

Charity registration number 1011895 (England and Wales)

Charity registration number SC038601 (Scotland)

Company registration number 2717020 (England and Wales)

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

LEGAL AND ADMINISTRATIVE INFORMATION

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| Governors | Pat Graham Peter Glover Jennifer Whinnett Anthony Green Zebunisa Ahmed Susan Weir Emma Grunenberg (Appointed 11 April 2023) |
| Secretary | Fiona Harper |
| Charity number (England and Wales) | 1011895 |
| Charity number (Scotland) | SC038601 |
| Company number | 2717020 |
| Principal address | Springfield House 15/16 Springfield DUNDEE DD1 4JE |
| Registered office | 31 The Oaks Heathfield England TN21 8YA |
| Auditor | Bird Simpson & Co. 144 Nethergate Dundee DD1 4EB |
| Bankers | The Royal Bank of Scotland Perth Chief Office 12 Dunkeld Road Perth PH1 5RB |

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

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THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

CHAIRMAN'S STATEMENT

FOR THE YEAR ENDED 31 MARCH 2023

As preparation for writing the Chair's Statement, I always read our CEO, Jenny Miller's report and every year I am left in awe at the breadth and scale of our activities and achievements in only 12 months. As I said last year what has been achieved by such a small charity representing a group of people who are so often forgotten and abandoned is nothing short of astonishing. I am astounded that, despite the economic climate and the latter stages of the Covid pandemic, PAMIS has not only managed to maintain and even improve upon our high standards of family support services but has also continued to be innovative in the way that we provide cultural and leisure activities, both virtual and face to face in other areas of the country.

Writing this report is an opportunity for me to consider why and how PAMIS manages to deliver its commitments so successfully. Like many other organisations we have very clear goals, ambitions and strategy but we are very focussed on delivering those to the families that we support. We are a very small charity, but our families are at the heart of everything that we do, and their views, opinions and needs are what ensure that we remain focussed on the best outcomes for them. However we would not be able to achieve the commitments we make to our families if it were not for the dedication, hard work and inspiration from our dynamic and forward-thinking CEO, our wonderful staff team, our engaged Board members and the support we receive from students, volunteers and funders.

Our reputation continues to go from strength to strength throughout Scotland, nationally and internationally. This is only achieved with much effort from our dedicated CEO, staff and Board members who spend so much of their time attending and making valuable contributions to meetings with a wide range of organisations and partners who have interests in all matters relating to learning disability. We also participate and add value to many and varied research projects on a wide range of subjects that are relevant to our group. Our participation is always valued, and we are now much sought after to share our views.

I would like to take the opportunity to highlight one particular piece of research that PAMIS and our families have actively participated in throughout the course of the pandemic and that is "Coronavirus and people with learning disabilities". There have now been four waves of this research, the most recent of which took place in late 2022. It concluded that:

1. Services and supports are not back to where they were before the pandemic.
2. People are not going out to community activities as much as they did before the pandemic.
3. People with learning disabilities continue to report high levels of emotional distress and loneliness.
4. The increase in caring responsibilities is having a negative impact on the health and well-being of family carers.
5. Life is more difficult for people with profound and multiple learning disabilities (PMLD) and their families.
6. The shortage of support workers and the cost-of-living crisis is making everything more difficult.

The conclusions and recommendations of this research very much reflect what PAMIS families are experiencing in their every-day lives and reinforce our view that the pandemic is definitely not a thing of the past and still significantly impacts on their lives and wellbeing. There is an even greater need for our services than ever before, and our families very much regard PAMIS services as a lifeline. The researchers continue, with PAMIS support, to actively pursue the recommendations to ensure that the voices of our families are heard, and their hardships recognised and acted upon.

Although the Scottish Covid Inquiry itself did not impact on PAMIS until the year ended 31/03/24, I consider it appropriate to comment briefly on the Inquiry in this financial year as the purpose of that Inquiry is to look into the effects of the pandemic throughout its duration, which of course includes the current year. PAMIS was awarded core participant status which ensures that the voices of PAMIS and of our families will be very clearly heard throughout the Inquiry. Jenny and I, along with some of our staff and also family carers have been interviewed with a view to providing a clear picture of the impact of Covid on people with PMLD and their families. In fact, Jenny and I have been interviewed many times and a considerable amount of supplementary information has also been provided as part of our evidence. We have been treated at all times with respect, consideration and empathy and a very determined effort on the part of all concerned to understand the very particular needs of our group and the terrible impact of the pandemic. It has been understood and appreciated that because people with PMLD are often not able to speak on their own account, our evidence can be provided in a way that best reflects their voices, including films, photographs and presentations. We are also being afforded the opportunity to give oral evidence to the Inquiry early in 2024 and we are hopeful that this will be impactful and constructive.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

GOVERNORS' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

The Board of Governors of PAMIS (profound and multiple impairment service) are pleased to present their annual report and financial statements for the year ended 31 March 2023.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Memorandum and Articles of Association, the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended), the Charities Act 2011 and "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) (effective 1 January 2019)".

Objectives and activities

PAMIS – Promoting a more inclusive society – is the only organisation that works solely for people with profound learning and multiple disabilities (PMLD) and their family carers to ensure they have access to healthy, valued and included lives. PAMIS has spent 31 years listening, learning and working with people with PMLD and their family carers. We have built research and practice that supports this group to be included and valued within society. PAMIS is recognised nationally and internationally for the work it undertakes and has led the world in work in relation to areas such as bereavement and loss, emotional well-being, inclusive culture and leisure and as the cofounder of the changing places toilet campaign. PAMIS were 2016 winners of the prestigious GSK and Kings fund IMPACT award recognised for excellence in Innovation, Management, Partnership working, Achievement, Community Focus, and Targeting Need and continue to be members of, and benefit from, the GSK/Kings Fund IMPACT award leadership network.

Profound means deep, it means wise, it means expert. People with PMLD and their family carers are some of the best educators that we have, teaching us how to care, how to act with compassion, how to communicate, how to work as a team to include everyone. Only when we bring together the expertise and knowledge of a whole team including the person with PMLD, and their family carers do we begin to understand the needs of this marginalised group of people and develop ways to ensure they realise their dreams and potential.

PAMIS developed a 10-year strategy (2018-2028) that takes cognisance of this expertise and recognise that change takes consistency in message over time. The organisation has committed to build on previous work but looks to a future that will ensure that:

Communities are developed and equipped to support people with profound learning and multiple disabilities and their family carers, to lead healthy and included lives doing things they value and choose.

Our strategy and ongoing work support Scottish policy and ensures a human rights approach underpins all that we do. It also ensures that the principles on which PAMIS was founded and continues to operate under are met. These are:

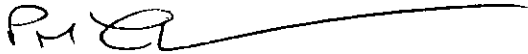
- People with PMLD are valued both as individuals and for the contribution they make to the community.
- People with PMLD should receive all the support needed to realise their full potential.
- People with PMLD have a right to a full life shaped by personal choice, abilities and needs and that this underlies all provision and policy affecting their lives.
- The knowledge and experience of family carers is recognised, and their views are fully taken into account in service development.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

CHAIRMAN'S STATEMENT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

If I can end this year's statement on a positive note, it would be that while our group, with much justification, often feels ignored and isolated, PAMIS is taking every opportunity that is presented to us to ensure that the voice of the person with PMLD is heard, and where that opportunity does not present itself, we are creating innovative ways of doing so.



Pat Graham
Chair of Board of Govenors

Date: 25 October 2023

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

GOVERNORS' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

Our 10-year strategy (2018-2028) focuses on seven key strands:

1. Supporting Family Carers, People with PMLD and Communities: Family carers will be supported to care for their relative with PMLD especially during times of stress such as transition into new services across the life span. PAMIS will seek to support people with PMLD and their family carers across Scotland to lead healthy, valued and inclusive lives and ensure that this support includes diverse populations from, for example, ethnic minority groups and gypsy travellers. PAMIS will work with local communities to enable them to value, respect and include people with PMLD and their family carers.

2. Education and Development: PAMIS will support communities to be inclusive through the development and provision of educational resources. Those who provide care will have the skills, knowledge and understanding to enable them to support people with PMLD to lead healthy, valued and included lives. Family carers will coproduce and deliver education to those developing and providing services and community spaces.

3. Influencing Policy and Practice: Family carers will be valued for their expert contributions and empowered to coproduce policy, services and care, for people with PMLD. This will drive policy and practice to enable a culture of inclusion of all and ensure that people with PMLD and their family carers lead healthy, valued and inclusive lives.

4. Research and Evaluation: Research and evaluation will drive the best practice and service design to ensure people with PMLD lead healthy, valued and included lives. PAMIS will become established as a key research partner nationally and internationally in the area of people with PMLD and their family carers delivering research and evaluation that make an impact on practice and on the lives of people with PMLD.

5. Developing and Supporting Innovative Practice: There will be a strong focus on developing practice that considers the aspirations of people with PMLD and an increased emphasis on their lifelong learning. Practice will be developed that supports the voice of the person with PMLD and ensures they are involved in meaningful activity within their communities.

6. Governance and Sustainability of PAMIS: PAMIS will ensure best practice is embedded in the governance and development of the organisation. We are committed to supporting a diverse Board of Governors, ensuring our organisation is underpinned with appropriate legislative governance but also steeped in human rights and equalities values. We will continue to develop strategies to support our ongoing viability and consider the opportunities that will support income generation within the organisation.

7. Valuing Staff and Volunteers: PAMIS will support and develop our workforce and those who volunteer for us. We will ensure that best practice in staff welfare and management is followed including healthy working lives and supporting carers' awards.

We have continued to deliver this through a range of projects and programmes including family support services; education and development; research and practice development; inclusive culture and leisure; campaigns; information sharing; our PAMIS multisensory story library; and resources to support digital inclusion. PAMIS also operates PAMIS breaks providing accessible accommodation, a mobile changing place toilet and inclusive activities that the whole family can enjoy.

The Governors have paid due regard to guidance issued by the Charity Commission and OSCR in deciding what activities the charity should undertake. All of these activities have at the core the intention to promote a more inclusive society for children, young people and adults with PMLD and their families.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

GOVERNORS' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

Achievements and performance

OVERVIEW - PAMIS national contributions 2022/23 – a snapshot

2022 was our 30th anniversary year of supporting children, young people and adults with a profound learning and multiple disabilities and their families to lead healthy, valued and inclusive lives. We opened this financial year with a profound, cutting-edge webinar introducing the research of Professor Mark Solms, an eminent neuroscientist who has rewritten the theory of brain development. Discovery and challenge have been core to the past 30 years of our work and his theories validate the long-held views of families that their relative has emotional responses and reactions demonstrating feelings. He suggests that the seat of consciousness lies not in the cortex, higher levels of thinking and reflection, but in the brainstem, with basic emotions. He talks about restoring feelings to the centre of what it means to be human and explains that we need to re-evaluate the way we think about identity, selfhood and learning. This webinar attended by over 180 people set the scene for a new chapter in how people with PMLD are engaged and supported. It also endorsed our work in supporting the emotional wellbeing and development of this group through creative arts, inclusive play and exploration of finding their voice.

We spent our anniversary year raising the profile of ongoing issues, hosting meetings and webinars to explore these but also to find solutions; and sharing practice. During Scottish Learning Disability Week we contributed to sessions and also hosted a webinar on trauma, using the event to launch our resource and training developed during the pandemic to support people with PMLD and their carers through difficult times [The Imagination Toolkit- a multi-sensory story resource for challenging times-PAMIS](#). We continued to provide opportunities for the invisible to become visible and built on the previous success of festivals like the Edinburgh Book Festival and were also a part of the award winning "thisisme2022" campaign [This is Me - News & Events- Scottish Learning Disabilities Observatory \(sldo.ac.uk\)](#)

As with every year trying to do justice to the work undertaken by an incredible PAMIS staff team whose dedication, commitment, motivation and creativity inspires me on so many levels. They will agree that this is because the families and people with PMLD teach and lead us to work in this way. We are indebted to this community for all their contributions, insights and resilience and who are always willing to support us to think and act differently and learn from them, the experts. A few of them are also on our PAMIS Board of Governors, and they alongside their Board colleagues, ensure that PAMIS remains connected to our objectives and purpose. The leadership from the Board and the range of expertise and skills from a diverse group of Governors supports the whole team at PAMIS to achieve what sometimes feels unachievable and we thank them for this ongoing support and direction.

