FFLAG

England & Wales · Charity number 1079918

Details

Other names	FAMILIES AND FRIENDS OF LESBIANS AND GAYS, FFLAG
Status	Registered
Legal form	Other
Registered	2000-03-21
Register	View on the Charity Commission register

Contact

Address	Connected Voice 1 Strawberry Lane Newcastle Upon Tyne NE1 4BX
Phone	08456520311
Email	ADMIN@FFLAG.ORG.UK
Website	www.fflag.org.uk

Activities

Objects: To relieve emotional distress suffered by LGBT+ people and their families and to raise publicawareness of issues of sexuality and gender with a view to working towards the elimination ofhomophobia and transphobia.

Activities: FFLAG provides support for parents and other family members of LGBT plus people across the UK by providing information, helplines and support groups. FFLAG provides information and support for individuals and organisations. FFLAG campaigns for equality on issues of sexuality, gender identity and gender expression. FFLAG works to reduce homophobia, transphobia and biphobia.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body
- **What:** General Charitable Purposes
- **Who:** Other Defined Groups, The General Public/mankind

Downloaded from opencharities.uk/ew/1079918

Geography

- Scotland
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£38,538	£44,007	-	-
2024-03-31	£45,442	£45,314	-	-
2023-03-31	£30,109	£28,319	-	-
2022-03-31	£41,325	£5,923	-	-
2021-03-31	£32,141	£4,975	-	-

Trustees

Name	Role	Appointed
Sarah Furley	Chair	2018-03-22
Desmond Patrick Johnson		2025-04-28
Janet Kent		2017-02-08
Janis Proudfoot		2020-05-28
Javier Sanchez Bautista		2026-04-15
KEITH PROUDFOOT		2020-05-28
SORREL ATKINSON		

Accounts

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FFLAG

FINANCIAL STATEMENTS

Year ended 31st March 2025

Charity Number 1079918

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FFLAG

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

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FFLAG

LEGAL AND ADMINISTRATIVE INFORMATION

YEAR ENDED 31 MARCH 2025

Status

FFLAG was founded in 1993 and established as a registered charity number 1079918 by a Charitable Deed dated 19th February 2000.

The charitable trust constituted by this deed ("the Charity'') and its property ("the trust fund") shall be administered and managed by the trustees under the name of FFLAG or by such other name as the trustees from time to time decide with the approval of the Charity Commission for England and Wales ("the Commission").

Trustees who served during the year were:

Sorrel Atkinson (Vice-Chair)
Hugh Fell (resigned 5 December 2024)
Sarah Furley (Chair)
Janet Kent
Keith Proudfoot
Janis Proudfoot
JD Stewart (appointed October 2024 – resigned 31 March 2025)

Principal address

PO Box 495
Little Stoke
Bristol
BS34 9AP

Independent Examiner

Joanne Trowbridge MAAT
Bristol Community Accountants CIC
The Park
Daventry Road
Knowle
Bristol
BS4 1DQ

Bankers

Barclays Bank
Leicestershire
LE87 2BB

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TRUSTEES REPORT

YEAR ENDED 31 MARCH 2025

The trustees present their report and unaudited accounts of the charity for the year ended 31 March 2025.

Objects of the charity

The Trust was established by a charitable deed on 19th February 2000. The charity is an unincorporated association, and its registered number is 1079918.

The Objects of the charity are "to relieve emotional distress suffered by LGBT+ people and their families and to raise public awareness of issues of sexuality and gender with a view to working towards the elimination of homophobia and transphobia."

The Trustees aim to carry out these objectives by:

a) Support, through confidential email and helpline services, and online services
b) Working with local groups
c) Education and information
d) Working locally and nationally on issues of equality for lesbian, gay, bisexual and transgender (LGBT+) people.
e) Being aware of the work of similar organisations in European and other countries to secure equal rights and respect for LGBT+ people

The Trust is organised through a Board of Trustees. There are no premises, and the charity has one part-time employee engaged to coordinate volunteers' activities and FFLAG's participation in conferences and other events. Where there are identified skills gaps the charity retains specialists on a self-employed basis to provide specific services, such as project support and design services. The Trust's principal address is PO Box 495, Little Stoke, Bristol BS34 9AP.

The Board of Trustees

Trustees are appointed from among those who volunteer their services to the charity and whose abilities match the skills gaps identified in our periodic skills audit.

Ensuring our work delivers our Aims

The FFLAG trustees review the organisation's progress and activities annually to ensure the planned activities for the coming year contribute to and further the organisation's objects, mission and vision while conforming to its stated values.

The Board held the annual planning day in person in Cardiff in January 2025. The agenda covered an exploration and reaffirmation of our Mission, Vision, Values and Purpose; a review of achievements against the 2024/25 Action Plan; identification of priorities for the 2025/26 Action Plan including a review of the Risk Register and procedures for considering and mitigating risk. Two training sessions were held for trustees: a SWOT analysis and a session on Trustee Duties and Responsibilities. This covered the six main responsibilities of 'The Essential Trustee' and The Governance Code for Smaller Charities.

The planning day was followed by a networking day for FFLAG volunteers, including those volunteering in local affiliated groups. This enabled an exchange of information where volunteers were updated on FFLAG priorities and given the opportunity to give feedback to FFLAG, to help shape the future direction of the charity.

We continue to shape our plans on a basis consistent with the following statements:

Our Vision

A world free from ignorance and prejudice about sexuality and gender identity or expression in which LGBT+ people are valued and respected.

Our Mission and Strategic Priorities

"To support families with LGBT+ members".

- To be the national umbrella organisation for affiliated groups supporting families with LGBT+ members
- To support and develop a network of local family support groups
- To provide direct individual support where local family support groups are not involved
- To educate and advocate for a world in line with our vision
- To work with other organisations to achieve our vision
- To ensure that we have the necessary resources to achieve our mission

Our Values

We value all people equally and regard differences in sexual orientation, gender identity and gender expression as being something in which to take pride and to celebrate.
We value diversity in behaviour and opinion, respecting all viewpoints that align with our vision, listening to the opinions of others and seeking to learn from their experiences.
Acting inclusively, upholding equality law, treating everyone fairly and seeking to provide a culture which delivers the best outcomes for all.

Our Patrons

Our current patrons are:

- Baron Cashman of Limehouse CBE
- Sir Ian McKellen CH CBE
- Bobbi Pickard
- Prof Ian Rivers
- Peter Tatchell

Our patrons support us by speaking at conferences, joining us at Prides, amplifying FFLAG's voice and assisting FFLAG with their own areas of knowledge and expertise.

The Trustees are grateful for the many years of active support from these patrons. We were saddened by the death of Baroness Massey of Darwen, one of our former patrons, in April 2024.

Review of Services

a) Support, through confidential email and helpline and online services

Calls to FFLAG's Helpline have fallen throughout the reporting year as a result of serious technical issues which the helpline telecoms provider seems unable to address. The Board has agreed a new telecom service provider for next year and this service has functions which will enable more volunteers

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to log in and out of the system and provide helpline support, using an app. The "old" 0845 number has now been discontinued, and the Services Committee continues to carry out periodical internet searches with the aim of making sure our details are updated on third-party websites that list FFLAG.

FFLAG received 185 requests for support by email. Those seeking family support are mainly mothers and many of these requests generated lengthy exchanges of information and experiences. There continues to be a number of requests from social work and healthcare professionals and a notable number from parents of children who are just starting university. Enquiries from school staff appear to have stopped and the Services team fear that this is the result of draft Schools guidance issued by the Department for Education. Meanwhile requests for support from asylum seekers continue and a new volunteer has been recruited to answer these specialist requests. For the first time FFLAG has received enquiries from families moving from the US, because of political hostility to LGBT+ children.

Feedback about our help was uniformly positive for the helpline and email support and for our booklets.

The Services Team maintains a compendium of resources for helpline calls and support emails. This is held online and is designed so that it can be referred to during a call, when signposting support seekers to other sources of support. It contains contact details and notes on the remit of each organisation. This resource is checked and reviewed to ensure that it is kept up to date and new organisations are added in response to the issues raised by support seekers.

Attendance at the monthly FFLAG Zoom, organised by the leaders of FFLAG Bristol and hosted by a FFLAG Ambassador, continued to grow, with some meetings hosting over 30 parents. This proved to be too many to host an effective conversation. Having investigated the possibility of hosting a second Zoom, due to the fluctuation in attendee numbers month to month, using break out rooms was chosen as the most practical solution. There are now three additional volunteer couples acting as break-out room hosts. The smaller numbers enable conversation to flow naturally between attendees, and the structure has the advantage of training multiple hosts, which keeps the service sustainable.

On the Board annual planning day, following a review of progress, the Board resolved to pause work on the p2p online platform. This was an online platform allowing parent volunteers and support seekers to connect individually and anonymously over Zoom via a secure private connection. Instead FFLAG will implement a simpler befriending service, connecting parent support seekers to a FFLAG volunteer via Zoom, overseen by the volunteer coordinator. This will broaden our range of support services and provide a useful stepping stone between emails or phone calls and the full FFLAG Zoom.

b) Working with local groups

All affiliated local groups have now implemented local Safeguarding Procedures which are consistent with FFLAG's Safeguarding Policy and which they are prompted to review when FFLAG reviews its policy. Work has started to set up a new affiliated FFLAG group in Northwest Cumbria, which not only increases FFLAG's reach but makes support available in an area which has very little provision.

FFLAG's newsletter is a main forum for sharing news from and with our network of contacts and local groups. In 2024 the newsletter has been completely revamped and updated, with an improved design and focused more on sharing news from the FFLAG community rather than directives from the trustees. The newsletter is now delivered by Mailchimp which will enable easy sign up and the tagging of different interests, for targeted communications.

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One FFLAG trustee is the nominated contact for all established local parents' groups and regularly communicates with them, seeks feedback and requests articles for the FFLAG newsletter which is issued bi-monthly. We have improved and clarified our support offer to affiliated groups, which includes DBS checking for officers, supply of booklets, leaflets, other FFLAG materials and support for attendance costs at local Prides.

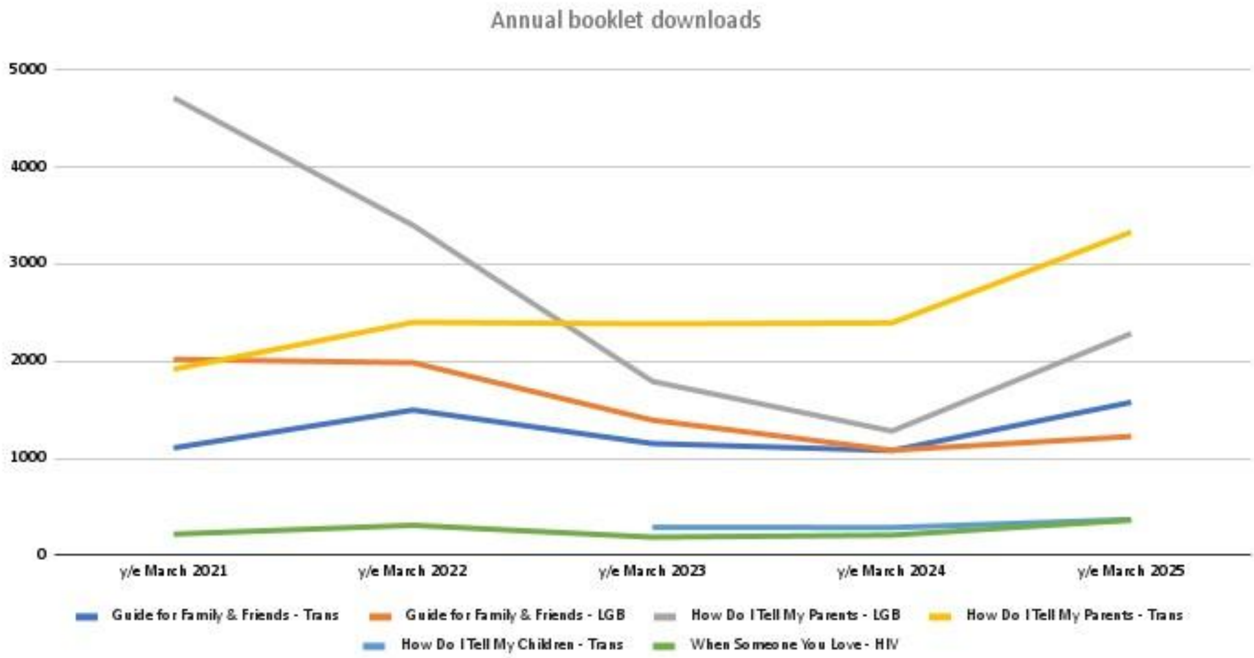
FFLAG South Wales continues to experience an increase in support seekers who are parents of trans youngsters and remains a very active group. FFLAG South Wales and FFLAG Bristol joined forces with FFLAG Trustees to attend Trans Pride Southwest in Bristol in November 2024.FFLAG South Wales actively supported FFLAG's Volunteer and Events Coordinator in planning and hosting the Networking Day in Cardiff. This included a Queer Walking Tour of Cardiff and a local LGBT+ choir.

