



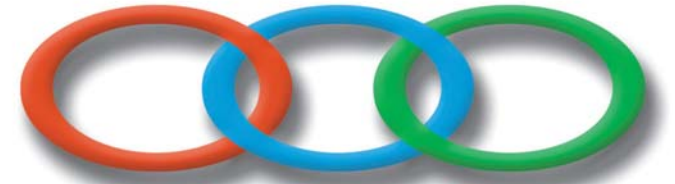
Charity of the Year 2008



Institute of Directors  
Leicestershire Branch

Charity of the Year 2009

Leicester Charity Link



Tackling Poverty - Changing Lives

# Annual Review 2008 - 2009

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Each year we help over 5,000 local vulnerable people and children who are experiencing poverty, hardship or crisis

Leicester Charity Link, 20a Millstone Lane, Leicester LE1 5JN (Leicester Charity Organisation Society)

Registered Charity, no 1078271 and a company limited by guarantee, no 03761954

# The vital work that we do

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Leicester Charity Link has witnessed many changes throughout its long history. The demand for our services today is every bit as compelling as when the organisation was formed in 1876. Hundreds of vulnerable adults and children are referred to us each week with heart-breaking stories of lives devastated by crisis, poverty and hardship.

The harsh economic climate of the last 12 months has caused unprecedented demand on us. The most vulnerable in our community are the very people who are hardest hit and seek intervention from us. As an organisation we have risen to the challenge, improved working practices and stepped up our fundraising efforts. Indeed we must raise £70,000 to balance our budget if we are to continue to provide our range of services. However we can record that in 2009 we secured over £850,000 in direct aid for individuals in our local communities.



I report with great sadness that Paul Griffiths, Chief Executive of Leicester Charity Link, passed away on the 4th November 2009. Paul was an inspiration and made a huge impact on our organisation. He led the charity often through very difficult times and our success today is a credit to Paul's tenacity, loyalty and dedication. It was a privilege to work with Paul and he will be sadly missed by all the staff, trustees and volunteers at Leicester Charity Link.

I would like to take this opportunity to thank everyone who has supported our work and donated time and money to Leicester Charity Link. I would also like to thank our patrons, trustees, staff and volunteers for their hard work, dedication and commitment.

We foresee a further increase in the number of vulnerable adults and children who will rely on our services over the next 12 months. Please continue to support us so that together we can tackle poverty and change lives for the better.

A handwritten signature in black ink that reads "Clive Smith". The signature is written in a cursive, flowing style.

Clive Smith  
Chairman



## Katie was hungry

Katie was 16 years old and alone. She was the main carer for her mum who sadly passed away in her sleep one night in January. Two weeks after her mum's funeral, Katie was re-housed by the council and had to leave the family home that she had shared with her mum. She moved into a cold, damp flat, 16 years old and alone.

Katie wanted her mum to be proud of her so continued to study for her GCSEs. With only £40 a week to survive on, Katie wanted to make sure that all the bills were paid first. This left her with no money to buy food. So Katie stopped eating.

Katie's teacher realised that she needed help and referred her to us. We acted immediately and provided Katie with **£100** worth of food vouchers so she could eat. We also raised a further **£109** to buy Katie some bedroom furniture as she was living out of boxes and her clothes were damp as a result.

**Just £209 made a difference.**

## Some of our key achievements for 2008 - 2009:

**We have helped change the lives of over 5,400 local people, 39% of whom were deprived children and young people.**

**We have raised over £850,000 and without our services this money would not have reached our community.**

**We have purchased 5,079 items, including beds, baby items, cookers, clothes, school uniforms and wheelchairs.**



"It is a great privilege for me as Lord Mayor to be Patron of Leicester Charity Link. Leicester Charity Link plays an exceptionally important role in helping people in real need in a whole host of practical ways."

The Lord Mayor of Leicester

# How we help

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By providing basic items that the majority of us take for granted: such as a bed to sleep in, a cooker to prepare hot meals, and, in emergencies, food can make a massive difference to those who have so little.

We use a network of local organisations that are in the community working with individuals and families in need. Using organisations already in place keeps our overheads to a minimum, increases the efficiency of our service and ensures that we get the help to those who need it most.