We have been successful with a number of funding applications that have enabled us to continue our work and we remain grateful to the many funders who support us. We also would not be able to achieve so much without the support of a fantastic group of volunteers and of course the students who spend their practice placements with us. Thanks as ever to both these groups of people.

In the final opening of the report on this year's activity I would like to mention the loss of a very key, valued and loved member of the family support team. Maureen McClelland retired in December 2022 after many years as the family support director in Fife. She was also the lead for the counselling and wellbeing project, a trainer on the bereavement and loss course and qualified as a counsellor a couple of years ago. She is an absolute expert in her field, kind, compassionate, gentle but a force to be reckoned with when supporting the rights of the families in her area. She provided support to us all but especially to the families she worked with. We are grateful for all that she contributed over the years, are extremely sad to see her leave but wish a long and happy and well-deserved retirement.

Contained in the next few pages are some headlines from the work undertaken by PAMIS over this accounting period April 2022 – end of March 2023. This is reported under each of our strategic themes.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

GOVERNORS' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

Strategic objective 1 – Supporting Family Carers, people with PMLD and Communities:

Summary of Activity

Family Support

The theme from the previous year remains current this year: an increase in the intensity of family support, exacerbated by the cost-of-living crisis and the failure still of services and staffing to resume to appropriate levels. There are increasing numbers of referrals from families whose child is profoundly impacted by their autism and also from out of area referrals. There was an increase in families feeling that their situations were so dire that suicide seems the only way out and families reporting feeling let down by statutory services. A challenging year for families but not without its toll on the PAMIS staff team supporting these intense and emotional situations.

The lack of service to support this group combined with the ongoing recruitment crisis in the care sector meant that the PAMIS school holiday programmes and ongoing activities were heavily utilised. We were thankful for a range of funding and also for the invaluable contributions the students on placement provided to support these programmes. This year, thanks to the work of a family carer in Clackmannanshire, PAMIS were asked to support a family friendship club in this new area to PAMIS and we are now engaging with a new community of families. The lack of accessible venues, i.e., no changing places in community venues in the area, is causing some challenges.

Family support directors provided support over the year on a range of topics including: funding applications to ILF, family fund, charitable/public funding; funding assistance with energy bills; support for improved outcomes for SDS care packages; attendance to support families at multidisciplinary team meetings; support to challenge lack of day services and changes to care packages; future accommodation and residential care packages; emotional support; housing adaptation and housing transition support; development of digital passports; supporting transition; supporting families at school and health/hospital appointments; assisting with carers support plans; supporting families with Child Protection concerns and supporting families at 'risk' management meetings; bereavement support.

Family carer comment: - "Pamis family support service has given me the lifeline of support and a wealth of information to enable me to continue my caring role. The support service is outstanding with an exceptional member of staff".

The lack of appropriate housing and a workforce equipped to support this group of people remains an issue. PAMIS have been involved at a local and national level in raising this and looking for solutions. We provided intensive support to several people at risk of placement breakdown and have highlighted the lack of statutory service commitment to supporting care providers with people with PMLD who require structure and purposeful and meaningful activity as well as an understanding of their complex communication.

We also provided a number of workshops for families on topics such as Wills and Trusts and Guardianship. Alongside a number of postural care workshops and regular evening parent/carers chats with a specific session dedicated to the fuel and poverty crisis with guests from the CHAS team.

The virtual/online activities and groups continued to support families across Scotland and included: PAMIS Art for Wellbeing which is a parent led group meeting every week on Zoom; Yoga for Carers; Wake Up Shake Up with Judy - a fun sensory half hour session with our volunteer Judy to wake up the senses, based on Flo Longhorn's Sensology workout; music sessions; Accordion Singalong with Raymond and Gena; PAMIS virtual disco, a very popular event! To name a few. There were also online carers evening chats.

The monthly friendship club in Fife resumed in person and there were face-to-face music and multi-sensory storytelling sessions. An accessible art club started in Fife as well as the ongoing PAMIS online art group. Pony axe s remained popular across all the regions.

Funding was received from several sources to support SOMA, music and multisensory story kits to be delivered to families in several areas.

Counselling and Wellbeing

There was a steady increase in counselling and wellbeing referrals and sessions attended. Over the year we have provided 29 families with over 237 hours of formal counselling and were also able to use the fund to provide 4 families with a Pamis break. The wellbeing activities this year have been well attended included weekly yoga classes, cold water swimming therapy and we had a 4-week creative writing course that was highly evaluated by the 12 participants.

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GOVERNORS' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

"Thank you so much for organising the Creative Writing group on Wednesdays - it's been a real highlight of the past month. Lots of important stuff seems a bit stuck at the moment and it's been so valuable having something new and creative to try out and dabble in".

"I love coming along to the yoga class, it's the highlight of my week, totally my time."

"Thank you for the lovely memories you are helping to create, being with Obama is a real treat for us all."

"The counselling sessions are a life saver for me, I did not know where to turn so thank you, I'm so grateful to have your charity support us all."

Children and Young People Family Support

We developed a South Lanarkshire early years family support service which made contact with practitioners in the area and organised family events which led to engagement with 22 new families.

My voice my choice a project using digital passports and activities to form an early year's group supporting children to find a voice and influence future services, was initially run virtually which meant the budget was underspent, enabling it to continue and provide further face to face activities into the autumn. The group introduced us to a new set of families, 9 of whom are now also accessing some of the Fife family support services.

The Connect club was successful in SSE funding and continues to provide opportunities for young people in Highland Perthshire. The disability sports programme is going well within this. Application into the three-year Government Community Grant to support the community to continue the work and to build on that framework for children transitioning from school to adult services as they clearly said they wanted to remain in their community.

In Angus Little Rays has continued to see a rise in numbers, our online group currently has 16 children attending from home and school supported by support staff. There are 3 Sunshine Groups across Angus with 15 parents involved. The Creative Communities Angus project supported three parents to build their confidence to create story resources that enable children, including those with PMLD, to creatively engage with topics such as friendships.

Brenda Garrard supported the Blair Drummond Dream Night opened up this year to 1800 families, and PAMIS joined many other charities in supporting families to attend. A very successful night enjoyed by all.

Wildhood festival was once again supported by the PAMIS team and with funding from the Better Breaks Inclusive Festival project, tickets were available for 19 families, 33 adults, 31 children and 5 carers. Beautiful weather and multisensory stories and SOMA provided an excellent event with lots of very positive feedback.

The Glasgow Digital Transitions project had 8 new referrals for families who have young people aged 15-18 years who are going through the transition process from education to adult services. Lottery Funding enables this very effective project to run but we are also indebted to the role that social work students play while on placement with us. They assist with the development of the young person's digital passports and this in turn keeps the costs of the project down and enables us to deliver to more young people. Unfortunately, there is a lack of adult social workers and of day opportunities for young people to move into. The impact of this is devastating and contributing to the deteriorating wellbeing of both the young people and their families.

We also recognise that we do not cover the whole of Scotland in our direct family support. We held a Deep Dive into Family Support with the team and the PAMIS Board of Governors, facilitated by Sally Cavers from Inspiring Scotland. This enabled each current family support area to share their model and approach followed by discussions about future models that could enable a broader reach across Scotland. Taking this forward in Aberdeenshire Brenda Garrard was successful in obtaining Fairer Aberdeenshire funding to trial a partnership model working with Quarriers Aberdeenshire, Downs Syndrome Scotland/Aberdeenshire, Rainbow Rogues, and local Child Development Support Group. In partnership, we hope to help additional family carers facing similar challenges, to access PAMIS project activities that will help promote well-being, and better support those, most vulnerable, to the financial challenges caused by today's economic conditions.

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GOVERNORS' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

Inclusive communities

Changing places toilets – PAMIS co-chair the UK Changing Places toilet consortium, which was established in 2006. The consortium supports the development of Changing Places Toilets (CPTs) throughout the UK and offers a wide range of free expert advice, guidance and technical publications. PAMIS are the lead organisation for CPTs in Scotland and provide secretariat support to the Cross-Party Group on Changing Places toilets. PAMIS are a member of Transport Scotland's Accessible Travel Steering Group and work at a strategic as well as operational level to promote CPTs across Scotland. We also provide administrative functions to support the development of the national CPT online mapping service formally registering every new CPT that is built and adding to the map to enable users to locate a nearby facility. In addition, we provide marketing and promotional functions to venues which are seeking to open a CPT.

There are 1796 Changing Places toilets in UK, 260 of which are in Scotland. In this reporting period PAMIS registered a total of 16 Changing Places toilets. This was a decrease from the previous year, which saw 19 registered. The COVID-19 pandemic had an impact on the number of facilities registered in 2020, 2021 and 2022. It is likely that the 2022 energy crisis has impacted businesses. The new clause within the Scottish Non-Domestic Technical Handbook will lead to continued growth in Scottish provision and we are confident in assuming this will be reflected in a future increase in registrations. We also expect the pending Scottish government £10million investment into the capital build of CPTS, will see a dramatic rise in provision.

The Changing Places toilet team received over 400 enquiries, the highest number in recent years. This comes from a highly committed and effective tiny team who work across 7 days to ensure that access to information about the changing places toilets in Scotland is current. They have also engaged in a series of national engagement workshops looking at provision across transport hubs and the west coast of Scotland including islands served by CalMac ferries. We are also reviewing the Official Changing Places Toilets Practical Guide Publication and have an equipment and technical focus group established. These resources will be vital in supporting local authorities, venues and community groups in installing a Changing Places toilet should they be successful in applying to the fund.

A new Cross Party Group for Changing Places toilets has been established by Paul O'Kane MSP and PAMIS provide agenda input as well as quarterly updates to members. The aim of the group is to develop the CPT agenda particularly within the Scottish business sector as well as inclusive tourism.

PAMIS continues to have amazing support from families and campaigners across the country and our consortium partner Muscular Dystrophy UK. In 2023, we aim to work on redesigning our Changing Places toilet Practical Guide and have secured funding to move the Changing Places toilet website and toilet map to the next phase of design and improvement.

The Pamiloo is PAMIS's mobile Changing Places toilet. In this reporting period, the Pamiloo attended 43 events throughout Scotland. 27 of these events were public and 16 were led by other organisations/private held.

Inclusive play parks – PAMIS continue to raise the need for more inclusive play parks and Fiona Souter, Inclusive Communities Director, has been part of the COSLA/Scottish Government play for all working group and presented with SENSE on inclusive play parks at the first national meeting group.

Strategic Objective 2 – Education and Development:

Our learning and development has reached over 750 people over this year with webinars, courses, lectures, workshops and practice placements. We have also developed resources to support learning into practice.

We are embarking on a partnership with Dr Nicola Grove to add her StorySharing model to our portfolio of **multisensory story telling** education and practice. We trained a group of staff and family carers in this approach and 2 members of staff are on the advanced training to enable this to be delivered alongside Nicola.

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GOVERNORS' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

The **bereavement and loss** course has started again in person and a very successful 2-day course enabled us to upskill a new member of our training team. Evaluations highlighted the appreciation for this course – "Great to have the space, time and level of experience in the room to explore this topic".