In addition to the local affiliated groups FFLAG has 24 volunteers, who play a variety of roles, including helpline, email, speaking events, Zoom attendees, attending Prides, helping to update resources and being members of working groups. All trustees and the FFLAG treasurer are also volunteers.

c) Education and Information

FFLAG continues to be invited to speak at online events, particularly Employee Resource Groups for large companies. Demand is high during Pride month, and we are especially keen to speak to parenting or family networks, so that we reach those who may be most in need of new information. This year 3 FFLAG Ambassadors provided 14 corporate talks, supported by 2 other volunteers.

Our suite of FFLAG booklets remain a key resource, available to download from our website and in hard copy at Prides and events or to be sent out to support seekers, GPs, schools and other organisations. The graph below shows a year-on-year comparison of booklets downloaded from our website.



Numbers of downloads increased in 2024-25 for all our booklets. The long decline in downloads of *How Do I Tell My Parents I'm LGB* reversed last year. Downloads of the companion *Guide for Family and Friends (LGB)* have also started to increase, although only marginally. After 3 years of a steady volume of *How Do I Tell My Parents (I'm Trans/non-binary)* being downloaded, the volume increased

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by 39% last year. Downloads of the companion *Guide for Family and Friends (I'm trans/non-binary)* also rose - by 46%. The trans versions of the booklets were updated to be more inclusive of non-binary and gender expansive identities.

Our other two booklets, *How Do I tell My Children (I'm transgender),* and When *Someone You Love is Diagnosed with HIV* are showing slow but steady growth in downloads over the years they have been available.

The statistics indicate that awareness of FFLAG publications is growing, and it seems that the current hostile climate for the trans community is driving demand for the trans and nonbinary versions. Increases in demand for the LGB versions also may indicate that parents fear a general erosion of LGBT+ rights.

The figures in the graph do not include the hundreds of booklets given out at Prides and sent directly to individual support seekers, schools and other health or youth organisations, on request.

FFLAG raised awareness by attending 24 Prides in 2024/25, a 50% increase on the previous year, meeting our identified strategy to network and raise awareness through Pride events. Where we could not attend in person, we sent packs of our booklets and leaflets.

Pride in London remains a priority Pride for FFLAG to attend, due to the visibility it brings to the charity which has resulted in wide publicity and the recruitment of new volunteers. The event also provides an opportunity for volunteer networking, which aids volunteer retention. Other important Prides for FFLAG include Bristol, Cardiff and Abergavenny, Cheltenham, and Gloucester – which are all run by FFLAG affiliated groups; Northern Pride which targets better representation in the north and Trans Pride Bristol, which is a key networking event for FFLAG South Wales, FFLAG Bristol and FFLAG volunteers across the Southwest.

FFLAG was invited back to run the Family Area at UK Black Pride in 2024. Turning up, networking, and making connections at UK Black Pride remains a key action in our aim to become more diverse and representative.

d) Working locally and nationally on issues of equality for lesbian, gay, bisexual and transgender (LGBT+) people.

Following the #FFLAG30 Conference in November 2023 FFLAG responded to volunteer demand and established a Campaigns Working Group, to carry out campaign activity as directed by the Board. The working group identified 3 priority policy areas on which to campaign, which were ratified by the Board:

1. Conversion 'Therapy' ban - campaigning for an effective and inclusive ban in the new legislation which has been promised again this year
2. Health policy - opposing the current puberty blocker ban and ensuring no further barriers are added to adult trans healthcare
3. Education policy - opposing the draft guidance for supporting so-called gender-questioning children and proposed changes to the RSHE curriculum published under the previous Government

In support of these aims FFLAG has published approved statements of opposition, submitted responses to consultations, written to relevant ministers and encouraged FFLAG volunteers to do the same.

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In February 2025, FFLAG campaign volunteers and Chair gave a parliamentary briefing to c. 20 MPs and Lords which has led to follow up activities with MPs. The visit was also covered in a lengthy article and video content by Pink News

FFLAG continues to be an active member of the Ban Conversion Therapy alliance and of LGBT Consortium, knowing that we are stronger when we lend a voice to partner campaigns and speak together.

e) Being aware of the work of similar organisations in European and other countries to secure equal rights and respect for LGBT+ people

Due to the continuing use of online platforms to host events, FFLAG has spoken at corporate events that include staff from Europe, Middle East and Africa (EMEA) and USA offices. This has provided a useful way to extend our reach and to network and share support and resources further afield.

In 2024 FFLAG trustees wrote to the Bulgarian Ambassador to express our deep concerns with the new legislation amending the Bulgarian education code, effectively introducing a 'Section 28 style' ban on representation of LGBT+ identities in schools.

In February 2025 FFLAG wrote a letter of support to PFLAG in the United States of America, extending a hand of friendship and support in their legal challenge to transphobic legislation being introduced in a number of US states.

Through our Patrons we are connected to organisations with a national and international reach, such as Stonewall and Trans in the City.

Our Priorities for 2025/26

At the Planning Day in January 2025, trustees reviewed progress against the 2024/25 Action Plan and resolved that our priorities for the next year remained broadly the same, with updated actions.

i) Sustain our current support services and increase our capacity as a Board, volunteers and network of local groups

ii)Maintain and improve the relevance and quality of our support offer

iii)Continue to develop a network of FFLAG volunteers and recruit volunteers (including trustees) to the following priority areas: marketing, communications, IT support.

iv)Focus on making FFLAG a more representative and diverse charity including recruitment of parents, people of black and minority ethnic backgrounds and younger people to better represent the communities we serve and to build for the future.

v)Improve our communication including links with local groups, networking at Prides, the use of the website, visual impact and social media presence to create easier and clearer routes to FFLAG and its partners.

vi)Ensure that FFLAG has the competency, confidence, and capacity to meet its objects and priorities plus deliver on its mission.

vii)Increase campaigning activity

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The FFLAG Action Plan 2025/26 sets out how we will work towards these priorities.

Review of financial position

The Board approved a budget for 2024/25 that allowed the FFLAG priorities to be delivered. As in the previous year the biggest expenditure was development of volunteering, a key development ambition for the Board. The Board designated funds for a connecting day for all volunteers and affiliated group members that was held in Cardiff. The Board refreshes and adopts Financial Controls Policy and Procedures annually to ensure there is transparency and understanding in how finances are managed at FFLAG.

Income

The figures for 24/25 are to be found later in this report.

The Chris Graham-Bell Charitable Trust, renewed funding in 2024/25 to enable FFLAG to continue the employment of a volunteer coordinator and to expand volunteering at FFLAG. The trustees continue to extend their heartfelt gratitude to the trustees of The Chris Graham-Bell Charitable Trust for their support of the work that FFLAG carries out.

FFLAG also receives regular donations directly into our bank account. FFLAG claims Gift Aid relief from HMRC on those donations for which we hold valid Gift Aid declarations.

FFLAG recognises the need to develop regular donations, corporate donations and other funding opportunities to fund the ambitions outlined in the Action Plan.

Expenditure

As planned and anticipated, FFLAG has seen increased expenditure this year as we continue to be an employer, expand our volunteering scheme and return to in-person external events.

The most significant items of expenditure relate to volunteering (including the connecting event), travel to attend Prides and travel and accommodation for the FFLAG planning day. This expenditure was planned for and is consistent with our aims of raising awareness and connecting with our local groups and volunteers.

FFLAG has also engaged the services of a branding professional, to create and curate social media posts for Facebook, Twitter and Instagram.

In the absence of premises, FFLAG uses and pays Safestore for storage of materials.

Outlook for financial year 2025/26

Trustees anticipate a further increase in volunteer costs, e.g. training costs, during 2025/26 in line with FFLAG's plans to increase the volunteering programme to sustain and improve our support services. FFLAG plans to network with volunteers and local groups through attendance at Prides nationally and therefore travel costs will be incurred. Planning is underway for a volunteer networking day in Spring 2026: this will be combined with the Trustee Planning Day, to minimise travel and accommodation costs.

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Trustees also anticipate needing to apply additional funds to support the work of the Campaigns Working Group in responding to consultations and communicating with interested parties. We hoped that this work was no longer required after the passing of the Equalities legislation.

Reserves Policy

After its annual review of FFLAG's Financial Controls Policy and Procedures, the Board has agreed to hold at least £20,000 as unrestricted reserves. This represents the sum required should FFLAG close down, plus 6 months revenue. The reserve figure has increased to reflect employment costs.

The Board has designated £5000 for the Volunteer Connecting Day and Board development/planning day in Spring 2026.

Risk Factors

The Board sees the consideration and mitigation of risks as one of its primary roles. Periodically the charity carries out a skills audit of the Board members, and this identifies skills and experience gaps which are fed into the risk register. There will be another Board skills audit carried out in 25/26.
FFLAG's risk log is divided into four main areas.

1) Risk to the culture and compliance of what is expected of FFLAG and what it provides.
2) Risk arising from any lack of capacity for FFLAG to deliver what is expected.
3) Risk arising from any lack of competency of FFLAG to deliver what is expected.
4) Risk of poor communications, including lack of clarity on FFLAG's key messages and volunteers or associated groups exceeding FFLAG's remit, impacting on FFLAG's reputation.

The Risk Log was reviewed at the Planning Day to update or confirm the key risks and our mitigation for them. Reporting on each area is clearly assigned to Board sub committees. Risk is considered at every Board meeting and the Risk Log sets out the reporting schedule.

Some of the key risks identified in the Risk Register are:

- Difficulty measuring the impact of FFLAG
- Lack of clarity on growth
- Certain key people overwhelmed with FFLAG work
- Insufficient capacity to administer growth and change

The method of assessing and mitigating risk will be refreshed in 25/26.

An insurance policy exists to indemnify the charity and its trustees against the consequences of any neglect or default and the charity also has Public Liability insurance.

Governing Document

Following the amendments made in 2020, the trustees are satisfied that the governing document meets the current needs of FFLAG.

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Public Benefit Statement

In preparing this report the board of trustees has complied with the duty under Section 4 of the Charities Act 2006 to have due regard to public benefit guidance published by the Charity Commission in relation to meeting the public benefit requirement.

Trustees' responsibilities in relation to the financial statements

Law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the charity's financial activities during the year and of its financial position at the end of the year. In preparing those financial statements, the trustees are required to:

* Select suitable accounting policies and then apply them consistently;
* make judgements and estimates that are reasonable and prudent;
* state whether applicable accounting standards and statements of recommended practice have been followed subject to any 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 business.

The trustees are responsible for keeping accounting records which 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 Charities Act 2011. 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.

Approved by the Board of Trustees and signed on behalf of FFLAG.

SARAH PATRICIA KATHLEEN FURLEY (Chair) ....Signed by: Sarah Furley 5739566FFF614FB...........

Dated 17/10/2025

JANET KENT ....Signed by: Janet Lesley Kent 8B9AD18B66B8464...........

Dated 17/10/2025

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INDEPENDENT EXAMINER'S REPORT

YEAR ENDED 31 MARCH 2025

I report on the accounts of the Charity for the Year ended 31st March 2025 which are set out on pages 13-20.

Responsibilities and basis of report

As the charity trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

DocuSigned by:
Trowbridge
....
C2F8368E1B574EA...