Once a referral is received, we act immediately. Our small dedicated team are experienced at assessing genuine need and then securing the funds to help.

**If the need is urgent we can help the same day.**

Our team have an expert knowledge of the thousands of benevolent funds in the UK that have money to assist people in need. By matching the circumstances of local people needing help against these funds, we are able to identify a shortlist of funders that might be willing to help. We then make applications on behalf of our clients to fund specific items. Once we have secured the funds we purchase the goods required and deliver the items direct.

**The service that we provide is unique and donations are used to enable us to search out additional funding which goes direct to those in need.**

**For every £10 donated we raise £50...  
all of that £50 goes direct to those in need.**

**During 2008 - 2009 we were able to raise £850,000,  
all of which went direct to our community.**



## Janet and Danni lost everything

A fire ripped through Janet's house one night and devastated her family. Her husband and daughter died; only Janet and her 9 year old granddaughter, Danni, survived.

Both Janet and Danni were badly injured. Danni was severely burnt and Janet, Danni's only carer now, is wheelchair bound. They are receiving the treatment they need but their emotional scars will take years to heal.

Everything was lost in the fire and when they were re-housed they literally had nothing. When we found out about Janet and Danni we acted immediately by raising **£2,349** to purchase clothing, furniture and desperately needed household goods.

This will never replace what they have lost, but the grants we secured went a small way in helping Janet and Danni to start re-building their lives.

**We raised £2,349 to help Janet and Danni.**



## Michael wanted to keep his independence

Michael is 14 years old, he loves school and hanging out with friends. Michael has Muscular Dystrophy, a progressive muscle wasting condition. His fine motor skills are deteriorating as he gets older, slowly taking away Michael's freedom to enjoy life.

Michael's Occupational Therapist recommended a specialist piece of equipment called a 'Golden Arm'. The Golden Arm could be fitted onto Michael's arm and wheelchair enabling him to continue to control his wheelchair. This item was not available through the NHS. Michael's parents have spent all of their savings adapting their home for their son and could never afford such an expensive piece of equipment.

We raised **£5,000** to purchase the Golden Arm and an additional **£1,400** to cover the cost of a specialist computer and home aids for Michael.

**This meant the world to Michael and his parents.**



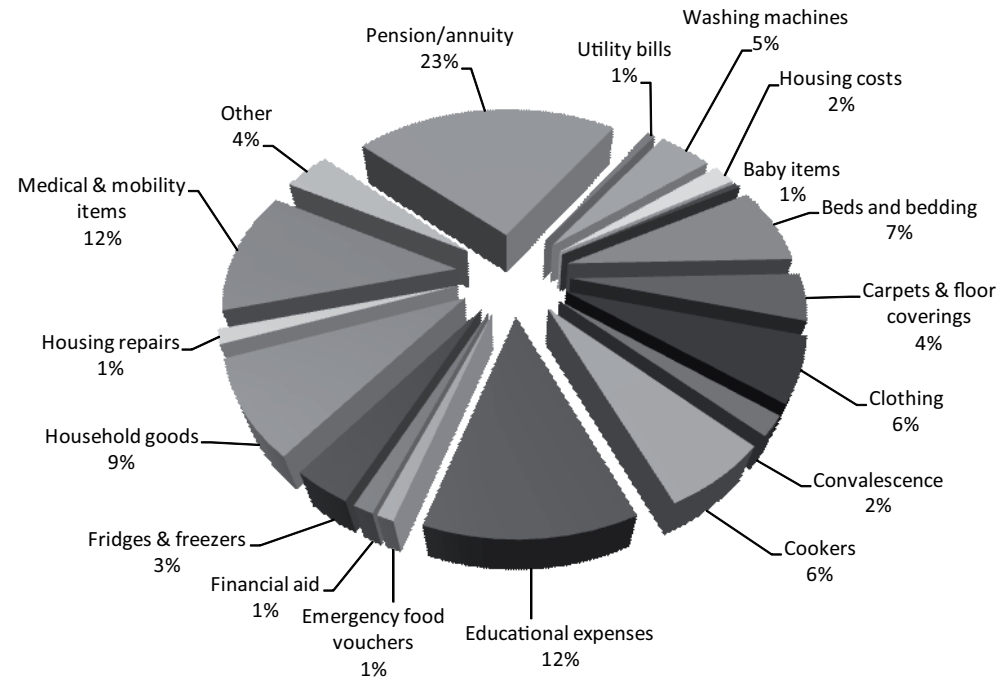
"It is a privilege to be Patron of Leicester Charity Link. The charity helps so many people in many different ways. I am pleased that the County Council is supportive of this good work."

