materials and in person programmes in areas such as trauma informed care, running and facilitating groups, prescribing best practice and supervision. We have also focused on the

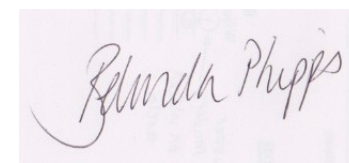
technology and communication tools that help and improve the ways people connect and work together.

The steps we have taken through 2019/20 under our new strategy meant we could adapt quickly to the outbreak of the coronavirus pandemic, and work remotely where possible. Like many others, we were faced with the immense challenge of staying with the people we support through intensely difficult times, despite the constraints on service delivery. We responded with determination and creativity – moving services and groups online, sharing tools and materials, connecting with people on the phone or web chat and adapting our physical services to work within guidelines. We kept in touch with over 85% of people in our care, sustained and grew our online communities and raised new funds to buy phones and deliver emergency support to those who needed it.

We know there will be challenges ahead. The past few months have been difficult for everyone. Existing racial and economic inequalities have been exposed in the uneven impact of the virus on different communities. The NHS and social care services have been stretched to their limits by the pandemic,

revealing the gaps and pressures of current models of care. We know from our research that millions of adults and young people are affected by poor mental health, issues with drugs or alcohol, or exposure to other harms such as criminal or sexual exploitation.

The past year has been an opportunity to take stock, focus on our foundations; improve our financial health and to move forward with our new name. Looking ahead, taking account of the impact from Covid 19, we are well placed to keep listening, learning and improving how we work to stay relevant and accessible for anyone who needs our support.



**Belinda Phipps**  
Interim Chief Executive



**Laura Bunt**  
Deputy Chief Executive

# Section 1

## Our strategy



### In 2019 we launched our new organisational strategy.

This was the culmination of extensive research and conversation with the people who use or might engage with our services, our staff and volunteers about how we can make the biggest possible difference.

We talked about what we do well, what's not working and how we could be more ambitious in the future.

Three simple facts stood out from our conversations: not enough people get help, treatment isn't effective enough and we're not working well enough together as a charity or a sector. We're clear we need to do things differently.

There are thousands of amazing people working in frontline services going above and beyond to fill gaps and meet people's needs, but something needs to change.

The first year of our new strategy has laid some important foundations. We've changed our name and brand to make it easier for people to access support. We've stabilised and improved our finances, improved clinical and operational performance in some areas, and developed our digital platforms and services. But there's still a lot more to do.

Over the next three years, we will try new things, learn and share what it takes to design and deliver services that focus on relationships and reflect modern lives.

To support our strategy we've set ourselves **three big goals** for the next three years:

1. Radically improve people's chance of getting better
2. Help ten times more people
3. Transform our organisation to get the best from each other



## Goal 1

### Radically improve people's chance of getting better

If you have the courage to ask for help, you should have the best chance of getting well.

We want to improve people's experience of using our services and the variety of help we offer. We're looking hard at what we do and where we can be more human, giving people a say and a stake in their own care. We're using data to learn and change how we work, and support people to define their own goals and what they want to achieve. We're sharing what works openly and trying to influence government and funders to do the same.

#### Our progress in 2019/2020

- We've worked to optimise the medication we prescribe to ensure our service users have the best chance for recovery. We updated our guidance on needle/syringe provision taking into account the different groups of people who use our needle exchanges, and how to reach users of image enhancing and performance drugs (IPEDs).
- We were the first national provider to successfully pilot the distribution of the life saving drug, naloxone, by people with lived experience of substance misuse at our service in Redcar and Cleveland. We've responded to the coronavirus emergency by producing guidance on prescribing during the pandemic as well as a risk assessment tool to support prescribers to move clients away from supervised consumption.
- We were the first provider to establish a drug testing service working under a home office license and in partnership with the University of Hertfordshire.
- We're redesigning how people start treatment and feel motivated to change. We're exploring ways to reduce dropouts in the first four weeks, a crucial period to improve people's chance of recovery, through research into the experience of starting treatment. In response we're developing new digital tools to support staff to collect data and exploring how we can create a more reassuring environment in our services.
- We're advocating for changes in policy and delivery. We continue to contribute to government reviews, inquiries and calls for evidence, including submitting evidence on the Prevention Green paper and to various parliamentary committees including the Health and Social Care committee, the Treasury committee and the Department for Digital, Culture, Media & Sport committee. We also submitted evidence to the Commission on Alcohol Harms focusing on the findings of our Drink Wise, Age Well programme. We continue to use the lived experience of the people we support and the expertise of our staff to shape our policy positions.

## Goal 2

### Help ten times more people

We have to think differently if we're going to help everyone access the support they need.

We're finding new ways for people to get help, not add to already high caseloads. We're improving ways to reach us and help people build communities of their own. We're involving families and peer groups and creating tools that people can use in their own time. We're putting people in touch, making connections and offering opportunities to get involved. We're giving a stronger voice and profile to experiences, and make sure we're welcoming to everyone.

#### Our progress in 2019/2020

- We've developed new practical self-help advice and anonymous support. In February we launched our new help and advice website for people with drug, alcohol and mental health issues and their friends and family. The website was the first of our online self-help advice and is designed to be as welcoming and human as our face-to-face services. In our first month we reached over 10,000 people.
- Last year we provided support, advice and information to almost 14,000 people on our webchat service. We trained 18 new online advisors, all of whom have specialist experience with drug and alcohol problems. The service runs seven days and five evenings a week and is helping us meet our ambition to be there for everyone.
- We've built on our partnership with Gilead Sciences to find ways to improve our Hepatitis C pathways. This follows on from the UK's commitment to the World Health Organisation's Global Health Sector Strategy on viral hepatitis which works towards eliminating Hepatitis C as a public health threat by 2030. This programme will continue into 2022.
- We grew our media profile and highlighted information about drug and alcohol issues to tens of millions of people in the UK through our media work. We received national coverage for a number of projects including our Peer to Peer Naloxone project in Redcar and Cleveland and our pilot of the UK's first Home Office approved drug checking service in North Somerset. We also secured widespread national coverage for our response to drug related deaths in England and Scotland.
- Thanks to the support from charitable Trusts we were able to continue several vital projects, such as our Right Turn project working with veterans across England and our Mind and Body programme for young people at risk of self-harm. We were also able to start new projects, developing Mutual Aid Partnership groups and providing employability opportunities.
- We've expanded the number of services we run our Mutual Aid Partnership groups in, developing more tools and training more peers to support in delivery. We've started early explorations of how these groups can be run in different settings including online.

## Getting naloxone where it's most needed through peer to peer distribution

By Gary Besterfield, Service Manager at We Are With You in Redcar & Cleveland

Drug related deaths are at record levels in the UK, with the north east recording the highest rate of deaths in England. Opioids account for over half of all fatalities. In this environment opioid overdose reversal drug naloxone is a simple, cost-effective solution that saves lives. But it has to be with the right people at the right time to make a difference.

Since January 2020 a team of people with lived experience of drug use have proactively taken naloxone out into the community in the coastal area of Redcar and Cleveland. The team of peers target areas known to be popular among drug using communities. They give out naloxone packs, training people how to use them there and then.

This project is peer shaped and led and non-hierarchical. Dr Paul Hughes, We Are With You Executive Medical Director, says "we wanted to use the organisation as an asset to bring out the unique skills of people with lived experience. So we gave them access to naloxone, the IT, a physical space, then let them shape the project from there."



George Charlton an Independent Trainer and Consultant worked with us to set up the project after developing a similar project in Middlesbrough. He believes when it comes to saving lives "the peers have an urgency about them which other people without their backgrounds lack." He said it "helped them recognise they aren't hopeless and their experiences are so important. They have a place in life which is saving the lives of their friends."

Peer Chrissy said: "Just knowing that that person I've given ten minutes out of my life could go on and save someone's life is amazing."

We plan to roll this programme out across all our services, the first national UK drug and alcohol service provider to do so.

## Building a new help and advice website for people with drug, alcohol and mental health issues

By Rosalyn Hewitt, Product Lead

One of our three organisational goals over the next years is to reach many more people. This can't be done by adding to already high caseloads, and not everyone will want or need to go to one of our services.

We need to develop new ways for people to access support and to make getting help as easy as possible. Our new website which launched alongside our new name and brand in February 2020 has the first of our online self-help advice and is designed to be as welcoming and human as our face-to-face services.

Since it launched in 2017 our webchat service, which now sits on our new website, has helped over 25,000 people. Webchat gives us rich and invaluable insights into the needs of people looking for help online — people who need help but aren't using one of our services.

Webchat showed that people need advice on managing habits, cravings and triggers. They also want reassurance about what would happen if they visited a service. Friends, family and people worried about someone else also use webchat. They often start by asking how they can support the person they

care about and encourage their loved one to seek help.

To reflect what we see on webchat, we have divided our online support into help and advice for people looking for themselves and for people worried about someone else. We worked closely with the webchat team and other experts from across our organisation, mirroring the language they use and the sensitive support they offer.

Relationships and building connections are at the heart of what we do. Online support can't replicate or replace this but we hope that the more we learn about the needs of people who aren't currently using our services, we can develop help and advice which supports them to achieve their goals in a way that's right for them.





## Goal 3

### Transform our organisation to get the best from each other

To achieve change, we need to modernise and make it easier to work together.

We're a big organisation with lots of people doing great work, working together well is a key part of this. We're providing better tools and platforms to help people join the dots, improve how we lead and support people to learn and develop. We're creating new partnerships to work together on shared problems, trying new things and learning together putting people in touch, making connections and offering opportunities to get involved. We're giving a stronger voice and profile to experiences, and make sure we're welcoming to everyone.

### Our progress in 2019/2020

- We're developing content, tools and resources to help people do their jobs. Last year we redesigned our online workplace learning content and platform. The task wasn't simply to 'lift and shift' the existing content, but to design a new approach to how people learn online. The move to a new platform was a great opportunity to change the way staff can learn and develop at their own pace and in a way that suited them.
- We've improved how we communicate and engage with teams by making the most of the google technology, adopted by the organisation last year, to create a more dynamic environment for staff to stay connected without the need to travel.
- Our 130 service and department managers from England and Scotland now meet regularly online with the executive to discuss organisational information and share local innovation, with video calling and live chat also supporting many cross organisational projects, networks and local meetings. Our staff across services and teams were able to prepare for our rebrand with digital toolkits for launch alongside a new online brand centre for staff to customise branded posters, leaflets and other items.
- We built new partnerships and strengthened existing ones around shared challenges to help us reach more people. We partnered with LGBT Foundation and London Friend to develop our organisational approach to engaging the LGBTQ+ community and increase confidence that we are a provider that understands their historical barriers to accessing help.
- We have continued to further our profile and influence through enhancing our external partnerships. We have joined Collective Voice, the Alcohol Health Alliance, as well as developing strong working relationships with new partners from across the third sector.

## Our priorities for 2020/21

This is the second year of our three year strategy, building on the foundations of our new brand, improved financial and operational stability, better technology for collaboration and changes to our service design and delivery (for example digital channels) that were our focus last year. We've come through a significant amount of change as an organisation, but we're in a strong position now to further strengthen our profile and position in the market and grow our impact.

The world around us has changed dramatically. The impact of COVID -19 has been significant, exposing large cracks in our social security, economy and public services, and will likely bring new and increased pressures on our sector with the long-term impact of isolation and loss on people's health and wellbeing. Economists are already forecasting a significant downturn, with the state likely needing to bear the costs. Looking ahead, we may expect growing demand for our support with increased risk of relapse, new additions and traumas emerging from the crisis, all with less funding available as cuts to public spending take hold.