Joanne Trowbridge MAAT

Date 17/10/2025

Bristol Community Accountants CIC
The Park
Daventry Road
Knowle
Bristol
BS4 1DQ

FFLAG

STATEMENT OF FINANCIAL ACTIVITIES (including Income and Expenditure Account)

YEAR ENDED 31 MARCH 2025

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
Income					
Voluntary income	**3**	38,538	-	38,538	45,442
Total		38,538	-	38,538	45,442
Expenditure					
Charitable activities	**4**	42,940	-	42,940	43,804
Other	**5**	1,067	-	1,067	1,510
Total		44,007	-	44,007	45,314
Net incoming resources		(5,469)	-	(5,469)	128
Total funds brought forward		86,319	-	86,319	86,191
Total funds carried forward	**7**	80,850	-	80,850	86,319

All of the activities of the charity are classed as continuing

The notes on pages 14 to 20 form part of these financial statements

Details of the allocation of 2024 total funds between unrestricted and restricted are shown in note 13

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FFLAG

BALANCE SHEET

YEAR ENDED 31 MARCH 2025

	Note	2025 £	£	2024 £
Current assets				
Current Account		1,548		1,139
Business Reserve Account		80,152		85,921
		81,700		87,060
Creditors : Amounts falling due within one year	**6**	(850)		(741)
Net current assets			80,850	86,319
Net assets			80,850	86,319
Funds				
Unrestricted funds	**10**	80,850		86,319
			80,850	86,319

Approved by the board of trustees and signed on behalf of FFLAG on 17/10/2025

Signed by:
Sarah Furley
5739566FFF614FB...
Sarah Furley
Chair

Signed by:
Janet Lesley Kent
8B9AD18B66B8464...
Janet Kent
Trustee

The notes on pages 14 to 20 form part of these financial statements

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1 Basis of Preparation

a) These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

b) The financial statements have been prepared in accordance with 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) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

c) The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

d) The charity constitutes a public benefit entity as defined by FRS 102.

e) The accounts present a true and fair view and the accounting policies adopted are those outlined in note 2. No changes to accounting estimates have occurred in the reporting period and no material prior year errors have been identified in the reporting period

2 Accounting policies

a) Income from donations is included in income when these are receivable, except as follows:

i) When donors specify that donations given to the charity must be used in future accounting periods, the income is deferred until those periods.

ii) When donors impose conditions which have to be fulfilled before the charity becomes entitled to use such income, the income is deferred until the pre-conditions have been met.

Donated services and facilities are only included in income (with an equivalent amount in expenditure) where the benefit to the charity is reasonably quantifiable, measurable and material.

b) Resources expended are recognised in the period in which they are incurred. Expenditure includes attributable VAT which cannot be recovered.

c) Most expenditure is directly attributable to specific activities, and have been included in those cost categories. Support costs have been allocated 100% towards the charitable activities of the charity.

d) Unrestricted funds can be used in accordance with the charitable objects at the discretion of the trustees.

e) Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

f) The charity is exempt from corporation tax on its charitable activities.

g) The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs and are subsequently measured at their settlement value.

Income and Endowments from:

3 Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
Donations & legacies	36,332	-	36,332	43,317
Grants	-	-	-	657
Gift Aid	776	-	776	749
Bank Interest	1,430	-	1,430	719
	38,538	-	38,538	45,442

Donation and legacies prior year	*Unrestricted Funds £*	*Restricted Funds £*	*Total Funds 2024 £*
Donations & legacies	*43,317*	-	*43,317*
Grants	*657*	-	*657*
Gift Aid	*749*	-	*749*
Bank Interest	*719*	-	*719*
	45,442	-	*45,442*

Expenditure on:

4 Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
Salaries	20,568		20,568	19,589
Conference and events	2,813	-	2,813	14,259
Expenses and sundries	235	-	235	906
Insurance	680	-	680	659
Internet & website	2,550	-	2,550	1,490
Postage & delivery	676	-	676	450
Printing & reproduction	2,122	-	2,122	630
Telephone	472	-	472	469
Travel & subsistence	4,289	-	4,289	2,026
Professional fees	739	-	739	146
Staff, volunteer and trustee training	5,548	-	5,548	2,598
Miscellaneous	2,248	-	2,248	582
	42,940	-	42,940	43,804

Charitable activities prior year	*Unrestricted Funds*	*Restricted Funds*	*Total Funds 2024*
Salaries	*19,589*	-	*19,589*
Conference and events	*14,259*	-	*14,259*
Expenses and sundries	*906*	-	*906*
Insurance	*659*	-	*659*
Internet & website	*1,490*	-	*1,490*
Postage & delivery	*450*	-	*450*
Printing & reproduction	*630*	-	*630*
Telephone	*469*	-	*469*
Travel & subsistence	*2,026*	-	*2,026*
Professional fees	*146*	-	*146*
Staff, volunteer and trustee training	*2,598*	-	*2,598*
Miscellaneous	*582*	-	*582*
	43,804	-	*43,804*

5 Other

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
Independent Examination	504	-	504	420
Payroll fees	563	-	563	495
HR support	-	-	-	595
	1,067	-	1,067	1,510

Other prior year - all unrestricted

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6 Creditors: amounts falling due within one year

	2025	2024
	£	£
Creditors	346	-
Accruals	504	741
	850	741

7 Net incoming resources for the year

This is stated after charging:

	2025	2024
	£	£
Independent Examiner's Fee	504	420

8 Staff costs and numbers

The aggregate payroll costs were:

	2025	2024
	£	£
Wages and salaries	17,982	15,882
Social security costs	1,422	1,859
Employers pension costs	1,164	1,848
	20,568	19,589

No employee received emoluments of more than £60,000.

The average monthly head count was 1 staff (2024: 1 staff)

The key management personnel of the charity comprise the board of trustees and the charity Co-ordinator. The total employee benefits of key management personnel, during the year, total £21,990 (2024: £21,448).

9 Taxation

The charity is exempt from corporation tax on its charitable activities.

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10 Funding Analysis

	Balance B/Fwd 2024	Income	Expenditure	Transfer Between Funds	Total 2025
Unrestricted Funds	57,623	13,538	(13,492)	(5,000)	52,669
Designated Funds:					
FFLAG South Wales and Cheltenham	174	-	-	-	174
Chris Graham-Bell Charitable Trust	11,522	25,000	(25,515)	-	11,007
Helpline Services	12,000	-	-	-	12,000
Reconnecting Day	5,000	-	(5,000)	5,000	5,000
Total Unrestricted Funds	86,319	38,538	(44,007)	-	80,850
Total Funds	86,319	38,538	(44,007)	-	80,850

Purpose of designated funds:

Funds originally donated by LUSH, held on behalf of FFLAG South Wales and Cheltenham

Chris Graham-Bell Charitable Trust - volunteer coordinator for 3 years supporting Volunteering Matters and the Volunteering Scheme.

The helpline, which underpins our public facing work, requires significant updating and subsequent training for both existing and new volunteers. This fund will support the work required for the helpline.

Supporting the Reconnecting day held in February 2025 and designation for the Reconnecting day to take place during 2025/2026

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11 Trustee remuneration

The charity trustees were not paid nor did they receive any benefits from employment with the charity in the year (2024: Nil). No charity trustee received payment for professional or other services supplied to the charity (2024: Nil). During the year 5 trustees (2024: 5) were reimbursed out of pocket expenses for travels and volunteer expenses £2,245 (2024: £1,242)

12 Related party transactions

There were no other related party transactions in the year (2024: Nil)

13 Analysis of charitable funds - previous year, as required by paragraph 4.2. of the SORP

	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£
Income and Endowments from:			
Donations and Legacies	45,442	-	45,442
Total	45,442	-	45,442
Expenditure On:			
Charitable activities	43,804	-	43,804
Other	1,510	-	1,510
Total resources expended	45,314	-	45,314
Net income/(expenditure)	128	-	128
Total funds brought forward	86,191	-	86,191
Total funds Carried Forward	86,319	-	86,319

Accounts

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FFLAG

FINANCIAL STATEMENTS

Year ended 31st March 2024

Charity Number 1079918

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FFLAG

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

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FFLAG

LEGAL AND ADMINISTRATIVE INFORMATION

YEAR ENDED 31 MARCH 2024

Status

FFLAG was founded in 1993 and established as a registered charity number 1079918 by a Charitable Deed dated 19th February 2000.

The charitable trust constituted by this deed ("the Charity'') and its property ("the trust fund") shall be administered and managed by the trustees under the name of FFLAG or by such other name as the trustees from time to time decide with the approval of the Charity Commission for England and Wales ("the Commission").

Trustees who served during the year were:

Sorrel Atkinson	(Vice chair)
Hugh Fell	
Janet Kent	
Sarah Furley	(Chair)
Keith Proudfoot	
Janis Proudfoot	

Principal address

PO Box 495
Little Stoke
Bristol
BS34 9AP

Independent Examiner

Joanne Trowbridge MAAT
Bristol Community Accountants CIC
The Park
Daventry Road
Knowle
Bristol
BS4 1DQ

Bankers

Barclays Bank
Leicestershire
LE87 2BB

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The trustees present their report and unaudited accounts of the charity for the year ended 31st March 2024.

Objects of the charity

The Trust was established by a charitable deed on 19 February 2000. The charity is an unincorporated association and its registered number is 1079918.

The Objects of the charity are "to relieve emotional distress suffered by LGBT+ people and their families and to raise public awareness of issues of sexuality and gender with a view to working towards the elimination of homophobia and transphobia."

The Trustees aim to carry out these objectives by:

a) Support, through confidential email and helpline services, and parents' groups

b) Education and information

c) Working locally and nationally on issues of equality for lesbian, gay, bisexual, transgender and non binary (LGBT+) people.

d) Supporting the work of similar organisations in European and other countries to secure equal rights and respect for LGBT+ people

The Trust is organised through a Board of Trustees. There are no premises and the charity has one part-time employee engaged to coordinate volunteers' activities and FFLAG's participation in conferences and other events. The Trust's principal address is PO Box 495, Little Stoke, Bristol BS34 9AP.

The Board of Trustees

Trustees are appointed from among those who volunteer their services to the charity and whose abilities match the skills gaps identified in our periodic skills audit.

Ensuring our work delivers our Aims

The FFLAG trustees review the organisation's progress and activities annually to ensure the planned activities for the coming year contribute to and further the organisation's objects, mission and vision while conforming to its stated values.

During the period the Board has engaged and consulted with parents and family members together with the local support groups to help shape the future direction of the charity. In November 2023 FFLAG held its regular five yearly conference #FFLAG30, marking 30 years since our foundation. The delegates were drawn from FFLAG's local affiliated and associated parents' groups and FFLAG volunteers and the conference aim was 'Connect, Reflect, Project.' Wide-ranging input was sought from attendees about the activities FFLAG should prioritise to achieve our aims.

The Board then met in person in Exeter in February 2024 to reflect on the feedback and on our performance over the year, review risk and develop an Action Plan for 2023/24. Feedback was given to the delegates on the actions resulting from their proposals.

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We continue to shape our plans on a basis consistent with the following statements:

Our Vision
A world free from ignorance and prejudice about sexuality and gender identity or expression in which LGBT+ people are valued and respected.

Our Mission and Strategic Priorities

"To support families with LGBT+ members".

- To be the national umbrella organisation for affiliated groups supporting families with LGBT+ members
- To support and develop a network of local family support groups
- To provide direct individual support where local family support groups are not involved
- To educate and advocate for a world in line with our vision
- To work with other organisations to achieve our vision
- To ensure that we have the necessary resources to achieve our mission

Our Values
We value all people equally and regard differences in sexual orientation, gender identity and gender expression as being something in which to take pride and to celebrate.
We value diversity in behaviour and opinion, respecting all viewpoints that align with our vision, listening to the opinions of others and seeking to learn from their experiences.
Acting inclusively, upholding equality law, treating everyone fairly and seeking to provide a culture which delivers the best outcomes for all.

Our Patrons
Our current patrons are:
Baron Cashman of Limehouse CBE
Sir Ian McKellen CH CBE
Bobbi Pickard
Prof Ian Rivers
Peter Tatchell

Our patrons support us by speaking at conferences, joining us at Prides, amplifying FFLAG's voice through their social media reach and assisting FFLAG with their own areas of knowledge and expertise.

Former patron Deidre Sanders stepped down in August 2023 former patrons Angela Mason CBE and Baroness Massey of Darwen have also ceased active support of FFLAG, the latter through ill health. The Trustees are grateful for the many years of active support from these patrons.

Review of Services

a) Support, through confidential email and helpline services, and parents' groups

Calls to FFLAG's Helpline have fallen again and this has been seriously affected by technical issues which the helpline telecoms provider seems unable to address. The Board has agreed a new telecom service provider for next year and this service has functions which will enable more volunteers to log in and out of the system and provide helpline support, using an app. The "old" 0845 number has now been discontinued and the Services Committee continues to carry out periodical internet searches with the aim of making sure our details are updated on third-party websites that list FFLAG. The p2p platform (see below) will also expand and update our support offer.

FFLAG received 166 requests for support by email. Those seeking family support are mainly mothers and many of these requests generated lengthy exchanges of information and experiences. There continue to be requests from social work and healthcare professionals and from school staff, indicating the need for training and support for these professionals. Requests from asylum seekers continue to rise. In 2024 there has been a notable spike of enquiries from prison services on behalf of prisoners seeking support. The Services team are working with the volunteer coordinator to train specialist volunteers to offer support in these two areas.

Feedback about our help was uniformly positive for the helpline and email support and for our booklets.