The Chairman of Leicestershire County Council

# How we help



During 2008 - 2009 we provided goods worth over **£850,000** and this money came from over 150 separate trusts across the UK. Our knowledge and expertise enables us to link these trusts to those in desperate need and the following pie chart below shows how the funds raised were used:



## We have provided 5,079 items, including:

714 beds and bedding worth £55,259

560 clothing vouchers worth £45,353

246 food vouchers worth £7,444

665 household goods worth £67,119

384 cookers worth £47,360

Medical & mobility items worth £87,825

# Who we help



## During 2008 - 2009 we helped:

- 2,091 children and young people
- 441 older people living in poverty
- 824 disabled people
- 445 people living with mental health problems
- 782 carers
- 548 people facing homelessness

## Where the funds went:

**Leicester £529,826**

**Leicestershire £321,486**

**Rutland £6,037**

**This year we have seen a 12% increase in the number people who need our help.**



## Rina and Zach were scared

Rina and Zach were desperate to escape the violence and threats they had experienced from Rina's husband. Rina had been held hostage in her home and regularly beaten. A family member saw their plight and intervened so they could get away.

In the last six months they have moved three times to protect themselves. Rina has been unable to go to work because of her injuries and is trying to survive on statutory sick pay.

Rina and Zach found a safe place to live, but they had no furniture, beds, cooker or any household goods. Women's Aid referred Rina and Zach to us for help. We acted immediately and raised over **£700** to purchase Rina and Zach the items that they desperately needed for their new home.

## Rina and Zach can now start re-building their lives

"I am trying to make a better life for myself and my daughter, you have given us hope that there are people out there who can help."

Marie and Jessica

"The smallest amount of help can make all the difference. Leicester Charity Link has helped our clients return to employment, end social isolation and prevent homelessness. Many thanks."

Paul Linnell  
Shelter (Sharp)

# Trust administration

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In addition to the help that we provide to people in need, we also offer a wide range of trust administration services. This is an area of expertise that we have developed over 20 years and one that many trusts find highly beneficial and extremely cost effective. Our trust services can be broadly divided into the following:

## Grant Administration

This service provides trusts, companies and individuals with easy access to the people they want to help. We have considerable expertise in processing applications from people and determining genuine need. All that a donor needs to do is to allocate an annual budget and define its eligibility criteria. We then distribute grants in accordance with these set criteria and report back on a quarterly basis detailing how the money was used.

**We manage over £200,000 in grants on behalf of charities.**

## Clerkship

This service is popular with trusts whose trustees wish to retain control of their charity but do not have the time to commit to the work. The service that we offer ranges from administering meetings to providing advice on charity law and other matters pertaining to governance. We can also provide a book-keeping service and prepare interim and year-end accounts in accordance with the latest Charities' Statement of Recommended Practice (SORP).

**Our services support trusts with combined funds of over £4,000,000.**

## Full trust management

Managing a trust can be time consuming and it can sometimes be difficult to find and retain trustees. We are able to take full management of trusts and co-opt our trustees to that charity. At the same time we can provide a full trust administration service, allowing trusts to take advantage of economies of scale and low management charges. If a trust cannot find suitable beneficiaries or has insufficient income we can offer the option of winding up and transferring the assets to another similar trust to preserve endowments and original objectives.