Black Lives Matter and the protests we've seen have raised the importance of acknowledging and proactively addressing fundamental issues around equality and diversity. Our strategy and plans need to remain agile to help us respond to this context, as well as take on board feedback from Managers, our staff and volunteers, and the people who use or might use our services about what will make the biggest difference. As an organisation, our aim is to identify and prioritise the actions that are necessary and

sufficient to achieve to support our strategy and achieve our goals.

Over the next year we plan to:

- build on our work for clearer service design and model, segmenting and understanding people who use our services with more opportunities for digital support (online journeys, treatment tools)
- update and expand our shared performance measures and reports to support improvement and monitor our organisational health
- increase reflective practice for all drug and alcohol services
- focus on planning and managing our longer term technology infrastructure and improve how we use and operate with Google
- support protected time for all staff, with improved opportunities for learning and development
- improve our approach to diversity and inclusion within our organisation and across our services

## Designing a name and brand that makes it easier for anyone to ask for support

By Emma Wilson, Head of Communications and Engagement

In February 2020, after 18 months of research and conversation with people who use or might engage with our services, our staff and volunteers, we rebranded from 'Addaction' to 'We Are With You' ('With You' for short).

Every year millions of people in the UK are affected by issues with drugs, alcohol and mental health. These are everyday issues: most know someone affected and one in six have personal experience. This year drug related deaths were the highest on record. Unfortunately only a fraction of people get help. Our own research found that most people experiencing drug, alcohol and mental health issues go without help, have little awareness of what support is available and are fearful of being judged or shamed.

Separate research with people who access, or might access, our services highlighted that our previous name 'Addaction' could be a barrier, contributing to stigma and coming across as cold and corporate. This was in contrast to our services and staff who were consistently described as warm, non-judgemental and approachable.

Our new name and brand reflects how we work with people as equal partners in their recovery. We want to change how people think about these issues, break down barriers to accessing support and encourage people to take that first step.

Since rebranding in February 2020 we've seen an immediate impact. We saw a 33% increase in people accessing our webchat service in the first month with this growing every month since then. Under the new name, we've seen different groups of people coming forward to access the service for a broader range of issues, including a major increase in people looking for alcohol support.

Our own research has indicated people are three times more likely to use our service with our new name.



## My long term hope is that we eradicate hepatitis C altogether

I caught hepatitis C back at the start of the 80s and didn't get treatment until 2010. I wasn't always treated particularly well by the medical profession back then. It was clear they thought I'd brought it on myself and weren't going to offer treatment unless I had stopped using drugs for at least a year.

These days, it's different. Everyone gets treated whether they're abstinent or not, there's specialist support, and the testing and treatment is far quicker and more effective. But not everyone knows things have changed. And a lot of people lost trust in the system because it didn't support them when they needed it.

That's where I come in. I go to different support groups and talk to people about hepatitis C, dispelling the myths, chat about my own experience and offer to give them the test there and then. There's something about it coming from me, someone who has been there and got through it, that makes a connection with people.

My long term hope is that we achieve the goal of eradicating hepatitis C altogether. It's achievable and with peer educator projects like this, there's the chance to do so much more along the way.

**Ignatius Harling, is a hepatitis C Peer Educator at We Are With You in Bournemouth**

# Section 2

## Service delivery



In 2019–20, we welcomed or retained the following services:

- Darlington
- Sheffield SIB
- Lanarkshire Positive Support (BBV)
- Dumfries & Galloway
- East Dunbartonshire YP
- Argyll & Bute
- Glasgow Community Link Workers (Round 2)
- North Lanarkshire IPS
- Glasgow – City Wide Thematic Leads
- Know the Score Drink Helpline
- Wandsworth and Richmond
- Milton Keynes Adult
- North Somerset
- Cornwall Street Outreach Response Team

We were sad to farewell 3 services:

- HMP and Young Offender's Institute Feltham
- We Are With You in Feltham
- Sheffield Adult Drug and Alcohol

We're thankful to the teams for their hard work and commitment.



# Working with people to make a change

## Drug and alcohol treatment

Our adult services work with people to recover from drug and alcohol issues through structured programmes, advice and information and peer support. In 2019–20 we worked with 61,774 adults in England and Scotland. Of this number, 27,084 participated in structured treatment programmes. During the year we received 43,824 referrals and enrolled 11,838 new starters in structured treatment.



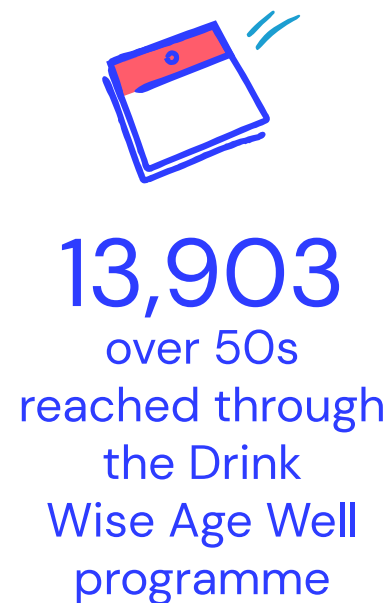
## Criminal Justice: Prisons

We work with people in the criminal justice system to make positive life changes in prisons and custodial settings. Our work helps people recover from drug, alcohol and mental health issues and reintegrate into their communities. We provide clinical and therapeutic interventions in 2 prisons and we offer follow-on services on release in many of our services. In 2019–20 we worked with 423 prisoners and former prisoners in structured treatment programmes.

## Over 50s

We are the lead partner in Drink Wise, Age Well, a unique programme to help over 50s make healthier choices about alcohol. We deliver direct support, as well as resilience activities, training and workforce development. We provide advice and guidance at [www.drinkwiseagewell.org.uk](http://www.drinkwiseagewell.org.uk). In 2019–20 we helped 13,903 people, including 8,706 who were supported by our prevention teams, which includes alcohol awareness sessions. We reached a further 1,977 through our resilience work, 1,968 received training and 1,252 individuals and families were supported through one-to-one support and mutual aid meetings.

Drink Wise, Age Well is funded by the The National Lottery Community Fund and delivered in conjunction with 17 partners.



# The legacy of Drink Wise Age Well

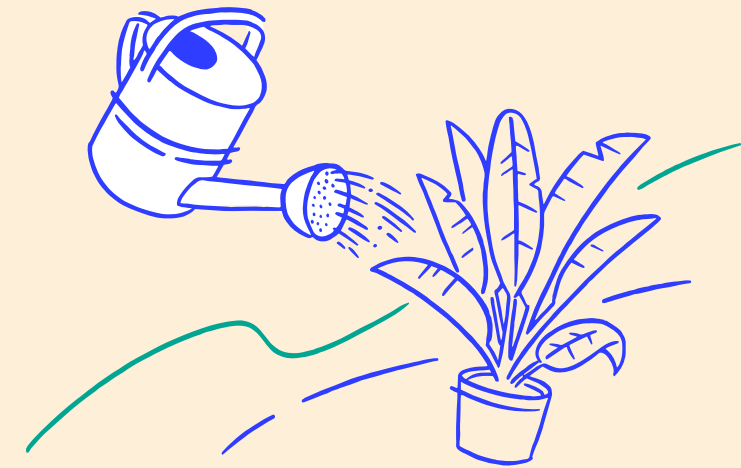
By Julie Breslin, Head of Programme, Drink Wise, Age Well

Drink Wise, Age Well is a programme that helps older adults make healthier choices about their drinking. The programme has run since 2015 in partnership with 18 organisations, under lead delivery partner We Are With You. As Drink Wise Age Well enters its final year of funding it's a good time to reflect on the legacy of the project and how we ensure other service providers benefit from what we've found and achieved.

Why was Drink Wise Age Well an important project? Statistics show younger generations are consuming less alcohol while older adults are drinking more. People aged 45 or over now account for 69% of hospital admissions where the main cause was due to alcohol. It's vital we find ways to work with more older adults to make healthier choices when it comes to alcohol.

Many older people find the idea of walking into a drug and alcohol service extremely daunting. This is exacerbated by existing alcohol support services – by their design they're not traditionally equipped to the needs of this group.

What we focused on was a relational way of working. All our qualitative research highlights the importance of relationships and how we treat people making healthy changes.



Understanding driving factors like isolation and loneliness and being able to deliver a service that meets those different needs has been really crucial.

Alongside our face to face work we've worked to influence policy, delivered training for professionals, developed online resources and campaigned to change the public conversation around drinking in older adults.

Some people we work with still have the occasional drink. However, due to changes they have made in other aspects of their lives, they feel more in control. We see people getting involved in meetings, social activities and volunteering, so that each day their confidence and self-worth grows.

This is the legacy of Drink Wise Age Well. In our final year of the programme we're exploring how we sustain this work, pass on our learnings and continue to influence how alcohol use is treated in older adults.

## Family services

We support family members affected by a relative using drugs or alcohol. Our services offer a range of family interventions and support for parents, carers and young people.

## Young people and transitional services

We work with young people experiencing drug and alcohol issues, mental health issues and self harm. We help people aged 11 to 24 take control, develop healthy patterns of behaviour and reach their potential. In 2019–2020 we provided one-to-one help and support, with 1,923 in structured treatment.

## Mental health services

We Are With You provide mental health support to people experiencing a wide range of symptoms. Whether it is for people who are just starting to notice they are worrying more, or sleeping less, to people who have experienced a traumatic event, we provide evidence-based support that puts their needs at the centre. Thinking about how we support people with their mental health is embedded throughout our services. We also deliver Improving Access to Psychological Therapies (IAPT) services and services supporting employees in their workplace.

In the last year 11,035 people completed a course of treatment.



1,923  
young people  
in structured  
treatment



24,898  
mental health  
referrals

## When 15-year-old Ali\* found out I was going to be her new key worker she said I had one chance

Ali was on the edge of a world of antisocial behaviour and crime. Excluded from mainstream school because of her challenging behaviour, she struggled with home-education and not seeing her peers. A part-time job helped her make other friends who introduced her to party drugs.

By the time she returned to school, her drug taking had increased and was more about managing her feelings than having fun. She needed someone on her side, someone to challenge her, someone to encourage that potential that was so clear to me.

Ali tried to meet everyone's expectations and took failures hard. Eventually she turned this on herself and ended up unwell and self-harming. I knew she needed residential care and getting her there was the most challenging part of my work.

We gently worked to help her understand why we were asking her to go, what it would mean, and what it would be like. Ali had many questions and I spent time listening to her worries and alleviating them.

There were many challenges for Ali while in treatment. No journey is linear. I supported her by phone and worked with the team to manage issues.

Ali asked me to be the one who picked her up when it was time to leave. The young woman I saw that day had a fire in her eyes. I always knew it was there but it was hidden, masked by bravado. The Ali who stood before me was ready to take on the world, wise beyond her years and brave.

It's for Ali and other young people like her that I get up in the morning and go to work.

**Sam Dixon is a Team Leader at We Are With You in Cornwall at YZUP**

*\* Ali's name changed for confidentiality*

## Reassuring people entering treatment in a way that increases their chance of getting better

By Christina Herold, User Researcher

When you walk through the door of a drug and alcohol service you will likely experience all sorts of feelings in a short space of time. The elation of finally getting help might be mixed with fear of not knowing what to expect. Those coming back to services might feel shame and regret around relapse. It's a difficult step to take.

Through our Starting Treatment project we're better understanding the experience. Our data shows that people are most likely to drop-out of services within the first four weeks. After this period chances of staying in treatment increases.

