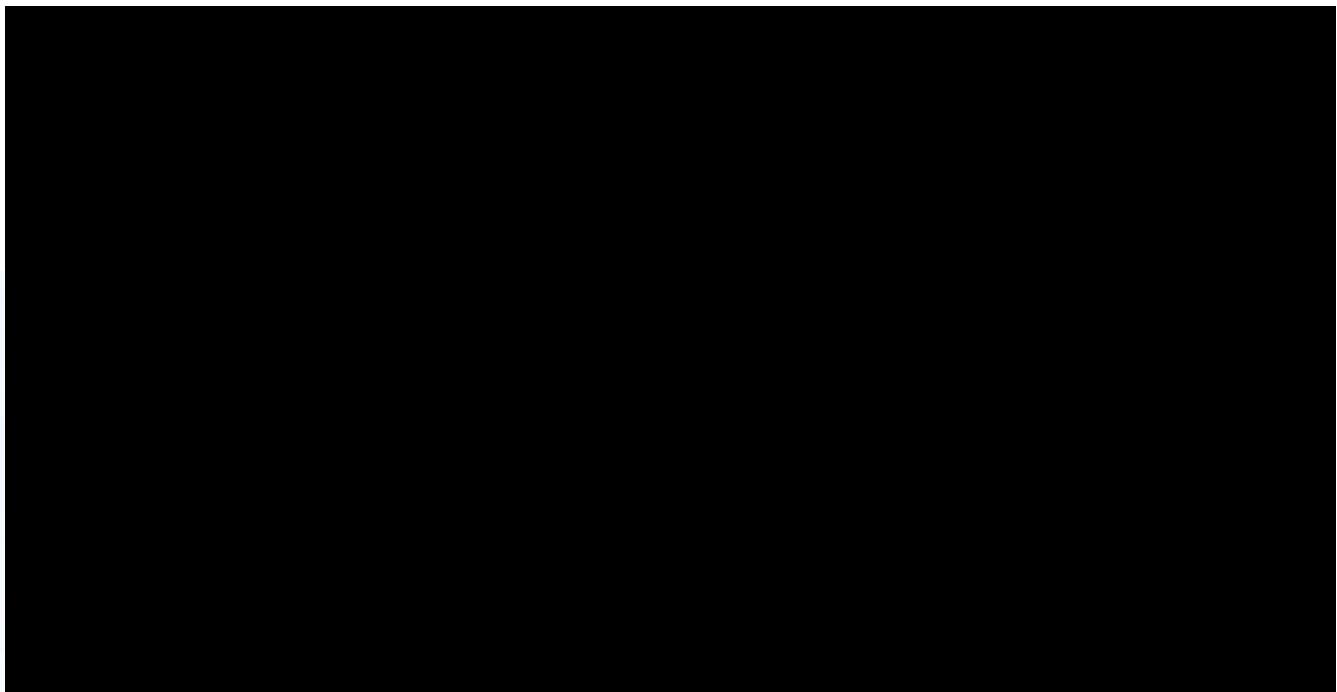


ANNUAL IMPACT REPORT

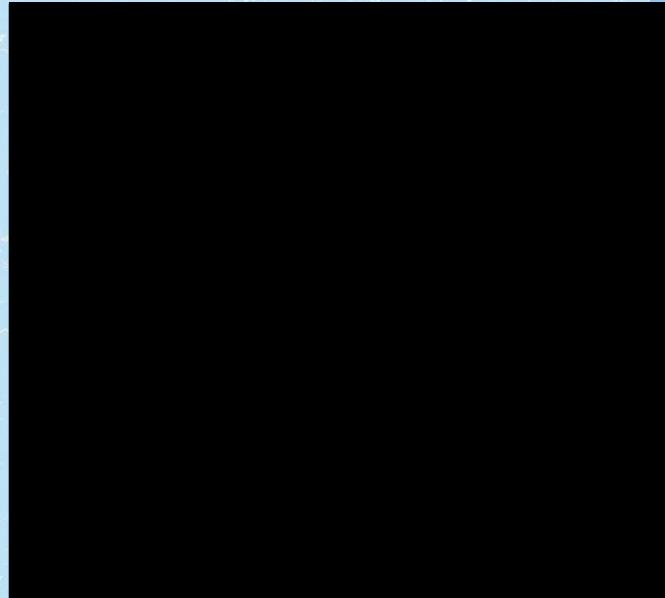


About Us

Our Mission

Our mission is to alleviate the stress and isolation that can come with living with a disability. We want to make things more accessible to everyone and help people to make improvements to their own lives.

We believe that everyone should be able to access the support and information that they need quickly and easily. We are also passionate about making sport accessible to everyone too.



Scottish Charity Number: SC048160

Our History

Improving Lives was founded in 2017 due to the personal experiences of local couple Kevin and Dhyani Crawford. From its humble beginnings from a laptop at their kitchen table Improving Lives has grown quickly. Despite relying solely on donations, a couple of grants and the passion of our volunteers the charity has continued to provide more and more support. In 2022 we took over a larger premises from the Independent Resource Centre in Clydebank and although it was a big move it proved to be the right one.

Improving Lives evolved from just providing accessible details about what support and organisations were available to providing in depth personal support plans, welfare and disability rights, our own support groups and space for other community groups to use. We host an annual information and support open day every year that attracts close to 300 members of the public, run our monthly Disability Action Group which identifies local issues and works to address them and have introduced disability martial arts to West Dunbartonshire through our Disability Karate Class.

Improving Lives continues to expand its services to meet the needs of the disabled community, their families and carers as well as working alongside other charities, organisations and health and social care professionals to help create a one stop shop for all things disability related in West Dunbartonshire and surrounding areas.

WHAT WE DO

One to One Support

Our advisors treat everyone as a unique individual, and work to provide as much support and information as required

Raising Awareness

Through Our Open Days, Community Action Group & events we are raising awareness of the challenges faced by people who live with disabilities

Welfare Rights

Voiceability advocates help people to apply for benefits.

Blue Badges and Bus Passes

We can help you apply for or renew bus passes or blue badges.