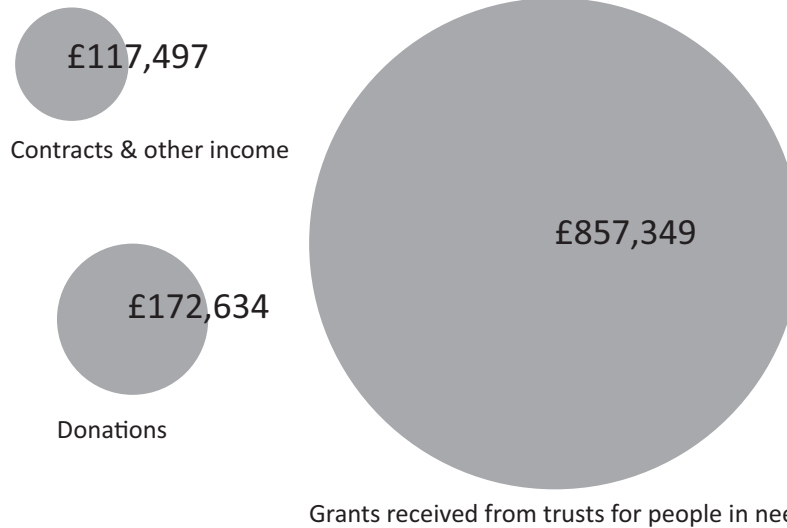
**This service supports trusts with combined funds of over £700,000.**

**If you would like to know more about our trust services, then please call Jim Munton on: 0116 222 2209.**

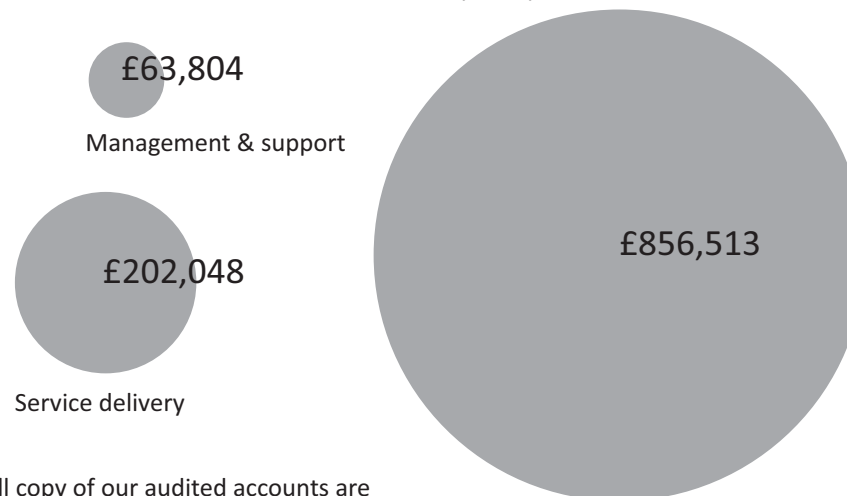


# Financial summary

Income 2008 -2009 - Total £1,147,480



Expenditure 2008 -2009 - Total £1,122,365



A full copy of our audited accounts are available upon request or can be downloaded at [www.charity-link.org](http://www.charity-link.org)



## Supporting community groups

St. Andrew's Play Association was established in the 1980s to provide a safe and friendly environment for children and young people from the deprived St. Andrew's inner city estate.

Over 200 children from the age of 5 to 13, take advantage of the play scheme. St. Andrew's Play Association opens at 3.15pm and runs until 7.15pm ensuring that children have somewhere safe to go after school simply to play.

The play scheme could only afford to pay for staff costs and bills, which left no funds to pay for essential materials and equipment. St. Andrew's Play Association made an application to the Nicholson Memorial Fund, a trust that we administer. They helped with a grant of **£400** for vital equipment and materials required.

## £400 helped over 200 children to enjoy their play scheme

"Thank you for your help. I now have a cooker and fridge. This may sound nothing to some, but I can now cook and keep food fresh which to me is an absolute blessing."

Andrew

"Without your services I don't know what we would have done to support our residents. Leicester Charity Link is a worthwhile charity and your help is fantastic."

K Chauhan  
YMCA Leicester

# What we need to do

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Thank you to everyone who has supported Leicester Charity Link over the last twelve months. With your support we have been able to continue our vital services and help over 5,000 vulnerable people and children.