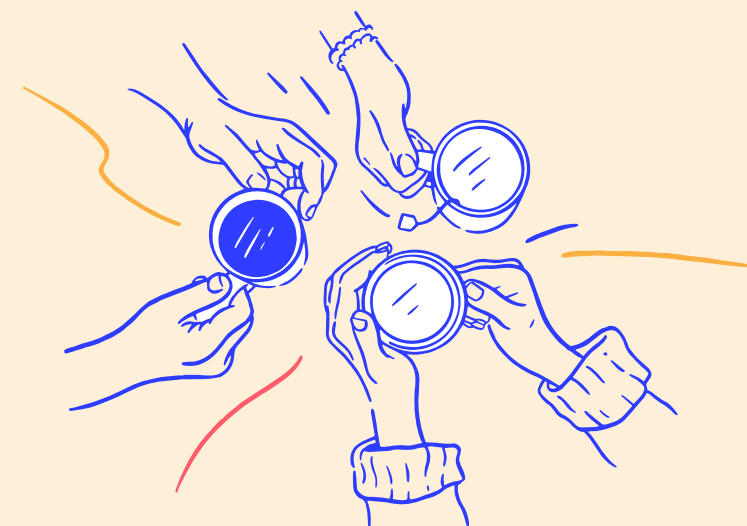
We spoke to people at the start of their treatment journey, frontline staff, clinicians, service managers and observed assessments. What we found overall is a need for reassurance and comfort. People told us how "unnerving" it was not knowing what to expect. This meant they may put it off for months until they couldn't cope any more.

We saw and heard how deeply people connected with recovery workers, something we learned is easier to establish when 'professional barriers' like paper or badges aren't there. Everyone who starts treatment

has an assessment covering a wide range of personal and sensitive information. We heard about how this necessary data meant conversations were often disrupted by staff having to type information into a computer.

A key first step we're exploring is our new conversation tool which will help frontline workers get to know a new client and understand what they need by supporting a natural conversation and focusing on asking the right questions. In some of our services we're exploring how we can make waiting rooms more welcoming through things like offering a drink on arrival or having a television. We're also workshopping a meet and greet role for volunteers.

This is an exciting piece of work as we know reducing dropouts and reassuring people entering treatment can give people a better chance of recovery. We're excited by what we're learning as we go.



## Our work in Scotland

We're the largest third sector provider of drug and alcohol services in Scotland. Through our national network of 14 services we employ more than 160 staff and we're supported by 90 volunteers.

In the last year we've retained all of our services in Scotland, extended contracts and won new business. We're particularly excited to win a number of contracts to deliver community links from GP practices across Glasgow and there's significant opportunity for growth in this area across Scotland. Community link workers are assigned to a GP practice to connect isolated or distressed patients with resources in their neighbourhood.

We were also awarded the national Know the Score helpline and webchat service for Scotland. This provides us opportunities to reach many more people not known to services. Know the Score is a well established brand and has existed for over 20 years. This makes us one of the 6 national commissioned organisations by Scottish Government and significantly increases our contact with both Scottish Government and all Scottish commissioners.

Sadly in Scotland drug and alcohol deaths continue to rise to unprecedented levels. Behind the numbers are grieving families coping with death and the stigma of it being drug or alcohol related.

Andrew Horne, our Executive Director of Operations Scotland, works closely with the Scottish Government on a number of areas providing briefings. We've participated in the National Contingency Group, Alcohol and Drug Partnership, National Commissioned Organisations Group and contributed to the Renfrewshire Independent Inquiry.



13,854  
users of our  
Scotland based  
webchat service



# Section 3

## People and culture



### Our people

In 2019/20, we put our energy into making sure we had up to date and strong foundations to support our people.

- We introduced regular all-manager calls to improve communication, explain changes, and share the ways all our staff are embedding our strategy. We also ran an in-person managers meeting to look to the future.
- We reviewed and updated all our people policies – working together with our staff to make sure they were clear and easy to use and understand.
- We designed and piloted an approach to practice supervision where all frontline staff have regular opportunities to reflect on their practice in a structured environment. This will improve the support we give to frontline staff, and help them develop and grow. It's being rolled out this year.
- We continue to prioritise the learning and development of our staff. We ran a total of 360 training sessions, in person and online, with over 2000 attendees. We also redesigned our approach to learning quickly in response to Covid-19, so that all our staff – wherever they are – can still access training, and develop in their roles.
- We recognised many staff achievements through our annual awards programme that received 180 nominations.
- We introduced a new approach to people data and dashboards to share more transparently with the organisation.

### Our priorities for next year are:

- Putting a real emphasis on developing our approach to equality, diversity and inclusion.
- Improving the quality of our internal information so it is easier for staff to do their jobs.
- Lead a review of our approach to pay and reward

## Equality and diversity

Equality, diversity and inclusion matters. Our strategy is to help more people, improve outcomes. As well as ensuring our organisation is an inclusive place to work, we also need to focus on having a better understanding of why people do and don't access services. In this past year we have:

- Developed our work in partnerships in LGBTQ+ and working towards Stonewall accreditation in 2020/21
- Delivered a new visual brand and website which focused on inclusion and accessibility as core design principles

We are committed to creating and sustaining a positive and supportive environment for our staff, volunteers, the people who use our services and the general public.

Our aim is for our workforce to be representative of all sections of society. We want every person who works or volunteers for us to feel respected and able to give their best.

This is a priority area for more development in 2020/21, practically, we will support equality, diversity and inclusion by:

- Testing our services with diverse communities where possible (including gender, age, sexual orientation, disability, ethnicity, socioeconomic status and geography) to balance feedback and ensure products and services work for everyone
- Designing for accessibility, ensuring all digital designs and services meet government accessibility standards and work with assistive technologies
- Monitoring performance and impact on diverse communities, including reviewing whether improved online or multichannel

access supports or presents barriers to particular groups and tailoring content and engagement to respond

- Regularly monitoring equality and diversity in relation to our existing staff profile, gender pay, recruitment practice and take action on any problems identified
- All our policies and procedures are subject to an equality impact assessment. All members of staff and volunteers have a duty to support and uphold the principles of our equality and diversity policy

## Volunteers

Volunteers make a vital contribution to our work. Last year 395 volunteers collectively contributed 118,500 hours. Our work would be impossible without them and we are incredibly grateful for their time, insight, and commitment. This year we renewed our Investors in Volunteers accreditation, which we've retained since 2011.



118,500  
hours  
contributed by  
volunteers

## Because of people like Joe running a chemsex service has been the most rewarding experience of my career

When I first met Joe\* he'd recently been diagnosed with HIV. My colleague spoke to him at the local sexual health clinic and referred him to me. He turned up with his sister because he found the thought of discussing his issues terrifying.

A few years before I was about to retire. I had worked with people who use drugs for over 15 years. I was proud of my career but felt my enthusiasm was fading.

Then I attended a lecture at Manchester University about chemsex. Chemsex describes the practice of men having sex with other men and using particular substances to enhance the experience. I found it fascinating so I applied as a chemsex mental health lead at We Are With You in Liverpool.

As a heterosexual man I had trepidations. LGBTQ+ activist David Stuart describes chemsex as "a uniquely gay cultural phenomenon as gay men are using specific substances to medicate complicated issues specifically around gay sex". I've enjoyed friendships with gay men throughout my life but I've never experienced being oppressed due to my sexuality.

As we spent more time together, Joe started to open up. Before this I didn't fully understand the levels of vitriol some people from the LGBTQ+ community are subject to. I saw that Joe's drug use offered short lived relief. But it served to increase feelings of shame, resentment and anger.

What he needed above anything else was a therapeutic friend, somebody he could trust, who wasn't going to judge him and was prepared to enter his world. My relationship with Joe was special. We progressed together and learnt from one another.

I could have been pottering about watching daytime TV and drinking endless cups of tea. It's thanks to the resilience and honesty of people like Joe that I'm not.

### Peter Sheath was Mental Health Lead at We Are With You in Liverpool

\* Joe's name has been changed to protect his identity.

# Section 4

## Financial review



### Overview

2019–20 has been a positive year for our finances. While the environment we work in remains challenging, partly due to the volatility of contracting in our sector combined with local funding reductions for services, we have been able to build on our core offering and consolidate our financial position through the year ensuring our reserves and cash positions are above our minimum requirements.

While fewer of our services were re-tendered this year, we did see a number of our community projects draw to a close, most notably Drink Wise Age Well. We're finalising the results and legacy of this five year community health programme into 2020/21.

At the start of 2019–20 we planned a breakeven budget following two years of deficits which had supported us to make changes to our service models and invest in service development, we have ended the year achieving a positive result in line with expectations. Our income was £63.5 million and expenditure was £63.7 million. Our unrestricted income and expenditure achieved breakeven budget expectations.

As a result of this planned position, our unrestricted reserves remained in line with prior year at £6.1 million. Free reserves at £5.1 million were above the minimum level required by our reserves policy (see page 36). We continued to spend down restricted grants brought forward and restricted funds fell from £1 million to £0.8 million.

A high proportion of our reserves are represented by cash and other assets that can be quickly realised. Our cash balances at the end of the year were £6.7 million, significantly more than we need for working capital.

Looking ahead to 2020/21, our financial outlook continues to reflect the environment within which we operate and strategic decisions we take about our work (see "Plans for future periods" on page 19), although with the added complication of the uncertainty surrounding the on-going impact of Covid-19.

Over the last 12 months we were successful in our efforts to raise funds through trusts and grant making bodies, some of which will impact on our income for 2020/21. We also had success with a range of new contracts and retentions (see page 23), while we safely transferred a small number of contracts that ended or moved to other providers.

We continue to consolidate towards our core business and charitable purpose, and expect to see our overall income reduce slightly in the year ahead. We will continue to develop our service model in line with our strategic goals. In turn this will support the continuation of a targeted approach to business development in the year ahead, focussing on areas that are aligned to our wider strategic plan and goals.

## Funding sources

We Are With You seeks and obtains funding from a number of sources to support our activities and key objectives. The principal sources are set out in the following table.

Funding source	How it supports our work
Contracts from local authorities, NHS Trusts or similar institutions	These fund: <ul style="list-style-type: none"> <li>• Work with adults in relation to drug or alcohol misuse</li> <li>• Specialist drug and alcohol support to young people</li> <li>• Mental health services</li> <li>• Work with families</li> <li>• Primary care services</li> <li>• Work in the criminal justice system</li> </ul>
Grants from funding institutions	See Note 2 "Grant income" on page 70.
Individual giving	Allocated to where it is needed most to help people to get treatment, support and enter recovery.

## Reserves

To meet its objectives, We Are With You has agreed a budgeting and reserves policy that enables us to make appropriate strategic allocations of funds, while at the same time securing a sound financial base for our future needs. Decisions on the resources necessary, both to deliver new activities and to sustain continuing commitments, are based on our overall strategic requirements.

We hold several types of financial reserves. Some of these are restricted, meaning that they have been given or provided for specific purposes or with specific conditions and cannot be expended in any other way.

Some reserves are in the form of designated

funds that are earmarked by the Trustees to represent fixed assets which cannot be readily converted into cash.

Finally, we hold general charitable funds or free reserves for four principal reasons:

- To supply working capital, enabling us to manage fluctuations in our cash flow
- To enable us to invest in implementation and other start-up costs for new services
- To provide protection against the contractual and operating risks that we face in our work, including potential costs arising on the termination of services
- To invest in initiatives designed to improve efficiency and the quality of services

- The reserves policy adopted by the Trustees has established that, at the current activity level, the appropriate target range for free reserves is between £3.7 million and £6.2 million.

Total funds at the end of the financial year were £6.9 million. Of these, £0.8 million were restricted and not available for the general purposes of the charity, while £1.0 million were designated, representing the carrying amount of functional assets which the Trustees consider to represent a commitment of reserves. The level of general charitable funds was £5.1 million, which is within the target range established by the reserves policy.

