



# Welcome to our 2021 Annual Report





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## Photos

Because of the pandemic, photo opportunities have been limited again this year. We are pleased to be able to include photos in the report which show how the life of the group has continued. The photos in this report have been taken by Sheila Manclark and Bev Graham working from home and at the Day Centre

## Opening remarks

***Hazel Wood, who took on the role of Chair of the Trustee Board in 2020, writes:***

Last year's annual report ended with the thought that 2021 would bring special challenges. How right that was. The general levels of stress and anxiety that living through this pandemic has brought to us all have been unprecedented. Everyone involved with Darnall Dementia Group (DDG) has shown incredible resilience as they cope with all the twists and turns the pandemic has caused.

Our Day Centre attenders and carers continue to be at the heart of everything we do. The staff and volunteers have continued to work incredibly hard to provide a safe service, adapting to fluctuating levels of Covid- 19 in the city.

As always, we do our utmost to be thoughtful by caring for one another, recognising that everyone may have demanding and distressing issues in their personal and working lives. The staff greatly appreciated their weekly staff meetings which were held via Zoom when the Centre was closed. They found these a source of comfort and support for each other.

When we reopened the Day Centre in September 2020, new infection control guidelines and protocols were in place to best protect our attenders, their carers, our staff and volunteers. These have been updated as the pandemic progressed and the Public Health advice altered, continuing to adapt the running of the Day Centre in the light of ongoing experience. The Day Centre has been a great success for those attending, and everyone involved has testified to the success of the systems in place. We thank the Programme and Day Centre managers, who have continued to work with the valued team of staff and volunteers to support our attenders and their carers in as safe a way as possible.

The Day Centre remained open until Christmas 2020, and everyone was able to celebrate Christmas whilst sticking to the guidelines. We then decided to close in January. The decision was welcomed by everyone, and the staff again displayed their dedication and resilience as they immediately recommenced working remotely, supporting their community either by telephone or face to face zoom/messenger calls. They managed to contact all group members and carers every week.

We decided that for everyone's safety that the Day Centre would not reopen until the level of infection in the city had fallen, and staff and attenders had been offered their first vaccination.

*Continued:*

On 12<sup>th</sup> April the Centre reopened 2 days per week with 5 people attending each day. By July this had increased to 3 days a week, with the inclusion of 2 new members and a waiting list. All safety measures remain in place with social distancing, staff wearing masks and testing, and the continuation of cleaning regimes.

We have been delighted to welcome Kimberly Holland as a new Trustee, she brings immense knowledge, a diverse skill set and great enthusiasm.

There has also been uncertainty about the tender for the funding bid, which was delayed because of Covid.. The City Council issued specifications for the new tender in August. On 8<sup>th</sup> November we were delighted to hear we were top rated and have been awarded what we asked for, 30 places per week for council referrals. This is wonderful news, huge thanks to the Service Manager, Sheila Manclark, and several others, for their hard work to complete the tender. It is also an accolade to everyone who has been involved with DDG for many years as it has evolved. The new contract will start in February 2022. Whilst it requires changes to how the service operates, our aim is to keep all that is so positive about the centre and continue to deliver a service to the local community at a time when the need has never been so great. It is with joy and confidence we can now say that DDG will be celebrating its 40<sup>th</sup> anniversary in 2021.

Finally, at the end of December, we say goodbye to Sheila Manclark, who has been with DDG for 24 years! She will be missed. We wish her well in her new job with SAGE.

*Hazel Wood, Chair*



## Day Centre Coordinator's Report

A lot has happened since last year's report.

The day centre reopened in Sept 2020 and continued to open safely and successfully until December of that year.

The new year brought with it a new variant of Covid 19 and the difficult decision to close the centre yet again .

During the closure we continued to offer regular support to all our clients and carers either by telephone, face time or zoom. This contact proved invaluable in maintaining the special connections we have within our group and contributed to the smooth reopening of the day centre on the 12th April 2021.

Initially we were able to support 5 people living with dementia every Monday and Friday. This quickly increased to 6 people a day and in July we opened on Wednesdays for the first time since March 2020. This felt like a real milestone .

The group enjoys lots of activities such as chatting, puzzles, magazines, flower arranging and more physical activities such as chair dancing.



*Continued:*

***Day Centre Coordinator's Report, Continued:***

We are now able to offer a hot meal at lunch time which has been very well received. One of our group recently enjoyed his lunch so much that he asked me to pass on his compliments to the cook .