*We officially launched the **Imagination Toolkit** The Imagination Toolkit - a multi-sensory story resource for challenging times - PAMIS. At our webinar *Unlocking the Door to Trauma in Scottish Learning Disability Week 2022*. We ran the toolkit 2 day in-person course for Capability Scotland staff at Cosford School and a couple of external attendees in the autumn. Again, excellent feedback - "I would like to thank you both for the fantastic training, we all loved it! The content and your delivery had us fully engaged – it is great being with the whole staff team to improve our practice "TeamCorseford"*

Our deep-rooted commitment to **postural care** continues, instigated by a family carer some 15 years ago to ensure people with PMLD were supported with 24-hour postural care in order to prevent or minimise poor body shape, which we know leads to premature death. We lead the national postural care reference group, contributed to the NHS Education for Scotland eLearning resources, continued with the Alliance funded project providing postural care training. Our 4-week online education sessions 'Introduction to body shape protection' introduce participants to understanding why body shape changes, recognising supported and unsupported postures, pain recognition and getting the right support when you need it. 4 sessions were held this year led by family carers plus 4 informal Zoom 'coffee chats' on the topic. Sessions were for carers and NHS employees. 22 professionals attended as well as GP, AHP and paramedic students alongside family carers. A further course was delivered specifically to a care provider (funded by them). We have also been working with Simple Stuff Works to develop a memo of understanding to deliver the Born At the Right Time Course this will enable us to deliver the course with access to high quality resources.

A new Scottish Government neurological fund has enabled a project supporting 3 organisations (Muscular Dystrophy UK, Spina Bifida Hydrocephalus Scotland, Huntington's Association Scotland) to develop the PAMIS model of training carers, people with lived experience and practitioners. Each organisation has welcomed our support in sharing information on postural care with the individuals and families accessing their services as well as the cross organisational peer support available through our newly established network.

We were also engaged to provide **moving and handling** training and a webinar. This is an area we are looking to further develop along the lines of the postural care model.

Cat Jamieson our Health and Digital lead has continued to roll out **PAMIS digital passport** <https://pamis.org.uk/services/digital-passports/> training to countless organisations, students, families and personal assistants. This remains free as was our commitment from the pandemic although we would like to relook at the consultancy approach to embed the passports in care providers offer.

We provided a consultancy to another provider to support the team to engage with people with PMLD and purposeful and meaningful activity. This will be a growing theme for our portfolio. We were also impressed with the professional approach that 2 of our occupational therapy students took to introduce this concept to a workforce of support staff.

Other training included SOMA (sporting opportunities for motor activity); PMLD awareness; inclusion including understanding the changing places toilet; multisensory story telling; activity analysis.

Our commitment to supporting the **next generation** of the health and social care workforce remained constant throughout the year. We had 22 students on placement this year from social work, occupational therapy, physiotherapy, ScotGem (GPs), and our first paramedic student which was successful and opened both his and our eyes to the role this profession can play with our community. He worked with the Occupational Therapy students and family carers to enhance his knowledge and skills and provided excellent feedback about the opportunities. He was also enabled to participate in postural care training and along with his peer students highlighted the benefits and importance of this knowledge for his profession. We worked with the IPE team and provided a pilot interprofessional education placement for 3 students utilising their new handbook.

The social work students particularly in Glasgow provide us with an additional workforce that support developments of key resources such as the transition PAMIS digital passport. They and the OT students also supported the Pamiloo at various events.

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There was positive feedback from students about their experience. PAMIS passionately believe that influencing them at an early stage in their career will support the visibility and a commitment to improving the health and social care outcomes of our community and their families. One student was brave enough to question quality of life and the medical research he had found. However, by the end of the placement his attitude had shifted, the experience obviously had a profound impact on him. He noted that he had looked for evidence about quality of life from medical research, keen to get high quality research evidence based on quantitative data. However, he realized that this only provided a part of the picture and that if you didn't also hear the voices of the families and recognize the importance of this qualitative data you were not getting the full picture and your decisions would be flawed. He acknowledged the safety of this practice environment to explore these ethical issues. We were impressed with his openness and honesty and relieved that he had the opportunity to explore these questions with us. This emphasizes the importance of these placements with us in shaping attitudes and future practice.

We were invited again to provide input into the Clinical Psychology course at Glasgow University which includes Pat Graham, PAMIS chair and family carer providing a fabulous and well received insight into this community.

Strategic Objective 3 – Influencing Policy and Practice:

PAMIS attended a wide range of local, national and Scottish Government groups to ensure that the voice of children, young people and adults was fed into all areas of policy and practice, and we continued to raise specific issues with relevant teams locally and with Scottish Government. We also continue to influence locally in terms of the implementation of policy including ensuring the voice of people with PMLD are heard within day service redevelopment, pathways into acute hospitals, inclusion of changing places toilets in new builds – to name a few.

Some of our contributions to national and local strategy and policy development groups, enquiries, consultations, cross party groups etc are highlighted below.

Consultations and evidence giving:

- Scottish Government consultation's Guidance on Provision of Equipment and Adaptations this resulted in a specific section on postural care equipment in the final guidance.
- Scottish Parliament Equalities, Human Rights & Civil Justice Committee - PAMIS hosted a workshop with family carers attended by MSPs
- Margaret Flemming Significant Case Review - conducted by Jean MacLellan, - PAMIS hosted 2 family carer focus groups to feed into this review.
- Scottish Carers Assistance consultation
- Mental Health Law engagement events and contributions to roundtable hosted by Enable/CPG learning disability.
- Scot Gov. response to the six priority groups at danger of falling into poverty; we shared documents including - Reality of the Caring Role and Chronic Sorrow; PAMIS Poverty Statement; International Woman's Day Evidence; PAMIS SDS Statement
- the Adult Disability Mobility Component Consultation
- SDSS consultation 2023 – 2027.
- OFGEN survey re campaign information.
- Mental Welfare Commission engagement with CYP.
- Transition Bill MSP Committee - PAMIS gave evidence on behalf of the Alliance.
- We hosted a roundtable to support progress with the Scottish Postural Care Strategy for Scotland Your Posture Matters
- We met with MSP Myles Briggs regarding family carers' routes into employment and following this with the civil servants developing the consultation.
- contributed to a working group on supporting children and young people with fuel poverty.
- provided evidence and information on the impact of fuel poverty on our group.
- provided information on the impact of poverty on older carers.
- hosted a meeting on the removal of school nurses.

We continue to represent our community at a number of national and local groups including:

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Open With Care Advisory group and the Care home/supported accommodation (CPAG) Scottish Government Group and subgroup for Ann's Law and The Care Home Standards; Cross party groups – PAMIS have been represented at the Learning disability, Changing Places Toilet, Social work, epilepsy and physical disability groups; Scottish Commission for Learning Disabilities Evidence into Practice Board and trustee on SCLD Board; chair of the Scottish Postural Care Reference and co-chair the Postural Care Education Group; Self-Directed Support Scotland Management Committee; CEN (Children with Exceptional Needs) network; Inspiring Scotland/SG Learning Disability Portfolio; Scottish Learning Disability Nurse leads group, Excellence in care national group and Scottish Learning Disability Nurse Education Group; co-chairs of the UK Changing Places Toilet Consortium; Transport Scotland Accessible Travel Advisory group; NMAHP Digital Leadership Training and Development group, Scottish Government Digital Health Equality Impact Assessment group and Digital Front Door advisory group; National Scottish Restraint and Reduction Network and positive Behavioural Support CEO network; National Care Service key stakeholder group; Learning disability CAMHS national group; Neurodevelopment CAMHS task and finish group; Learning disabilities and autism transformational plan; Disabled children and young people advisory group and engagement sub group; GIRFEC national advisory group; EPATS national group; Local area HSCP and Council learning disability groups such as greater Glasgow and Clyde The Life I Want Housing Workstream and Health Workstream; Scottish & UK GSK/Kings Fund IMPACT network. Learning Disability Nursing preregistration education and workforce review

Through our involvement in these groups and also our ongoing engagement with the learning disability team of civil servants we ensured that key issues and aspirations of people with PMLD and their family carers were amplified. However, there are a number of inspirational carers who not only care 24/7 but dedicate their lives to supporting others, seeking and creating solutions, and campaigning for change. PAMIS are privileged to have 3 of these people on their Board, to employ 2 of them and to be connected to many more.

Strategic Objective 4 - Research and evaluation:

It was another busy year with lots of opportunities to involve people with PMLD and their family carers in a range of research and evaluation projects. We are indebted to a number of significant research leads who are committed to ensuring that people with PMLD are involved in research and that the research supports an improvement in their health and wellbeing. One such high profile and key advocate for our community is the Scottish Learning Disability Observatory. This year they have taken the implementation of research to another level and we, alongside key learning disability stakeholders Downs Syndrome Scotland and the Scottish Commission for People with a Learning Disability were involved with family carers and people with a learning disability in "This IS ME 2022"- valuing the lives of people with a learning disability. The aim is to raise awareness of the public about the experiences of people with a learning disability, challenging stigma and discrimination and influence positive change. PAMIS families and carers alongside self-advocates with a learning disability and key organisations shared their stories and their aspirations to make Scotland a more inclusive and equal place. These blogs and films can be found at <https://www.sldo.ac.uk/news-events/news/this-is-me-valuing-the-lives-of-people-with-learning-disabilities/> An open event was held at the end of 2022 which we supported with a multisensory story of "I Can".

We are also partners in the new SLDO inclusive research project looking to support accessible and inclusive dissemination of research findings.

PAMIS were also involved in an SLDO webinar on the morbidity studies and an article for BMJ online.

We are involved in the University of Glasgow Cancer Screening and Learning Disabilities, supporting family carers to engage with the researchers about their experience of bowel, breast, cervical cancer screening and prostate screening.

We also contributed to a Dental focus group organised by SLDO to consider the barriers and enablers to support dental care of people with a learning disability/PMLD.

We continued to support the research about adapting psychological interventions for people with severe and profound intellectual disabilities: A behavioural activation exemplar, Beattt. Further funding applications are being progressed so that this can be a fuller project. It is significant given the lack of interventions for this population in terms of their mental health. PAMIS will continue to support adaptations, provide advice about activities, support recruitment and dissemination of the findings.

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We have contributed to the Diabetes and Learning Disability research - University of Leicester and Glasgow.

We were approached by 2 groups to partner in their application for research into intensive interaction for children and young people with profound and multiple learning disabilities, one was unsuccessful but the other has started and is ongoing for 5 years – INTERACT - Intensive Interaction for children and young people with PMLD – led by Dr Jill Bradshaw, University of Kent and Professor Catherine Hewitt, University of York. The funding is awarded by the Health Technology Assessment, National Institute of Health Research HTA Project: NIHR151428.

We continued to support the Queens University Belfast research which sought to explore the experiences and impact of the COVID-19 pandemic on family carers of those with severe or profound and multiple learning disabilities, with the aim of developing an online programme to support family carers and to make recommendations about service provision. We supported recruitment of families although this past year that has been problematic with families becoming research and consultation fatigued. We had 16 families involved. We also reviewed the resources and attended research meetings and the final focus/dissemination event. [Homepage - Carers ID \(carers-id.com\)](https://www.carers-id.com)

We supported the Scottish commission for people with a learning disability investigation into early years support for children with a learning disability <https://www.sclid.org.uk/sclid-launches-early-years-report/> and it's launch at a webinar during Scottish learning disability week 2022. This has led to discussions and input into a report being developed by Craighalbert Centre proposing the need for a hub for practice and development for young children with complex care needs.

A fourth wave of the research Coronavirus and People with Learning Disabilities Study was funded to add to the data already captured exploring the impact of COVID 19 on people with a learning disability and including the family carers of those with PMLD. PAMIS supported the recruitment of families, attended the advisory groups and have engaged with the Scottish researchers about the results. We continue to highlight the policy brief that was written after the completion of the first 3 waves. Sadly, there has been little progress with the recommendations.

An exciting development has been involvement with a family carer led research project into a supported living project – Appletree.

We have continued involvement in PMLD link editorial board and PAMIS have submitted a range of articles for the 4 editions across the year.