## Going concern

In the opinion of the Trustees, there is no material uncertainty relating to going concern. We Are With You's activities, together with the factors likely to affect our future development, performance and financial position, are set out on pages 10 to 31. The financial position of the charity, its cash flows, liquidity position and reserves are described in the financial statements on pages 62 to 79. The management of financial and other risks is described on page 44.

2020/21 has started with the unprecedented situation of a global pandemic. Whilst the impact of Covid 19 has been significant we do not feel that this has adversely impacted on our going concern outlook.

We Are With You has significant liquid financial resources, comprising short-term cash deposits and balances totalling £6.7 million, which is more than our free reserves. In addition, we obtain funding from a wide range of sources. As a consequence, the Trustees believe that We Are With You is well placed to manage business risks successfully.

The Trustees consider that We Are With You has adequate resources to continue in operational existence for the foreseeable future. Thus they continue to adopt the going concern basis of accounting in preparing the annual financial statements.

## Guarantees

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2020 was 12 (2019: 14). The Trustees are members of the charity but this entitles them only to voting rights. The Trustees have no beneficial interest in the charity.

## Auditors

BDO LLP have indicated their willingness to be re-appointed as statutory auditors.



# Section 5

## Structure, governance and management



### Overview

We Are With You – is a company limited by guarantee and a charity, incorporated on 6 February 1991 and registered as a charity on 19 February 1991. It operates throughout England and Wales and Scotland. It is governed by its Memorandum and Articles of Association (January 2008) which set out its charitable purposes. We are governed by a board of Trustees.

Our Trustees are committed to the principles of the Charity Governance Code.

Good governance is fundamental to our sustained success as a charity, it ensures we are best placed to deliver on our strategy, achieve our goals and promote the sustainable and long term success of our Charity

Our Trustees have a duty to promote the success of the Charity and, in doing so, are required by section 172(1) of the Companies Act 2006 to have regard to various specific factors, including:

- the likely consequences of decisions in the long term
- the interests of employees
- the need to foster the Charity's relationships with our stakeholders, who include:
  - our service users
  - our funders
  - our supporters and community
  - key opinion leaders and other influencers
- the impact of the charity's operations in the communities we serve



Stakeholder Group	Key Considerations	How we engage
Service Users	<ul style="list-style-type: none"> <li>Everyone should feel comfortable getting the support they need for issues with drugs, alcohol or mental health.</li> <li>Two key goals of our strategy are based directly on our service users: improving people's chance of getting better and helping many more people</li> <li>Building existing and new partnerships around shared challenges to help us reach more people.</li> </ul>	<ul style="list-style-type: none"> <li>We work with people on their own goals, whether that's staying safe and healthy, making small changes or stopping an unwanted habit altogether.</li> <li>We give people support in a way that's right for them either face to face, in their local service, community or online.</li> <li>Through our digital programme we have built new tools to help people direct and shape their own care, and designed new self-help advice to reach more people</li> </ul>
Our funders	<ul style="list-style-type: none"> <li>We Are With You seeks and obtains funding from a number of sources to support our activities and key objectives, including</li> <li>Local authorities</li> <li>NHS Trusts</li> <li>Funding institutions</li> <li>Individual giving</li> </ul>	<ul style="list-style-type: none"> <li>1-2-1 engagement on relevant issues</li> <li>Round table events by regions and service type</li> <li>Feedback and insights on performance and issues relevant to that funder</li> <li>As appropriate via the projects our funders support</li> </ul>
Regulators	Maintaining governance procedures to ensure compliance with all application regulatory regimes	<ul style="list-style-type: none"> <li>Timely submissions of all necessary fillings and returns</li> <li>Self-reporting and engagement where appropriate</li> <li>Prompt and comprehensive response to requests for information if requested</li> </ul>

Stakeholder Group	Key Considerations	How we engage
Employees	<ul style="list-style-type: none"> <li>Transform our organisation to get the best from each other</li> <li>Growth training and development</li> <li>Diversion, inclusion and equality</li> <li>Improving the quality of our internal information to support our staff to do their jobs</li> </ul>	<ul style="list-style-type: none"> <li>We have introduced improved online training materials and in person programmes in areas such as trauma informed care, running and facilitating groups, prescribing best practice and supervision.</li> <li>Adopted google technology, to create a more dynamic environment for staff to stay connected without the need to travel.</li> <li>Intranet, all staff meetings and newsletters</li> <li>Employee engagement survey</li> <li>Annual employee awards programme</li> </ul>

## Trustee Recruitment

We recruit and appoint Trustees by advertising vacancies and looking for particular skill sets which enhance the work of the board and encourage diversity. All applications are considered by the nominations committee and suitable candidates are interviewed. Recommendations are then made to the main board and successful applicants are appointed.

New Trustees are provided with an induction into their role through a meeting with the Chief Executive and members of the executive, project visits in the first few months of their tenure and briefings from key members of staff on With You's work and their legal responsibilities as Trustees. New Trustees must comply with the Care

Quality Commission's Fit and Proper Persons Test and also sign an agreement that sets out With You's expectations of their role and responsibilities. Trustees do not receive any remuneration but may be reimbursed for general expenses.

Trustees serve a three-year fixed term with the possibility of re-election for a further two terms dependent on performance. At each AGM a third of the Trustees retire by rotation and are eligible for re-appointment.

During the year two new Trustees were appointed to ensure that the board is equipped to support the work of the charity in the constantly changing environment within which we operate.

## Leadership

The Trustees are responsible for the overall management of the charity, its strategic direction and decision-making. Our committees are organised to reflect the key focus of the organisation: Resources Committee; the Income and Profile Committee ; the Service Delivery and Clinical Governance Committee ; and the Nominations Committee.

Matters not reserved for decision by the Trustees are delegated to the Chief Executive. Executive salaries are decided by the Remuneration Committee, a sub-committee of the Resources Committee. The Trustees have delegated responsibility for the day-to-day management of the charity to the Chief Executive, supported by a management structure. The Chief Executive leads a team of six Executive Directors with functional areas of responsibility.

## The likely consequences of any decision in the long term

The Charity's strategy based on achieving our three core goals as part of our 3 year business plan is outlined on pages 12 to 19. The current strategy was set in 2018/19. During the year the Trustees reviewed progress and performance of the plan against the broader backdrop of service needs and outcomes. The impact and achievements to date against this strategy are included on pages 12 to 19. The Trustees' discussion of all aspects of the future direction of the Charity's work was informed by the feedback received through service user and staff engagement.

Our Trustee Board and its Committees keep under review the Charity's principal risks and its risk appetite, considering emerging risks and reviewing changes in the Charity's risk profile and responses quarterly.

The Charity has in place a range of policies and processes that promote corporate responsibility and ethical behaviour. All these policies are reviewed periodically.

## Key decisions in 2019/2020

The table opposite sets out the key decisions taken but the Trustee Board during the year and how the interests of our stakeholders and the wider factors set out in section 172 of the Companies Act 2006 were taken into account.

### Our strategy management

2019/20 is the first year of our three year strategy approved by the Board in 2018/19. This year has been aimed at embedding our key goals:

- Radically improve people's chance of getting better
- Help ten times more people
- Transform our organisation to get the best from each other

The focus has been on building our foundations, improving our financial health and moving forward with our new name to support the development of our goals.

2020/21 takes the foundations of last year and targets the following areas:

Building on our work for clearer service design and model, segmenting and understanding people who use our services with more opportunities for digital support (online journeys, treatment tools)

Focus on planning and managing our longer term technology infrastructure and improve how we use and operate with Google

Key considerations:

Our strategy has evolved through extensive and on-going engagement and research with all our stakeholders.

The Board received updates covering all areas through monthly updates, quarterly Committee and Board meetings, as well as additional strategy development days.

Day to day decision in line with delegated authority framework as set out by our Trustees and includes

The use of charitable funds within our commissioner contracts and our wider impact through our grants and fundraising activities

Assessment against strategic alignment

Compliance with the Charity Commission, Office of the Scottish Charity Regulator, Financial Conduct Authority, Information Commissioner's Office, Care Quality Commission and the Scottish Care Inspectorate.

### Rebrand - moving from Addaction to We Are With You

The Board agreed the organisation rebrand to With You as a key foundation to our new three year strategy.

Our research confirmed that there are significant barriers to people seeking help. Our brand needs to make getting help easier, at an earlier stage.

Key considerations:

In considering our brand name change, consideration is given to all relevant stakeholders. In particular:

- Change management and the impact on our service users and staff
- External engagement to ensure a smooth and informed transition with our commissioners and other stakeholders

## Statement of staff and volunteer engagement

The success of our organisation is intrinsically linked to the work of our staff and volunteers. Staff and volunteer engagement is a key part in how our three year strategy was designed and is the focus of one of our key goals:

- Transform our organisation to get the best from each other

Our internal communications strategy has been designed in conjunction with our wider organisation business plan to meet three clear staff priorities:

- I am clear about who we are as an organisation and where we're going
- I can easily find the information I need to do my job
- I can receive and share knowledge with colleagues across the organisation

Progress and actions to support this goal are detailed in the Trustees Strategic report and the People and Culture subsection, and are supported by an ongoing programme of Trustee service visits (Pre Covid 19) combined with regular staff surveys and engagement forums.

## Risk management

With You operates in an uncertain and challenging service delivery environment. We are focussed on ensuring we respond to the changing demands of our work and continue to fulfil the stringent requirements of our commissioners and regulatory bodies, against ongoing reductions in funding. Delivering our services both clinical and non-clinical requires vigilance to support continuous review of our systems and processes against the highest standards to ensure they are safe

and effective

With You works with some of the most vulnerable people in society and safeguarding is at the core of our work. We have a well-developed and coherent approach to risk management in accordance with best practice and Charity Commission guidelines. We use a bespoke risk management tool to record and manage all risks across the organisation. We record, review and mitigate risks across clinical, operational, contractual, financial, information governance, health and safety, and reputational areas.

Every service has a risk register which is reviewed at team meetings and also at the relevant business hub meeting. Risks that can be managed and mitigated at the service level remain with the regional team. Where we are unable to mitigate risks we raise them to the next level within the organisation. This means some service level risks may be escalated to the corporate risk register. The corporate register is reviewed and action taken as necessary by the Executive on a monthly basis and by the Trustees at every sub-committee and at the main Trustee Board. The Trustee Board ensures that all emerging or unforeseen risks are managed and acted upon swiftly.

We are fully compliant and registered with the Care Quality Commission which carries out independent inspections of regulated activity within our services. The resulting report and rating awarded to each service is published on the CQC website. We have clear policies on safeguarding children and vulnerable adults with access to training for all staff across With You. All policies including, health and safety and managing complaints are reviewed regularly to ensure compliance with any statutory requirements.