We are still maintaining high standards of Covid safety, but this hasn't stopped us introducing new activities.

We have had the use of a "Magic Table" which some of the group have enjoyed trying. The table enabled us to experience playing a piano, dipping our hands into the sea, sweeping up leaves and sitting beside a fishpond watching the water lilies grow. The table also has interactive games such as word search and noughts and crosses.



We were finally able to invite Andrea back to the centre to sing with us. We made a few tweaks to the seating arrangements to keep everyone safe whilst still being able to enjoy singing as part of a group.

The garden has been tidied up although this is very much an ongoing project. We were able to buy a comfortable garden seat for people to sit and enjoy some fresh air .We have grown lots of tomatoes which we have enjoyed eating .

Volunteers and staff are all working hard to ensure that the group is as safe as possible whilst still maintaining a real sense of community and fun.

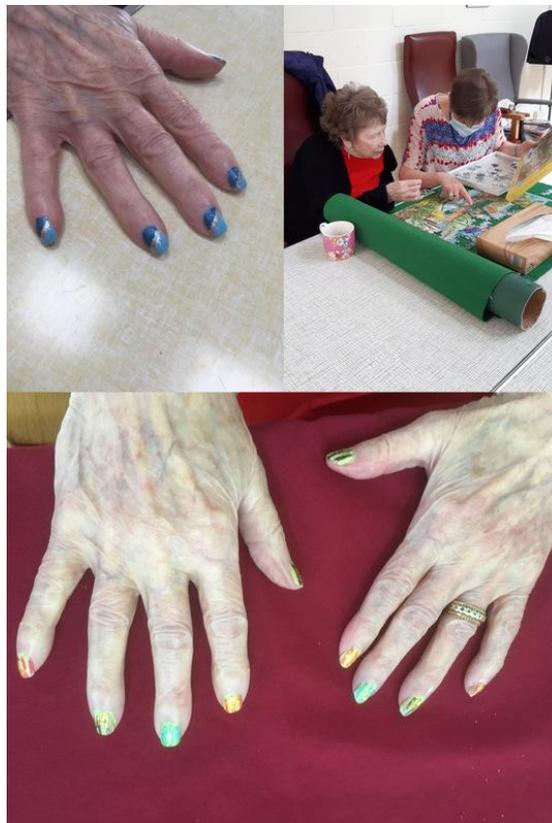
*Bev Graham, Day Centre Co-ordinator*

## Friendships Forged

My first contact with DDG was several years ago, when my mum was a member of the group. It was then that I realised what a friendly place it was. Mum passed away in 2017 and I decided that I wanted to continue the friendship with DDG, so I became a volunteer.

During the time I have been there, I have forged friendships with some wonderful people. Currently, a lovely lady, Joyce, comes to the group, and I hope she would agree that we are firm friends. We have a great time as we both like to tackle a jigsaw, and Joyce is a demon when it comes to a jigsaw. Our main enjoyment, though, is nails. Joyce is no shrinking violet in the matter of finger nails. She likes them long and noticeable! Every Friday we have our little “nail bar” session, and I do Joyce’s nails for her. We have the full gamut of colours, transfers, jewels and sequins. Every week we try to come up with a combination of colour and decoration to top the previous week. Sometimes every nail is a different colour!

It is fair to say that Joyce and I love our Friday morning together. Recently when the venue was closed for the week, Joyce invited me to her home a couple of times, and yes, I took the “nail bar” with me, so that we could still have our Friday nail session in the comfort of her lovely home. I hope to remain a friend of Joyce for many years to come, so any ideas for the nails are more than welcome!



*Linda Woollen, Volunteer and Trustee*

## Achievements and Performance

During the past year, we have continued to work within the guidelines set out by the Government in respect of restrictions due to the Covid-19 pandemic.

We were fortunate to be able to keep in contact with all our attenders and carers over the internet or via telephone, some have attended regular Zoom sessions, some who could not manage this, have received regular phone calls from staff and have kept in touch.

We were able to open for face to face service in September 2020 and with a very restricted number, stringent safety precautions and Social Distancing, were able to provide a service to some of our regular attenders until the announcement of increased restrictions and subsequently another lockdown. We resumed the intensive support via telephone and Zoom and have continued to support attenders and carers in this way.

We re-opened at the beginning of April 2021, with 5 people on two days and strict precautions in place reviewed weekly.

The award of new contracts for dementia day support has again been delayed by Sheffield City Council due to the pandemic. We are expecting that the new contracts will start at the beginning of February 2022.