The Services Team maintains a compendium of resources for helpline calls and support emails. This is held online and is designed so that it can be referred to during a call, when signposting a service user to other sources of support. It contains contact details and notes on the remit of each organisation. This resource is checked and reviewed to ensure that it is kept up to date and new organisations are added in response to the issues raised by support seekers.

Work is still ongoing on FFLAG's main support services project: the creation of an online platform, which will allow parent support seekers to connect individually, securely and anonymously with a FFLAG volunteer of their choice, using Zoom, but with a secure private connection through the p2p platform to avoid sharing of personal data. Technical difficulties delayed the soft launch which was planned for autumn 2023. These have now been resolved and there are 10 volunteers, plus the FFLAG Ambassadors ready to be part of the platform once it launches.

b) Working with local groups

All affiliated local groups have now implemented local Safeguarding Procedures which are consistent with FFLAG's Safeguarding Policy and which they are prompted to review when FFLAG reviews its policy. FFLAG's newsletter is a main forum for sharing news from and with our network of contacts and local groups.

The leaders of FFLAG Bristol organise a monthly FFLAG Zoom support meeting separate from their monthly in-person meetings on behalf of FFLAG nationally. In 2023 one of the FFLAG Ambassadors took over the hosting of the Zoom, while the technical back up and communication to existing and new members continues to be undertaken by the leaders of FFLAG Bristol. This has improved the long-term sustainability of the service. The FFLAG Zoom is still growing in popularity and the Services Team is currently investigating the possibility of running a second Zoom support meeting at an alternative time.

The Zoom support meeting is regularly attended by trustees from the Services team and regular volunteers from FFLAG Cheltenham, along with newer individual volunteers. This builds networks between volunteers and local groups, helps to educate newer volunteers in the 'ways of FFLAG' and ensures the sustainability of the service. A specific volunteer role for Zoom Support is being developed. One FFLAG trustee is the nominated contact for all established local parents' groups and regularly communicates with them, seeks feedback and requests articles for the FFLAG newsletter which is issued three times a year. We have improved and clarified our support offer to affiliated groups, which includes DBS checking for officers, supply of booklets, leaflets, other FFLAG materials and support for attendance costs at local Prides.

FFLAG South Wales continues to experience an increase in support seekers who are parents of trans youngsters and is a very active group. FFLAG South Wales and FFLAG Bristol joined forces with FFLAG Trustees to attend Trans Pride South West in Bristol in November 2023 The success of this networking

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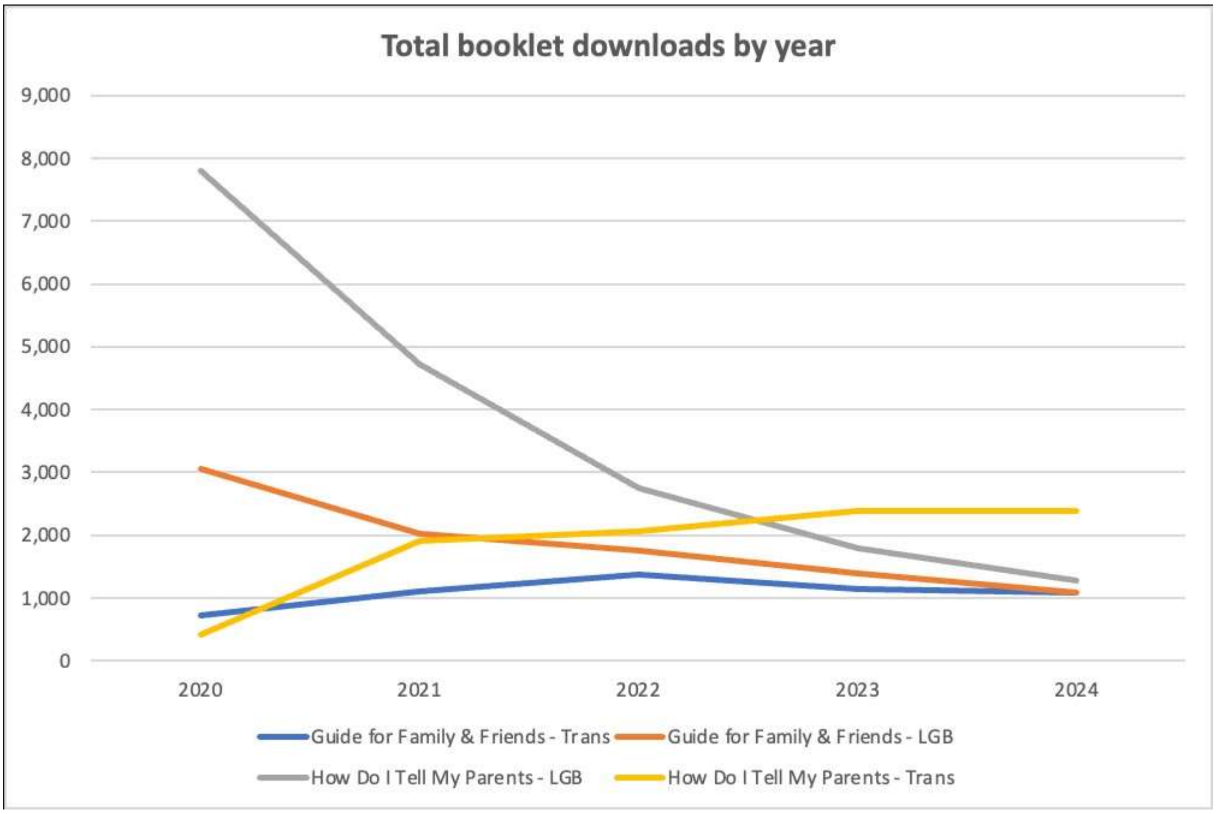
at Pride has inspired the networking strategy for FFLAG and local groups in 2024 and there are plans to hold a networking day in Cardiff in Spring 2025, to capitalise on the energy and activity of this group.

c) Education and Information

FFLAG continues to be invited to speak at online events, particularly Employee Resource Groups for large companies. Demand is particularly high during Pride month and we are particularly keen to speak to parenting or family networks. This year FFLAG provided 13 corporate talks, 2 of which were in person. All the talks were provided by experienced FFLAG Ambassadors, supported by the newly established FFLAG Ambassador team, which relieves pressure on FFLAG Trustees.

The graph below shows a year-on-year comparison of booklets downloaded from our website. It is notable that whilst downloads of the LGB booklets have fallen overall (but now seem to be stablising) downloads of the trans versions of the booklets has risen since 2020.



The figures in the graph do not include the hundreds of booklets given out at Prides and sent directly to individual support seekers, schools and other health or youth organisations, on request.

FFLAG raised awareness by attending 17 Prides in 23-24, more than double the number of Prides attended in the previous year, meeting our identified strategy to network and raise awareness through Pride events. Where we could not attend in person, we have sent packs of our booklets and freebies. Our attendance at Pride in London was even larger this year with 40 volunteers, including partners and allies marching for FFLAG. Other big Prides for FFLAG include Bristol, Cardiff and Abergavenny, Cheltenham and Gloucester – which are all run by FFLAG affiliated groups; Northern Pride, Chippenham Pride, Truro Pride and Trans Pride South West.

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A major step in our aim to become more diverse and representative, was the request from UK Black Pride that FFLAG attend and run their 'family area' in August 2023. The success of this venture has led to FFLAG being invited back for 2024.

During 23-24 two volunteer groups worked to update the FFLAG booklets. The 'U=U: When Someone You Love is Diagnosed with HIV' booklet was updated and launched on World Aids Day, 1 December 2023. The two trans versions of our booklets, 'How Do I Tell my Parents' and 'A Guide for Family and Friends' are being updated to better represent non-binary identities.

d) Working locally and nationally on issues of equality for lesbian, gay, bisexual and transgender (LGBT+) people.

In response to feedback at the #FFLAG30 conference, FFLAG has established a Campaigns Working Group, an action seen as necessary amidst the current political and social climate. Trans healthcare and trans rights continue to be hot topics and a frequent target of hostile reporting in the UK media. The UK government position at the time of our conference was not aligned with supporting trans rights. The trustees hope the new government elected on July 4th will fulfil its manifesto promises to improve LGBT+ rights. FFLAG trustees are keen to develop campaign strategies which are consistent with our objects and our remit of championing families with LGBT+ members, and the Campaigns Working Group will support this aim. FFLAG continues to be an active member of the Ban Conversion Therapy alliance and of LGBT Consortium, knowing that we are stronger when we lend a voice to partner campaigns and speak together.

The Campaigns Working Group drafted a response to the government consultation on proposed non-statutory 'Guidance for Schools and Colleges in England and Wales on Gender Questioning Pupils.' The Group also reviewed the outcome of the final report and recommendations to NHS England of the Independent Review of gender identity services for children and young people (the Cass report).
FFLAG exhibited at the NASUWT Teachers' Conference in Harrogate in March/April 2024, and a key aim is to identify how we work strategically to get our message into schools. FFLAG provided a speaker for Association of School and College Leaders (ASCL) the professional association and trade union for all school, college and trust leaders. FFLAG supported the Intercom Trust schools gatherings in Cornwall in June 2023, providing information about our services to young people. Again, feedback from these school pupils and their teachers informs our priorities.

e) Supporting the work of similar organisations in European and other countries to secure equal rights and respect for LGBT+ people

Due to the continuing use of online platforms to host events, FFLAG has spoken at corporate events that include staff from Europe, Middle East and Africa (EMEA) and USA offices. This has provided a useful way to extend our reach and to network and share support and resources further afield.

FFLAG continues to employ a permanent (part time) Volunteer and Events coordinator, funded by The Chris Graham-Bell Charitable Trust. This appointment has enabled FFLAG to increase our support capacity, while being confident that volunteers are supervised and supported. FFLAG now has over 20 registered volunteers to add to the capacity of the 6 trustees and volunteer treasurer. The impact of this managed volunteer capacity can be seen in the increase in number of Prides attended, the creation of the volunteer working groups for specific tasks, the great success of the #FFLAG30 Conference and the number of additional roles for volunteers continues to grow. Activities now run to engage, train and retain volunteers include a suite of online induction training, online speaking and placard making training.

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Through our Patrons we are connected to organisations with a national and international reach, such as Stonewall and Trans in the City. We worked particularly closely with Trans in the City to support Chippenham Pride in 2023.

Our Priorities for 2023-24
At the Planning Day in February 2024, trustees reviewed the Risk Register, our progress against the 2303-24 Activity Plan and the feedback from the #FFLAG30 Conference held in November 2023. Discussion of these elements led to the resolution that our priorities for the next year remained the same, with updated actions and the addition of a seventh priority, to increase campaigning activity.

I. Sustain our current support services and increase our capacity as a Board, volunteers and network of local groups.
II. Maintain and improve the relevance and quality of our support offer, especially through the launch of the p2p platform.
III. Continue to develop a network of FFLAG volunteers and recruit volunteers (including trustees) to the following priority areas: governance, communications, IT support, admin support.
IV. Focus on making FFLAG a more representative and diverse charity including recruitment of parents, people of black and minority ethnic backgrounds and younger people to better represent the communities we serve and to build for the future.
V. Improve our communication including links with local groups, networking at Prides, the use of the website, visual impact and social media presence to create easier and clearer routes to FFLAG and its partners.
VI. Ensure that FFLAG has the competency, confidence, and capacity to meet its objects and priorities plus deliver on its mission.
VII. Increase campaigning activity

Review of financial position

The board has approved the 2024/25 budget. The major items of expenditure are on developing the helpline and growing the number of volunteers to make it more sustainable and less dependent on a few willing people. This has led to the planned recruitment of volunteers, which attracts further costs, such as training, vetting processes, volunteer travel and subsistence.

The budgeted income is £23k and the expenditure is £20k. These figures may change during the period when any additional costs for the p2p platform project become evident.

FFLAG holds £80k+ in reserves much of which is designated for the platform development and a national volunteer gathering.

Income
The figures for 2023/24 are to be found later in this report. Some key points are:

The Chris Graham-Bell Charitable Trust, which funded development of the helpline during 2021/22, renewed and increased the funding in 2023/34 to enable FFLAG to continue the employment of a volunteer coordinator and to expand this role to three days a week. They have confirmed the continuation of this support in 2024/25. The trustees continue to extend their heartfelt gratitude to the trustees of The Chris Graham-Bell Charitable Trust for their support of the work that FFLAG carries out.

FFLAG also receives regular donations directly into our bank account and we claim Gift Aid relief from HMRC on those donations for which we hold valid Gift Aid declarations.