Self Directed Support

We are an independent SDS advice and support organisation for West Dunbartonshire

Disability Sport

We have helped introduce disability sports to West Dunbartonshire through our Kugatsu Karate Group

Peer Support Groups

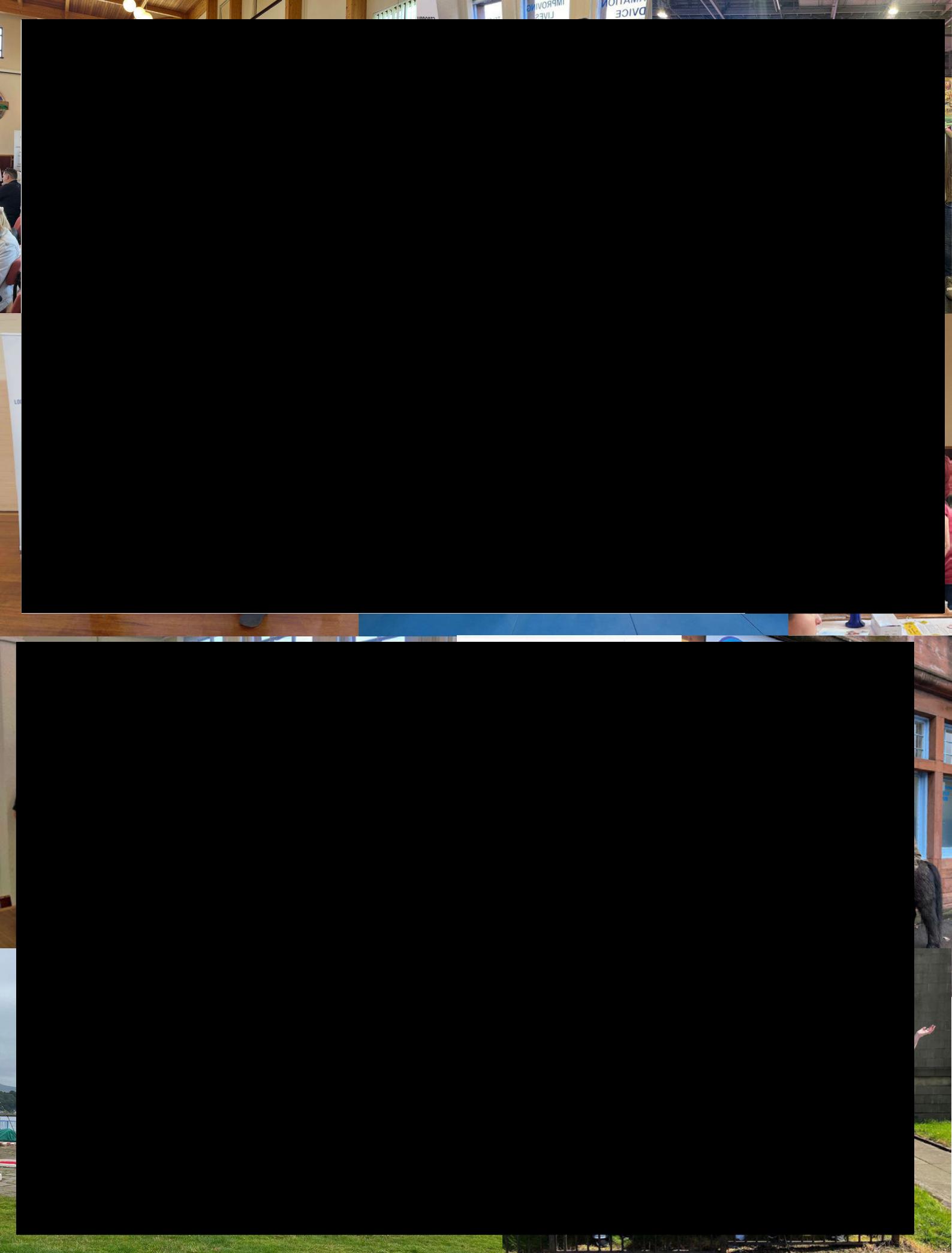
We have several peer led support groups for PA's, Autism Support & Discussion Group, Art for Anxiety, Men's Group, Walking Group

Information Open Days

We host the largest support and information open day for people living with disabilities and long term conditions in West Dunbartonshire

Digital Empowerment

Our Digital Champions help with workshops and one to one sessions to promote connectivity and access to online services.



OUR PROJECTS THIS YEAR

This year we have been able to run some really impactful projects. Our events promote social inclusion, tackle isolation and help grow confidence in participants

Projects	Details	Highlights
Art for Anxiety	Our relaxed art and craft class continues to expand	The highlights from this year include a trip to Edinburgh to the Portrait Gallery and a visit from a pony in to the class
Autism Peer Support Group	Our Autism Group now runs fortnightly	Our group put together a collection of tools like weighted blankets, noise cancelling headphones & fidget toys to help alleviate the challenges faced by people with Autism
Community Action Group	Our focus groups are back under a new name	Our Community Action Group made the front page of the local newspaper sharing their concerns about pavement parking
Men's Group	Men only peer support group	A support group for men, where they can take part in activities like fishing, walking, day trips and discussion
Sight Loss Support Group	We took over this group to stop it closing down	We have hosted several outings including attending a photography exhibition and going out for Christmas dinner
Disability Karate	Our weekly class is open to everyone regardless of ability	Promoting inclusion and raising confidence in groups who would otherwise not have the opportunity to practice karate. Our members are steadily progressing through the coloured belts
Christmas Project	Supporting vulnerable people through the Xmas season	305 people benefitted from our Xmas Support Scheme which included Xmas Boxes, Vouchers, Xmas Meals, survival packs and outings
Open Day 2024	Our annual support and information open day	We held our biggest and highest attended open day yet with over 50 organisations and groups showcasing their services.

IMPACT

Since opening our Improving Lives Hub in Dalmuir we have seen thousands of people come through our door every year.

We work continuously to improve the lives of people living with disabilities, their families and their carers.

Through our support groups and hub activities we strive to empower our client group to form friendships and learn new hobbies and skills.