Risk Area	Mitigation and management
Failure to safeguard the people who use our services effectively	<ul style="list-style-type: none"> <li>• Safeguarding and quality assurance processes developed with clear training strategy.</li> <li>• Clinical governance and supervisory plans in place with practice supervision in development.</li> <li>• Effective complaint and incident management reporting and review</li> </ul>
Informing and influencing – Impact of Government policy, Brexit, the NHS and charity sector regulatory reform on our objectives in this area	<ul style="list-style-type: none"> <li>• Engaging with key decision-makers and influencers in Government, local authorities and the NHS.</li> <li>• Senior level representation on many influential fora and key decision-making bodies, eg Collective Voice and PHE</li> <li>• Key performance indicators are set and monitored through refreshed meeting structures across all contracts.</li> <li>• New quarterly reporting systems implemented.</li> <li>• Clear and accountable performance management structure, including clinical audit team and data driven performance management.</li> </ul>
Contract performance	<ul style="list-style-type: none"> <li>• Key performance indicators are set and monitored through refreshed meeting structures across all contracts.</li> <li>• New quarterly reporting systems implemented.</li> <li>• Clear and accountable performance management structure, including clinical audit team and data driven performance management.</li> </ul>
Failure to retain or secure new income streams – as a result of general economic conditions, including Brexit and Covid 19	<ul style="list-style-type: none"> <li>• New business strategy and work plan</li> <li>• Review of market trends and investment in digital platforms.</li> <li>• Prudent reserves management and contingency planning.</li> </ul>



Risk Area	Mitigation and management
Financial performance	<ul style="list-style-type: none"> <li>Robust financial planning covering income, expenditure and reserves projections, budgeting and the monitoring of actual expenditure.</li> <li>Continuous performance review for financial controls, internal and external audit processes.</li> <li>Regular budget reviews and oversight via Trustee subcommittee.</li> </ul>
Reputation	<ul style="list-style-type: none"> <li>Safe and effective quality assurance framework</li> <li>Clear systems which focus on organisational performance, transparency and accountability.</li> <li>Clear systems and processes within the media team with oversight from Trustee subcommittee.</li> </ul>
Attract, retain and recruit staff	<ul style="list-style-type: none"> <li>Recruitment and retention plans</li> <li>Improved staff communications systems</li> <li>Learning and talent development plans.</li> <li>People and culture directorate plans.</li> <li>Oversight from Trustee subcommittee.</li> </ul>

## Fundraising

In 2019–20 we received £8.7 million in grants and donations from generous individuals, companies and charitable Trusts.

This year we were fortunate to be involved in our first Gaming for Good event, and to be included in people’s wedding, birthday and anniversary celebrations. Our wonderful supporters also ran, cycled and walked across the country, swam the English Channel, and supported us through one-off or monthly donations or by remembering their loved ones.

Thanks to the support from charitable Trusts we were able to continue several vital projects, such as our Right Turn project

working with veterans across England and our Mind and Body programme for young people at risk of self-harm. We were also able to start new projects, developing Mutual Aid Partnership groups and providing employability opportunities.

Finally, we are grateful to the National Lottery Community Fund for its continued funding of some of our key programmes, such as Drink Wise, Age Well, Blackpool Fulfilling Lives, as well as a programme of digital and organisational transformation under the Digital Fund.

Our approach to fundraising is underpinned by our values. We ensure the trust of our supporters and our responsibility to clients is not compromised. We apply this approach to all of our funding streams, with our staff and

suppliers adhering to a range of policies and processes.

- Prospective corporate partnerships are assessed through our Corporate Engagement Procedure which ensures the partnership fits our values and ethos, organisational strategy, the dignity or rights of our beneficiaries and the pursuit of our purposes
- We do not conduct general solicitations through street or door-to-door fundraising, or cold calling
- We do from time to time use telemarketing methods for the dual purpose of donor care and fundraising. Only donors who have opted in are contacted
- We currently only offer places for challenge events organised by external companies which have conducted sufficient risk assessments and are responsible and liable for the health and safety of participants and insurance needs
- We do not sell or exchange donor details to third parties
- We do not place individuals under pressure to give. We have clear ethical guidelines for staff and volunteers about what this means in practical terms
- Our main methods of fundraising communication are by email and post, limited to a handful of times each year. At every opportunity, donors have the option of opting out.

Our Vulnerable Supporters Policy provides all staff, volunteers, Trustees and anyone engaging with supporters on behalf of With You, with clear guidance on how we can recognise a vulnerable supporter and ensure appropriate actions are taken to treat them fairly and put their needs first.

As a result, anyone engaging in fundraising

on our behalf is clear on: the regulatory framework that guides our approach to vulnerable supporters; how to identify a vulnerable supporter; when we should refuse or return donations and how our approach to vulnerable supporters can be applied to our clients. We are members of the Institute of Fundraising and Fundraising Regulator.

We also expect the same standards from any third party suppliers we employ to carry out fundraising on our behalf. This is subject to regular review.

We received two complaints relating to our fundraising activities this year. With the first, we promptly responded offering our apologies, which were accepted, and we reviewed our procedures and updated processes as a result.

We also received a complaint from a member of the public regarding ‘in aid of’ fundraising undertaken for one of our jointly-run services. This complaint was escalated to the Fundraising Regulator and investigated. This is ongoing and the findings are in draft.

# Employment practices and pay

## Dignity at work

Everyone has the right to be treated with consideration, fairness, dignity and respect, and we do not tolerate bullying and harassment. Our policy covers our employees, temporary workers and volunteers across all our services. It is imperative that everyone is accountable for the impact of their own actions. We do not tolerate any form of unfair treatment or discrimination in any of our recruitment or employment practices. All employees and applicants are provided with fair access to training, development, reward and progression opportunities. It is only through treating everyone fairly, and with dignity and respect, that we will enable our people to perform at their best.

## Safeguarding

Everyone is entitled to live their lives free from harm and it is important that children and vulnerable adults can feel safe and protected alongside our employees and volunteers through the services we deliver. We have a comprehensive, regularly updated, safeguarding policy, a dedicated safeguarding lead, and a safeguarding forum of to ensure continuous review and evaluation of our practices. We have made online safeguarding training mandatory for all our employees. All employees are subject to a rigorous vetting process and where required, Disclosure and Barring Service checks. Likewise, volunteers are vetted when required, on a risk basis dependent on their role. All safeguarding concerns are logged centrally and escalated when required. The logs are regularly reviewed and reported to our Executive Board and Trustee Committees. We fully embrace Charity Commission recommendations and

will escalate any concerns in accordance with Charity Commission guidance and good practice.

## Equality, diversity and inclusion (EDI)

We value, celebrate and embrace EDI and we have set ourselves ambitious objectives. We believe the inherent benefits of a diverse, inclusive organisation will enhance our impact and performance.

We are raising awareness and fostering inclusion through our recruitment and selection practices, and our learning and development programmes.

## Gender Pay Gap

In April 2018 our gender pay gap was by mean average 7.6% and by median average 1.6% in favour of men. According to this year's reporting, in April 2019 our mean average was 7.99% and median average 3.20%.

This data shows that our gender pay gap is better than the national average even though there has been a slight increase from last year. We are committed to narrowing the Gender Pay Gap even further.

## Pay

We are committed to fairness in our remuneration practices and our remuneration policy follows these guiding principles:

- Transparency – openness and clear communication about how remuneration is set
- Proportionality – fairness and consistency in line with appropriate internal and external references
- Rewarding performance – ensuring remuneration is commensurate with an individual's performance and contribution to us
- Effective recruitment and retention – enabling us to attract and retain valued staff

Remuneration may vary depending on the job type and talent pool and is validated objectively using market comparators. This includes salary survey data from the charitable, private and public sectors. Guidance is sought from external professional advisers as appropriate. Our remuneration framework sets out pay bands clearly and is openly available to employees. This supports our intention to engender fairness and teamwork.

We conduct an annual salary review with increases awarded for individual performance. We will be reviewing our remuneration policy through 2020/21 to ensure we are paying appropriately to attract and retain skilled and experienced people.

## Senior executive pay

To achieve our objectives, we need to attract and retain high-performing senior leadership. Each position on the Executive Board is individually benchmarked, using external advisers, and salaries are positioned well below roles with similar responsibilities in the corporate sector.

We have adopted the requirements of the Statement of Recommended Practice: Accounting and Reporting by Charities and disclose the aggregate salary of our Executive Board on page 73.

We provide descriptions of the roles and responsibilities for the Executive Board on our website to demonstrate the scale and breadth of their responsibilities.

# Environment

## Sustainability

The work we do has an impact on the environment and therefore we have a duty to ensure we proactively manage this in a responsible and ethical manner. Our sustainability approach is managed through our Property and Estates team. This includes evaluating the ethics of our supply chains, reporting and managing our energy use and carbon footprint, and finding ways to reuse and reduce our waste. Our Sustainability Policy challenges the whole Charity to find innovative ways of reducing our environmental impact across all our activities.

We have introduced a number of new ways of working this year focussed on sustainable development to help reduce our impact on the environment. Practically, we look after our physical, social and economic environment by:

- Reducing the need for physical storage and archiving with less paper
- In year we moved over to SSE Green energy for our gas and electricity provision.
- Reducing our carbon footprint by switching travel with remote and online working and incentivising car sharing and cycling
- Using less paper with more intuitive digital forms and self-service tools
- Making better use of mobile and reducing hardware costs while reaching more people
- Championing energy efficient products and practices across services
- Developing use of Green Space in our services

We have reviewed our meeting structures to increase the use of online collaboration tools and video conferencing to further reduce the travel footprint for our workforce. We are continuing to meet accreditation requirements of ISO14001, which sets out the requirements for an organisation's environmental management systems

We also continued to implement the recommendations of the audit carried for our accreditation with the Energy Savings Opportunity Scheme.

# Streamlined Energy and Carbon Reporting

With You, is reporting energy and carbon emissions in compliance with The Companies (Directors' Report) and Limited Liability Partnerships (Energy and Carbon Report) Regulations 2018.

Energy type	Period	Units
Indirect Emissions - purchased electricity & gas - heating/cooling	April 1st 2019 to 31st March 2020	545.5 tCO <sub>2</sub> e
Indirect Emissions - business travel - mileage		583.2 tCO <sub>2</sub> e
Emissions per FTE		0.86 tCO <sub>2</sub> e/FTE

## Methodology

Our reporting methodology is based on the World Resources Institute/World Business Council for Sustainable Development Greenhouse Gas Protocol Corporate Accounting and Reporting Standard (revised edition), and the UK Government's Environmental Reporting Guidelines, 2019. We have taken an operational control approach, meaning that 100% of emissions from operations over which With You has operational control have been reported. Additionally, we have excluded all managed services or offices where we do not receive a separate charge for energy. Our mileage is based on includes staff and volunteers driving their own vehicles for With You business. The primary sources used for energy and fuel are billing data and meter reads are only used where there is no billing data.



# Section 6

## Reference and administrative details

**Company number**  
02580377

**Charity number**  
1001957

**OSCR number**  
SC40009

**Trustees**

**Registered office and operational address**

Lower Ground Floor  
Gate House  
1-3 St John's Square  
London, EC1M 4DH

**The Trustees who served during the year and up to the date of this report were as follows:**

Lord Carlile of Berriew (Chair)  
Anne Chapman (Vice Chair)  
Mark Beaumont (ended 18 April 2019)  
Gwen Adshead (ended 18 April 2019)  
Lynne Clow  
Sarah Drummond  
Ron Finlay  
Jeremy Fish  
Richard Gould  
Susan Ludgate (ended 24 October 2019)  
Nigel McCorkell  
Mehul Tank  
William Willis  
Jane Winehouse (ended 24 October 2019)  
Neera Dholakia (appointed 24 October 2019)  
Lawrie Elliott (appointed 16 November 2019, ended 11 June 2020)

**Chief executive**

Mike Dixon (resigned 18 October 2019)  
Belinda Phipps (appointed April 2020)

**Company secretary**

Howard Newman

**Bankers**

Lloyds Bank  
25 Gresham St  
London  
EC2V 7HN

**Solicitors**

Womble Bond Dickinson LLP  
112 Quayside  
Newcastle Upon Tyne NE1 3DX

**Auditors**

BDO LLP  
2 City Place  
Beehive Ring Rd  
Gatwick RH6 OPA

# Statement of Trustees responsibilities

The Trustees are responsible for preparing the Trustees' Annual Report (including the Strategic Report) and the financial statements in accordance with applicable law and regulations. Company law requires the Trustees to prepare financial statements for each financial year in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charity for that period.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently
- make judgements and accounting estimates that are reasonable and prudent
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with

the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information

Financial statements are published on the charity's website in accordance with legislation in the United Kingdom governing the preparation and dissemination of financial statements, which may vary from legislation in other jurisdictions.