Strategic Objective 5 - Developing and supporting Innovative practice:

Inclusive culture: This year has been a catalyst for the overall vision of the organisation - promoting a more inclusive society. The work undertaken over several years with the arts, culture and heritage communities is coming to fruition and we are seeing confident organisations developing venues and resources that include everyone.

Maureen Phillip, Inclusive culture and practice development director, and Pat Graham, family carer and chair of PAMIS Board, continued their relationship with the Edinburgh International Book Festival in August with a storytelling performance that our groups of people with PMLD had worked on over several months. We produced resources that demonstrated how through the creative process the group immersed themselves in the book. - [Dugie the Dinosaur: A Multi-Sensory Story – Learning - Edinburgh International Book Festival \(edbookfest.co.uk\)](https://www.edbookfest.co.uk)

The Wigtown Book Festival also once again provided inclusive opportunities with the Pamiloo and Maureen supporting authors we had previously supported at the Edinburgh International Book Festival to deliver three multisensory stories over the weekend. Over 65 children attended but sadly no one with a PMLD. We used the opportunity to raise awareness of multi-sensory events, network and make links for the future. This led to the opportunity to work more closely with the festival to apply for funding to engage remote communities. We also used the opportunity to work with the author and illustrator to plan our involvement in their new book and ways to incorporate the voices of our children and young people within this.

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This was the Scottish Year of Stories and there were a number of events that supported children, young people and adults with PMLD and their families to engage in the celebrations from preschool events to family carer opportunities and festivals for all. We were grateful to the Shared Care Scotland Grant that enabled these to happen across the country. A total of seventy families/supporters overall attended the events. We also supported online events ensuring everyone had access. The art for wellbeing online group presented their work on an online art exhibition. The weekly online music sessions including the Makaton Choir, continued and were very popular, providing opportunities to tell stories through song. This creative process offered a multitude of opportunities for people with PMLD to grow and develop. Learning through fun offers opportunities, friendship, improved well-being and demonstrates what people with PMLD can do if given the opportunity. 53 people on a weekly basis benefitted from this project. Having an opportunity to experience the benefits of these interventions has also led to families accessing one to one sessions self/SDS funded.

The art for wellbeing group, set up during COVID has brought people with PMLD from across Scotland together. This year at the Edinburgh International Book Festival they met for the first time in person – quite an emotional event – as one family carer mentions *"It was wonderful and very emotional to see the young people finally meet in the authors yurt at the book festival and be on stage together. Thank you for what you have facilitated"*. Since their appearance on stage at the book festival they have engaged with and participated in other events and during their in-person contribution to the "SeeMe" launch further independent social events were planned.

The National Galleries in Edinburgh are growing their accessible activities. Supported by PAMIS Maureen Philip, an amazing summer programme of activities for 6 young people with PMLD was held. Working with artists over 6 sessions a range of work has been developed that will be exhibited alongside other groups in the National Gallery on the mound later in 2023. One family provided a blog about the experience stating it was the best summer that she and her daughter had ever had. PAMIS also supported a consultation event for families to input into the next art installation at the National Gallery for Modern Art (Modern 1). The changing places toilet was the catalyst for our involvement with this group who then quickly grasped that alongside physical access the appropriate sensory, cognitive and attitudinal access was key. Maureen Phillip has worked alongside them, and the development of multisensory resources are now visible in their exhibitions and resources online. PAMIS have also created seasonal resources and these are linked to the current themes of the art installations at the gallery. These resources enable families to engage with the collection and further enjoy what the national gallery of Scotland have to offer. Linking story and art in this way offers people with PMLD a fabulous fun day but also it offers the potential to enhance their understanding of and access to modern art, providing a learning experience they might not otherwise have access to.

Creative Communities in Angus project has supported three parents that were identified at the preschool education group, The Little Rays, in Angus to build their confidence to create story resources to raise awareness and support topics that children find difficult to understand. The resources created through story will support people with PMLD and mainstream children to creatively engage with topics such as friendships. Through this project three parents showcased their artwork at the Inspiring Scotland Creative Communities exhibition in Glasgow. Two of the three parents have further developed their skills by working with local schools and creating and telling their stories online. A third parent is currently working on publishing their stories. This work has been beneficial for lessening isolation of these parents, improving their mental well-being, providing opportunities for them, and enhancing partnership working with the schools in their localities. One of them is now a regular multisensory storyteller for PAMIS events and friendship groups.

PAMIS have also been working with a group of Angus social workers who were interested in learning more about Multi sensory storytelling. PAMIS have supported this group to create their own stories and have held workshops and online training sessions.

Community led programmes - With grants secured from SSE, Inspiring Scotland's Creative Communities funding and The Basil Death Fund, PAMIS has delivered and is continuing to deliver a cultural and activities programme in Highland Perthshire. The programmes are community led delivered by two parents and a volunteer, supported by PAMIS. The parents delivered the cultural activities and youth club online and are now moving to in person. The outcomes of both these programmes reduced loneliness and isolation, supported emotional well-being and enhanced opportunities in the community.

As mentioned, the ongoing support for festivals to help scaffold their learning and make their events fully inclusive for the local communities has opened up a number of popular local and international events including Edinburgh International Book Festival, Folklore Festival, Wigtown Book Festival, Wildhood Festival, the Wild Goose Festival and various music festivals. This reaches a far wider audience and promotes our mission to support others to include all.

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Hearing My Voice has been a new project this year and as a subgroup of the disabled children and young people advisory group. We are working with The Alliance, Downs Syndrome Scotland, Contact a Family and the Family Fund to support the Scottish Government to consider meaningful engagement with children and young people whose voices are seldom heard. This project will ensure that those with alternative communication, and for us those with PMLD, and their families become visible within policy and practice development. Cat Jamieson and Maureen Phillip have been developing a resource and toolkit to support voices being heard through story and narrative. Weaving digital and personal story together we are working with children and young people with PMLD and their families to highlight their aspirations for a life of meaning.

We also supported the voice of young people with PMLD at the Dumfries and Galloway Youth Matters conference where we ran a session with over 150 young people contributing to the You Can multisensory story version, lots of fun, inspiring young people and an appearance on STV news!

Routes into empathetic employment - We were grateful to the Northwood Trust for supporting a new project which enabled us to employ a family carer to begin to develop resources to support other carers into employment. The early stages of the project resulted in evidence being given at Scottish Parliament Equalities, Human Rights and Civil Justice Committee as well as supporting a workshop with family carers presenting their stories to MSPs. The lead Carolynne Hunter has already developed links with interested organisations keen to consider their support for this group of employees, and with those who are already carer positive workplaces. We will work with them going forward to develop the employer's toolkit/good practice resource. We have also involved students on their practice placements to engage in this project and they have supported the evidence gathering on good practice, carer positive standards and transcribing the exploratory family carer focus group. A job description for various levels of family carer roles is underway and we have been feeding into Scottish Government working groups on tackling poverty and unemployment. We have supported the development of a family carer in our MSST work and will be employing her in the new financial year.

NHS Health Improvement Scotland **Day service collaborative** continued to engage with us and we provided insights and shared practice with local partnerships regarding innovation in day service delivery and lifelong learning for people with PMLD.

PAMIS Digital passport, is our simple, easy to use, flick-through e-book that can be created and displayed on tablet devices, computers and phones. Each PAMIS passport contains information about one person and uses video, photography, sound and text to help that person express their needs. The passport, uniquely, is owned by the individual and is shared with those they choose to share it with. The initiation and development of the passport might come from family carers, paid carers, practitioners, and individuals themselves. The development process has often been used as a way of building a truly person led approach with people who need extra support. The passports are freely available to anyone who needs them. Cat Jamieson has continued to develop this, and her training approach is highly rated. She supports learners to develop their own passport, and this is promoting person centred skills as people highlight what is important to them and how this should be then translated into to how to understand what is important to the individual. The developments this year has been the use of the passport to share personal stories. Cat also contributes to the Scottish agenda for digital inclusion attending Scottish Government groups as well as inputting via her digital leadership PgCert at Imperial College London.

Strategic Objective 6 – Governance and sustainability of PAMIS

Governance: We continue to meet with Board of Governors on a quarterly basis and this year we had the opportunity to meet with some of the Board face to face at a hybrid meeting followed by a Family Support Deep Dive development day. We are indebted to the input provided by a diverse and skilled group of governors and especially our chair Pat Graham who is incredibly active in a range of our activities. The finance subcommittee also meets quarterly but we are able to call upon members of the group and our chair as and when required.

The Family Support deep dive is supporting our quest to look at alternative family support models in areas where we currently have no or limited presence. Facilitated and supported by Sally Cavers our Inspiring Scotland learning disability portfolio lead, we have been able to consider a new strand to our strategy in developing a national family support service, making it more equitable across Scotland and ensuring we have access to the views of the Scottish community of people with PMLD and their families. This work is ongoing, and we will utilise Plan Do Study Act improvement methodology as we test out new ways of working.

We are still considering additional Board members, and this will be progressed in the new financial year.

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The Finance, Business and Development Director Fiona Harper and her team are reaping the benefits from the finance system that she migrated us to last year. Her ability to draw reports, query expenditure and keep all staff and the Board up to date with our accounts is exceptional. She provides a narrative, so everyone understands the accounts, and this supports all Board members to engage. She has also developed a deep insight into the projects which enables her to be very proactive in seeking alternative funding sources. We acknowledge the skills she and her team bring to the organization which are essential in these cash restricted times.

Fiona has remained cautious with our financial planning and spend, and this was hugely beneficial when the core funding in the first quarter was delayed by 3 months. Without healthy reserves we would have been in difficulty in paying salaries. We will consider this going forward as there appears to be a trend developing.

Fiona Harper and Fiona Souter, Inclusive communities director, have led the team in identifying our data collection needs with the view to purchasing a system for information management. An external consultant has supported this, and he led a highly successful and surprisingly enjoyable all staff development day, sharing stories of what successful data collection and information sharing could look like. A report is being developed with key priorities and this will be used to identify a system/systems to improve our data management. It has been useful to consider that not all data collection requires IT, and we are progressing with communication strategies within the team. We have ringfenced finances however for an IT support system.

We are actively seeking new office premises and hope to move out of Dundee University lease this coming year.

Sustainability

Service level agreements/Contracts: Scottish Government and Local Government funding are top of our risk register again for this year and for the foreseeable future. We are facing challenges from some local authorities as their money becomes restricted, and because we continue to challenge them about services that have not returned from the pandemic cuts. We will lose a contract for next year with one local authority after a particularly challenging engagement with them. However, we have been successful in obtaining alternative grants to enable the family support service to continue. We have also had a lot of local MS, Counsellors, and Scottish Government civil servant support during this difficult episode. Our ability to tender for contracts remains quite limited when local authorities are seeking a one size fits all.

We have put in an additional project to the Scottish Government for lifelong learning next year following a meeting with families about future services for their relatives.

Income generation:

PAMIS Breaks: Following the loosening of restrictions from the pandemic last financial reporting year had seen a steep increase in demand for the accessible caravan at Haggerston and the Coach House in Aberfeldy. However, this year as holiday opportunities opened up more widely and with the cost-of-living crisis hitting the families we support, the occupancy rate has not been quite as positive with a 4% decline mainly in caravan bookings.

There are challenges for us with increased energy prices for the properties, and Haggerston Castle has been problematic over the year with complaints about the main facilities increasing. We had considered moving the caravan for the next season, but a survey of families has persuaded us to try another year. There is new management which might make a difference and plans to upgrade the leisure pool.

The Pamiloo was in high demand and covers its costs and those of the volunteers.

Requests for training are on the increase and this as part of a sustainable future will be considered more broadly next year. The majority of our trainers are our core staff who also have other projects, and this restricts the number of courses we can deliver. The development of the social care workforce will be a priority we envisage going forward, and we are preparing a core curriculum in order to be the training organisation of choice. There has been an increase interest in Postural Care training outwith our funded programmes and we have developed courses and a pricing structure.