Case Study

We made him an appointment with Voiceability in our Hub to apply for Adult Disability Payments and to Citizens Advice Bureau for a benefit check to ensure that he was receiving the benefits that he was entitled to. We also completed a housing application for [REDACTED] as his accommodation was no longer meeting his needs.

██████████ aid that he felt isolated in the community so therefore we supported him to apply for Self Directed Support. This enabled him to get a personal assistant who could take him out in the community.

████████ was also encouraged to attend groups that took place in our Hub. He enjoyed participating in the allotment as we have raised beds, he liked being part of a group and interacting with others. He was supported to attend our fishing group.

These measures changed [REDACTED] life for the better by empowering him to make decisions for himself, receiving the benefits he is entitled to and he is now happy, making new friends and alleviating the sense of isolation that he faced in the past.

FEEDBACK

"More help than I've had in 25 years"

"I didn't know where to turn, you are a miracle worker"

"You've given me the strength to carry on"

"You helped me when I did not have anywhere else to turn"

"Thank you for listening, you've given me the strength to carry on"

"That's a weight off my mind, thanks"

"I don't know where I would be if you hadn't helped"

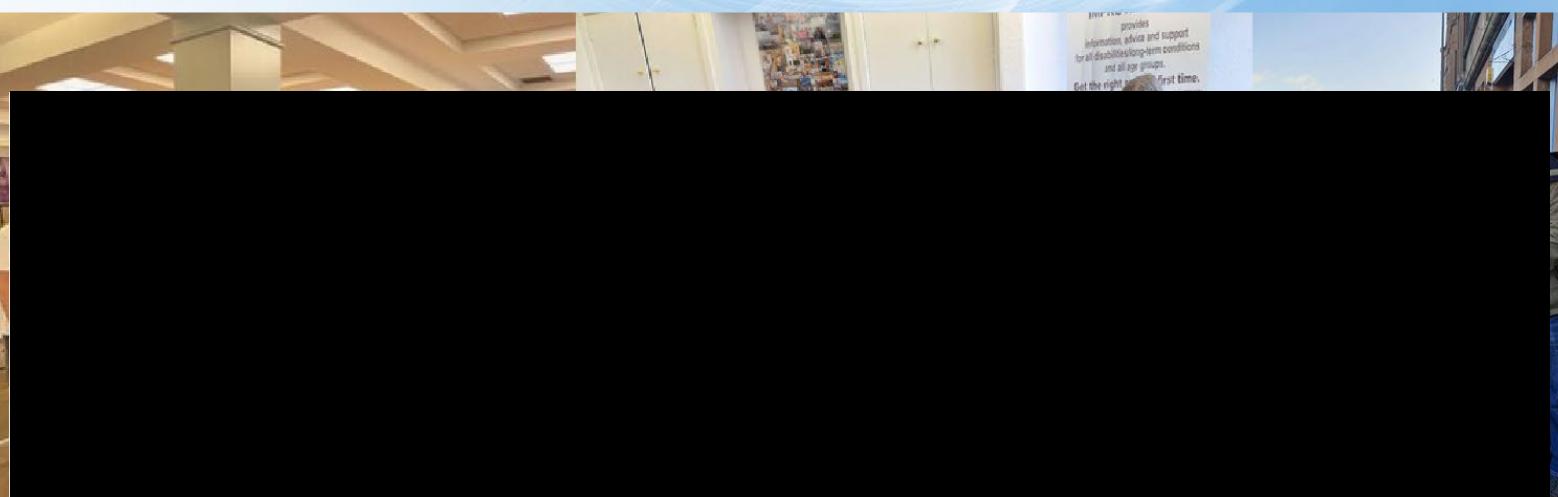
"Thank you so much for the hamper, you saved Christmas"

"I think this service is invaluable"

"Improving Lives have enabled our group to have our own meeting place at no cost . Supplying us with free tea & biscuits too .

It's lovely to have somewhere we can all share mindfulness & feed our passion for knitting/crochet. Learning new skills together and supporting other charities with our projects which all helps to build confidence & breaking down feelings of isolation & loneliness.

We also have information & support available from Improving Lives which is of a great benefit to our group. We also attend the charities fundraising social nights & they put on day trips for us."