The maintenance and integrity of the charity's website is the responsibility of the Trustees.

The Trustees' responsibility also extends to the ongoing integrity of the financial statements contained therein.

# Independent Auditors' Report to the Members and Trustees of We Are With You

## Opinion

We have audited the financial statements of We Are With You ("the Charitable Company") for the year ended 31 March 2020 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the Charitable Company's affairs as at 31 March 2020 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006, as amended in 2010.

## Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charitable Company in accordance with the ethical requirements relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## Conclusions related to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the Charitable Company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.



## Other information

The other information comprises the information included in the Annual Report, other than the financial statements and our auditor's report thereon. The other information comprises: the Annual Report. The Trustees are responsible for the other information.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

## Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report, which includes the Directors' Report and the Strategic report prepared for the purposes of Company Law, for the financial year for which the financial

statements are prepared is consistent with the financial statements; and

- the Strategic report and the Directors' Report, which are included in the Trustees' Report, have been prepared in accordance with applicable legal requirements.

## Matters on which we are required to report by exception

In the light of the knowledge and understanding of the Charitable Company and its environment obtained in the course of the audit, we have not identified material misstatement in the Strategic report or the Trustee's report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities and Trustee Investment (Scotland) Act 2005 requires us to report to you if, in our opinion;

- proper and adequate accounting records have not been kept by the Charitable Company, or returns adequate for our audit have not been received from branches not visited by us; or
- the Charitable Company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

## Responsibilities of Trustees

As explained more fully in the Statement of Trustees' Responsibilities, the Trustees

(who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the Charitable Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the Charitable Company or to cease operations, or have no realistic alternative but to do so.

## Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with the Acts and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of

users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located at the Financial Reporting Council's ("FRC's") website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

## Use of our report

This report is made solely to the Charitable Company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006, and to the Charitable Company's trustees, as a body, in accordance with the Charities and Trustee Investment (Scotland) Act 2005. Our audit work has been undertaken so that we might state to the Charitable Company's members and trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charitable Company, the Charitable Company's members as a body and the Charitable Company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

*BDO LLP*

**Fiona Condron (Senior Statutory Auditor)  
For and on behalf of BDO LLP, statutory auditor**

**Gatwick, West Sussex**

**Date** 17 December 2020

BDO LLP is a limited liability partnership registered in England and Wales (with registered number OC305127).

# About this report

This report provides information about our aims, objectives and activities, and about this year's performance and financial results. In publishing this report, we want to give a clear picture of what we do, what we have achieved and how we use the money we receive to meet our charitable aims. The report also fulfils legal requirements placed on us by laws and regulations to provide information publicly about the work we do.

We Are With You is registered both as a charity and a company (see page 53), and this charitable company is what we mean when we refer to "the charity".

The report includes the activities of the charity, all of which are charitable or carried out on a not-for-profit basis. The objects of the charity relate to the promotion of health and social inclusion and the prevention and reduction of ill health and poverty, particularly by: seeking to relieve and prevent the harmful use of substances including alcohol; relieving and preventing mental health problems; and providing employability and training opportunities.

The report is presented by the members of the board, who are the Trustees of the charity under UK charity law and its directors under UK company law. In this report we refer to the members of the board as "the Trustees".

The report as a whole includes the Reference and administrative details on page 53, the Statement of Trustees responsibilities on page 54 and the Financial statements on pages 62–79.

In preparing the report, we seek to meet our overall obligations under the rules and regulations in these ways:

- The document provides a Trustees' annual report as required under charity law and a strategic report and directors' report as required by company law.
- It also fulfils the requirements of the reporting and accounting regulations set out in 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)' issued by the Charity Commission in October 2019 ("SORP 2019").
- The financial statements have been prepared following the accounting policies set out on pages 66 to 69 and comply with the charity's Memorandum and Articles of Association and the relevant laws that apply.

# Public benefit statement

We Are With You exists entirely for the public's benefit. The services we offer are available free of charge where we are contracted to provide services. This work benefits not only individuals and their families but also the wider community, by reducing the harm and related costs caused to society by drug and alcohol misuse, and improving the public's physical and mental health and other related issues.

In setting plans and priorities for areas of work, the Trustees of We Are With You have referred to the guidance contained in the Charity Commission's general guidance on public benefit. In particular, the Board of Trustees considers how planned activities will contribute to the aims and objectives it has set. More information about the responsibilities of the Trustees can be found on page 54.

# Acknowledgements

The Trustees wish to record their gratitude to all those who contribute to We Are With You's work: the people who use our services, our volunteers, staff, donors, commissioners, partners, funders and managers. We are hugely grateful for your dedication and support for our work.

The Trustees' Annual Report, incorporating the Strategic Report, was approved by the Trustees on 15 December and signed on their behalf by:

A handwritten signature in black ink, appearing to read 'Alex Carlile', written in a cursive style.

**Lord Alex Carlile**  
**Chair of Trustees**

# Section 7

## Financial statements

### We Are With You Statement of Financial Activities

(incorporating an income and expenditure account) for the year ended 31 March 2020

	Notes	Unrestricted funds £000	Restricted funds £000	Total funds 2020 £000	Total funds 2019 £000
<b>INCOME FROM:</b>					
Grants and donations	2	169	8,485	8,654	8,602
Investment income		26	-	26	21
Other income	3	170	-	170	377
		365	8,485	8,850	9,001
<b>Charitable activities</b>					
Adult services		42,649	96	42,745	44,150
Family services		10	70	80	-
Mental health services		5,296	-	5,296	6,784
Primary care services		-	-	-	503
Young people's and transitional services		6,531	22	6,553	6,549
		54,486	188	54,674	57,987
<b>TOTAL INCOME</b>		<b>54,851</b>	<b>8,673</b>	<b>63,524</b>	<b>66,987</b>
<b>EXPENDITURE ON:</b>					
<b>Raising funds</b>					
Fundraising		194	-	194	193
		194	-	194	193
<b>Charitable activities</b>					
Adult services		43,077	8,393	51,470	52,491
Family services		154	154	308	192
Mental health services		5,169	-	5,169	7,439
Primary care services		-	-	-	921
Young people's and transitional services		5,872	326	6,198	6,632
Profile and influence		342	-	342	524
		54,614	8,873	63,487	68,198
<b>TOTAL EXPENDITURE</b>	4	<b>54,808</b>	<b>8,873</b>	<b>63,681</b>	<b>68,391</b>
<b>NET INCOME/(EXPENDITURE) FOR THE YEAR</b>					
		43	(200)	(157)	(1,404)
<b>NET MOVEMENT IN FUNDS</b>					
		43	(200)	(157)	(1,404)
Funds brought forward at 1 April		6,058	996	7,054	8,458
<b>FUNDS CARRIED FORWARD AT 31 MARCH</b>		<b>6,101</b>	<b>796</b>	<b>6,897</b>	<b>7,054</b>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds and transfers between funds are disclosed above and in Note 13 to the financial statements.

The notes on pages 66 to 79 form part of these financial statements. The detail of comparative figures for the previous year is shown in Note 16.



## We Are With You Balance Sheet

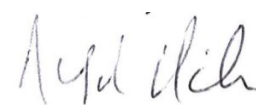
AS AT 31 MARCH 2020

	Notes	The Charity	
		2020 £000	2019 £000
<b>Fixed assets</b>			
Tangible assets	9	1,053	1,416
Intangible assets	9	-	898
Investments	10	-	-
		<b>1,053</b>	<b>2,314</b>
<b>Current assets</b>			
Debtors	11	6,873	7,410
Cash at bank and in hand including short term deposits		6,675	4,629
		<b>13,548</b>	<b>12,039</b>
<b>Creditors</b>			
<b>Amounts falling due within one year</b>			
Creditors and accrued expenses	12	(7,600)	(7,200)
		<b>5,948</b>	<b>4,839</b>
<b>Net current assets</b>			
<b>Creditors</b>			
<b>Amount falling due after more than one year</b>			
		(104)	(100)
		<b>6,897</b>	<b>7,054</b>
<b>Net assets</b>	15		
Represented by			
<b>FUNDS</b>			
<b>Unrestricted:</b>			
Designated funds		1,035	2,201
General charitable funds		5,066	3,857
		<b>6,101</b>	<b>6,058</b>
<b>Restricted</b>	14	796	996
<b>Total funds</b>	13	<b>6,897</b>	<b>7,054</b>

Company number 2580377

The notes on pages 66 to 79 form part of these financial statements.

The Financial Statements were approved by the Trustees on 15 December 2020 and signed on their behalf by:



Nigel McCorkell  
Chair, Resources Committee

## We Are With You Statement of Cash Flows

for the year ended 31 March 2020

### Cash flows from operating activities:

Net cash provided by/(used in) operating activities

### Cash flows from investing activities:

Payments to acquire tangible fixed assets  
Payments to acquire intangible fixed assets  
Receipts from sales of tangible fixed assets

Net cash (used in)/provided by investing activities

### Cash flows from financing activities:

Social Investment loan  
Net cash provided by financing activities

Change in cash and cash equivalents in the reporting period

### Cash and cash equivalents at the beginning of the reporting period

Cash and cash equivalents at the end of the reporting period

Reconciliation of net income to net cash flow from operating activities

Net expenditure for the reporting period (as per the statement of financial activities)

Adjustments for:

Depreciation charges  
Amortisation  
Impairment  
(Profit) / Loss on disposal of fixed assets  
Decrease in stock  
Decrease/ (Increase) in debtors  
Increase/ (Decrease) in creditors

Net cash provided by (used in) operating activities

### Analysis of changes in cash and short-term deposits

Cash at bank and in hand

The notes on pages 66 to 79 form part of these financial statements.

	2020		2019	
	£000	£000	£000	£000
Net cash provided by/(used in) operating activities		2,093		(954)
Payments to acquire tangible fixed assets	(47)		(539)	
Payments to acquire intangible fixed assets	-		(252)	
Receipts from sales of tangible fixed assets	-		912	
Net cash (used in)/provided by investing activities		(47)		121
Social Investment loan	-		100	
Net cash provided by financing activities		-		100
Change in cash and cash equivalents in the reporting period		2,046		(733)
Cash and cash equivalents at the beginning of the reporting period		4,629		5,361
Cash and cash equivalents at the end of the reporting period		<b>6,675</b>		<b>4,629</b>

	2020	2019
Net expenditure for the reporting period (as per the statement of financial activities)	(157)	(1,404)
Depreciation charges	397	354
Amortisation	205	136
Impairment	693	-
(Profit) / Loss on disposal of fixed assets	14	(744)
Decrease in stock	-	-
Decrease/ (Increase) in debtors	537	664
Increase/ (Decrease) in creditors	404	(40)
	<b>2,250</b>	<b>450</b>
Net cash provided by (used in) operating activities	<b>2,093</b>	<b>(954)</b>

	As at 31 Mar 2019 £000	Cash flows £000	As at 31 Mar 2020 £000
Cash at bank and in hand	4,629	2,046	6,675

# We Are With You

## Notes to the financial statements

for the year ended 31 March 2020

### 1 Accounting policies

- a) The financial statements of We Are With You (formerly Addaction) are prepared in accordance with the Companies Act 2006, the Charities Act 2011, the Charities and Trustee Investment (Scotland) Act 2005, SORP 2019, and in accordance with Financial Reporting Standard 102 (FRS102). The financial statements are drawn up on the historic cost accounting basis.