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We have developed our consultancy role in supporting other organisations supporting people with highly complex needs. This is an area that can grow but currently relates to our capacity to undertake more. We have an additional external Occupational Therapy consultant who has delivered moving and handling training for us and is a backup for the postural care training courses. We submitted a proposal for consultancy regarding the changing places toilet fund and preparation that will be required to deliver on the roll out of the fund but meantime we are continuing to support this with no additional funding.

Fundraising/donations: We were approached by an anonymous donor who has provided £46,396 for us to ring fence for children, young people and adults with PMLD who have an urgent need for equipment or support that would really make a difference to their lives. This amount of funding doesn't usually come to PAMIS and has been really positively received. Not only is it a gift for the person with PMLD and their families but it is also a highlight for the family support directors who often have to put in numerous funding applications for one piece of equipment. It has been heartwarming to see the pleasure for everyone in being able to provide life changing equipment/resources and make a real difference with minimal effort. We are, on behalf of the families and staff, incredibly grateful for this donation, every penny of which is spent on the people we support.

There has been an increase in donations and fundraisers this year. We thank those who have donated and supported us for these amazing contributions which help us to make a difference.

Strategic Objective 7 – Valuing staff and volunteers

PAMIS staff continue to be our greatest asset and we are grateful for their continued commitment, passion and incredibly high standard of work. This group of staff go that extra mile and this year the Board and senior management were keen to acknowledge this through a pay rise for all staff. In addition, we aligned all working hours and holidays so that there was consistency across the workforce.

We are currently reviewing job descriptions and our structure, this alongside the benchmarking exercise will ensure we are competitive in terms of the sector. Our HR consultant is an essential part of the PAMIS management team and has provided insights and up to date evidence-based policies and practice. She also supported a successful recruitment to the family support director post left by a retirement.

We continue to provide support and supervision to all staff on a monthly basis but with support available as and when required. Work remains stressful and we continue to offer staff access to our counselling service if required. We are also investigating the possibility of a 24-hour trauma helpline for staff who may be working with very difficult cases. We are all still home working in the main and the daily team sessions although optional ensure that staff are in regular contact with each other.

A new staff appraisal tool has been developed and will be rolled out in the coming year.

Staff have accessed learning and development opportunities including the inhouse story sharing course; GDPR session; training on how to get the best from Teams; Cat Jamieson graduated from the Imperial College London with a Digital Health Leadership PGDip, and staff have accessed a range of local development events.

Our volunteers have grown over the year with a growing number of Pamiloo volunteers including those who are willing to drive which has been an issue in the past. Lesley Gray had started this drive to recruit more and had an excellent approach to supporting the team through social media what's app groups and actively valuing them through her messages and emails. She has moved internally to an inclusive leisure programme lead and we have recruited a one day a week volunteer coordinator, Alice Wilson, specifically for the Pamiloo volunteers. The increase in bookings and demand requires a larger reliable team and Alice has developed a suite of training videos and hands on sessions which is developing a confident and competent team. We have also introduced safety standards ensuring there are adequate numbers at some of the bigger events/concerts.

The long-standing volunteers who contribute weekly to our work and the lives of the families we support is an essential and very valued part of PAMIS. We thank each of them for this contribution and their ongoing commitment.

We had a successful and informative session with Volunteer Scotland Disclosure Service ensuring we were meeting all the standards for operating PVG Disclosures.

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As ever a year of challenges but with progress in promoting a more inclusive society and one which brings hope for a different culture going forward. We thank our funders, staff, volunteers, board but most of all the families and people with PMLD who continue to show us how to be resilient, how to care and how to work as a team.

FINANCIAL REVIEW

The charity generated a surplus for the year of £100,264 (2022 - £99,281) and this has been taken to reserves. Income levels increased on the previous year to £966,410 (2022; £897,488). Expenditure increased reflecting the activity level within the charity over the year.

Unrestricted funds at 31st March 2023 amounted to £395,646. This level of general reserves allows charitable expenditure to be made notwithstanding the irregular pattern of receipt of grants and donations. Of these funds, the Governors have designated £48,486 towards known projects to be undertaken in the coming year. Restricted funds were £431,583 at 31st March 2023, and a detailed summary of these can be seen in note 21 to the accounts.

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three and six month's expenditure. The Governors consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised.

This year has seen an increase in the level of unrestricted funds held by the charity . The Governors have reviewed the accounts and also the budgets for this coming year and consider that the going concern basis for accounts preparation is applicable. The Charity's general reserves are healthy and this is required to ensure continuity of services and activities should there be any material drop in income. Scottish and local government constraints and continued inflation will all have an impact upon charity funds going forward. As always the Governors will continue to monitor actual results over the coming months to ensure budgets are kept, and to address any problems quickly as they arise.

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Risk Register

The CEO and Finance, Business and Development Director discuss risks and mitigation on an ongoing basis and the organisation has a policy of ensuring that all staff, volunteers and families are involved in risk management all be it different types.

Risks within the register fall into four main categories: Governance, Operational, External and Financial. The key risks and controls are reviewed by the Finance Committee and by the senior management team on an ongoing basis and reported to the Board on a quarterly basis. Actions are identified to respond to risks to ensure that all major risks have been identified and systems or procedures put in place in respect of these. The Chief Executive and Senior Management Team review all of the risks, both emerging and retiring, between each Board Meeting. In addition, the CEO meets regularly with the Chair of Board for support and supervision part of which is about minimising and mitigating for any financial, reputational and governance risk. Our policies and procedures that protect our organisation are also reviewed and developed on a regular basis and the employment of our HR consultant is providing further assurance in this area. We also benchmark our policies with other organisations and share best practice between us.

The Board are satisfied that appropriate controls are in place in relation to the risks identified in the risk register. The current five key risks remain similar to previous years and are highlighted below along with the mitigation action required. We have a table of risks but work with the top 5 as a means of ensuring we are constantly working to minimise impact. We have found the narrative approach to the why and how is beneficial to understanding and owning the risks.

Top Five Risks and Mitigating Actions as we leave this reporting period:

1. Financial viability: As last year and in reality every year going forward, funding remains an issue. Competition for grants and national funding is becoming greater and we were unsuccessful in several national funding applications. We also note that larger charities that may have in the past self-funded through donors etc. are also now competing for the same pot we are. Our reliance on Scottish Government and local government service level agreements remains a risk and this year we note the delays and scrutiny before funding was released. We have lost one local authority funding as they move to a one size fits all and we recognise the risk this may pose in other areas.

Mitigation: We are building on the approach we took last year and have had some success in the applications to a broader funding pipeline for projects. We will continue to seek to match funding, ensure the families and people with PMLD as beneficiaries are seen clearly within the funding applications, and retain a high profile on social media and within the media regarding our work and the community we support.

Good financial management and forecasting enables us to keep on top of this as well as ensuring that budgets are realistic and capture all the costs. Contracts for staff are based on funding coming in for the projects and we ensure we have reserves in case of redundancies. Ensuring all staff are aware of this will be a key process going forward.

We continue to keep a high profile within the Scottish Government context not only with the learning disability team but also across a range of other directorates – children and young people, Transport Scotland, national care service, care homes, Disabled children and young people, GIRFEC national team, local government and housing. We provide feedback to consultations both locally and nationally, sit on a range of advisory groups, support families to be seen and heard within this arena – again locally and nationally.

We attend a range of cross-party groups and also ensure that we have evidenced the impact of the Scottish Government funding. We ensure that our input into current national plans and groups highlight our unique contributions specifically focussed on children, young people and adults with pml and their family carers. Our reporting is through Inspiring Scotland to the learning disability team at the Scottish Government and highlights our contributions and the issues our community are facing. We keep funders updated with reports and also meeting with them. Our use of social media and when appropriate engagement with the media ensures our activity and impact is seen in a broader arena. There has been an increased presence on radio and television this year recognising the expertise of PAMIS in making valued comments and contributions.

Locally we develop relationships across sectors and provide reports to our funders. We engage with local politicians and councillors across Scotland and including areas where we have no family support service. We also engage with Scottish Government Ministers as and when required.

We are on the national tender and procurement alert for possible future service provision.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

GOVERNORS' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

2. Maintaining a highly skilled workforce: Working with people with PMLD and their families requires a highly specialised workforce and PAMIS have staff who over many years have developed expertise and skills in terms of family support, interventions, knowledge of the group of people and specific resources. Our ability to train others is hugely reliant on the workforce we currently have who are experts in the field. In many cases the expertise is within one member of the team, and we recognize this is a risk.

In addition the organisation is lean and complex. Our finance, business and development director is highly skilled and knowledgeable and carries a large portfolio. The loss of this key member of staff could be seriously detrimental to the running of the organisation

The age profile of the team means there are prospect retirements in the next few years and indeed this year there was a loss of a senior family support director. We also have a number of family carers on the team which means we require to be flexible and empathetic to their additional role.

Mitigation: Our succession planning has worked in the instance of recruiting to the family support director role and in turn the role left behind was also then filled by another internal candidate. This supported smooth transition for families and also allowed us to have a lengthy, very successful hand over. There is another retirement in September 2023, and we will follow this early recruitment process for this. We also believe that the investment in undergraduate practice placements is paying off with students noting interest for any future vacancies. Our HR consultant is carrying out a benchmarking exercise to ensure we are offering competitive employment packages and we have streamlined our terms and conditions. The review of job roles will support our plans for restructuring in the future, especially the core roles which are unsustainable in the longer term. We provided all staff with a pay increase this year and will review it again once the benchmarking report is presented to the Board. The Board actively gives feedback to the staff team about their appreciation of the work undertaken and we ensure that all compliments from all stakeholders are shared with staff.

We continue to have team meetings to ensure staff are supported and we have instigated a family support team session in order to provide supervision and support for some of the complex cases. Counselling is still available and a trauma helpline for staff is being investigated.

Support and supervision means we are actively valuing staff and supporting them with difficult work issues as well as ensuring they feel supported to seek personal support for example in their caring role. We continue to monitor our service against Fair Scotland standards and are carrying out a staff survey to ensure we are listening to the needs of the survey.

3. Adverse publicity and complaints: This remains a high risk and was amplified with our issues with the local authority that withdrew funding and then became defensive when challenged by the public, Government and the press. The work we deliver is in highly charged environments with passionate campaigners and families living on the edge. The counselling we provide is sometimes with individuals who are in emotionally challenging positions. We are supporting families to make complaints about other services, and this may cause friction. We provide information and interviews to the press and media. We challenge policy makers and local governments and raise areas of concern from topics raised by the families – all of which can cause conflict and possibilities of adverse reactions.

Mitigation: The example highlighted above with conflict with a local authority highlighted that the processes we put in place to mitigate are working. This included careful scrutiny of any social media and media responses; meetings with the chair of the Board to discuss approaches; support for staff and constant scanning of social media to pick up adverse comments. We operate significant event analysis following any adverse or significantly positive events, so we are learning from experience. We also continue to mitigate with our regular support and supervision to staff to raise concerns about relationships with others and how to manage conflict. Our HR consultant has ensured all of our policies are updated, conform to all legal requirements and in particular ensure our safeguarding and complaints policies and process are fit for purpose, reflecting all current guidance. All media response are vetted by the senior team and where appropriate the Board. We have a policy for social media and utilize team meetings to discuss any contentious areas. Ensuring staff are aware of the issues during induction, team meetings and ongoing development is key.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

GOVERNORS' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

4. Budgetary control/Cash Flow: The complexity of the finances for multiple projects and funders are extreme managed by a small team. Information loss due to inadequate budgetary controls would be catastrophic. The risk of the Board and CEO not having a full grasp of the financial plan is one that requires to be managed.