## The Day Centre

The day centre is normally open on Monday, Wednesday and Friday with 10 places for people living with dementia each day. The Centre remained closed due to the Covid-19 Pandemic on 20 March 2020 until September 2020, when face to face service was resumed for a limited number of people with very strict safety measures in place.

The group is normally held in a church hall in Darnall. The day starts at around 11am and finishes at 3.00pm. We have a large airy room with a kitchen and a separate space for dining. A two course hot lunch is provided and transport to and from the centre is available for people who live locally.

The emphasis of the group is very much on creating a community feel. We spend most of our time around a big oval table and all eat lunch together at the dining table. If people do need time away from the larger group for any reason, they will always be accompanied.



We have an open referral system. Anyone who is living with dementia and lives in Sheffield can be referred for a place. We accept referrals from anyone, which may include professionals, carers or the person living with dementia themselves.

Following a referral a senior staff member will arrange to visit the person at home together with a family carer, relative or friend if appropriate. The visit is a chance to meet each other and discuss the service in an informal setting. This helps both parties decide whether attendance would be of benefit. People will then be invited to come along to Darnall together with a family carer for a cup of tea and a chance to meet the group members. If everyone agrees that the referral is appropriate then a full assessment would need to be carried out before a place is allocated. There may be a waiting list but whilst someone is waiting for a place they will continue to be supported by Darnall staff members either by telephone or home visits if appropriate.

By meeting the person at home and getting to know them, we ensure that once a person starts at Darnall they will already be familiar with at least one of the staff and this should help them feel more at ease.

*Continued:*

***The Day Centre, Continued:***



We strive to get to know someone's preferences and how they like to spend their time. We focus on people's abilities and positive qualities and appreciate their differences. No-one is asked to fit in; the group belongs to the people who attend and we don't expect anyone to conform to our routines. As new members join, or as the needs of the existing members change, the group evolves to accommodate them.



*Continued:*

***The Day Centre Continued:***

We are always open to trying new things and are great believers in having a go, and



building on our success. We have a team of volunteers working alongside the paid staff which means we are able to offer high levels of support to people and a wide range of activities. People living with dementia should feel able to express themselves and we work on building trusting relationships which we hope promotes feelings of wellbeing and self-worth.

The regular phone calls to clients and visits observing strict social distancing where necessary continued throughout the past 14 months. The development of the technology and our knowledge and skill in managing this led to the development of Face-time and Zoom meetings with individuals, carers and groups. Since the re-opening of the Centre these have continued as they have been so much welcomed by the people involved, and clearly meet a need for connection which had not apparently

been possible previously.

Safe re-opening the Day Centre has continued to be the focus of discussion as the Government announced easing of the lockdown rules and advice for vulnerable people who had been shielding. Assessment of risk and weighing up of the risks to physical health against the continuation of an intensely stressful situation for carers and for the clients themselves, both of whose mental health might be suffering needed to be ongoing, extremely careful and flexible.

*Sheila Manclark, Service Manager.*

## Some Activities in The Day Centre



***Below is the Day Centre Coordinator's Report to the regular Management Committee meeting, held bimonthly, by Bev Graham in September 2021  
It's included here as it shows one month in the life of the group***

## **Bev's Worker's Report, September 2021**

Sheila has been and still is very busy working on the tender which must be submitted tomorrow by noon. In view of this she has not produced a written report for today's meeting but will update everyone verbally at the meeting.

We have a student social worker Panache on placement with us until Christmas. He has had an unusual start to his placement {see below} but he has taken this in his stride and is looking forward to working with us.

Sheila is now back at university and is continuing her studies.

### Church Hall Closure

On Sunday the 12<sup>th</sup> of September Sheila received a phone call informing us that the church hall was going to be closed for a week effectively closing the day centre. A member of the coffee morning that is held there had tested positive for Covid and the vicar made the decision to close the premises as a precautionary measure.



Sheila and I decided to offer home visits to our group members. All the staff and volunteers were fully on board with this decision and worked hard to make this happen. Everyone who wanted a home visit received at least one visit.

The activities that were offered varied according to the person's needs and likes. We were able to go for walks, visit a local café for coffee, have a manicure, read books, chat, listen to music and celebrate an 80<sup>th</sup> birthday.

We also enabled carers to attend medical appointments, bowling matches and to meet up with friends and family.