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FFLAG enrolled as a charity in the Rainbow Lottery when it was launched and since the first prize draw in April 2021 has received remittances from the lottery at monthly intervals. This source of income furthers the trustees' aim of diversifying the charity's income streams, especially as the Amazon Smile scheme ended in February 2023

FFLAG needs to work to increase regular donations and encourage donations through Give As You Live. There has been a notable decrease in donations from corporations for whom we have run panels and speaking events. Companies are still donating, but in smaller amounts now that their budgets are also needed for in-person events.

Expenditure

As anticipated, FFLAG has seen increased expenditure this year as we continue to be an employer, expand our volunteering scheme and return to in-person external events.

The most significant items of expenditure were the #FFLAG30 Conference, travel to attend Prides and travel and accommodation for the FFLAG planning day. This expenditure was planned for and is consistent with our aims of raising awareness and connecting with our local groups and volunteers. FFLAG has also engaged the services of a branding professional, to create and curate social media posts for Facebook, Twitter and Instagram.

After a period of volunteers storing FFLAG materials in their own home following the withdrawal of free space at Safestore, FFLAG has returned to a formal paid storage arrangement with Safestore.

Outlook for financial year 2024/25

Trustees anticipate a further increase in volunteer costs, e.g. training costs, during 2024/25 in line with FFLAG's plans to increase the volunteering programme to sustain and improve our support services. FFLAG plans to network with volunteers and local groups through attendance at Prides nationally and therefore travel costs will be incurred. Planning is underway for a volunteer networking day in Spring 2025: this will be combined with the Trustee Planning Day, to minimise travel and accommodation costs.

Trustees also anticipate needing to apply funds to campaigning, an activity we had hoped was no longer required after the passing of the Equalities legislation.

Reserves Policy

After a review of FFLAG's Financial Controls Policy, the Board has agreed to hold at least £20,000 as unrestricted reserves. This represents the sum required should FFLAG close down, plus 6 months revenue. The reserve figure has increased to reflect employment costs.

The Board has designated £5000 for the Volunteer Connecting Day in Spring 2025.

Risk Factors

The Board sees the consideration and mitigation of risks as one of its primary roles. Periodically the charity carries out a skills audit of the Board members, and this identifies skills and experience gaps which are fed into the risk register.

FFLAG's risk log is divided into four main areas.

1) Risk to the culture and compliance of what is expected of FFLAG and what it provides.
2) Risk arising from any lack of capacity for FFLAG to deliver what is expected.
3) Risk arising from any lack of competency of FFLAG to deliver what is expected.

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4) Risk of poor communications, including lack of clarity on FFLAG's key messages and volunteers or associated groups exceeding FFLAG's remit, impacting on FFLAG's reputation.

The Risk Log was reviewed at the Planning Day to update or confirm the key risks and our mitigation for them. Reporting on each area is clearly assigned to Board sub committees. Risk is considered at every Board meeting and the Risk Log sets out the reporting schedule.

Some of the key risks identified in the Risk Register are:

- Difficulty measuring the impact of FFLAG
- Lack of clarity on growth
- Certain key people overwhelmed with FFLAG work
- Insufficient capacity to administer growth and change

An insurance policy exists to indemnify the charity and its trustees against the consequences of any neglect or default and the charity also has Public Liability insurance.
Governing Document

Following the amendments made in 2020, the trustees are satisfied that the governing document meets the current needs of FFLAG.

Public Benefit Statement

In preparing this report the board of trustees has complied with the duty under Section 4 of the Charities Act 2006 to have due regard to public benefit guidance published by the Charity Commission in relation to meeting the public benefit requirement.

Trustees’ responsibilities in relation to the financial statements

Law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the charity’s financial activities during the year and of its financial position at the end of the year. In preparing those financial statements, the trustees are required to:

* Select suitable accounting policies and then apply them consistently;
* make judgements and estimates that are reasonable and prudent;
* state whether applicable accounting standards and statements of recommended practice have been followed subject to any 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 business.

The trustees are responsible for keeping accounting records which 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 Charities Act 2011. 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.

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Approved by the Board of Trustees and signed on behalf of FFLAG.

SARAH PATRICIA KATHLEEN FURLEY (Chair) ....

Signed by:
Sarah Furley
5739560FFF014FB...

Dated.. 3/10/2024

JANET KENT ....

Signed by:
Janet Kent
8B9AD18B66B8464...

Dated.. 3/10/2024

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INDEPENDENT EXAMINERS REPORT

YEAR ENDED 31 MARCH 2024

I report on the accounts of the Charity for the Year ended 31st March 2024 which are set out on pages 13-20.

Responsibilities and basis of report

As the charity trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

DocuSigned by:
Jtrowbridge
....
C2F8368E1B574EA...

Joanne Trowbridge MAAT

9/10/2024
Date ....

Bristol Community Accountants CIC
The Park
Daventry Road
Knowle
Bristol
BS4 1DQ

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FFLAG

STATEMENT OF FINANCIAL ACTIVITIES (including Income and Expenditure Account)

YEAR ENDED 31 MARCH 2024

	Note	Unrestricted Funds	Restricted Funds	Total Funds 2024	Total Funds 2023
		£	£	£	£
Income					
Voluntary income	**3**	45,442	-	45,442	30,024
Charitable Activities		-	-	-	85
Total		45,442	-	45,442	30,109
Expenditure					
Charitable activities	**4**	43,804	-	43,804	27,105
Other	**5**	1,510	-	1,510	1,214
Total		45,314	-	45,314	28,319
Net incoming resources		128	-	128	1,790
Total funds brought forward		86,191	-	86,191	84,401
Total funds carried forward	**7**	86,319	-	86,319	86,191

All of the activities of the charity are classed as continuing

The notes on pages 14 to 19 form part of these financial statements

Details of the allocation of 2023 total funds between unrestricted and restricted are shown in note 13

FFLAG

BALANCE SHEET

YEAR ENDED 31 MARCH 2024

	Note	2024 £	£	2023 £
Current assets				
Current Account		1,139		1,084
Business Reserve Account		85,921		85,502
		87,060		86,586
Creditors : Amounts falling due within one year	**7**	(741)		(395)
Net current assets			86,319	86,191
Net assets			86,319	86,191
Funds				
Unrestricted funds	**10**	86,319		86,191
			86,319	86,191

Approved by the board of trustees and signed on behalf of FFLAG on 3/10/2024

Signed by: Sarah Furley 5739566FFF614FB...	Signed by: Janet Kent 8B9AD18B66B8464...
Sarah Furley	Janet Kent
Chair	Trustee

The notes on pages 14 to 19 form part of these financial statements

1 Basis of Preparation

a) These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

b) The financial statements have been prepared in accordance with 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) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

c) The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

d) The charity constitutes a public benefit entity as defined by FRS 102.

e) The accounts present a true and fair view and the accounting policies adopted are those outlined in note 2. No changes to accounting estimates have occurred in the reporting period and no material prior year errors have been identified in the reporting period

2 Accounting policies

a) Income from donations is included in income when these are receivable, except as follows:

i) When donors specify that donations given to the charity must be used in future accounting periods, the income is deferred until those periods.

ii) When donors impose conditions which have to be fulfilled before the charity becomes entitled to use such income, the income is deferred until the pre-condition have been met.

Donated services and facilities are only included in income (with an equivalent amount in expenditure) where the benefit to the charity is reasonably quantifiable, measurable and material.

b) Resources expended are recognised in the period in which they are incurred. Expenditure includes attributable VAT which cannot be recovered.

c) Most expenditure is directly attributable to specific activities, and have been included in those cost categories. Support costs have been allocated 100% towards the charitable activities of the charity.

d) Unrestricted funds can be used in accordance with the charitable objects at the discretion of the trustees.

e) Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

f) The charity is exempt from corporation tax on its charitable activities.

g) The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs and are subsequently measured at their settlement value.

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Income and Endowments from:

3 Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
Donations & legacies	43,317	-	43,317	30,024
Grants	657	-	657	-
Gift Aid	749	-	749	-
Bank Interest	719	-	719	-
	45,442	-	45,442	30,024

Donation and legacies prior year	*Unrestricted Funds £*	*Restricted Funds £*	*Total Funds 2023 £*
Donations & legacies	*30,024*	-	*30,024*
	30,024	-	*30,024*

Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
Sale of booklets		-	-	85
	-	-	-	85

Charitable activities prior year - all unrestricted

Expenditure on:

4 Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
Salaries	19,589	-	19,589	8,904
Conference and events	14,259	-	14,259	2,461
Expenses and sundries	906	-	906	7,070
Insurance	659	-	659	582
Internet & website	1,490	-	1,490	1,110
Postage & delivery	450	-	450	531
Printing & reproduction	630	-	630	495
Telephone	469	-	469	389
Travel & subsistence	2,026	-	2,026	2,163
Professional fees	146	-	146	-
Staff, volunteer and trustee training	2,598	-	2,598	3,355
Miscellaneous	582	-	582	45
	43,804	-	43,804	27,105

Charitable activities prior year	*Unrestricted Funds*	*Restricted Funds*	*Total Funds 2023*
Salaries	*8,904*	-	*8,904*
Conference and events	*2,461*	-	*2,461*
Expenses and sundries	*7,070*	-	*7,070*
Insurance	*582*	-	*582*
Internet & website	*1,110*	-	*1,110*
Postage & delivery	*531*	-	*531*
Printing & reproduction	*495*	-	*495*
Telephone	*389*	-	*389*
Travel & subsistence	*2163*	-	*2,163*
Staff, volunteer and trustee training	*3355*	-	*3,355*
Miscellaneous	*45*	-	*45*
	27,105	-	*27,105*

5 Other

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
Independent Examination	420	-	420	395
Payroll fees	495	-	495	252
HR support	595	-	595	567
	1,510	-	1,510	1,214

Other prior year - all unrestricted

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6 Creditors: amounts falling due within one year

	2024 £	2023 £
Accruals	741	395
	741	395

7 Net incoming resources for the year

This is stated after charging:

	2024 £	2023 £
Independent Examiners Fee	420	395

8 Staff costs and numbers

The aggregate payroll costs were:

	2024 £	2023 £
Wages and salaries	15,882	8,400
Social security costs	1,859	-
Employers pension costs	1,848	504
	19,589	8,904

No employee received emoluments of more than £60,000.

The average monthly head count was 1 staff (2023: 1 staff)

The key management personnel of the charity comprise the board of trustees. No employee is classed as key management personnel. The total employee benefits of key management personnel, during the year, total £nil (2023: £nil).

9 Taxation

The charity is exempt from corporation tax on its charitable activities.

10 Funding Analysis

	Balance B/Fwd 2023	Income	Expenditure	Transfer Between Funds	Total 2024
Unrestricted Funds	39,674	30,442	(9,412)	(3,081)	57,623
Designated Funds:					
FFLAG South Wales and Cheltenham	174	-	-	-	174
Chris Graham-Bell Charitable Trust	19,343	15,000	(22,821)	-	11,522
Helpline Services	12,000	-	-	-	12,000
National Conference	12,000	-	(12,000)	-	-
Reconnecting Day	3,000	-	(1,081)	3,081	5,000
Total Unrestricted Funds	86,191	45,442	(45,314)	-	86,319
Total Funds	86,191	45,442	(45,314)	-	86,319

Purpose of designated funds:

Funds originally donated by LUSH, held on behalf of FFLAG South Wales and Cheltenham

Chris Graham-Bell Charitable Trust - volunteer coordinator for 3 years supporting Volunteering Matters and

The helpline, which underpins our public facing work, requires significant updating and subsequent training for both existing and new volunteers. This fund will support the work required for the helpline.

National conference costs such as accommodation, conference fees, travel, printing etc.

The reconnecting day planned for 2023 was cancelled due to rail strikes and this designated fund helped to support the National Conference. There will be a Connecting day in February 2025 and these funds will support this.

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11 Trustee remuneration

The charity trustees were not paid nor did they receive any benefits from employment with the charity in the year (2023: Nil). No charity trustee received payment for professional or other services supplied to the charity (2023: Nil). During the year 5 trustees (2023: 4) were reimbursed out of pocket expenses £1,242 (2023: £2,125)

12 Related party transactions

There were no other related party transactions in the year (2023: Nil)

13 Analysis of charitable funds - previous year, as required by paragraph 4.2. of the SORP

	Unrestricted Funds	Restricted Funds	Total Funds 2023
	£	£	£
Income and Endowments from:			
Donations and Legacies	30,109	-	30,024
Total	30,109	-	30,109
Expenditure On:			
Charitable activities	27,105	-	27,105
Other	1,214	-	1,214
Total resources expended	28,319	-	28,319
Net income/(expenditure)	1,790	-	1,790
Total funds brought forward	61,727	22,674	84,401
Transfer between funds	22,674	(22,674)	-
Total funds Carried Forward	86,191	-	86,191

Accounts

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FFLAG

FINANCIAL STATEMENTS

Year ended 31st March 2023

Charity Number 1079918

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FFLAG

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

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FFLAG

LEGAL AND ADMINISTRATIVE INFORMATION

YEAR ENDED 31 MARCH 2023

Status

FFLAG was founded in 1993 and established as a registered charity number 1079918 by a Charitable Deed dated 19th February 2000.