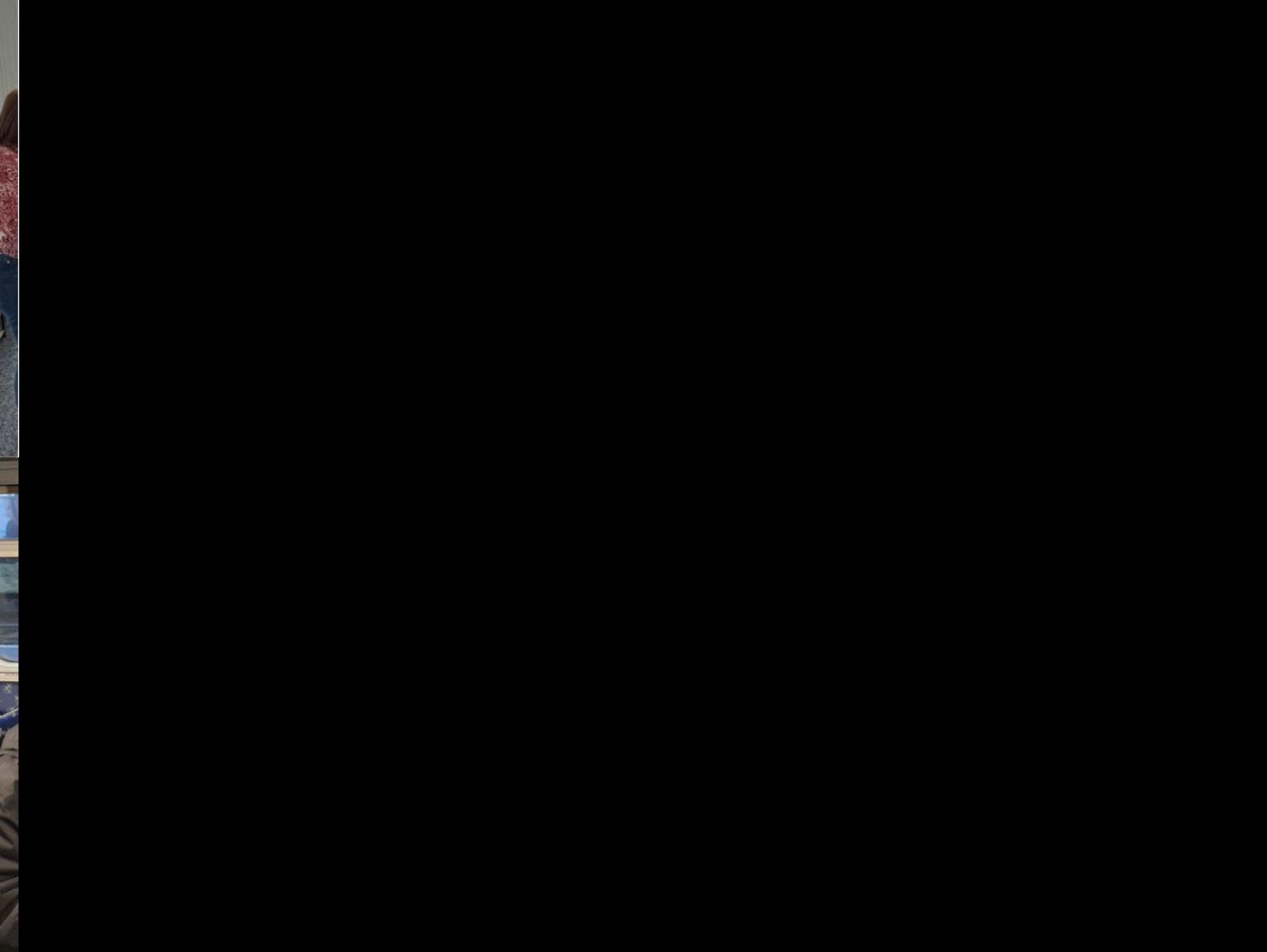
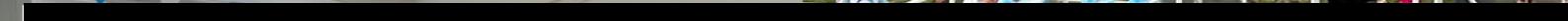
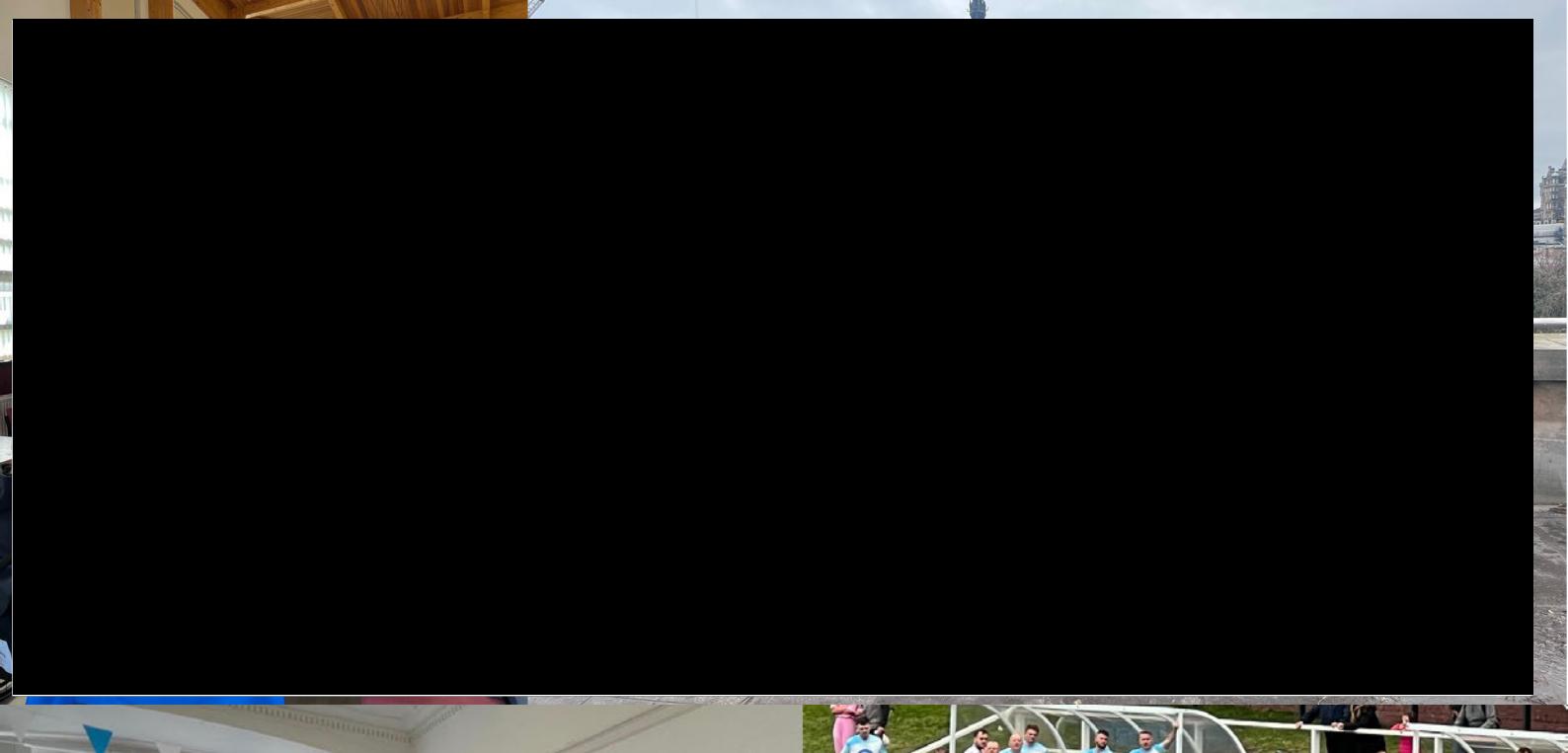


WHAT OUR PARTNERS AND OTHER AGENCIES SAY

"VoiceAbility values the incredible work that Improving Lives is doing within the Clydebank community. Their dedication to supporting individuals within the community is truly inspiring. We are grateful for the opportunity to work alongside them, ensuring that service users have access to the advocacy and the support they need. Together, we are making a real difference in people's lives. Our staff really enjoy working within Improving Lives and it gives us a great platform to meet new clients and offer that additional support"

"I have seen first hand the invaluable support they offer to those often most isolated in the community. They are an absolute lifeline for social work"

"Something that stands out is the good vibes in Improving Lives, it's so inclusive and super friendly. It's part of the reason we love working with them"



NUMBERS

905

People accessed help for
benefits

53

Information stalls and
community outreach

32

Workshops and training
sessions held

597

People returning for help

519

Advisor appointments

5298

People helped in last year

HEAR FROM OUR STAFF

What is it like to work
at Improving Lives?