*Continued:*

**Bev's Worker's Report Continued:**

We all enjoyed the visits, and we were made to feel very welcome by all our group and family carers. The visits also gave us valuable insight into our members' home lives, and we all felt that we had learned something from the experience.

Day Centre

We are continuing to support 9 people living with Dementia over 3 days.

The group has been enjoying lots of different activities. Some of the members of the group have been able to go out into the garden and enjoy looking at all the fruit trees and picking blackberries.



Music continues to be a favourite pastime within the group. We listen to music, sing along, play musical instruments or chat about our favourite singers.



We are able to invite Andrea into the group to sing with us twice a month, which all of the group enjoys. Andrea tailors each session according to who is present in the group and ensures that we sing a selection of everyone's favourite songs.



We have played Bingo on a few occasions. We don't have a prize but that doesn't seem to bother anyone. Linda has proved to be an excellent bingo caller!

We are still very aware that Covid hasn't gone away but this hasn't stopped us finding new ways to engage with the group.

*Continued:*

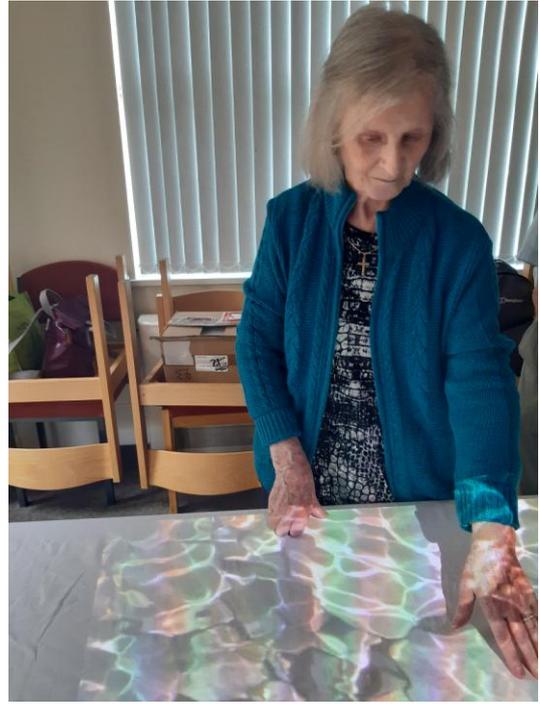
***Bev's Worker's Report Continued:***

We continue to have rigorous cleaning regimes before and after a session and all staff and volunteers continue to wear a mask.

Carers Group

The weekly carers group is continuing on Zoom. Numbers have fallen recently but we still have 3 couples and 2 carers who regularly attend.

*Beverly Graham, Day Centre Coordinator 21/09/21*



## Carers Support

We believe that in order to support people living with dementia, their carers needs should also be attended to. As well as taking advantage of the break in caring that attendance at the group gives them, we offer the chance to join one of our carers groups. This is a chance to meet others in similar situations, share stories, tips and information, and just let it all out in a supportive environment.

“A problem shared is a problem halved.”

Carers have reported feeling that the group helps them as much as the person they care for and that we help them cope with stress. We ensure that carers are involved in the life of the group and that they are consulted about our activities and events. Carers are always informed of any concerns that we may have concerning the person for whom they care.

We have two groups for carers. The afternoon group is held on the first Wednesday of every month at the day centre. A “Singing With Andrea” session is held simultaneously with this group. Any carers wanting to attend the group can book a place for their person at the day centre so that they can join the carers group in the knowledge that their person will be well supported and cared for.

We asked some of the carers who attend the afternoon group what benefit they got from their attendance. Here are some of their comments: -

“We can be ourselves in this group.”

“It’s not just for my husband – it’s for me too.”

“I always feel better when I’ve been to the group – people really understand.”

“Meeting other carers has really helped me learn more about being a carer myself.”



Since the start of the pandemic, the Carers’ Group has continued via Zoom and has proved very successful. We have held the group weekly; it was described as a lifeline by carers during lockdown when opportunities to get together with family and friends were

restricted. Holding the group on Zoom does mean that we also have people who have dementia in the group with their carer. The group has evolved into a friendly supportive social group, inclusive of all those present. If carers need additional support in their role, they are contacted by a staff member. We are planning to restart our face to face group and have funding for this for another year from the Brelms Trust. We will be continuing with the Zoom meetings for as long as our members and carers find them useful.

*Sheila Manclark, Service Manager*

## The Organisation in the time of Covid-19

The organisation, like many others, has been challenged by the effects of the pandemic.