The charitable trust constituted by this deed ("the Charity'') and its property ("the trust fund") shall be administered and managed by the trustees under the name of FFLAG or by such other name as the trustees from time to time decide with the approval of the Charity Commission for England and Wales ("the Commission").

Trustees who served during the year were:

Sorrel Atkinson	(Vice Chair from 08.12.22)
Hugh Fell	(Chair until 08.12.2022)
Janet Kent	
Hilary Beynon	
Sarah Furley	(Vice Chair until 08.12.22 Chair from 08.12.22)
Anne Harper	
Keith Proudfoot	
Janis Proudfoot	

Anne Harper resigned from the Board of Trustees on 4 November 2023.
Hilary Beynon resigned from the Board of Trustees 27 December 2022.

Principal address

PO Box 495
Little Stoke
Bristol
BS34 9AP

Independent Examiner

Joanne Trowbridge MAAT
Bristol Community Accountants CIC
The Park
Daventry Road
Knowle
Bristol
BS4 1DQ

Bankers

Barclays Bank
Leicestershire
LE87 2BB

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TRUSTEES REPORT

YEAR ENDED 31 MARCH 2023

The trustees present their report and unaudited accounts of the charity for the year ended 31st March 2023.

Objects of the charity

The Trust was established by a charitable deed on 19 February 2000. The charity is an unincorporated association and its registered number is 1079918.

The Objects of the charity are "to relieve emotional distress suffered by LGBT+ people and their families and to raise public awareness of issues of sexuality and gender with a view to working towards the elimination of homophobia and transphobia."

The Trustees aim to carry out these objectives by:

a) Support, through confidential email and helpline services, and parents' groups

b) Education and information

c) Working locally and nationally on issues of equality for lesbian, gay, bisexual, transgender and non binary (LGBT+) people.

d) Supporting the work of similar organisations in European and other countries to secure equal rights and respect for LGBT+ people

The Trust is organised through a Board of Trustees. There are no premises and the charity has one part-time employee engaged to coordinate volunteers' activities and FFLAG's participation in conferences and other events. The Trust's principal address is PO Box 495, Little Stoke, Bristol BS34 9AP.

The Board of Trustees

Trustees are appointed from among those who volunteer their services to the charity and whose abilities match the skills gaps identified in our periodic skills audit.

Ensuring our work delivers our aims:

The FFLAG trustees review the organisation's progress and activities annually to ensure the planned activities for the coming year contribute to and further the organisation's Objects, mission and vision while conforming to its stated values.

During the period the Board has engaged and consulted with parents and family members together with the local support groups to help shape the future direction of the charity. In November 2022 the Board held an online Risk Workshop, to consider identified risks to FFLAG, as part of the process of developing the FFLAG Action Plan. The Board then met in person in Bristol in February 2023 to develop an Action Plan for 2023/24.

We continue to shape our plans on a basis consistent with the following statements:

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Our Vision

A world free from ignorance and prejudice about sexuality and gender identity or expression in which LGBT+ people are valued and respected.

Our Mission and Strategic Priorities
"To support families with LGBT+ members".

• To be the national umbrella organisation for affiliated groups supporting families with LGBT+ members
• To support and develop a network of local family support groups
• To provide direct individual support where local family support groups are not involved
• To educate and advocate for a world in line with our vision
• To work with other organisations to achieve our vision
• To ensure that we have the necessary resources to achieve our mission

Our Values

We value all people equally and regard differences in sexual orientation, gender identity and gender expression as being something in which to take pride and to celebrate.
We value diversity in behaviour and opinion, respecting all viewpoints that align with our vision, listening to the opinions of others and seeking to learn from their experiences.
Acting inclusively, upholding equality law, treating everyone fairly and seeking to provide a culture which delivers the best outcomes for all.

Review of Services

a) Support, through confidential email and helpline services, and parents' groups

Calls to FFLAG's Helpline have fallen slightly, but this has been affected by technical issues which are being addressed. Occasional calls are still coming through on the "old" 0845 number which is still being shown by other support resources. The Services Committee carries out periodical internet searches with the aim of making sure our details are updated. A new helpline volunteer has been recruited and trained which adds to the sustainability of the service. She is the mother of a trans child, which responds to the increasing number of calls from parents with a trans child.

FFLAG received 187 requests for support by email, double the number of requests last year. Those seeking family support are mainly mothers and many of these requests generated lengthy exchanges of information and experiences. There continue to be requests from social work and healthcare professionals and from school staff, indicating the need for training and support for these professionals. Requests from asylum seekers continue to rise.

Feedback about our help was uniformly positive for the helpline and email support and for our booklets.

During the year, the Services Sub Committee has updated the list of topics that have been raised within the team at supervision, to inform the training that should be provided to trustees and volunteers.

The Services Team maintains a compendium of resources for helpline calls and support emails. This is held online and is designed so that it can be referred to during a call, when signposting a service user to other sources of support. It contains contact details and notes on the remit of each organisation.

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This resource is checked and reviewed to ensure that it is kept up to date and new organisations are added in response to the issues raised by support seekers.

Work is still ongoing on FFLAG's main support services project: the creation of an online platform, which will allow parent support seekers to connect individually and securely with a FFLAG volunteer of their choice, using Zoom, but with a secure private connection through the Platform to avoid sharing of personal data. After many delays, the technical product has been handed over by J.P. Morgan and FFLAG volunteers have been carrying out user acceptance testing and preparing for a soft launch. FFLAG sees this as a major new asset which will broaden our support. The ability to connect directly with a volunteer with similar experiences will appeal to support seekers, but the ability to book a mutually convenient time and know what will be discussed in advance should also appeal to volunteers – and encourage their recruitment.

b) Working with local groups

All affiliated local groups have now implemented local Safeguarding Procedures which are consistent with FFLAG's Safeguarding Policy. FFLAG's newsletter is a main forum for sharing news from and with our network of contacts and local groups.

FFLAG Bristol runs a monthly FFLAG Zoom meeting separately from the monthly in-person meetings, on behalf of FFLAG nationally. This is open to parents wherever they live and is an extremely useful resource for those who live far from a local group, or who prefer to meet online. The Zoom meeting is regularly attended by trustees from the Services team and regular volunteers from FFLAG Cheltenham, along with newer individual volunteers. This builds networks between volunteers and local groups, helps to educate newer volunteers in the 'ways of FFLAG' and ensures the sustainability of the service.

A FFLAG trustee attends the monthly meeting of the Intercom Trust's Cornwall based Gender Identity Family Support Day. This relationship leads to active collaboration, including training for FFLAG volunteers from Intercom staff, attendance of FFLAG volunteers at local school events when circumstances permit and occasional referrals of support requests from Intercom Trust staff.

FFLAG South Wales continues to experience an increase in support seekers who are parents of trans youngsters. FFLAG has supported the leaders of this group to support families with trans members, through training opportunities with the Intercom Trust and joining the Bristol Zoom, where there are several regular volunteers who are parents of trans youngsters. FFLAG South Wales and FFLAG Bristol joined forces with FFLAG trustees to attend Trans Pride South West in Bristol in November 2022. The success of this networking at Pride has inspired the networking strategy for FFLAG and local groups in 2023.

FFLAG has also supported local groups with booklets and supplied pop up banners to affiliated local groups, to enable them to create displays at local events.

c) Education and Information

Despite the lifting of restrictions in relation to Covid 19 and a return to in person events, a number of online events continue, and trustees have continued to speak at online events and participate in online training. During 2022 trustees and ambassadors spoke at 14 corporate events, mainly during June, which is Pride month. These events are an important opportunity to reach out through corporate networks; they are often aimed at the company's 'parents and families' networks, and this enables us to fulfil our mission of education and awareness raising, often speaking to individuals who would not

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otherwise attend a Pride event. FFLAG has increased the number of ambassadors in 2022 and aims to train more volunteers for this role in 2023.

During the year, the Trustees continued to update the support pages on the charity's website. Downloads of our six current support booklets from the website totalled 7,192. This is a reduction compared to last year; however, more hard copies were distributed as in-person events resumed, which was not possible last year due to Covid restrictions.

FFLAG raised awareness by attending Pride in London, Northern Pride in Newcastle and Trans Pride South West in Bristol. Affiliated groups also represented FFLAG at Bristol Pride, Gloucester Pride, Cheltenham Party in the Park, Cardiff Pride and Abergavenny Pride. Trustees created a new trifold leaflet for use at Prides and other local events. Our leaflets and business cards have been updated to include a QR code to lead people to the resources on our website.

FFLAG worked on an article for parents which was published by BBC Bitesize.

d) Working locally and nationally on issues of equality for lesbian, gay, bisexual and transgender (LGBT+) people.

FFLAG attended the NASUWT Teachers' Conference in Birmingham in April 2022, initiating conversations with teachers, getting feedback about the concerns and needs of teaching staff and supplying our booklets and other resources to them. The feedback from teaching staff has informed our priorities for 2023.

FFLAG supported the Intercom Trust schools gatherings in Cornwall in June 2022, providing information about our services to young people. Again, feedback from these school pupils informs our priorities and trustees have identified an education priority for future work.

A speaking event at Sheffield Hallam University led to a request for a FFLAG speaker at the Universities UK (UUK) national conference, addressing pastoral care leads from over 120 universities in the UK. There is potential for this to lead to FFLAG's involvement in a project run by UUK, developing support resources aimed at families where a student has left home.

FFLAG also held an LGBT+ History Month event in Cornwall in February 2023, to raise awareness and celebrate LGBT+ lives, in response to local homophobia which had been encountered in the area. This was an opportunity to work in partnership with Cornwall Pride and other organisations who provide LGBT+ support in the Southwest such as Intercom Trust, Transparent Presence and Devon and Cornwall Police, to increase our reach.

Trans healthcare and trans rights continue to be hot topics and a frequent target of hostile reporting in the UK media. The current UK government position is not aligned with supporting trans rights. FFLAG trustees are working on campaign strategies which are consistent with our remit of championing LGBT+ families. FFLAG continues to be an active member of the LGBT Consortium, knowing that we are stronger when we lend a voice to partner campaigns and speak together.

e) Supporting the work of similar organisations in European and other countries to secure equal rights and respect for LGBT+ people

Due to the continuing use of online platforms to host events, FFLAG has spoken at corporate events that include staff from Europe, Middle East and Africa (EMEA) and USA offices. This has provided a useful way to extend our reach and to network and share support and resources further afield.

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In conclusion to this review of services, the biggest change to the way we create capacity for our services has been the appointment of a permanent Volunteer Coordinator. In April 2022 FFLAG engaged a consultant for an initial six-month period to set up the volunteering recruitment, training and management programme. Following the successful completion of this project, FFLAG engaged our volunteer coordinator on a permanent basis, extending the role to cover volunteering and events coordination. This appointment has enabled FFLAG to increase our support capacity, while being confident that volunteers are supervised and supported. It will greatly improve the sustainability of the charity.

Our Priorities for 2023/24

Based on a review of our achievements and FFLAG's risk audit, trustees identified the following priorities for 2023/24.

1. **Sustain our current support services and increase our capacity** as a Board, volunteers and network of local groups.
2. **Maintain and improve the relevance and quality of our support offer**, especially through the launch the online support platform.
3. **Continue to develop a network of FFLAG volunteers** and recruit volunteers (including trustees) to the following priority areas: governance, communications, IT support, admin support.
4. **Focus on making FFLAG a more representative and diverse** charity including recruitment of parents, people of black and minority ethnic backgrounds and younger people to better represent the communities we serve and to build for the future.
5. **Improve our communication** including links with local groups, networking at Prides, the use of the website, visual impact and social media presence to create easier and clearer routes to FFLAG and its partners.
6. **Ensure that FFLAG has the competency, confidence, and capacity to meet its objects and priorities plus deliver on its mission**.

Review of financial position
2022/23 has seen an increase in spending for FFLAG, as for other organisations, as the world returns to in person meetings and events. FFLAG has also become an employer with the appointment of our Volunteer and Events Coordinator. This has led to the planned recruitment of volunteers, which attracts further costs, such as training, vetting processes, volunteer travel and subsistence.