We still need to do more. During 2008 - 2009 we witnessed an increase of 12% in the number of people who needed our help. We expect this figure to rise which makes our work even more challenging.

To ensure that we can continue to bring £850,000 into our community and help those in need, we rely heavily on donations from individuals, companies and charitable trusts to ensure that we can continue our vital services. By donating to Leicester Charity Link you will make a positive, direct and tangible difference to thousands of vulnerable people and children, like Katie, Janet, Danni, Michael, Rina, Zach, David and all the children at St. Andrew's.

## Help us to help more

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**Donate online at [www.charity-link.org](http://www.charity-link.org)**

**Become an annual subscriber to enable us to plan**

**Organise a fundraising event**

**Lend a hand by volunteering your time**

**Remember us in your will**

**Or simply spread the word about our work**

Call Susan McEniff on 0116 222 2212 or email [susan.mceniff@charity-link.org](mailto:susan.mceniff@charity-link.org) for more details.



# Who we are

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**Patrons:**

The Lord Mayor of Leicester  
 The Chairman of Leicestershire County Council  
 Sir Timothy Brooks KCVO (Life Patron)

**Chairman:**

Mr Clive Smith

**Honorary Treasurer:**

Mr Tony Jarvis FCA

**Director of Operations:**

Mr Jim Munton

**Director of Marketing & Fundraising:**

Mrs Susan McEniff

**The Board of Trustees:**

The Chairman  
 The Honorary Treasurer  
 Mrs Cate Boulton  
 Mrs Ann Brennan  
 Mrs Rosemary Freer  
 Mr Rod Hudson  
 Miss Ruth Ingman  
 Miss Veronica Tordimah  
 Mrs Caroline Wessel

**Staff:**

Mrs Julie Irish  
 Mrs Rachel Gascoigne  
 Mr Frank Hooton  
 Miss Linda Gibson  
 Ms Julie Hemmett  
 Mrs Nisha Khalifa  
 Ms Helen Lewis

Should you wish to know more about our history, then please contact the office and ask for a free copy of our 125th anniversary booklet written by Caroline Wessel.

The photographs in this review have been selected to represent the people that we have helped and names have been changed to protect confidentiality.



## David was homeless

In February 2009 David was homeless sleeping in a church crypt during the heaviest snow storms that Leicestershire had seen in a number of years. There were no hostel places available for David; he had no income and had not eaten for three days.

The Outreach Homeless Support team referred David to us for help. We acted immediately and helped David with **£80** worth of food vouchers. Through conversations we learnt that David desperately wanted to find a home of his own and earn his own money. We made some phone calls and negotiated with a private landlord to rent an empty flat to David. We provided **£100** for a rent bond and secured the property.

We also provided David with **£30** so he could purchase a suit for interviews and arranged for him to work in a voluntary organisation so he could gain some work experience.

## Just £210 got David off the street and back into work

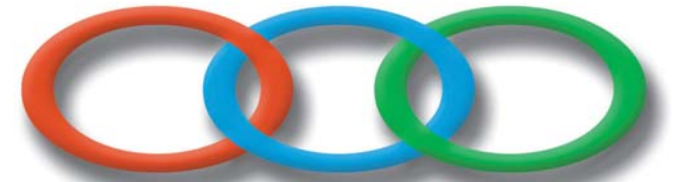
“Leicester Charity Link saved my life and my children when things couldn’t get any worse. Without them I don’t know what I would have done.”

Caroline, Harry and Stacey

“Leicester Charity Link runs an important service in our community. We have a great relationship to ensure that we get the help to those who desperately need it.”

Paul McErlean  
 Action Homeless

Leicester Charity Link



Tackling Poverty - Changing Lives

## Think local - help local

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### In memory of Paul Griffiths

Paul Griffiths, Chief Executive of Leicester Charity Link, sadly passed away on the 4th November 2009. Paul was an inspiration and made a huge impact on Leicester Charity Link, not least of which were the improvements he made to the way we work. It was a great privilege to have worked with Paul and we will endeavour to build on all of his hard work and continue to help those in desperate need.

Trustees, staff and volunteers at Leicester Charity Link

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