Mitigation: The finance team, managed by Director Fiona Harper have put in place procedures that ensure all bank balances are reviewed weekly and at times on a daily basis. Quick Books enables scrutiny of all transactions, and the team is now highly skilled in its use. We have additional support from our accountants should this be required, and they would train additional staff should there be a loss of any key staff. Invoicing is carried out promptly and procedures are in place to monitor and chase outstanding debts. Cash flow projections are produced on a regular basis to ensure any required action is taken on a timely basis. Finance reports are circulated in advance of each Board meeting and scrutinised by the Finance Committee which then reports to the Board. A scheme of delegation between the Board and the Senior Management Team is in place and reviewed annually by the Board. Our reserves Policy is discussed and debated at senior meetings and with the finance subcommittee and Board. The Board has a policy in place concerning declarations of Governors interests and the subsequent management of any conflicts, perceived or actual. A robust relationship is in place with Scottish Government Learning Disability and Autism team, the Scottish Government children and young people team and our other funders including the local authorities to ensure PAMIS is highly valued, and funding is as secure as possible. In addition we are looking to further diversify our funds with PAMIS breaks, PAMIS learning and development and PAMIS consultancy.

5. Demand for services cannot be met: The demand for service from an increasingly complex group of people was apparent before COVID. Following the pandemic this has increased substantially and there is a risk that demand outweighs capacity. This also impacts on staff burnout, stress and sickness.

In addition the increased visibility of PAMIS is increasing the demand for information, training, and expertise, which also runs the risk of overwhelming the organisation.

Mitigation: Support and supervision of staff including case management. Access to counselling and trauma support. HR policies on welfare and support developed and implemented. CEO support to operate a waiting list for some areas. We are developing partnerships with other organisations and raising the case load and complexity issues at a Scottish Government level. Open, honest and transparent conversations with funders and partners enables support to be provided and expectations to be managed. HR benchmarking and job evaluation will be considered with workforce recommendations. Key priorities for the next 3 years are to be built into our current strategy.

Structure, governance and management

The charity was incorporated as a company limited by guarantee and not having a share capital on 21 May 1992, and registered as a charity on 15 June 1992. It is governed by its Memorandum and Articles of Association.

The charity's work is predominately in Scotland, however with a registered office in England, it is required to be registered with the charity regulators in both Scotland (OSCR) and England & Wales (Charities Commission).

The Governors, who are also the directors for the purpose of company law, and who served during the year were:

Pat Graham

Peter Glover

Jennifer Whinnett

Rachael Delaney

(Resigned 11 April 2023)

Anthony Green

Zebunisa Ahmed

Susan Weir

Emma Grunenberg

(Appointed 11 April 2023)

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

GOVERNORS' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

The Board of Governors is responsible for the governance and strategic direction of the charity. It also has responsibility for the safeguarding of staff, volunteers and beneficiaries of the organisation. The Board of Governors consists of between 6 and 10 Governors who elect a Chair and Vice Chair from amongst their number. More recently the Board have agreed that half of the members should be family carers, and these are recruited through contacts within the PAMIS service. The remainder of the Board is made up of a range of expertise from health, social care, education, legal and financial backgrounds and expertise. These are sourced through a range of routes and recently we have been approached with people interested in joining the Board. There is a recruitment process including job descriptions, person specification, interview with the Chair and CEO, and agreement with the whole Board re suitability. There is an induction process, and we are now working with HR regarding an update to the Board handbook. No Governor has a financial interest in the organisation, a conflict of interest form is completed annually and at each Board meeting conflicts with the agenda are declared. The Governors meet as a Board at least four times a year.

Board Sub-Committees

The Finance Committee is convened by a suitably experienced Governor. The Committee has delegated authority from the Board in relation to certain financial and staffing matters and make recommendations to the Board as appropriate. The Committee meets on a quarterly basis prior to Board meetings and exceptionally as required.

The Chief Executive reports to each meeting of the Board of Governors. In addition, the Board of Governors:

- Considers strategy, governance and safeguarding issues on an ongoing basis including recommendations from the Chief Executive and Senior Management Team as appropriate
- Considers financial performance on a quarterly basis including recommendations from the Finance Committee, Chief Executive and the Business and Development director as appropriate

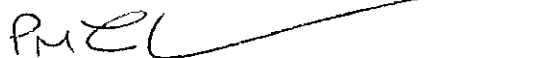
Chief Executive

The Chief Executive, with the support of the Senior Management Team, is responsible for the day-to-day management of the organisation's affairs and for implementing the policies agreed by the Board of Governors.

Auditor

A resolution proposing that Bird Simpson & Co. be reappointed as auditors of the company will be put to the governors.

The Governors' report was approved by the Board of Governors.



Pat Graham
Chair of Board of Governors

25 October 2023

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

STATEMENT OF GOVERNORS' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2023

The Governors, who are also the directors of The Profound and Multiple Impairment Service for the purpose of company law, are responsible for preparing the Governors' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Governors to prepare financial statements for each financial year which 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 charitable company for that year.

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and 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; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Governors are responsible for keeping adequate accounting records that 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.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

INDEPENDENT AUDITOR'S REPORT

TO THE GOVERNORS OF THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

Opinion

We have audited the financial statements of The Profound and Multiple Impairment Service (the 'charity') for the year ended 31 March 2023 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including 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 2023 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 Charities Act 2011, the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

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 charity in accordance with the ethical requirements that are 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 relating to going concern

In auditing the financial statements, we have concluded that the Governors' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Governors with respect to going concern are described in the relevant sections of this report.

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 Governors are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE GOVERNORS OF THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities Act 2011, Charities (Accounts and Reports) Regulations 2008 and the Charities Accounts (Scotland) Regulations 2006 (as amended) require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the Governors' report; or
- sufficient and proper accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Governors

As explained more fully in the statement of Governors' responsibilities, the Governors, who are also the directors of the charity for the purpose 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 Governors determine 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 Governors are responsible for assessing the charity'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 Governors 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 144 of the Charities Act 2011 and section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 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.

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE GOVERNORS OF THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows;

- we identified the laws and regulations applicable to the charity through discussion with Governors and management and for an incorporated charity within the care service we deem these to be standard company laws and charity regulations which have a direct impact upon the financial statements (Companies Act 2006, Charities Act 2011, Charities and Trustee Investment (Scotland) Act 2005, Charities Accounts (Scotland) Regulations 2006, and the Charities SORP). In addition to this laws and regulations having an impact upon the operations of the charity are deemed to be those relating to employment law and health and safety regulations, in particular in regard to service users;
- the engagement partner ensured that the engagement team were aware of this and collectively had appropriate competence, capabilities and skills to recognize non-compliance with applicable laws and regulations over the course of their audit work;

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud & errors might occur, by;

- making enquiries of management as to where they considered there was a susceptibility to fraud, and their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and other errors and non compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we;

- performed a full comparison of the annual results to identify any unusual or unexpected amounts;
- tested journal entries to identify any unusual transactions;
- reviewed and assessed the disclosure of related party transactions and the confirmations of the Governors in relation to this;
- considered whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and investigated the rationale behind significant or unusual transactions where found.

To address the presumed risk of revenue recognition we;

- Performed income testing from the earliest point of the recording cycle, over the range of income strands, including the grant register and minutes of governors meetings;
- We tested the allocation of income by reference to the underlying documentation and included cut-off tests to ensure allocation to the correct period;
- Where necessary we considered any estimates used in relation to income recognition.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to;

- reviewing financial statement disclosures and agreement to underlying supporting documentation
- discussion with management over any actual or potential litigation or claims against the charity;
- reviewing minutes of Governors' meetings, correspondence with relevant regulators and legal advisors where any potential non-compliance exists; and
- discussions with management detailing high level review of the activities of the year, and investigation of any matters that would impact upon the financial statements.

Due to the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulations. This risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion or misrepresentation.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE GOVERNORS OF THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

A further description of our responsibilities is available on the Financial Reporting Council'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 charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008 and regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charity's 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Allison Willson
for Bird Simpson & Co

Allison Willson (Senior Statutory Auditor)
for and on behalf of Bird Simpson & Co.

25 October 2023

Chartered Accountants
Statutory Auditor

144 Nethergate
Dundee
DD1 4EB

Bird Simpson & Co. is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

Current financial year

| | | Unrestricted funds | Unrestricted funds designated | Restricted funds | Total | Total |
|---|-------|--------------------|-------------------------------|------------------|----------------|----------------|
| | Notes | 2023 £ | 2023 £ | 2023 £ | 2023 £ | 2022 £ |
| <u>Income from:</u> | | | | | | |
| Voluntary income | 2 | 232,842 | - | 52,786 | 285,628 | 242,790 |
| Charitable activities | 3 | 36,383 | - | 640,380 | 676,763 | 653,110 |
| Other trading activities | 4 | - | - | 529 | 529 | 1,520 |
| Investments | 5 | 3,490 | - | - | 3,490 | 68 |
| Total income | | 272,715 | - | 693,695 | 966,410 | 897,488 |
| <u>Expenditure on:</u> | | | | | | |
| Raising funds | 6 | 69,118 | - | - | 69,118 | 80,365 |
| Charitable activities | 7 | 189,861 | - | 607,167 | 797,028 | 717,842 |
| Total resources expended | | 258,979 | - | 607,167 | 866,146 | 798,207 |
| Net incoming resources before transfers | | 13,736 | - | 86,528 | 100,264 | 99,281 |
| Gross transfers between funds | 14 | 38,184 | 12,986 | (51,170) | - | - |
| Net income for the year/ Net movement in funds | | 51,920 | 12,986 | 35,358 | 100,264 | 99,281 |
| Fund balances at 1 April 2022 | | 295,240 | 35,500 | 396,225 | 726,965 | 627,684 |
| Fund balances at 31 March 2023 | | 347,160 | 48,486 | 431,583 | 827,229 | 726,965 |

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

Prior financial year

| | | Unrestricted funds | Endowment funds designated | Restricted funds | Total |
|---|-------|-----------------------|----------------------------------|---------------------|----------------|
| | Notes | 2022 £ | 2022 £ | 2022 £ | 2022 £ |
| <u>Income from:</u> | | | | | |
| Voluntary income | 2 | 231,273 | - | 11,517 | 242,790 |
| Charitable activities | 3 | 51,317 | - | 601,793 | 653,110 |
| Other trading activities | 4 | 729 | - | 791 | 1,520 |
| Investments | 5 | 68 | - | - | 68 |
| Total Income | | 283,387 | - | 614,101 | 897,488 |
| <u>Expenditure on:</u> | | | | | |
| Raising funds | 6 | 80,365 | - | - | 80,365 |
| Charitable activities | 7 | 140,050 | - | 577,792 | 717,842 |
| Total resources expended | | 220,415 | - | 577,792 | 798,207 |
| Net incoming resources before transfers | | 62,972 | - | 36,309 | 99,281 |
| Gross transfers between funds | 14 | 54,975 | (8,010) | (46,965) | - |
| Net income for the year/ Net movement in funds | | 117,947 | (8,010) | (10,656) | 99,281 |
| Fund balances at 1 April 2021 | | 177,293 | 43,510 | 406,881 | 627,684 |
| Fund balances at 31 March 2022 | | 295,240 | 35,500 | 396,225 | 726,965 |

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

BALANCE SHEET

AS AT 31 MARCH 2023

| | Notes | 2023 £ | £ | 2022 £ | £ |
|---|-------|-----------|---------|-----------|---------|
| Fixed assets | | | | | |
| Tangible assets | 15 | | 23,338 | | 31,117 |
| Current assets | | | | | |
| Stocks | 16 | 2,340 | | 3,300 | |
| Debtors | 17 | 31,699 | | 81,917 | |
| Cash at bank and in hand | | 882,935 | | 703,957 | |
| | | 916,974 | | 789,174 | |
| Creditors: amounts falling due within one year | 18 | (113,083) | | (93,326) | |
| Net current assets | | | 803,891 | | 695,848 |
| Total assets less current liabilities | | | 827,229 | | 726,965 |
| Income funds | | | | | |
| Restricted funds | 21 | | 431,583 | | 396,225 |
| <u>Unrestricted funds</u> | | | | | |
| Designated funds | 22 | 48,486 | | 35,500 | |
| General unrestricted funds | | 347,160 | | 295,240 | |
| | | | 395,646 | | 330,740 |
| | | | 827,229 | | 726,965 |

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2023, although an audit has been carried out under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these accounts under the requirements of the Companies Act 2006.