“What a great bunch
of people to work with!
Kindness, compassion
and lots of humour!”

“Visits from celebrities,
Santa, dogs and, horses.
Every day is an
adventure!!!”

“Working at Improving Lives
enables me to assist people
when they really need
support and someone to
listen”

“Working in Improving Lives
is great for both staff and
people who use our services
as every day is different and
full of love and laughter”



Together We Can Make A Difference!

ACHIEVEMENTS

Our staff and volunteers have been busy upskilling through training - naloxone training, digital champion training, walk leader training, Creating Personal Plans and more!

Our Connecting Our Communities councillors event included the input of several local councillors

We took over the running of a West Dunbartonshire sight loss group to save it from closure

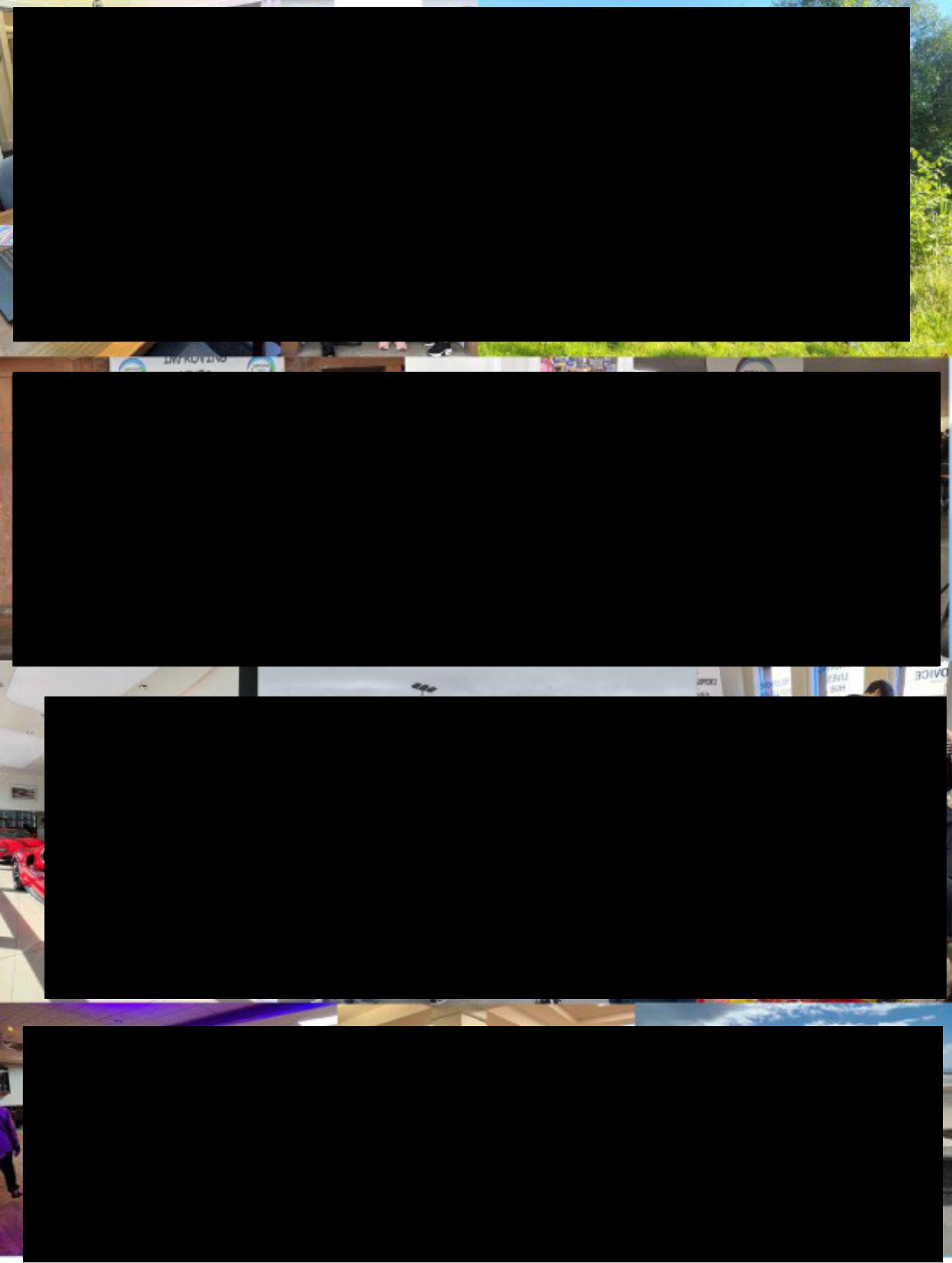
We partnered with Weekday WOW Factor and started providing monthly over 50s discos

We held our biggest open day yet at a brand new venue

We were able to secure allotment space and create an accessible gardening space with sensory garden

We received an incredible donation from [REDACTED] which allowed us to transform Christmas for some of our most vulnerable clients

We held our first charity football match and made it a community event



WHAT OUR VOLUNTEERS SAY

"Volunteering for Improving Lives has helped me a lot because it gave me encouragement about meeting new people and got me to answer my phone without being anxious. I feel a part of the team and have made new friends"

"Improving Lives deserves more recognition than it gets as it has helped me when I felt I had nowhere to turn to. You will always get a cup of tea and a friendly smile and support whenever you need it. Well done everyone in Improving Lives"

"I started volunteering with Improving Lives about 2 years ago now and it's one of the best things I have done. It gives me a sense of purpose and I like to help people. My fellow volunteers and staff are like a family now but the biggest thing was the acceptance by everyone here"

"I enjoy volunteering as it feels that now I am retired I am still contributing to the community. To help others you help yourself too"

"I have been volunteering at Improving Lives for about 1 yr now. Since joining IL I have made new friends, been on a few training courses that I would not have had the opportunity to go on and joined a couple of clubs. It can be hard and upsetting at times listening to the struggles of the people that come to IL for some form of help or advice, but I am happy knowing that we have been able to help them. Being a volunteer at IL has also helped my mental health. If anyone is thinking about doing volunteer work I would say just go for it."

