

2023/2024



EASE Annual Report

Supporting the journey to improved wellbeing

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Message from the Chair & CEO

It gives us great pleasure to introduce EASE's Annual Report (and accounts) for year ending 31st March 2024. EASE has continued to provide welcoming, valued services and activities to our community for the 23rd year.

It will come as no surprise that over the last year, EASE have had to respond to the fall out of the cost-of-living crisis and the economic impact on our community, staff and volunteers. We have seen a rise in poor mental health, and more individuals and families than ever before facing poverty, whilst enduring ongoing cuts to local and national public services. This has (and will continue to) leave us struggling to meet the increasing needs of people who are systematically and socially disadvantaged.

2023 saw the first full year of **The Refresh Project**, which involves free 1:1 counselling, providing support groups and upskilling volunteers in counselling courses.

There have been changes to the EASE team during the year. We welcomed Louise, our new Projects Administrator and Office Manager and John, our new careers and employment coach, as well as new volunteers.

All of EASE's services have been a lifeline to the community. The events of the last four years have highlighted the importance of community cohesion, partnerships, and most importantly, the financial support we receive from Ealing Council, National Lottery Community Fund, Lloyds Bank Foundation and John Lyons.

2023 also saw EASE form part of a consortium bid led by BeFriend called Connect Ealing, a group of 7 local charities working together to reduce social isolation and increase wellbeing.

Over the next year, EASE remains committed to improving individual, family and community wellbeing, to ensure a resilient, united community.

We will continue to strengthen partnerships, and focus on continuing to implement our strategic objectives. 2024-2025 will be a challenging year for EASE with many funding streams coming to an end, but as usual, we are ready!

All our services and projects make a real meaningful difference to the community we support. It would not be possible without the trustees, staff and volunteers' resilience, flexibility, and dedication that they have all shown to EASE and each other.

We would also like to thank our community who we deliver services to, for recognising EASE as the go to place if they need support or help.

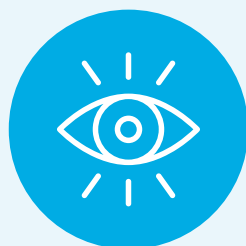


Michelle Bailey
Chief Executive Officer



Sharon Ali
Chair

Our vision, mission and values



Our Vision

A resilient united community



Our Mission

To improve individual, family and community wellbeing



Our charitable objectives

To relieve poverty and advance education, in particular but not exclusively, by the provision of training courses and youth activities to persons who are in conditions of need, hardship, or distress by reason of their social or economic circumstances



Our Values

- To put people first
- Act with integrity
- Respect others
- Take pride in what we do
- Strive for excellence

About us

EASE formed in 2001 and is a local charity and our community services and activities have provided high quality support to families and individuals living in Hanwell and further afield.

EASE has held Copley Close Children's Centre contract since April 2011 and is Locally Trusted Organisation for Hanwell Big Local.

948 *Adults & children benefitted from one or more services that EASE offered this year*

220 *People use one or more of our services each week*

What we do

We provide the following services:

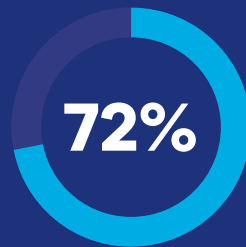
- Free and confidential information and advice
- Free and confidential 1:1 coaching sessions with a qualified professional
- Free 1:1 employment and careers support
- A wide range of physical and creative weekly activities and workshops
- Weekly youth clubs for young people aged 11+ at 3 various locations
- After school club and Holiday schemes
- Various activities and workshops for children under 5 and their parents/carers

Our impact & achievements 1/5

437 *New children, young people and adults
registered with us in 2023/2024*



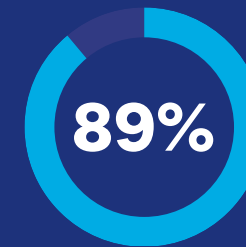
of service users
had noticed
an increase in
their wellbeing
since attending
EASE's services



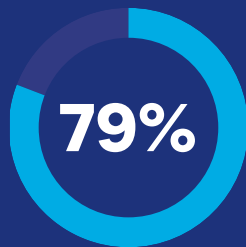
made friends
with other
people in my
community



of service users
felt welcome
and included



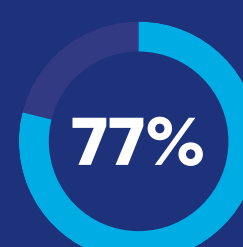
reported taking
part has made
a positive
difference to
me/my family