Income
FFLAG secured grant support of £15,000 from The Chris Graham-Bell Charitable Trust (CGBCT) to enable the recruitment of an experienced consultant to initiate our six-month volunteering project. When FFLAG subsequently appointed a permanent member of staff to run the volunteering programme and increased the role to three days a week to cover events coordination, CGBCT made an additional grant of £5,000 to cover the increased cost. The grant has been generously increased to £25,000 for 2023/24 to cover the full annual cost of the role.

FFLAG also receives regular donations directly into our bank account and we claim Gift Aid relief from HMRC on those donations for which we hold valid Gift Aid declarations.

FFLAG enrolled as a charity in the Rainbow Lottery when it was launched and since the first prize draw in April 2021 has received remittances from the lottery at monthly intervals. This source of income furthers the trustees' aim of diversifying the charity's income streams, especially as the Amazon Smile scheme is coming to an end.

Regular donations through Give As You Live have decreased in 2022/23. However, donations from corporations for whom we have run panels and speaking events especially during Pride Month has increased, against expectations, and has generated significant income. The prediction that online events would fall away once the restrictions relating to the pandemic were lifted has not come to pass.

FFLAG has also begun receiving donations through employers' matched giving payroll schemes. The trustees expect this source of income to grow.

Expenditure

As anticipated, FFLAG has seen increased expenditure this year as we become an employer, expand our volunteering scheme and return to in person external events.

The most significant items of expenditure were travel to Prides and travel and accommodation for the Trans in the City Conference in London and for the FFLAG planning day. This expenditure was planned for and consistent with our aims of raising awareness and connecting with our local groups and volunteers.

Outlook for financial year 2023/24

Trustees anticipate a further increase in volunteer costs during 2023/24 in line with FFLAG's plans to increase the volunteering programme to sustain and improve our support services. FFLAG plans to network with volunteers and local groups through attendance at Prides nationally and therefore travel costs will be incurred. Planning is underway for the 30th Anniversary Reconnecting Conference in November 2023 and there are designated reserves in the budget for this event.

Trustees also anticipate needing to apply funds to campaigning, an activity we had hoped was no longer required after the passing of the Equalities legislation.

Reserves Policy

The board agrees to hold at least £12,000 as unrestricted reserves. This represents the sum required should FFLAG close down, plus 6 months revenue. The reserve figure will increase in 2023/24 to reflect employment costs.

£12,000 had been designated in 2021/22 for the national conference which would take place during 2023/24 to celebrate the thirtieth anniversary of FFLAG's founding. This has now been increased to £15,000 in recognition of the rising costs of travel and accommodation.

Risk Factors

The Board sees the consideration and mitigation of risks as one of its primary roles. Periodically the charity carries out a skills audit of the Board members, and this identifies skills and experience gaps which are fed into the risk register.

As part of the planning process in preparation for developing the Action Plan 2023/24, the Board held an online workshop on 3rd November 2022 to consider the main risks facing FFLAG now and for the coming year. Prior to the workshop trustees each identified the top three risks they perceived for FFLAG.

The key risks identified for FFLAG were capacity and over dependence on a few Board members; an ageing Board of Trustees with consequent impact on sustainability and relevance; a lack of diversity amongst volunteers including Board members with consequent impact on the relevance and quality of our support services; reputational risk and the need for competency to meet our legal obligations.

The outcome of the workshop was a new style risk log, divided into four main areas:

1) Risk to the culture and compliance of what is expected of FFLAG and what it provides.
2) Risk from the lack of capacity for FFLAG to deliver what is expected.
3) Risk from the lack of competency of FFLAG to deliver what is expected.
4) Risk of poor communications, including lack of clarity on FFLAG's key messages and volunteers or associated groups exceeding FFLAG's remit, impacting on FFLAG's reputation.

Trustees have considered the risks and identified mitigations. Reporting on each area is clearly assigned to Board sub committees. Risk is considered at every Board meeting and the Risk Log sets out the reporting schedule.

An insurance policy exists to indemnify the charity and its trustees against the consequences of any neglect or default and the charity also has Public Liability insurance.

Governing Document

Following the amendments made in 2020, the trustees are satisfied that the governing document meets the current needs of FFLAG.

Public Benefit Statement

In preparing this report the board of trustees has complied with the duty under Section 4 of the Charities Act 2006 to have due regard to public benefit guidance published by the Charity Commission in relation to meeting the public benefit requirement.

Trustees' responsibilities in relation to the financial statements

Law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the charity's financial activities during the year and of its financial position at the end of the year. In preparing those financial statements, the trustees are required to:

* select suitable accounting policies and then apply them consistently;
* make judgements and estimates that are reasonable and prudent;
* state whether applicable accounting standards and statements of recommended practice have been followed subject to any 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 business.

The trustees are responsible for keeping accounting records which 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 Charities Act 2011. 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.

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Approved by the Board of Trustees and signed on behalf of FFLAG.

SARAH PATRICIA KATHLEEN FURLEY (Chair) 21/7/2023 ....

Dated.......DocuSigned by: Sarah Furley 5739566FFF614FB...

SORREL MARY ATKINSON (Vice Chair) 2/8/2023 ....

Dated.......DocuSigned by: Sorrel Atkinson 89DC001C9FC94E3...

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INDEPENDENT EXAMINERS REPORT

YEAR ENDED 31 MARCH 2023

I report on the accounts of the Charity for the Year ended 31st March 2023 which are set out on pages 12-19.

Responsibilities and basis of report

As the charity trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

DocuSigned by:
Jtrowbridge
...C2F8360E1B574EA...............................

Joanne Trowbridge MAAT

2/8/2023
Date ....

Bristol Community Accountants CIC
The Park
Daventry Road
Knowle
Bristol
BS4 1DQ

FFLAG

STATEMENT OF FINANCIAL ACTIVITIES (including Income and Expenditure Account)

YEAR ENDED 31 MARCH 2023

	Note	Unrestricted Funds	Restricted Funds	Total Funds 2023	Total Funds 2022
	Note	**£**	**£**	**£**	**£**
Income					
Voluntary income	**3**	30,024	-	30,024	41,325
Charitable Activities		85	-	85	-
Total		30,109	-	30,109	41,325
Expenditure					
Charitable activities	**4**	27,105	-	27,105	5,600
Other	**5**	1,214	-	1,214	323
Total		28,319	-	28,319	5,923
Net incoming resources		1,790	-	1,790	35,402
Total funds brought forward		61,727	22,674	84,401	48,999
Gross transfers between funds	**8**	22,674	(22,674)	-	-
Total funds carried forward	**7**	86,191	-	86,191	84,401

All of the activities of the charity are classed as continuing

The notes on pages 14 to 19 form part of these financial statements

Details of the allocation of 2022 total funds between unrestricted and restricted are shown in note 10

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FFLAG

BALANCE SHEET

YEAR ENDED 31 MARCH 2023

	Note	2023 £	£	2022 £
Current assets				
Current Account		1,084		1,864
Business Reserve Account		85,502		82,002
		86,586		84,724
Creditors : Amounts falling due within one year	**7**	(395)		(323)
Net current assets			86,191	84,401
Net assets			86,191	84,401
Funds				
Restricted funds	**10**	-		22,674
Unrestricted funds	**10**	86,191		61,727
			86,191	84,401

Approved by the board of trustees and signed on behalf of FFLAG on 21/7/2023

DocuSigned by:
Sarah Furley
5739566FFF614FB
Sarah Furley
Chair

DocuSigned by:
Sorrel Atkinson
89DC661C3FC94E3
Sorrel Atkinson
Vice Chair

The notes on pages 14 to 19 form part of these financial statements

1 Basis of Preparation

a) These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

b) The financial statements have been prepared in accordance with 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) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

c) The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

d) The charity constitutes a public benefit entity as defined by FRS 102.

e) The accounts present a true and fair view and the accounting policies adopted are those outlined in note 2. No changes to accounting estimates have occurred in the reporting period and no material prior year errors have been identified in the reporting period

2 Accounting policies

a) Income from donations is included in income when these are receivable, except as follows:

i) When donors specify that donations given to the charity must be used in future accounting periods, the income is deferred until those periods.

ii) When donors impose conditions which have to be fulfilled before the charity becomes entitled to use such income, the income is deferred until the pre-condition have been met.

Donated services and facilities are only included in income (with an equivalent amount in expenditure) where the benefit to the charity is reasonably quantifiable, measurable and material.

b) Resources expended are recognised in the period in which they are incurred. Expenditure includes attributable VAT which cannot be recovered.

c) Most expenditure is directly attributable to specific activities, and have been included in those cost categories. Support costs have been allocated 100% towards the charitable activities of the charity.

d) Unrestricted funds can be used in accordance with the charitable objects at the discretion of the trustees.

e) Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

f) The charity is exempt from corporation tax on its charitable activities.

g) The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs and are subsequently measured at their settlement value.

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Income and Endowments from:

3 Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Donations & legacies	30,024	-	30,024	17,149
Grants	-	-	-	22,500
Gift Aid	-	-	-	1,676
	30,024	-	30,024	41,325

Donation and legacies prior year	*Unrestricted Funds £*	*Restricted Funds £*	*Total Funds 2022 £*
Donations & legacies	*17,149*	*-*	*17,149*
Grants	*-*	*22,500*	*22,500*
Gift Aid	*1,676*	*-*	*1,676*
	18,825	*22,500*	*41,325*

Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Sale of booklets	85	-	85	-
	85	-	85	-

Charitable activities prior year - all unrestricted

Expenditure on:

4 Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Salaries	8,904	-	8,904	-
Conference and events	2,461	-	2,461	1,041
Equipment and software	-	-	-	71
Expenses and sundries	7,070	-	7,070	96
Insurance	582	-	582	641
Internet & website	1,110	-	1,110	1,549
Postage & delivery	531	-	531	415
Printing & reproduction	495	-	495	618
Telephone	389	-	389	738
Travel & subsistence	2,163	-	2,163	44
Recruitment	-	-	-	295
Staff, volunteer and trustee training	3,355	-	3,355	-
Miscellaneous	45	-	45	92
	27,105	-	27,105	5,600

Charitable activities prior year	*Unrestricted Funds*	*Restricted Funds*	*Total Funds 2022*
Conference and events	*1,041*	-	*1,041*
Donations to groups	-	-	-
Equipment and software	*71*	-	*71*
Expenses and sundries	*96*	-	*96*
Insurance	*641*	-	*641*
Internet & website	*1,549*	-	*1,549*
Postage & delivery	*415*	-	*415*
Printing & reproduction	*618*	-	*618*
Telephone	*738*	-	*738*
Travel & subsistence	*44*	-	*44*
Recruitment	*295*	-	*295*
Miscellaneous	*92*	-	*92*
	5,600	-	*5,600*

5 Other

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Independent Examination	395	-	395	323
Payroll fees	252	-	252	-
HR support	567	-	567	-
	1,214	-	1,214	323

Other prior year - all unrestricted

6 Debtors

	2023 £	2022 £
HMRC - Gift Aid	-	858
	-	858

7 Creditors: amounts falling due within one year

	2023 £	2022 £
Accruals	395	323
	395	323

8 Net incoming resources for the year

This is stated after charging:

	2023 £	2022 £
Independent Examiners Fee	395	323

9 Staff costs and numbers

The aggregate payroll costs were:

	2023 £	2022 £
Wages and salaries	8,400	-
Social security costs	-	-
Employers pension costs	504	-
	8,904	-

No employee received emoluments of more than £60,000.

The average monthly head count was 1 staff (2022: 0 staff)

The key management personnel of the charity comprise the board of trustees. No employee is classed as key management personel. The total employee benefits of key management personnel, during the year, total £nil (2022: £nil).

10 Taxation

The charity is exempt from corporation tax on its charitable activities.

10 Funding Analysis

	Balance B/Fwd 2022	Income	Expenditure	Transfer Between Funds	Total 2023
Restricted Funds					
LUSH	174	-	-	(174)	-
Chris Graham-Bell Charitable Trust	22,500	-	-	(22,500)	-
	22,674	-	-	(22,674)	-
Unrestricted Funds	34,727	15,109	(10,162)	-	39,674
Designated Funds:					
FFLAG South Wales and Cheltenham	-	-	-	174	174
Chris Graham-Bell Charitable Trust	-	15,000	(18,157)	22,500	19,343
Helpline Services	12,000	-	-	-	12,000
National Conference	12,000	-	-	-	12,000
Reconnecting Day	3,000	-	-	-	3,000
Total Unrestricted Funds	61,727	30,109	(28,319)	22,674	86,191
Total Funds	84,401	30,109	(28,319)	-	86,191

Transfer between funds:
Transfer from LUSH restricted fund to designated funds is due to funds being held on behalf of other organisations and not restricted for FFLAG use.