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

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Governors on 25 October 2023



Pat Graham
Chair of Board of Governors

Company registration number 2717020

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2023

| | Notes | 2023 £ | £ | 2022 £ | £ |
|---|-------|-----------|---------|-----------|----------|
| Cash flows from operating activities | | | | | |
| Cash generated from operations | 25 | | 175,488 | | 99,524 |
| Investing activities | | | | | |
| Purchase of tangible fixed assets | | - | | (13,908) | |
| Investment income received | | 3,490 | | 68 | |
| Net cash generated from/(used in) investing activities | | | 3,490 | | (13,840) |
| Net cash used in financing activities | | | - | | - |
| Net Increase in cash and cash equivalents | | | 178,978 | | 85,684 |
| Cash and cash equivalents at beginning of year | | | 703,957 | | 618,273 |
| Cash and cash equivalents at end of year | | | 882,935 | | 703,957 |

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

Charity information

The Profound and Multiple Impairment Service is a private company limited by guarantee incorporated in England and Wales. The registered office is 31 The Oaks, Heathfield, TN21 8YA, England.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's Memorandum and Articles of Association, the Companies Act 2006, the Charities Act 2011, the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended) and "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) (effective 1 January 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the Governors have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the Governors continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the Governors in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the Governors for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted Funds are subject to specific conditions which are declared by the donor. Governors' must spend these funds in accordance with the instructions but still within the objectives of the charity.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

(Continued)

1.5 Expenditure

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT, and is reported as part of the expenditure to which it relates.

Costs of generating funds are costs associated with attracting voluntary income.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis. Staff costs which are attributable to more than one activity are apportioned across cost categories on the basis of an estimate of the proportion of time spent by staff on those activities. Currently, the salaries of the CEO, Finance, Business and Development Director and Finance Officer have been apportioned across the activities in accordance with an estimate of their time spent on those activities.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

| | |
|-------------------|----------------------|
| Caravan & Pamiloo | 25% reducing balance |
| Computers | 25% reducing balance |

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Stocks

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell. Cost comprises direct materials and, where applicable, direct labour costs and those overheads that have been incurred in bringing the stocks to their present location and condition. Items held for distribution at no or nominal consideration are measured the lower of replacement cost and cost.

Net realisable value is the estimated selling price less all estimated costs of completion and costs to be incurred in marketing, selling and distribution.

1.9 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

(Continued)

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.12 Taxation

PAMIS is accepted as a charity by the Board of the Inland Revenue and consequently relief is given under S.505 T.A. 1988 to exempt it from the Payment of Corporation Tax.

1.13 Constitution

The Profound and Multiple Impairment Service (PAMIS) is a company limited by guarantee subject to the provisions of the Companies Act 2006. The directors are known as governors. It is also a charity registered with the Charity Commission in England, and also with effect from 27th August 2007 registered with the Office of the Scottish Charity Regulator.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

2 Voluntary income

| | Unrestricted funds | Restricted funds | Total | Unrestricted funds | Restricted funds | Total |
|-----------------------------|--------------------|------------------|----------------|--------------------|------------------|----------------|
| | 2023 | 2023 | 2023 | 2022 | 2022 | 2022 |
| | £ | £ | £ | £ | £ | £ |
| Donations and gifts | 7,842 | 51,886 | 59,728 | 3,298 | 5,972 | 9,270 |
| Government and other grants | 225,000 | 900 | 225,900 | 227,975 | 5,545 | 233,520 |
| | <u>232,842</u> | <u>52,786</u> | <u>285,628</u> | <u>231,273</u> | <u>11,517</u> | <u>242,790</u> |

3 Charitable activities

| | Provision of services & activities 2023 £ | Provision of services & activities 2022 £ |
|------------------------------------|---|---|
| Sales within charitable activities | 110,363 | 115,555 |
| Services provided under contract | 276,546 | 262,914 |
| Performance related grants | 289,854 | 274,641 |
| | <u>676,763</u> | <u>653,110</u> |
| Analysis by fund | | |
| Unrestricted funds | 36,383 | 51,317 |
| Restricted funds | 640,380 | 601,793 |
| | <u>676,763</u> | <u>653,110</u> |

4 Other trading activities

| | Restricted funds | Unrestricted funds | Restricted funds | Total |
|---------------|------------------|--------------------|------------------|--------------|
| | 2023 | 2022 | 2022 | 2022 |
| | £ | £ | £ | £ |
| Product sales | 529 | 729 | 791 | 1,520 |
| | <u>529</u> | <u>729</u> | <u>791</u> | <u>1,520</u> |

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

5 Investments

| | Unrestricted funds | Unrestricted funds |
|---------------------|--------------------|--------------------|
| | 2023 | 2022 |
| | £ | £ |
| Interest receivable | 3,490 | 68 |

6 Raising funds

| | Unrestricted funds | Unrestricted funds |
|---|--------------------|--------------------|
| | 2023 | 2022 |
| | £ | £ |
| <u>Costs of generating voluntary income</u> | | |
| IT services & support | 1,940 | 7,658 |
| Office & Advertising | 6,788 | 2,674 |
| Staff costs | 57,777 | 67,666 |
| Costs of generating voluntary income | 66,505 | 77,998 |
| <u>Trading costs</u> | | |
| Other fundraising costs | 70 | - |
| Support costs | 2,543 | 2,367 |
| Trading costs | 2,613 | 2,367 |
| | 69,118 | 80,365 |

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

7 Charitable activities

| | Services and activities 2023 £ | Services and activities 2022 £ |
|--|--|--|
| Staff costs | 450,029 | 455,792 |
| Depreciation and impairment | 7,779 | 10,372 |
| Staff travel costs | 6,678 | 4,978 |
| Staff training and conferences | 351 | 5,120 |
| Rent, rates & office equipment | 14,511 | 15,837 |
| Subscriptions | 2,297 | 2,022 |
| Computer costs | 4,963 | 4,776 |
| Post, stationery & advertising | 5,510 | 4,435 |
| Sundries & other costs | 967 | 76 |
| Volunteer expenses | 81 | 847 |
| Hire of venues | 5,807 | 3,440 |
| Catering costs | 2,603 | 914 |
| Tutor fees & travel costs | 52,533 | 64,390 |
| Workshop materials | 1,813 | 6,973 |
| Pamiloo running costs | 3,879 | 3,092 |
| Caravan costs | 9,274 | 5,816 |
| Coach house costs | 23,472 | 21,355 |
| Project activity costs | 48,470 | 18,986 |
| Consultancy fees | 16,784 | 12,349 |
| | <u>657,801</u> | <u>641,570</u> |
| Grant funding of activities (see note 8) | 26,943 | - |
| Share of governance costs (see note 9) | 112,284 | 76,272 |
| | <u>797,028</u> | <u>717,842</u> |
| Analysis by fund | | |
| Unrestricted funds | 189,861 | 140,050 |
| Restricted funds | 607,167 | 577,792 |
| | <u>797,028</u> | <u>717,842</u> |

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

8 Grants payable

| | Services and activities 2023 £ | 2022 £ |
|-------------------------|---|-----------|
| Grants to institutions: | | |
| Grants to individuals | 26,943 | - |
| | <u>26,943</u> | <u>-</u> |

9 Support costs

| | Support costs £ | Governance costs £ | 2023 Support costs £ | Governance costs £ | 2022 £ |
|-----------------------|-----------------------|--------------------------|-------------------------|--------------------------|---------------|
| Staff costs | 103,654 | - | 103,654 | 67,695 | 67,695 |
| Audit services | - | 4,620 | 4,620 | - | 4,320 |
| Accountancy & payroll | 6,553 | - | 6,553 | 6,624 | 6,624 |
| | <u>110,207</u> | <u>4,620</u> | <u>114,827</u> | <u>4,320</u> | <u>78,639</u> |
| Analysed between | | | | | |
| Trading | 2,543 | - | 2,543 | - | 2,367 |
| Charitable activities | 107,664 | 4,620 | 112,284 | 4,320 | 76,272 |
| | <u>110,207</u> | <u>4,620</u> | <u>114,827</u> | <u>4,320</u> | <u>78,639</u> |

10 Auditor's remuneration

| Fees payable to the charity's auditor | 2023 £ | 2022 £ |
|--|--------------|--------------|
| Audit of the charity's annual accounts | <u>4,620</u> | <u>4,320</u> |
| Non-audit services | | |
| All other non-audit services | <u>6,553</u> | <u>6,624</u> |

The audit fees payable to Bird Simpson & Co for the 2023 accounts amounts to £ 3,850 plus VAT (2022; £3,600 plus VAT). In addition to this the charity paid Bird Simpson & Co £5,461 plus VAT (2022; £5,520 plus VAT) for additional accountancy assistance, IT support and payroll services.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

11 Governors

There were no travel expenses reimbursed to governors, during the year (2022 Nil).

12 Employees

The average monthly number of employees during the year was:

| | 2023 Number | 2022 Number |
|-----------------------|----------------|----------------|
| Raising funds | 2 | 2 |
| Support & Governance | 2 | 2 |
| Charitable activities | 16 | 15 |
| Total | 20 | 19 |

| Employment costs | 2023 £ | 2022 £ |
|-----------------------|-----------|-----------|
| Wages and salaries | 544,130 | 533,163 |
| Social security costs | 61,250 | 51,349 |
| Other pension costs | 21,631 | 18,805 |
| | 627,011 | 603,317 |

The staff numbers above represent proportionate allocation of staff members time. The number of staff allocated to Raising Funds and Support & Governance represents the proportionate time of five members of staff.

There were no employees whose annual remuneration was more than £60,000.

13 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

14 Transfers

Included in transfers between unrestricted and restricted funds is a management charge of £41,331. This has been charged to a variety of projects over the year.

There was also a transfer of £10,000 from the Legacy Fund to PAMIS Breaks to cover some of the coach house running costs and staff costs.

Projects that have come to completion by the end of the year were; Community Inclusive Living, Perth & Kinross Lockdown Support, Angus Creative Communities, Inclusive Family Fund and Year of Stories.

Funds of £8,060 have been transferred from designated funds to cover the consultancy costs incurred during the year. The remaining balance on the designated consultancy fund of £19,454 is no longer required and has been transferred back to general core funds. Additional funds of £40,500 have been added to designated funds this year to cover future budgeted costs in HR, office move and a database project.

15 Tangible fixed assets

| | Caravan & Pamilloo | Computers | Total |
|------------------------------------|--------------------|-----------|--------|
| | £ | £ | £ |
| Cost | | | |
| At 1 April 2022 | 74,959 | 13,908 | 88,867 |
| At 31 March 2023 | 74,959 | 13,908 | 88,867 |
| Depreciation and Impairment | | | |
| At 1 April 2022 | 54,273 | 3,477 | 57,750 |
| Depreciation charged in the year | 5,171 | 2,608 | 7,779 |
| At 31 March 2023 | 59,444 | 6,085 | 65,529 |
| Carrying amount | | | |
| At 31 March 2023 | 15,515 | 7,823 | 23,338 |
| At 31 March 2022 | 20,686 | 10,431 | 31,117 |

16 Stocks

| | 2023 | 2022 |
|-------------------------------------|-------|-------|
| | £ | £ |
| Finished goods and goods for resale | 2,340 | 3,300 |

17 Debtors

| | 2023 | 2022 |
|---|--------|--------|
| | £ | £ |
| Amounts falling due within one year: | | |
| Trade debtors | 28,099 | 7,338 |
| Prepayments and accrued income | 3,600 | 74,579 |
| | 31,699 | 81,917 |

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

18 Creditors: amounts falling due within one year

| | Notes | 2023 £ | 2022 £ |
|-----------------|-------|----------------|---------------|
| Deferred income | 19 | 78,037 | 54,262 |
| Accruals | | 35,046 | 39,064 |
| | | <u>113,083</u> | <u>93,326</u> |

19 Deferred income

| | 2023 £ | 2022 £ |
|-----------------------|---------------|---------------|
| Other deferred income | <u>78,037</u> | <u>54,262</u> |

Deferred income is included in the financial statements as follows:

| | 2023 £ | 2022 £ |
|-------------------------------------|---------------|---------------|
| Deferred income is included within: | | |
| Current liabilities | <u>78,037</u> | <u>54,262</u> |
| Movements in the year: | | |
| Deferred income at 1 April 2022 | 54,262 | 11,000 |
| Released from previous periods | (54,262) | (11,000) |
| Resources deferred in the year | <u>78,037</u> | <u>54,262</u> |
| Deferred income at 31 March 2023 | <u>78,037</u> | <u>54,262</u> |

20 Retirement benefit schemes

Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund. PAMIS also contributes separately into the Directors pension scheme with Standard Life. This is a defined contribution scheme.