ACKNOWLEDGEMENTS

We would like to take this opportunity to offer our most sincere thanks to our funders, who have supported us throughout the year. This has meant the world to us, as it has been instrumental in helping us to continue with the work that we do.



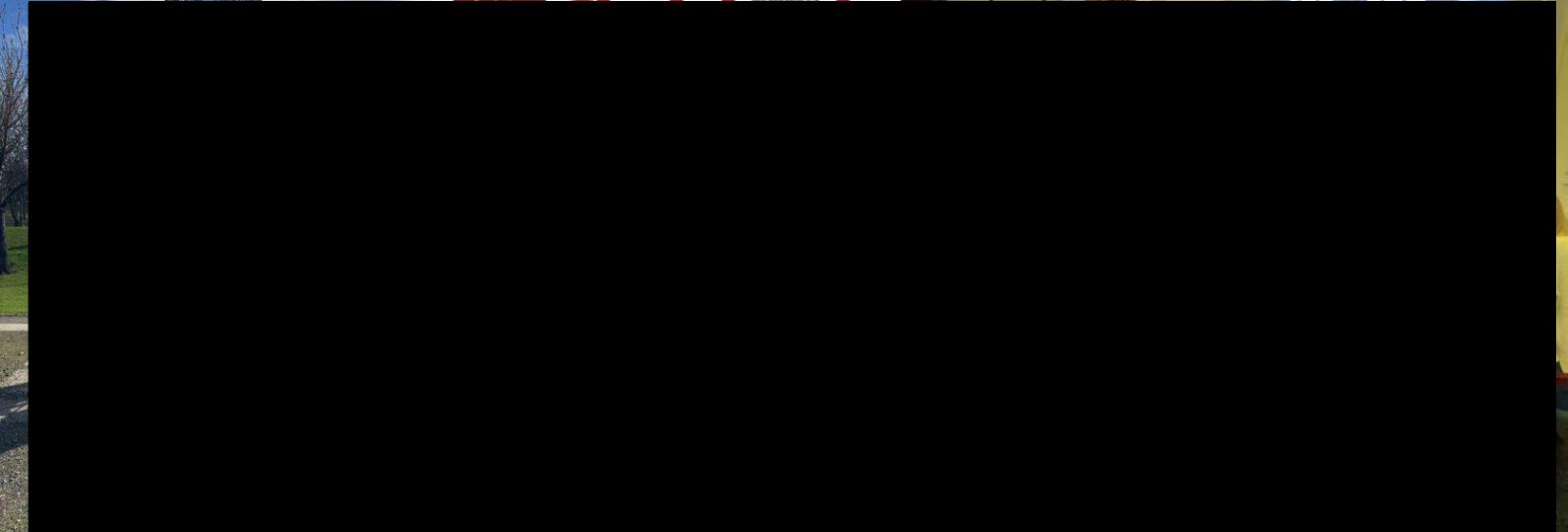
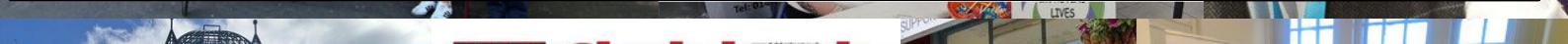