The central core of our work is face to face contact and close relationships with the people we serve.

Closing the Day centre and then re-opening were carefully considered and the situation continues to be monitored daily. With the roll-out of vaccinations there is felt to be more safety for most clients and staff, but partly because the vaccination is known not to be 100% effective against all variants and as it is not known if vaccinated people can carry the virus, and also as not all clients are fully vaccinated, there is still need to act with extreme caution.



The Manager and Day Centre Coordinator have continued to work their normal hours, remotely contacting clients and carers on a regular basis and establishing new ways to contact and support people during the lockdown and easing phase, and recently working back in the Day Centre in addition to this.

Three members of staff were unable to carry out their normal duties and were furloughed from the beginning of April 2020.

Volunteers were invited to remain in contact by phone and via Zoom conferences. The role of volunteers has been vital in maintaining the service. They have all kept in touch and two have committed to the two days that the Centre is open, both are fully vaccinated and all volunteers and staff take regular Lateral Flow and PCR tests

Weekly staff team meetings have continued.

The staff have continued their outreach work in networking and supporting other organisations which support the lives of people living with dementia. This has expanded during the period of Covid and the closure of the Day Centre

The learning from this has been that there are many ways in which it is possible to support both clients and carers and some of the newly found ways will be continued once the Day centre is able to re-open.



## The Financial impact of Covid-19

The organisation has always relied on year to year funding from Sheffield City Council, which has never been certain until the grant is awarded. With the onset of Covid-19, this uncertainty is increased, because of the inability to run the service as normal.

In normal circumstances, the organisation receives grants, donations and fees which offset outgoings.

Funding continues to be sought from organisations specialising in providing funds for continuation and development of services in the light of the pandemic.

We still anticipate an ongoing need for home and telephone support, and crucially for Carers' Support, funding options for this will be offering a paid-for service, or fundraising to cover or partly cover the costs to service users.

## Goodbye and thanks to Don Callister

We are indebted to Don Callister, who retired during the year. Don had provided a steady hand on the finances, by acting as an honorary treasurer. He produced regular budget forecasts, kept the accounts, paid bills, kept in touch with the day to day running of the organisation and supported us all. He had served us for many years and we are extremely grateful for his calm and patient presence over so long. Thank you Don!

## Welcome and thanks to Jo Saul

We are so lucky to have found Jo Saul, who joined the trustee board just at the start of the pandemic. She has taken on the very big task of treasurer, and has guided us through the difficult months since March 2020. She has taken the reins from Don, and, working alongside Louise, has managed to change the accounting systems, and put the finances on a sure footing for us to go forward. She is a committed and level headed treasurer, who understands the ethos of the organisation and is dedicated to its core principles and purpose- we are so glad to have her on board.



## The New Contract

After several years of uncertainty and negotiations with Sheffield City Council, and three tender applications, we have been awarded a new contract.

This is for 30 places each week, 10 each on Monday Wednesday and Friday which is what we currently offer. The contract is for 5 years.

Although the experience for people attending the Centre will stay the same - members can still expect a warm welcome, the opportunity to make friends and become part of the group, with a wide range of activities to take part in – there will be big changes to the way people are admitted. In order to make use of our expertise in supporting people along their dementia journey, we applied for the council referred places, for people with eligible needs under the Care Act. This means that people interested in attending will come through the Social Work referral system, this includes a financial assessment.

We have priced the day at £65, the financial assessment will decide how much of this will be paid by the person attending. This is a big increase from our current £25 for those who will have to pay the full amount. The fees will be paid to Sheffield City Council.

We will no longer have responsibility for assessing people and their suitability for attending our Day Centre, but will meet them for the first time when they arrive with us. This will make a difference to them, as they will not have had the chance to meet anyone from our service, but with the expertise and experienced staff that we are fortunate to have with us, we are confident that attenders will soon become comfortable and will enjoy the activities and friendliness of the day centre, and feel part of the DDG “Family”.

Sheila’s departure means that we will be employing a new Service Manager, as this report goes to press we are still in the process of recruiting for this post.

We hope that in the future, we will find that the hours freed up by no longer making our own assessments before admission to the Day centre, may be used to develop the service in ways that benefit people living with dementia and carers.



*Sheila Manclark, Service Manager, and Lisa Heller, Secretary to the Trustees*

## Sheila is moving on

After 24 years working with us, Sheila Manclark is moving to a new job. She will be taking on a role as Service Manager at SAGE, which stands for Support Arts Gardening Education. It is a charity which provides therapeutic arts and horticulture programmes for people whose lives are greatly impacted by mental illness.