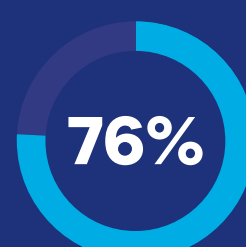
feel less isolated



felt safe with us



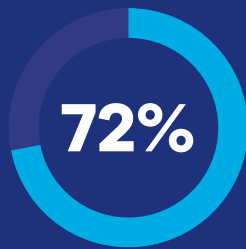
were extremely
satisfied with
the support
received
from EASE



were highly likely
to recommend
EASE to others

Our impact & achievements 2/5

Adult services



of new registrations heard of EASE through word of mouth



of new registrations heard of EASE through social media or promotional material



of new registrations were referred by another service

Information and advice

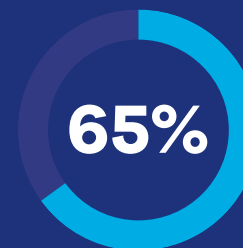
175

clients received support with finance, debts or housing

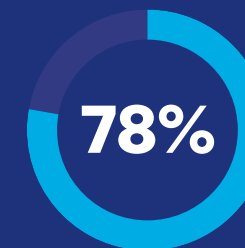
The service increased income by

£48,060

per year for our clients



service of Clients were more in control of their finances/ housing/ debt



of Clients have learnt to understand their finances/ housing/ debt situation better

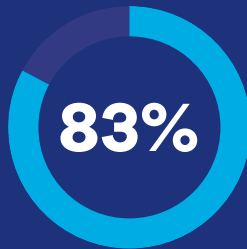
Our impact & achievements 3/5

The Refresh Project

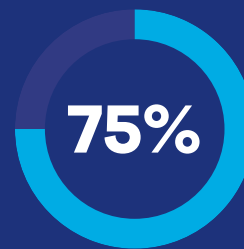
THE
REFRESH
PROJECT

32

Clients received counselling through our Refresh Project



of Clients were extremely happy with the service they had received



of Clients feel more confident in themselves

Everytime I achieve something, I remember people who were there at the beginning of my journey. You are one of those people. I have been offered a place at Uni

The ReWork Project


The ReWork
PROJECT

20

Clients received intensive work and career coaching between October 2023 and March 2024

Thank you for your guidance and the comprehensive Action Plan. I'm prioritising the CV and cover letter as you advised

I have stepped into something life changing with your guidance and I am grateful for the service

I got the job! I must say a big thank you to you, as you helped restore my confidence that I'd get a job

Our impact & achievements 4/5

Physical, creative and wellbeing courses

147 adults attended one or more physical, creative or wellbeing courses



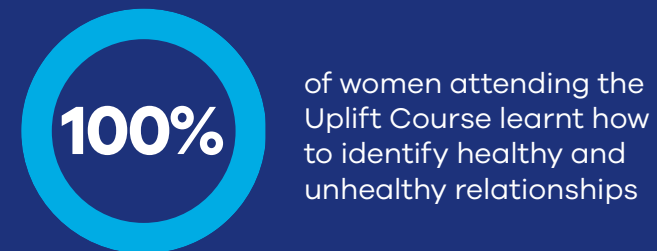
41 women attended ESOL classes



Really helped my confidence, I've never boxed before and felt very welcomed and also really helped my mental health and start to get back into exercise

Developing skills, meeting new people, recycling fabric. Excellent! Love the development of skills progress

It has enhanced my mobility

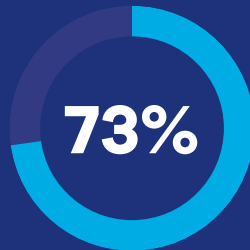


Our impact & achievements 5/5

Youth Services

72

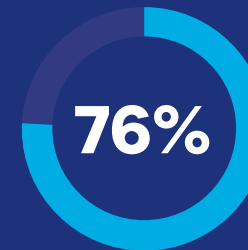
young people attended one or more of our 3 youth clubs



Young people reported learning skills to boost confidence and optimism for the future



Young people reported learning skills to reduce risky behavior



Young people reported learning new skills that positively affected their relationships.

After school club and holiday schemes

38

children attended our After School Club

116

children attended our Holiday Schemes

Thank you so much for the amazing holiday camp once more and for your generosity and kindness. We feel very lucky to have access to such brilliant local services.

Services for parents/carers and their child/ren under 5

259

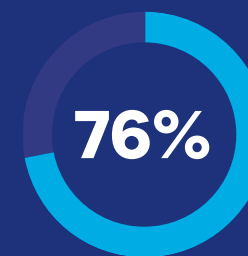
Parents and Carers

265

Children

attended one or more of our Children's Centre services. That's a total of

2643 times



Parents/carers gained improved knowledge of their child's health and well-being through key messages delivered.



of parents/carers reported an increase in their child's vocabulary since attending sessions.