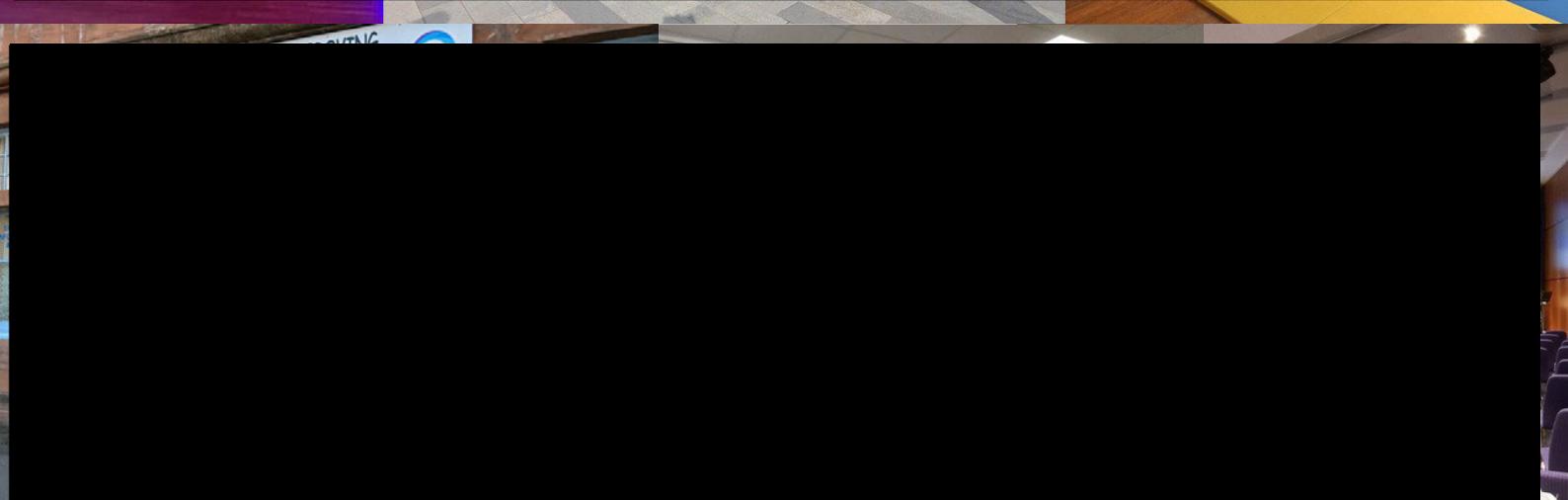
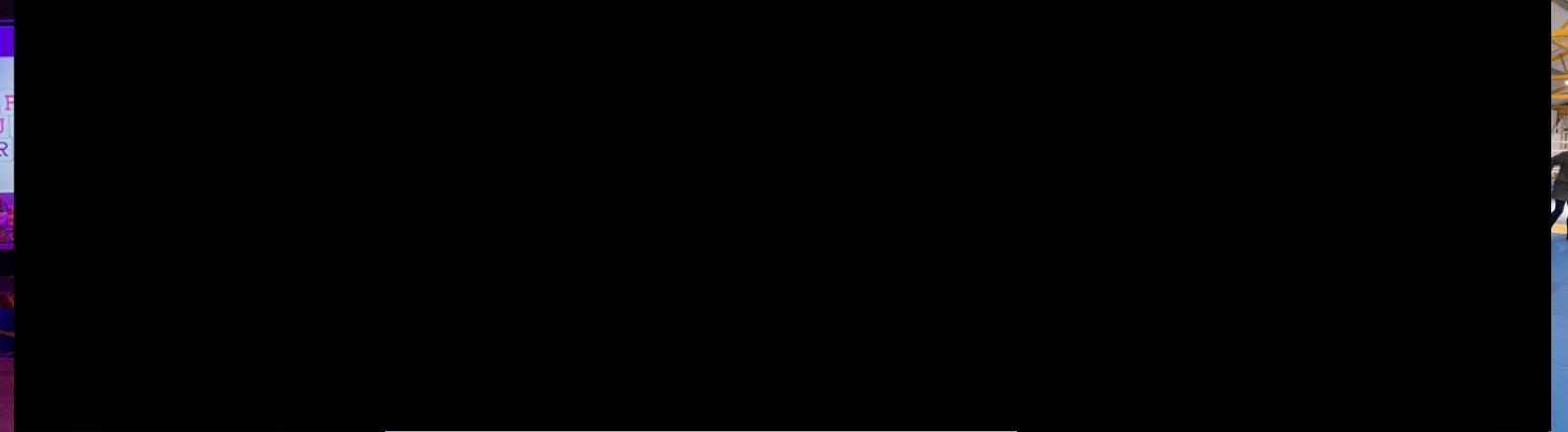
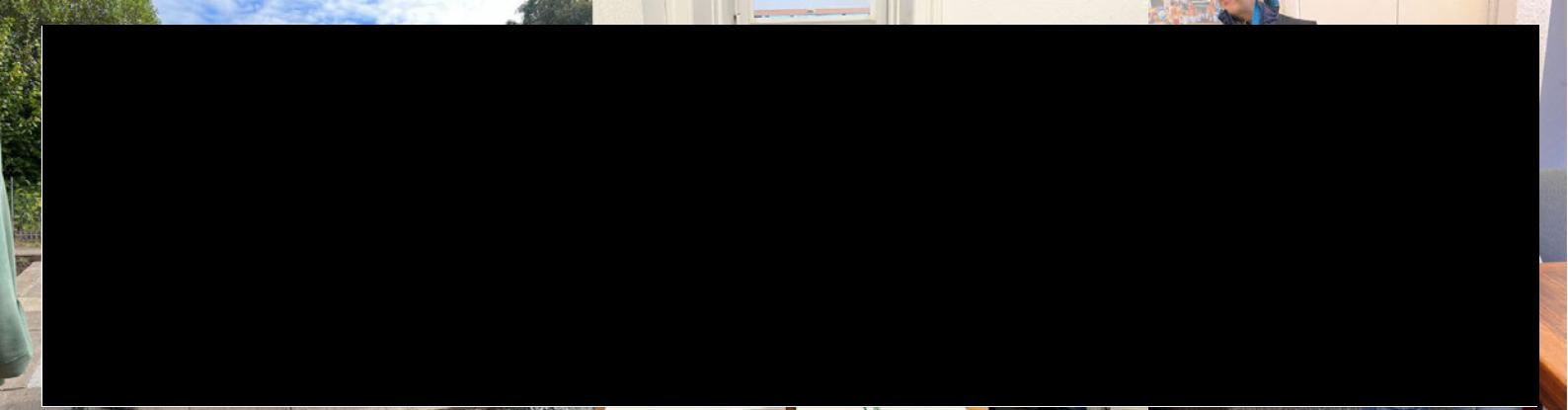
A special shout out goes to the Corra Foundation for our Henry Duncan Grant which has allowed us to run several projects but importantly has funded the creation of a fully accessible community sensory garden and allotment.