Sheila started her connection with Darnall Dementia Trust as a student social worker, and after qualifying and gaining experience in several other roles, she came to us to take up the post of “Development Worker”.

In the many years she has held the post, Sheila has developed the organisation and the role. She has seen us through many uncertain times and has worked hard to procure funding which has allowed the organisation to flourish and develop the successful, well-loved and valued service it now provides.

She has recruited, trained and supported hundreds of volunteers in that time – many of whom have gone on to careers in care work having gained valuable experience with us.

As a Practice Teacher, Sheila has supervised a steady stream of Social Work and Nursing Students on placements at DDG, enabling them to see what person centred care really looks like and encouraging their enthusiasm for the field of dementia care. She has led the staff team through good times and difficult times – when we really didn't know if we would survive various rounds of re-organisation of dementia



services in the city.

She has developed the Carers' Group which is a central aspect of the work of the organisation, and which has proved invaluable in recent times.

As well as assessing referrals and introducing new attenders, Sheila has worked hard at all the jobs there are in the Day Centre- preparing the room, briefing staff, volunteers and drivers, setting up the activities for the day, welcoming attenders, making tea, chatting with attenders, supporting volunteers and staff, reviewing needs, tailoring activities to individuals

according to needs abilities and preferences, and serving lunches. The final de-brief and clearing up are not the end of the day, as there are notes to write, letters to send and odds and ends to tie up, as well as looking forward to the next Day Centre day and making sure everything is in place for that.

Sheila has seen us through a lot – and the latest success in gaining the new contract is a wonderful way to finish her time with us.

***We will miss you Sheila. We wish you well in your new role.***

## **Goodbye and Good Luck Sheila!**



**And thanks for everything!**

## Volunteers this year

The Day Centre closures and restrictions on numbers due to Covid-19, have meant that we have had a very much reduced number of volunteers working with us.

We are enormously grateful to all those listed below, who have supported us through this year and the difficulties that we have had to face. They are all stars.

They are:

Linda Woollen

Tony Reynolds

Julie Bywater

Sophie Morton



**Very many thanks to all the Volunteers.**

## Donations

We would like to thank all those who have made donations over the past year. Your generosity and support have helped us continue running the day centre and providing outreach support.

### Those we would like to thank this year are:

Lily Duncum

Jenny Cunningham

Linda Woollen

Lisa Heller

The Roscamp family in memory of John Roscamp

TerraCycle UK Ltd

D & H Wood

Pat & Nigel Worthington

Give As You Live

D Thornhill in memory of Brian Thornhill

**Very many thanks to all our donors**



# Thanks

**We would like to thank everyone who has contributed over the past year to the work of Darnall Dementia Group.**

## **Trustees**

Hazel Wood (Chair), Lisa Heller (Secretary), Jo Saul (Treasurer), Kristin Bash, Andrew Needham, Linda Woollen, Jess Goodall (Deputy Chair), John Thompson, Kimberley Holland.

## **Staff**

Sheila Manclark, Peter Bemba, Louise Dunn, Bev Graham, Lynsey Button, Fiona Allinson.

## **Staff support**

Lisa Heller, Karen Ledger, Kristin Bash, Andrew Needham and Penny Philcox

## **Finance Officer**

Don Callister

## **Examination of Accounts**

Sarah Lightfoot at Voluntary Action Sheffield

**Volunteers** who are listed in this report

**All the attenders and carers** who have continued to support us

**Manor Community Transport** for an efficient reliable service

**Wayne, Jess & staff from Lightwood House kitchens** for providing hot meals for the day centre

**Sheffield Health and Social Care Trust** for providing office facilities at Lightwood House

**St Alban's Church and Kinder and Gina Kalsi from the Church Army** for our Day Centre space and meeting room for our daytime Carers Group

**Andrea Small** for musical entertainment

**Staff of Sheffield City Council** contracts and commissioning department

*Thanks Continued:*



**Thanks, Continued:**

**All our donors, who are listed in this report**

**Clive Betts MP** for ongoing support

**Paul Stapleton & Deborah Develin, Sheffield Hallam University** for their continued support with student placements

**Voluntary Action Sheffield**

**Staff of The Alzheimer's Society**

**Age UK Sheffield and staff at the Wellbeing Centre**

**Lisa Heller and Kim Holland** for maintaining our website





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Charity Number: 1148094