Employer contributions for the year ended 31st March 2023 were £21,631 (2022 - £18,805).

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

21 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

| | Balance at 1 April 2021 £ | Movement in funds | | | Balance at 1 April 2022 £ | Movement in funds | | | Transfers £ | Resources expended £ | Incoming resources £ | Transfers £ | Resources expended £ | Incoming resources £ | Balance at 31 March 2023 £ |
|---|---------------------------------|----------------------------|----------------------------|-----------------|---------------------------------|----------------------------|----------------------------|-----------------|----------------|----------------------------|----------------------------|----------------|----------------------------|----------------------------|----------------------------------|
| | | Incoming resources £ | Resources expended £ | Transfers £ | | Incoming resources £ | Resources expended £ | Transfers £ | | | | | | | |
| Supporting Carers, People with PMLD & Communities | 166,536 | 488,274 | (400,534) | (39,849) | 214,427 | 589,161 | (505,565) | (37,886) | | | | | | | 260,137 |
| Education & Development | 67,521 | 26,075 | (39,966) | (1,167) | 52,463 | 13,022 | (19,326) | (550) | | | | | | | 45,609 |
| Influencing Policy & Practice | 40,083 | 30,902 | (44,517) | 8,010 | 34,478 | 31,913 | (33,665) | - | | | | | | | 32,726 |
| Developing & Supporting Innovative Practice | 48,766 | 65,011 | (92,775) | (3,959) | 17,043 | 59,599 | (45,630) | (2,734) | | | | | | | 28,278 |
| Governance and Sustainability | 83,975 | 3,839 | - | (10,000) | 77,814 | - | (2,981) | (10,000) | | | | | | | 64,833 |
| | <u>406,881</u> | <u>614,101</u> | <u>(577,792)</u> | <u>(46,965)</u> | <u>396,225</u> | <u>693,695</u> | <u>(607,167)</u> | <u>(51,170)</u> | | | | | | | <u>431,583</u> |

The charity has many restricted funds and they have been grouped together above in alignment to our strategic objectives. More information on the underlying activities within each objective is supplied within the content of the governor's report.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

22 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

| | Balance at 1 April 2021 | Transfers | Balance at 1 April 2022 | Transfers | Balance at 31 March 2023 |
|----------------------|----------------------------|----------------|----------------------------|---------------|-----------------------------|
| | £ | £ | £ | £ | £ |
| IT upgrade | 7,986 | - | 7,986 | - | 7,986 |
| Consultancy Services | 35,524 | (8,010) | 27,514 | (27,514) | - |
| HR | - | - | - | 18,000 | 18,000 |
| Office Move | - | - | - | 6,000 | 6,000 |
| Database Project | - | - | - | 16,500 | 16,500 |
| | <u>43,510</u> | <u>(8,010)</u> | <u>35,500</u> | <u>12,986</u> | <u>48,486</u> |

The above funds have been designated for the purpose of projects to be carried out in short-medium term.

We have been upgrading our IT hardware in collaboration with our contracted IT support team BrightSkye, for the last two years. This process still requires some expenditure and so we have money allocated to replace outdated laptops and provide other necessary equipment to support laptop use at home or in the office.

We will continue to work with an HR consultant to ensure all our policies, contracts and employee handbook remain current. The role of the HR consultant is core to our ongoing strategy of guaranteeing effective Human Resource Management. We also designated funds to move from our current premises to a new Head Office and so set aside funds for the recycling and removal costs.

We have funds designated to transition to a new and more suitable database system to store all our contacts and activities. Our current system is outdated and needs replaced now to cope with our growth as a charity. We will use these funds to support the transition and ongoing costs of a new system.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

| 23 Analysis of net assets between funds | Unrestricted funds | | Designated funds | | Restricted funds | | Total Unrestricted funds | | Designated funds | | Restricted funds | | Total | |
|--|--------------------|---|------------------|---|------------------|---|--------------------------|---|------------------|---|------------------|---|----------------|---|
| | 2023 | £ | 2023 | £ | 2023 | £ | 2023 | £ | 2022 | £ | 2022 | £ | 2022 | £ |
| Fund balances at 31 March 2023 are represented by: | | | | | | | | | | | | | | |
| Tangible assets | 15,022 | | - | | 8,316 | | 23,338 | | - | | 11,089 | | 31,117 | |
| Current assets/(liabilities) | 332,138 | | 48,486 | | 423,267 | | 803,891 | | 35,500 | | 385,136 | | 695,848 | |
| | <u>347,160</u> | | <u>48,486</u> | | <u>431,583</u> | | <u>827,229</u> | | <u>35,500</u> | | <u>396,225</u> | | <u>726,965</u> | |

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

24 Related party transactions

Remuneration of key management personnel

The remuneration of key management personnel is as follows.

| | 2023 £ | 2022 £ |
|------------------------|-----------|-----------|
| Aggregate compensation | 67,581 | 64,124 |

Transactions with related parties

During the year the charity entered into the following transactions with related parties:

Payment for services delivered by one trustee, total value £3,034.

The services were acquired under the normal procedures of the charity for this type of work.

| 25 Cash generated from operations | 2023 £ | 2022 £ |
|---|----------------|---------------|
| Surplus for the year | 100,264 | 99,281 |
| Adjustments for: | | |
| Investment income recognised in statement of financial activities | (3,490) | (68) |
| Depreciation and impairment of tangible fixed assets | 7,779 | 10,372 |
| Movements in working capital: | | |
| Decrease in stocks | 960 | 1,380 |
| Decrease/(increase) in debtors | 50,218 | (56,897) |
| (Decrease)/increase in creditors | (4,018) | 2,194 |
| Increase in deferred income | 23,775 | 43,262 |
| Cash generated from operations | 175,488 | 99,524 |

26 Analysis of changes in net funds

The charity had no debt during the year.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE
PAMIS
APPENDIX TO THE ACCOUNTS
FOR THE YEAR ENDED 31ST MARCH 2023

| | Balance 31.03.22 £ | Incoming Resources £ | Resources Expended £ | Transfers £ | Balance 31.03.23 £ | |
|---|--------------------------|----------------------------|----------------------------|-----------------|--------------------------|---------|
| <u>Supporting carers, people with PMLD & Communities:</u> | | | | | | |
| Family Support Service Fife | 18,242 | 56,790 | (52,402) | (3,874) | 18,756 | FSF |
| Family Support Service Glasgow | 33,101 | 67,105 | (53,663) | (3,361) | 43,182 | FSG |
| Family Support Service Grampian | 241 | 28,342 | (22,752) | 3,022 | 8,853 | FSA |
| Family Support Service South Lanarkshire | 14,751 | 71,392 | (60,597) | (4,928) | 20,618 | FSL |
| Family Support Service Tayside | 12,612 | 49,534 | (50,387) | (3,369) | 8,390 | FST |
| Leisure Project, Glasgow | 734 | 150 | (335) | - | 549 | LEG |
| Leisure Project, Fife | 16,352 | 42,070 | (34,452) | - | 23,970 | LEF |
| Digital Transitions Glasgow | 51,685 | 49,056 | (31,964) | (8,950) | 59,827 | DTR |
| Community Inclusive Living | 5,670 | - | (1,283) | (4,387) | - | CIL |
| Counselling Project | 18,207 | - | (2,959) | - | 15,248 | COU |
| Counselling Project - Fife | - | 25,482 | (11,292) | (1,087) | 13,103 | COU FIF |
| Counselling Project - Glasgow | 9,909 | - | (8,916) | (734) | 259 | COU GLA |
| Counselling Project - North Lanarkshire | - | 12,036 | (11,049) | (892) | 95 | COU NL |
| Counselling Project - South Lanarkshire | - | 9,696 | (10,931) | - | (1,235) | COU SL |
| Connect Club Aberfeldy | 3,736 | 9,000 | (4,568) | (599) | 7,569 | CCA |
| Perth & Kinross Lockdown Support | - | - | (168) | 168 | - | PKL |
| Health & social care alliance | 5,348 | 14,185 | (29,870) | (3,040) | (13,377) | ALL |
| Angus Creative Communities | 10,256 | - | (9,888) | (368) | - | ANG |
| Basil Death Fund | 1,268 | - | (1,019) | - | 249 | BDF |
| Inclusive Family Fund | 5,500 | - | (4,147) | (1,353) | - | IFF |
| Early Years Passports | 6,815 | - | (6,047) | (361) | 407 | EYP |
| Neurological Framework | - | 36,055 | (19,389) | (2,247) | 14,419 | NEU |
| Roots into Empathetic Employment | - | 16,000 | (7,258) | (952) | 7,790 | REE |
| Year of Stories | - | 26,016 | (24,539) | (1,477) | 0 | YOS |
| Clackmannanshire inclusive activities | - | 18,000 | (6,709) | - | 11,291 | CLA |
| Donor funds for families | - | 46,396 | (26,943) | - | 19,453 | DON |
| Disabled children and young people | - | 11,856 | (11,692) | - | 164 | DYC |
| Intensive Interaction | - | - | (346) | - | (346) | INT |
| Wigtown forth Valley | - | - | - | 903 | 903 | WVF |
| | 214,427 | 589,161 | (505,565) | (37,886) | 260,137 | |
| <u>Education & development:</u> | | | | | | |
| Training | 20,842 | 6,160 | (5,877) | - | 21,125 | TRN |
| Alliance Postural Care Project | 15,933 | - | (2,660) | - | 13,273 | POS |
| Digital Passports | 15,688 | 6,862 | (10,789) | (550) | 11,211 | DIG |
| | 52,463 | 13,022 | (19,326) | (550) | 45,609 | |
| <u>Influencing policy & practice:</u> | | | | | | |
| Changing Places Campaign | 34,478 | 31,913 | (33,665) | - | 32,726 | CPC |
| <u>Developing & supporting innovative practice:</u> | | | | | | |
| Remembrance Garden | 2,711 | - | - | - | 2,711 | REM |
| Dumfries & Galloway MSS Development Program | 8,767 | 58,599 | (41,681) | (2,734) | 22,951 | DGS |
| On-Line Activities (DOR) | 5,565 | 1,000 | (3,949) | - | 2,616 | DOR |
| | 17,043 | 59,599 | (45,630) | (2,734) | 28,278 | |
| <u>Goverance & sustainability:</u> | | | | | | |
| Mrs Hay Legacy | 73,975 | - | - | 10,000 | 63,975 | LEGACY |
| Co-op fund | 3,839 | - | (2,981) | - | 858 | COOP |
| | 77,814 | - | 2,981 | (10,000) | 64,833 | |
| <u>Total Restricted Funds</u> | <u>396,225</u> | <u>693,695</u> | <u>(607,167)</u> | <u>(51,170)</u> | <u>431,583</u> | |