Thanks to an incredibly generous donation from comedia [REDACTED] [REDACTED] we were able to make Christmas extra special for our most vulnerable clients and the people who use our services and premises. We were blown away by this donation and the magic we were able to create for local families and individuals over the Xmas period and in to the new year.

We would not be able to help as many people as we do without the partnerships we have created with some wonderful agencies such as Voiceability, WD Citizens Advice Bureau, Kugatsu Karate, Antonine Sports Centre, West Dunbartonshire Health and Social Care Partnership, Weekday WOW Factor, Patchwork Ponies and Inclusive Images.

As always we would like to thank all of our supporters who have given donations, sponsored events or attended fundraisers throughout the year.



Declaration

Signed on behalf of the Charity
Trustees

Print Name

TRUSTEE / TREASURER

Designation

28 / 11 / 2025

Date

Receipts and payments accounts

Receipts and payments accounts							
For the period	Period start date			to	Period end date		
	Day	Month	Year		Day	Month	Year
	01	March	2024		28	February	2025

Section A Statement of receipts and payments

A2 Receipts from asset & investment sales

A3 Payments fundraising activities

Receipts and payments accounts												
For the period	Period start date			to			Period end date					
	Day	Month	Year	Day	Month	Year						
	01	March	2024	28	February	2025						

Section A Statement of receipts and payments

	Unrestricted funds - General Account	Restricted funds 2 - Grant - West Dunbartonshire Community Budget	Restricted funds 36 - KB Funding	Restricted funds 7 - The Big Lottery Fund	Restricted funds 21 - The Big Lottery Fund- Cost of Living	Restricted funds 17 - Awards for All	Restricted funds 19 - Robertson Trust	Restricted funds 22 - WDCVS	Restricted funds 20 - Asda Foundation	Restricted funds 29 -Inspiring Scotland	Restricted funds 31 - SCVO	Total funds current period	Total funds last period
	to nearest £	to nearest £	to nearest £	to nearest £	to nearest £	to nearest £	to nearest £	to nearest £	to nearest £	to nearest £	to nearest £	to nearest £	to nearest £
<i>Net receipts / (payments)</i>	1,815	-	4,989	6,695	(2,196)	(5,944)	(334)	(824)	-	(4,994)	(103)	(898)	18,564
A5 Transfers to / (from) funds												-	-
Surplus / (deficit) for year	1,815	-	4,989	6,695	(2,196)	(5,944)	(334)	(824)	-	(4,994)	(103)	(898)	18,564

Section B Statement of balances

B2 Investments	Details		Fund to which asset belongs	Market valuation to nearest £	Last year to nearest £

Details		Fund to which asset belongs	Cost (if available)	Current value (if available)	Last year
B3	Other assets		to nearest £	to nearest £	to nearest £
Printer		Restd funds 2 West Dun Com Budget	150	20	2
2 Printers		Donated			
Shredder		Restd funds 2 West Dun Com Budget	80	11	1
2 Mobile Phones		Restd funds 2 West Dun Com Budget	98	13	1
Badge Maker		Restd funds 2 West Dun Com Budget	55	7	1
2 Flipchart Stands		Donated			
1 Cordless Phone		Donated			
2 Cordless Phones		Donated			
4 Lenovo Tablets - 17.06.220		Restd funds 8 Foundation Scotland	520	124	16
2 Monitors for office - 03.09.21		Unrestricted funds - General Account	403	128	17
2 Lenovo Laptops - 15.11.21		Unrestricted funds - General Account	1,080	342	45
2 Laptops plus bundle - 30.01.23		Unrestricted funds - General Account	1,112	469	62
1 Laptop & bag		Unrestricted funds - General Account	425	239	31
2 Chromebook - 30.01.23		Unrestricted funds - General Account	279	118	15
1 Monitor - 11.12.23		SCVO Funding	199	112	14
1 Monitor - 11.12.23		SCVO Funding	139	78	10
3 Lenovo Laptops- 11.12.23			1,122	631	84
1 Apple IPAD 10.2 256gb- 11.12.23		SCVO Funding	474	267	35
2 Apple IPAD 10.2 64gb- 11.12.23		SCVO Funding	638	359	47
2 Samsung Tablets- 11.12.23		SCVO Funding	338	190	25
2 Acer Laptops- 11.12.23		SCVO Funding	910	512	68
3 IPAD Covers		SCVO Funding	71	40	5
2 money tins		Donated			
3 microwaves		Donated			
1 fridge		Donated			
1 fridge freezer		Donated			

APPENDIX 2

7 Office Desks & 18 Chairs
Large Conferencing Table

Donated			
	Total	8,108	
			3,667
			4,890

Details

B4 Liabilities

Fund to which liability relates	Amount due to nearest £	Last year to nearest £
Total		

Details

B5 Contingent liabilities

Fund to which liability relates	Amount due (estimate) to nearest £	Last year to nearest £
Total		

Signed by one or two trustees
on behalf of all the trustees

Date of
approval

04/11/2025
04/11/2025

Additional analysis (1)

Analysis of receipts and payments

1 Donations

2 Grants

	Unrestricted funds to nearest £	Restricted funds to nearest £	Total current period to nearest £	Total last period to nearest £
West Dunbartonshire Council		-	-	4,800
Glasgow Airport		-	-	1,000
The Big Lottery Fund		77,432	77,432	61,328
Awards for All		-	-	8,500
Robertson Trust		6,500	6,500	6,500
WDCVS		-	-	8,400
Inspiring Scotland		63,176	63,176	30,583
SCVO		-	-	5,143
KB Funding	10,000		10,000	
Asda Foundation	400		400	
Corra Foundation	7,500		7,500	7,500
Total	17,900	147,108	165,008	133,755

APPENDIX 3



Independent examiner's report on the accounts 2

Report to the Charity 2am.e
trustees/members of Improving Lives

Registered charity number **SC048160**

On the accounts of the charity for the period

Day	Month	Year	to	Day	Month	Year
101	:03	2024		8	02	02025

Set out on pages

Remember to include the page numbers of additional sheets

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts in accordance with the terms of the Charities and Trustee Investment (Scotland) 2005 Act and the Charities Accounts (Scotland) Regulations 2006 (as amended). The charity trustees consider that the audit requirement of Regulation 10(1) (d) of the Accounts Regulations does not apply. It is my responsibility to examine the accounts as required under section 44(1) (c) of the Act and to state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination is carried out in accordance with Regulation 11 of the 2006 Accounts Regulations. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeks explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, I do not express an audit opinion on the view given by the accounts.

Independent examiner's statement

In the course of my examination, no matter has come to my attention [other than that disclosed on the attached page*]

- which gives me reasonable cause to believe that in any material respect the requirements:
to keep accounting records in accordance with section 44(1) (a) of the 2005 Act and Regulation 4 of the 2006 Accounts Regulations, and
to prepare accounts which accord with the accounting records and comply with Regulation 9 of the 2006 Accounts Regulations

have not been met, or

- to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:**

Name:

Relevant professional qualification(s) or body (if any):

r'l ltt / ♦ 2-J

Address:

*Please delete the words in the brackets if they do not apply. If the words do apply, set out those matters which have come to your attention on the following page.

** OSCR will accept digital or typed signatures

APPENDIX 3

Disclosure section

Only complete if the examiner needs to highlight material problems.

**Give here brief details of
any items that the
examiner wishes to
disclose**