The charity controls one subsidiary, Re:Use Cornwall UK Company Number 04004464 100% shareholding which is currently dormant. This has not been consolidated as these activities are not considered to be material in the context of these financial statements.

#### Going concern

We Are With You's activities, together with the factors likely to affect our future development, performance and financial position, are set out on pages 10 to 31. The financial position of the charity, its cash flows, liquidity position and reserves are described in the financial statements on pages 62 to 79. The management of financial and other risks is described on page 44.

2020/21 has started with the unprecedented situation of a global pandemic. Whilst the impact of Covid 19 has been significant we do not feel that this has adversely impacted on our going concern outlook.

We Are With You has significant liquid financial resources, comprising short-term cash deposits and balances totalling £6.7 million, which is more than our free reserves. In addition, we obtain funding from a wide range of sources. As a consequence, the Trustees believe that We Are With You is well placed to manage business risks successfully.

The Trustees consider that We Are With You has adequate resources to continue in operational existence for the foreseeable future. Thus they continue to adopt the going concern basis of accounting in preparing the annual financial statements.

- b) Critical accounting estimates and judgements

To be able to prepare financial statements in accordance with FRS102, We Are With You must make certain estimates and judgements that have an impact on the policies and the amount reported in the annual accounts. The estimates and judgments are based on historical experience and other factors including expectations of future events that are believed to be reasonable at the time such estimates and judgements are made. None of the estimates and judgements made create a significant risk of causing material adjustment to the carrying amounts of assets and liabilities in subsequent financial years.

Dilapidations	Based on average historical cost per sq ft
Support cost allocation	Allocated to each of the activities in proportion to the total of direct expenditure

# We Are With You

## Notes to the financial statements

for the year ended 31 March 2020

Bad Debt Actual debt over 365 days old unless specifics have been identified

Impairments Evaluation of potential future benefit

- c) Income

Income received by way of donations and gifts to the charity is included in full in the Statement of Financial Activities (SOFA) when receivable.

Where unconditional entitlement to grants receivable is dependent upon fulfilment of conditions within the charity's control, the income is recognised when there is sufficient evidence that conditions will be met. Where grants are received but there is uncertainty as to whether the charity can meet such conditions the income is deferred.

Contract income is recognised when there is sufficient evidence that it has been earned. Income from some contracts is subject to a 'payment by results' element, which is calculated in relation to set criteria, the results of which may not be determined until some time after the accounting period. In these cases, income is recognised or deferred on the basis of the evidence available up to the date of this report.

Investment and other income is recognised when earned.

- d) Expenditure

All expenditure is accounted for under the accruals concept and stated gross of irrecoverable VAT. Expenditure is allocated to the particular activity where the cost relates directly to that activity.

The support costs of We Are With You are allocated to each of the activities in proportion to the total of direct expenditure.

Governance costs comprise the costs incurred which are directly attributable to the constitutional activities of We Are With You, and the necessary procedures for compliance with statutory requirements.

The costs of raising funds are those incurred by We Are With You in raising income for its charitable work.

Rentals for leased assets held under the terms of operating leases are charged directly to the SOFA over the term of the lease.

- e) Tangible fixed assets

Freehold property is held at cost or fair value at acquisition. Improvements to leasehold premises and fixtures, fittings and equipment are capitalised where the total cost of the asset or combined cost of the project exceeds £10,000 in We Are With You. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

## We Are With You Notes to the financial statements

for the year ended 31 March 2020

### Intangible fixed assets

Costs directly attributable to the development of digital tools are capitalised as intangible assets only when the technical feasibility of the project is demonstrated, the Charity has an intention and ability to complete and use the tools and the costs can be measured reliably. Such costs include the purchases of material and services and the payroll-related costs of employees directly involved in the project.

Intangible assets are amortised at 20% on cost from the date of implementation.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Freehold property	2% on cost or valuation at acquisition
Improvements to short leasehold premises	5% – 50% on cost
Fixtures, fittings and equipment	10% – 33% on cost
Computers and IT equipment	20% – 33% on cost
Motor vehicles	20% – 25% on cost

### f) Investments

We Are With You does not invest in stocks, shares or other financial assets. The investments of the charity consist solely of investment properties. Investments are stated at market value at the balance sheet date and the SOFA shows net investment gains and losses arising from revaluations and disposals during the year.

Investment properties are valued by a RICS Registered Valuer, either on the basis of RICS Valuation Professional Standards, or where properties have been marketed for sale, at accepted offer price.

### g) Financial instruments

The charity only has financial assets and liabilities of a kind that qualify as 'basic financial instruments' under FRS102. These are initially recognised at cash or transaction value and subsequently measured at their settlement value if different.

### h) Debtors

Trade and other debtors are recognised at the settlement amount due less a provision for any impairment losses. A provision is established for impairment when there is objective evidence that amounts due under the original payment terms will not be collected.

### i) Creditors

Creditors and provisions are recognised where We Are With You has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their expected settlement amount.

## We Are With You Notes to the financial statements

for the year ended 31 March 2020

### j) Taxation

We Are With You is eligible for the tax exemptions available for charitable activities.

We Are With You is a charity within the meaning of Para 1 Schedule 6 Finance Act 2010. Accordingly the charity is potentially exempt from taxation in respect of income or capital gains within categories covered by Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

No tax charge arose in the current or prior period.

### k) Unrestricted funds

These funds are received and applied to achieve the general objectives of We Are With You.

### l) Designated funds

These are unrestricted funds representing tangible fixed assets.

### m) Restricted funds

These are to be used for specified purposes as laid down by the donor. Expenditure which meets these criteria is identified to the fund, together with a fair allocation of management and support costs.

### n) Operating leases

Rentals payable under operating leases, where substantially all the risks and rewards of ownership remain with the lessor, are charged to the SOFA on a straight line basis over the minimum lease term.

We Are With You strives to ensure that its property leases are co-terminus with its contracts. Where a property lease is longer than the initial contract we strive to ensure that break clauses are in place.

### o) Termination payments

All costs involved in terminating employee contracts are accounted for on an accruals basis and disclosed in aggregate in Note 8. Termination benefits are measured at the best estimate of the expenditure required to settle the obligation at the reporting date.

### p) Pension schemes

The Charity operates or contributes to both defined contributions and defined benefit schemes for its employees. All defined benefit schemes are closed to new entrants and the numbers of active members can only grow as a result of the transfer of staff from other organisations.

The assets of any pension schemes are held separately from those of the Charity.

Pension costs charged in the SOFA represent the contributions payable by the charity for the year together with any material provision to record the Charity's liability in relation to a defined benefit pension scheme, where this can be identified, in accordance with the accounting standard incorporated in FRS102.

# We Are With You

## Notes to the financial statements continued

### Income

	2020 All restricted £000	2019 All restricted £000
<b>2 Grant income</b>		
National Lottery Community Fund		
-Fulfilling Lives Multiple Needs – Blackpool (BLF Ref:30114808)	1,554	1,617
-Amy Winehouse Foundation Resilience Programme (BLF Ref:31006049)	-	692
-Drink Wise, Age Well (BLF Ref:31014853)	4,826	4,741
- Building Connections Fund (Ref: 10346058)	35	20
- Young Start (Ref: 0010356819)	50	49
-Life Chances Fund Grant (BLF Ref:10298686)	35	-
-Digital Project (BLF Ref:0010357389 )	200	-
National Lottery Community Fund and ESF Building Better Opportunities Grant via:		
-The Learning Partnership for Cornwall and Isle of Scilly Ltd	86	55
-The Pluss Organisation CIC	422	377
-Ixion Holdings (Contracts) Ltd	88	92
-Active Pluss Community Interest Company	288	271
ABF the Soliders' Charity	-	30
Barrow Cadbury Trust T2A Pathways – Liverpool	-	7
BBC Children in Need	-	9
Comic Relief UK Project Grants – Tech for Good	-	42
Department of Health and Social Care; Department of Work and Pensions - Children of Alcohol Dependent Parents fund Section 64 grant	120	49
Corra Foundation – Families Plus–East Dunbartonshire	20	26
Good Things Foundation Reboot UK	2	3
Royal Air Force Benevolent Fund	15	15
The Mickel Fund	10	10
The Royal British Legion	32	32
The Royal Navy and Royal Marines Charity	15	-
The Scottish Government –South Lanarkshire Survivor Support	55	50
The Scottish Government – Survivor Support Innovation Grant	23	-
The Scottish Government – Webchat	42	-
Veterans' Foundation	30	30
Voluntary Action NE Lincolnshire Crime Reduction Fund	8	-
Zurich Community Trust (UK) Ltd	5	94
Other grants	476	12
Donations and gifts	49	68
	<b>8,485</b>	<b>8,391</b>
	<b>2020</b>	<b>2019</b>
	<b>All</b>	<b>All</b>
	<b>Unrestricted</b>	<b>Unrestricted</b>
	<b>£000</b>	<b>£000</b>
<b>3 Other income</b>		
Court reports	1	5
Training	19	77
Rental	76	179
Social placements	64	14
Other	10	102
	<b>170</b>	<b>377</b>

# We Are With You

## Notes to the financial statements continued

### Expenditure

	Direct Staff costs £000	Other direct costs £000	Support costs £000	2020 Total £000	2019 Total £000
<b>4 Expenditure</b>					
Costs of raising funds					
Fundraising	135	41	18	194	193
Trading operations	-	-	-	-	-
Charitable expenditure					
Adult services	29,131	17,566	4,773	51,470	52,491
Family services	252	28	28	308	192
Mental health services	3,792	898	479	5,169	7,439
Primary care services	-	-	-	-	921
Young people's and transitional services	4,515	1,108	575	6,198	6,632
Profile and influence	217	93	32	342	524
<b>Total</b>	<b>38,042</b>	<b>19,734</b>	<b>5,905</b>	<b>63,681</b>	<b>68,391</b>

Included in support costs are staff costs totalling £3,379,084 (2019; £3,538,659)

	Executive & Central Admin £000	Finance, IT & HR £000	Govern- ance £000	Quality £000	Bidding for New Services £000	2020 Total £000	2019 Total £000
<b>5 Allocation of support costs</b>							
Fundraising	2	10	-	4	2	18	17
Adult services	657	2,701	99	916	399	4,773	4,692
Family services	4	16	1	5	2	28	17
Mental health services	66	271	10	92	40	479	664
Primary care services	-	-	-	-	-	-	82
Young people's and transitional services	79	325	12	110	49	575	592
Profile and Influence	4	18	1	6	3	32	47
<b>Total</b>	<b>813</b>	<b>3,342</b>	<b>122</b>	<b>1,134</b>	<b>493</b>	<b>5,905</b>	<b>6,111</b>

Support costs have been allocated in relation to direct costs.

	2020 £000	2019 £000
<b>6 Governance costs</b>		
Staff costs	40	42
Audit fees and other fees payable to auditor	49	58
Trustees' expenses	-	1
Trustees' indemnity insurance	2	2
Company secretariat	32	31
	<b>123</b>	<b>134</b>



## We Are With You

### Notes to the financial statements continued

#### Expenditure

7 Net expenditure for the year is stated after charging:	2020 £000	2019 £000
Depreciation	397	354
Trustees' indemnity insurance	2	2
Trustees' expenses	-	1
Auditors' remuneration:		
<i>Audit of the group accounts</i>	49	48
<i>Audit of subsidiary accounts</i>	-	4
Operating lease rentals:		
<i>Property</i>	1,742	1,993

Trustees' expenses represent travel for 1 (2019: 2) trustees relating to attendance at meetings. No trustee received any remuneration from We Are With You in the current or preceding years.