Our charity in pictures



Financial review 2023–2024

Thank you to all our funders



JOHN LYON'S CHARITY



Local Trust | **Big Local**

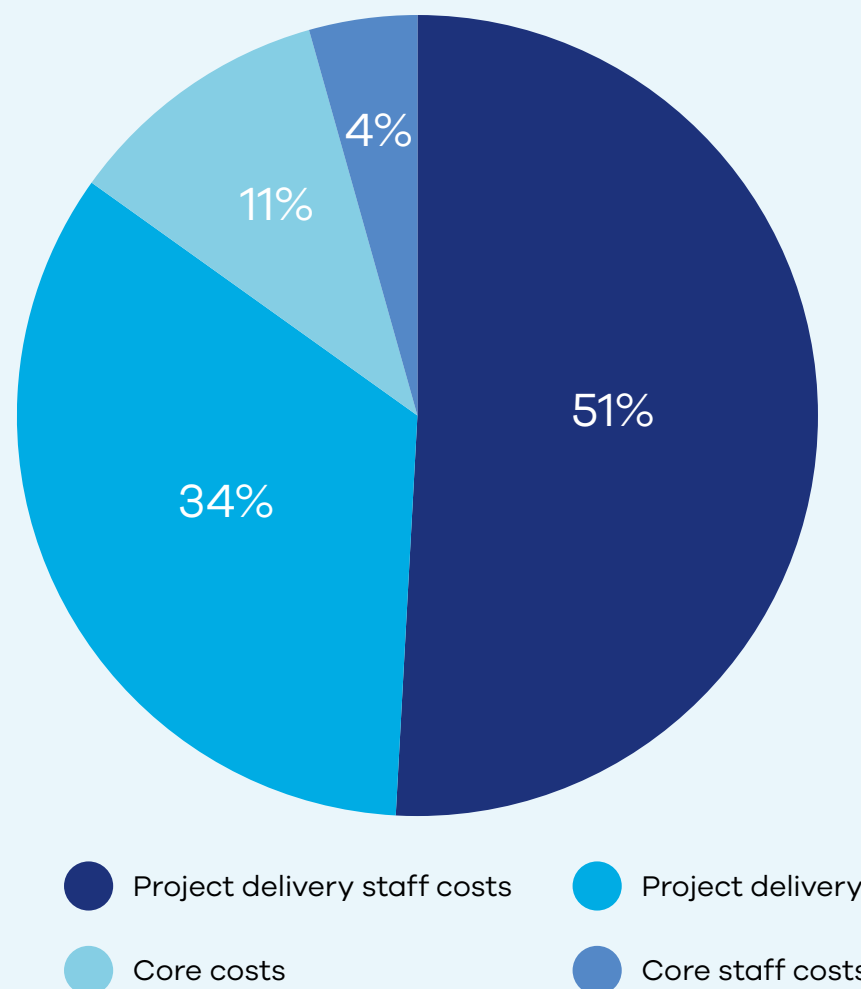


Financial review

In this financial year, EASE Ltd has raised an income of £353,182 which was made up of grants, contracts and service delivery income, details of which are shown in the Statement of Financial Activities. Expenditure for the same period was £339,174. The balance of funds at the end of the year was £330,248 of which £107,910 is restricted.

At the end of the financial year the unrestricted reserves totalled £223,338 and restricted reserves totalled £107,910. Funds have been designated from unrestricted reserves to the sum of £51,250 to ensure EASE's continued and enhanced need to support wellbeing for the lives of our beneficiaries. This sum is made up of £38,750 for services to support the community and £12,500 for strategic support to aid the challenging funding landscape. Therefore, this leaves unrestricted reserves of £171,088.

How we spent our income
Total expenditure £339,174



EASE Limited

Balance sheet as at 31 March 2024

	Notes	2024 £	2023 £
Current assets			
Debtors	2	640	
Cash at bank and in hand		339,920	343,747
		340,560	343,3747
Current liabilities	3	(10,312)	(39,133)
Net current assets		330,248	304,614
Net assets		330,248	304,614
Represented by funds			
Unrestricted funds	7	222,238	196,526
Restricted funds	4	107,910	108,088
		330,248	304,614

The directors are satisfied that the company is entitled to exemption from the requirement to obtain an audit under section 477 of the Companies Act 2006 and that the member has not required the company to obtain an audit in accordance with section 476 of the Act.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

The accounts have been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime.

Statement of financial activities (YE 31/3/2024)

	Notes	2024 £	2024 £	2024 £	2023 £	2023 £	2023 £
	7	Unrestricted	Unrestricted	Total	Unrestricted	Unrestricted	Total
Income form:							
Charitable activities (grants and contracts)		18,750	319,384	338,134	34,750	271,546	306,296
Service Delivery income		13,810	1,238	15,048	14,625	3,501	18,126
Interest		-	-	-	-	-	-
		32,560	320,622	353,182	49,375	275,047	324,422
Expenditure on:							
Charitable activities	4&5	52,605	286,569	339,174	45,116	210,904	256,020
Total		52,605	286,569	339,174	45,116	210,904	256,020
Net income (Expenditure)		(20,045)	34,053	14,008	4,259	64,143	68,402
Core contribution costs		26,859	(26,859)	-	28,232	(28,232)	-
LTO costs		11,626		11,626	1,475		1,475
Project management costs		7,372	(7,372)	-	5,665	(5,665)	-
Balances brought forward 1 April 2023		196,526	108,088	304,614	156,804	77,933	234,737
Balances carried forward 31 March 2024		222,338	107,910	330,248	196,526	108,088	304,614

The statement of financial activities complies with the requirements for an income and expenditure account under the Companies Act 2006. All the activities referred to above are continuing activities. All movements in the charity's funds during the year are reflected through the statement of financial activities.

Thank you!

EASE Ltd. (Empowering Action & Social Esteem)
Hanwell Community Centre
Westcott Crescent, Hanwell W7 1PD
www.empowering-action.org.uk

Charity No: 1098965 | Company No: 042091837