During the year, £nil (£273,046) was payable to the Amy Winehouse Foundation under a partnership agreement for the delivery of the Resilience Programme. Jane Winehouse was a Trustee of the Charity until 24 October and is a Trustee of the Amy Winehouse Foundation.

## We Are With You

### Notes to the financial statements continued

#### Expenditure

8 Employees	2020 £000	2019 £000
The total costs of salaries and wages were as follows:		
Salaries and wages	34,556	37,122
Social security costs	3,081	3,370
Pension contributions	2,176	2,323
Agency/support staff	1,187	1,513
	41,000	44,328

Redundancy and other termination costs included in expenditure during the year were £263,756. (2019: £823,563)

The average number of employees was as follows:

	2020 No.	2019 No.
Fundraising	4	5
Young people's services	140	191
Adult services	1,022	1,035
Family services	7	13
Mental health services	134	178
Primary care services	-	13
Profile and influence	6	8
Governance	2	-
	1,315	1,444

The number of employees whose emoluments exceeded £60,000 were:

	2020 No.	2019 No.
£60,001 - £70,000	14	10
£70,001 - £80,000	4	7
£80,001 - £90,000	1	2
£90,001 - £100,000	1	2
£110,001 - £120,000	2	1
£120,001 - £130,000	-	1
£130,001 - £140,000	-	1
£140,001 - £150,000	1	1

All of these employees accrue benefits under the defined contribution pension scheme.

Total pension contributions paid for these employees were £116,816 (2019: £113,957)

During the year 3 members of We Are With You's staff received a salary over £100,000 (2019: 4).

The total amount of remuneration and employee benefits received by key management personnel for their services during the year was £688,919 (2019: £882,743). Key management personnel relates to the Executive Board members (2019:5, 2020:6).

# We Are With You

## Notes to the financial statements continued

### Assets and liabilities

9 Fixed assets	Freehold Land & Buildings	Improvements to short leasehold premises	Fixtures, fittings, equipment and vehicles	Computers and IT equipment	Total 2020
<b>Tangible fixed assets</b>					
<b>The charity</b>					
Cost at the start of the year	410	3,952	133	1,554	6,050
Additions	-	20	-	27	47
Disposals	-	(2,382)	(40)	(5)	(2,427)
Cost at the end of the year	410	1,590	93	1,576	3,670
Accumulated depreciation at the start of the year	55	3,482	73	1,023	4,633
Depreciation for the year	7	143	13	234	397
Depreciation for the year on disposals	-	(2,377)	(31)	(5)	(2,413)
Accumulated depreciation at the end of the year	62	1,249	55	1,252	2,617
<b>Net book value at the end of the year</b>	<b>349</b>	<b>341</b>	<b>38</b>	<b>324</b>	<b>1,053</b>
Net book value at the start of the year	356	471	60	531	1,417

### Intangible Fixed Assets

#### Development of digital tools

	Charity	
	£000	
Cost at the start of the year	1,034	
Impairment	(1,034)	
Cost at the end of the year	-	
Amortisation at the start of the year	136	
Amortisation for the year	205	
Amortisation for the year on impairment	(341)	
Amortisation at the end of the year	-	
<b>Carrying amount at the end of the year</b>	<b>-</b>	
Carrying amount at the start of the year	898	

### 10 Investments

#### Charity

	Balance b/f 2019	Balance c/f 2020
	£	£
Investment in unlisted shares at 31 March at cost	100	-
	100	-

# We Are With You

## Notes to the financial statements continued

### Assets and liabilities

11 Debtors	Charity	
	2020	2019
	£000	£000
Trade debtors	4,093	4,450
Accrued income	2,227	2,318
Other debtors	7	112
Prepayments	546	530
	<u>6,873</u>	<u>7,410</u>

### 12 Creditors falling due within 1 year

	Charity	
	2020	2019
	£000	£000
Trade creditors	2,218	2,776
Social security and other taxes	1,075	1,099
Deferred income	720	523
Accruals	3,587	2,802
	<u>7,600</u>	<u>7,200</u>

Movement in deferred income	Balance b/f	Released to SOFA	Deferred in year	Balance c/f
	£000	£000	£000	£000
Deferred due to timing of receipt	523	(523)	720	720

Included in accruals is a provision for dilapidations and other potential legal matters of £437,142 (2019: £180,929). The estimated future costs of dilapidations and other legal matters are reviewed annually and adjusted as appropriate.

### 13 Movements in funds

	General			Total 2020
	General charitable funds	Designated fund	Restricted funds	
	£000	£000	£000	£000
<b>Net Income/(Expenditure) for the year before transfers</b>	43	-	(200)	(157)
Transfers	1,165	(1,165)	-	-
<b>Net Movement in Funds</b>	1,209	(1,165)	(200)	(157)
Balance at the start of the year	3,857	2,201	996	7,054
<b>Balance at the end of the year</b>	<b>5,065</b>	<b>1,036</b>	<b>796</b>	<b>6,897</b>

In accordance with We Are With You's reserves policy, the designated fund represents fixed and other assets that cannot be readily converted into cash. At 31 March 2020 this was made up of £1,035,000 representing the net book value of unrestricted fixed assets.

# We Are With You

## Notes to the financial statements continued

### Funds

14	Restricted funds	Balance at 1 April 2019 £000	Income £000	Expendi- ture £000	Balance at 31 March 2020 £000
	<b>Revenue grants</b>				
	Fulfilling Lives Multiple Needs – Blackpool	48	1,554	(1,597)	4
	Amy Winehouse Foundation Resilience Programme	55	-	(55)	-
	Drink Wise, Age Well	564	4,826	(4,936)	454
	Life Chances Fund	-	35	(35)	-
	Recovery Pursuits SLanarkshire	5	50	(48)	7
	The Learning Partnership for Cornwall & Isles of Scilly Ltd	2	86	(88)	-
	The Pluss Organisation CIC	5	422	(411)	16
	Ixion Holdings (Contracts) Ltd	12	88	(100)	-
	Active Pluss Community Interest Company	1	288	(281)	8
	Zurich community Trust (UK) Ltd	21	5	(26)	-
	Children of Alcohol Dependent Parents fund Section 64 grant	18	120	(138)	-
	Other funds	219	1,199	(1,130)	289
		<u>950</u>	<u>8,673</u>	<u>(8,845)</u>	<u>778</u>
	<b>Capital grants</b>	<u>46</u>	<u>-</u>	<u>(28)</u>	<u>18</u>
	<b>Total restricted funds</b>	<u><b>996</b></u>	<u><b>8,673</b></u>	<u><b>(8,873)</b></u>	<u><b>796</b></u>

Restricted funds relate to various grants and donations received from funders to support future services. Within restricted funds, project capital funds are grants and donations given specifically for leasehold improvements, and new IT and office equipment purchases. Fund balances are reduced by depreciation on the relevant tangible fixed assets.

15	Analysis of charity net assets between funds	General Charitable funds £000	Designated fund £000	Restricted funds £000	Total 2020 £000
	Fixed assets	-	1,035	18	1,053
	Current assets	12,769	-	779	13,548
	Current liabilities	(7,600)	-	-	(7,600)
	Long term liabilities	(104)	-	-	(104)
		<u>5,065</u>	<u>1,035</u>	<u>796</u>	<u>6,897</u>
		General Charitable funds £000	Designated fund £000	Restricted funds £000	Total 2019 £000
	Fixed assets	-	2,259	55	2,314
	Current assets	11,098	-	941	12,039
	Current liabilities	(7,200)	-	-	(7,200)
	Long term liabilities	(100)	-	-	(100)
		<u>3,798</u>	<u>2,259</u>	<u>996</u>	<u>7,054</u>

# We Are With You

## Notes to the financial statements continued

### Funds

#### 16 Statement of Financial Activities – detail of comparative figures

	Notes	Unrestricted funds £000	Restricted funds £000	Total funds 2019 £000
<b>INCOME FROM:</b>				
Fundraising income		210	8,392	8,602
Investment income		21	-	21
Other income	3	377	-	377
		<u>609</u>	<u>8,392</u>	<u>9,001</u>
<b>Charitable activities</b>				
Adult services		43,920	230	44,150
Family services		-	-	-
Mental health services		6,784	-	6,784
Primary care services		503	-	503
Young people's and transitional services		6,238	311	6,549
		<u>57,446</u>	<u>541</u>	<u>57,987</u>
<b>TOTAL INCOME</b>		<b>58,054</b>	<b>8,933</b>	<b>66,987</b>
<b>EXPENDITURE ON:</b>				
<b>Raising funds</b>				
Fundraising		193	-	193
		<u>193</u>	<u>-</u>	<u>193</u>
<b>Charitable activities</b>				
Adult services		44,456	8,035	52,491
Family services		48	144	192
Mental health services		7,429	10	7,439
Primary care services		921	-	921
Young people's and transitional services		5,548	1,084	6,632
Profile and influence		524	-	524
		<u>58,926</u>	<u>9,273</u>	<u>68,198</u>
<b>TOTAL EXPENDITURE</b>	4	<b>59,119</b>	<b>9,273</b>	<b>68,391</b>
<b>NET (EXPENDITURE) FOR THE YEAR</b>		<b>(1,064)</b>	<b>(340)</b>	<b>(1,404)</b>
<b>NET MOVEMENT IN FUNDS</b>		<b>(1,064)</b>	<b>(340)</b>	<b>(1,404)</b>
Funds brought forward at 1 April		7,122	1,336	8,458
<b>FUNDS CARRIED FORWARD AT 31 MARCH</b>		<b>6,058</b>	<b>996</b>	<b>7,054</b>

## We Are With You

### Notes to the financial statements continued

#### Lease obligations

##### 17 Lease obligations

2020	2019
£000	£000

The following payments are committed to be paid in the future in respect of leases:

Operating leases on land, buildings, vehicles and equipment, by expiry date:

<i>Under one year</i>	959	861
<i>Two to five years</i>	2,147	2,214
<i>Over five years</i>	943	1,099
Total commitments	<u>4,049</u>	<u>4,174</u>

## We Are With You

### Notes to the financial statements continued

#### Pension schemes

##### 18 Pension schemes

The pension cost charge for the charity's defined contributions schemes represents contributions payable under the schemes by the charity and amounted to £1,811,170 (2019: £1,826,032).

We Are With You had Direction Employer status with the NHS Pension Scheme in relation to employees at a number of its projects during the year. The Scheme is an unfunded, defined benefit scheme, preparing its own statements, that covers NHS employers, general practices and other bodies, allowed under the direction of the Secretary of State, in England and Wales. The Scheme is not designed to be run in a way that would enable We Are With You to identify its share of the underlying Scheme assets and liabilities. Therefore, the Scheme is accounted for as if it were a defined contribution scheme and the cost of the Scheme is taken as being equal to the contributions payable to the Scheme for the accounting period. The total employer contributions payable in the year were £295,936 (2019: £427,300). For both years employer contributions were paid at 14% of pensionable salary. Member contributions are between 5% – 14.5% of pensionable salary. At 31 March 2020 there were 70 (2019: 156) active members in the scheme employed by We Are With You.

We Are With You has Admitted Body status with the Local Government Pension Scheme in Shropshire, Hereford and Greater Manchester and Merseyside. The Scheme is a multi-employer defined benefit scheme. The total employer contributions payable in the year were £63,835 (2019: £53,561).



Registered address: Part Lower Ground Floor, Gate House, 1-3 St. John's Square, London, England, EC1M 4DH

Registered charity no. England 1001957, Scotland SCO40009. Company registration no. 2580377