Transfer from CGB to unrestricted is due to the donor confirming there is no restriction on the use these funds. The donor would prefer its use to be for the costs of volunteer and events co-ordinator and as such, the trustees have designated for this purpose.

Purpose of designated funds:
Chris Graham-Bell Charitable Trust - volunteer coordinator for 3 years

Funds originally donated by LUSH, held on behalf of FFLAG South Wales and Cheltenham

The helpline, which underpins our public facing work, requires significant updating and subsequent training for both existing and new volunteers. This fund will support the work required for the helpline.

To support the reconnecting day (deferred from 2022 due to rail strikes) and The National Conference which is anticipated to take place 2023/24. The fund has been setup to cover accommodation for delegates, conference fees, travel, printing etc.

11 Trustee remuneration

The charity trustees were not paid nor did they receive any benefits from employment with the charity in the year (2022: Nil). No charity trustee received payment for professional or other services supplied to the charity (2022: Nil). During the year 5 trustees (2022:3) were reimbursed out of pocket expenses £2,125 (2022: £1,098)

12 Related party transactions

There were no other related party transactions in the year (2022: Nil)

13 Analysis of charitable funds - previous year, as required by paragraph 4.2. of the SORP

	Unrestricted Funds	Restricted Funds	Total Funds 2022
	£	£	£
Income and Endowments from:			
Donations and Legacies	18,825	22,500	41,325
Total	18,825	22,500	41,325
Expenditure On:			
Charitable activities	5,600	-	5,600
Other	323	-	323
Total resources expended	5,923	-	5,923
Net income/(expenditure)	12,902	22,500	35,402
Total funds brought forward	48,160	839	48,999
Transfer between funds	665	(665)	-
Total funds Carried Forward	61,727	22,674	84,401

FFLAG

England & Wales - Charity number 1079918

Accounts

FFLAG

FINANCIAL STATEMENTS

Year ended 31st March 2022

Charity Number 1079918

FFLAG

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

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FFLAG

LEGAL AND ADMINISTRATIVE INFORMATION

YEAR ENDED 31 MARCH 2022

Status

FFLAG was founded in 1993 and established as a registered charity number 1079918 by a Charitable Deed dated 19th February 2000.

The charitable trust constituted by this deed ("the Charity") and its property ("the trust fund") shall be administered and managed by the trustees under the name of FFLAG or by such other name as the trustees from time to time decide with the approval of the Charity Commission for England and Wales ("the Commission").

Trustees who served during the year were:

Sorrel Atkinson
Hugh Fell (Chair)
Janet Kent
Hilary Beynon
Sarah Furley (Vice-Chair)
Anne Harper
Keith Proudfoot
Janis Proudfoot

Principal address

PO Box 495
Little Stoke
Bristol
BS34 9AP

Independent Examiner

Joanne Trowbridge MAAT
Bristol Community Accountants CIC
The Park
Daventry Road
Knowle
Bristol
BS4 1DQ

Bankers

Barclays Bank
Leicestershire
LE87 2BB

FFLAG

TRUSTEES REPORT

YEAR ENDED 31 MARCH 2022

The trustees present their report and unaudited accounts of the charity for the year ended 31st March 2022.

Objects of the charity

The Trust was established by a charitable deed on 19 February 2000. The charity is an unincorporated association and its registered number is 1079918.

The Objects of the charity are "to relieve emotional distress suffered by LGBT+ people and their families and to raise public awareness of issues of sexuality and gender with a view to working towards the elimination of homophobia and transphobia."

The Trustees aim to carry out these objectives by:

a) Support, through confidential email and helpline services, and parents' groups

b) Education and information

c) Working locally and nationally on issues of equality for lesbian, gay, bisexual and transgender (LGBT+) people.

d) Supporting the work of similar organisations in European and other countries to secure equal rights and respect for LGBT+ people

The Board reviewed the charity's Objects and activities and submitted a revised Trust Deed for approval by the Charity Commission, which was granted in August 2020. The purpose of the revision was to ensure good governance and the continued relevance of the charity's activities to modern society.

The Trust is organised through a Board of Trustees. There are no paid employees or premises.

The Trust's principal address is PO Box 495, Little Stoke, Bristol BS34 9AP.

The Board of Trustees

Trustees are appointed from among those who volunteer their services to the charity and whose abilities match the skills gaps identified in our periodic skills audit.

Ensuring our work delivers our aims:

The FFLAG trustees review the organisation's progress and activities annually to ensure the planned activities for the coming year contribute to and further the organisation's Objects, mission and vision while conforming to its stated Values.

During the period the Board has engaged and consulted with parents and family members together with the local support groups to help shape the future direction of the charity and continues to draw on input obtained at the national conference held in November 2018. An interim Business Plan for the year to 31 March 2022 was approved by the trustees at an online meeting pending the full strategy planning day that was postponed due to the Covid pandemic.
We continue to shape our plans on a basis consistent with the following statements:

FFLAG

TRUSTEES REPORT

YEAR ENDED 31 MARCH 2022

Our Vision

A world free from ignorance and prejudice about sexuality and gender identity or expression in which LGBT+ people are valued and respected

Our Mission and strategic priorities 2018 – 22

"To support families with LGBT+ members"

- To be the national umbrella organisation for affiliated groups supporting families with LGBT+ members
- To support and develop a network of local family support groups
- To provide direct individual support where local family support groups are not involved
- To educate and advocate for a world in line with our vision
- To work with other organisations to achieve our vision
- To ensure that we have the necessary resources to achieve our mission

Our Values

- We value all people equally and regard differences in sexual orientation, gender identity and gender expression as being something in which to take pride and to celebrate.
- We value diversity in behaviour and opinion, respecting all viewpoints that align with our vision, listening to the opinions of others and seeking to learn from their experiences.
- Acting inclusively, upholding equality law, treating everyone fairly and seeking to provide a culture which delivers the best outcomes for all.

Review of services

a) Support, through confidential email and helpline services, and parents' groups

Calls to FFLAG's Helpline reached an annual total of exactly 100. Occasional calls are still coming through on the "old" 0845 number which is still being shown by other support resources. The Services Committee carries out periodical internet searches with the aim of making sure our details are updated.

FFLAG received requests for support by email from 99 families, mainly mothers, during the year. Many of these requests generated lengthy exchanges of information and experiences. There was a notable increase in requests from social work and healthcare professionals and from school staff, indicating the need for training and support for these professionals.

Feedback about our help was uniformly positive for the helpline and email support and for our booklets.

During the year, the Services Team has updated the list of topics that have been raised between the team at supervision, to inform the training that should be provided to trustees and volunteers.

The Services Team maintains a compendium of resources for helpline calls and support emails. This is held online and is designed so that it can be referred to during a call, when signposting a service user to other sources of support. It contains contact details and notes on the remit of each organisation.

This resource is checked and reviewed to ensure that it is kept up to date and new organisations are added in response to the issues raised by support seekers.

Working with local groups

All affiliated local groups have now implemented local Safeguarding Procedures which are consistent with FFLAG's Safeguarding Policy.

FFLAG's newsletter is a main forum for sharing news from and with our network of contacts and local groups.

FFLAG Bristol has returned to meeting in person, but also runs a separate monthly FFLAG Zoom meeting which is open to parents wherever they live and is an extremely useful resource for those who live far from a local group, or who prefer to meet online. The Zoom meeting is regularly attended by trustees from the Services team and regular volunteers from FFLAG Cheltenham, along with newer individual volunteers. This builds networks between volunteers and local groups, helps to educate newer volunteers in the 'ways of FFLAG' and ensures the sustainability of the service.

A FFLAG trustee attends the monthly meeting of the Intercom Trust's Cornwall based Gender Identity Family Support Day, which this year has returned to in person meetings. This relationship leads to active collaboration, including attendance at local school events when circumstances permit and occasional referrals of support requests from Intercom Trust staff.

FFLAG South Wales has seen an increase in support seekers who are parents of trans youngsters. FFLAG has supported the leaders of this group to support families with trans members, through training opportunities with the Intercom Trust and joining the Bristol Zoom, where there are several regular volunteers who are parents of trans youngsters.

FFLAG has also supported local groups with booklets and there are plans to assist local groups to upgrade their display materials as we anticipate more in person Prides taking place this year, after a hiatus of two years.

The main project underway for FFLAG's support services, is the creation of an online platform, which will allow parent support seekers to connect individually and securely with a FFLAG volunteer of their choice, using Zoom, but with a secure private connection through the Platform to avoid sharing of personal data. This new support method is being developed for FFLAG by J.P. Morgan through their Force For Good programme. Although the completion of the project has been severely delayed, work is ongoing and FFLAG sees this as a major new asset which will broaden our support. The ability to connect directly with a volunteer with similar experiences will appeal to support seekers, but the ability to book a mutually convenient time and know what will be discussed in advance should also appeal to volunteers – and encourage their recruitment.

b) Education and information

Although the pandemic put a stop to events 'in real life', trustees were able to participate in an increasing number of online events and in online training. During 2021 trustees and ambassadors spoke at 9 corporate events, mainly during June, which is Pride month. These events are an important opportunity to reach out through corporate networks; they are often aimed at the company's parents and families' networks and this enables us to fulfil our mission of education and awareness raising, often speaking to individuals who would not otherwise attend a Pride event.

FFLAG responded to the noted increase in support requests from professionals in education and healthcare fields by participating in engagement sessions run by the Devon NHS Partnership who are redesigning their service for trans patients across the Southwest and by contributing to the Gloucestershire Domestic Abuse Support Services (GDASS) newsletter which targets GP surgeries. We contributed an article to the Parentkind (formerly PTA UK) newsletter in LGBT History month, February 2022, which reaches an audience of parents at schools nationwide. FFLAG will attend the National Association of Schoolteachers & Union of Women Teachers (NASUWT) conference in April 2022, holding a stall to engage with teachers, sharing our resources with them and asking for their feedback on the support they need to provide inclusive environments at school.

The Intercom Trust schools gatherings were cancelled again in 2021, due to rising Covid-19 cases, but we look forward to supporting these events in 2022.

During the year, the Trustees continued to update the support pages on the charity's website. Downloads of our six current support booklets from the website totalled 9,969 copies. Fewer hard copies were distributed this year, as the Covid-19 pandemic forced the cancellation of many in person events and many meetings and events continued to be held virtually.

A new booklet, *'How Do I Tell My Children – I'm transgender'* was published and launched at Trans Pride South West in November 2021, which was held in person. Work on the LGB version continues. The creation of these booklets was prompted by increasing requests from parents for such a resource – and research revealed that whilst there are several organisations whose remit is to support LGBT+ children and adults and a few, like FFLAG, offering peer support to parents, there are no UK organisations set up specifically to support parents who are coming out as LGBT+, nor their children. FFLAG has collaborated with trans and LGB parents to collect the real-life experiences that are the main feature of our booklets. Research for this project has led to links being established with Trans in the City, Rainbow Dads and with Straight Partners Anonymous.

c) Working locally and nationally on issues of equality for lesbian, gay, bisexual and transgender (LGBT+) people.

FFLAG entered into partnership with the charity FASTN, who are committed to helping society form, value and aim for family relationships which are healthy and dependable. FFLAG contributed to FASTN's Principles of Excellence in Relationships Education guidance, to ensure that it is LGBT+ inclusive. Through our association with FASTN we are partnered with and have communication opportunities with a number of family-oriented charities and organisations who would not otherwise link into the LGBT+ sector.

FFLAG responded to the government consultation on a conversion 'therapy' ban and called on our associates and affiliates to submit representations.

FFLAG is a member of the Feminist Gender Equality Network (FGEN), a major new global movement, dedicated to countering anti-trans propaganda at home and abroad, and spear-headed by academics in UK universities. FFLAG is an active member of the 'Families and Young People' research group.

d) Supporting the work of similar organisations in European and other countries to secure equal rights and respect for LGBT+ people

Due to the continuing use of online platforms to host events, FFLAG has spoken at corporate events that include staff from Europe, Middle East and Africa (EMEA) and USA offices. This has provided a useful way to extend our reach and to network and share support and resources further afield.

FFLAG was invited to attend, via Zoom, the 2021 National Convention titled 'We Are the Change' held by PFLAG, the USA charity that pursues a similar mission to FFLAG. This has strengthened links between the trustees of FFLAG and PFLAG and brings better awareness of issues affecting the LGBT+ community in the USA. This is useful, both because we can lend our support and share resources but also because issues emerging in the USA tend to crop up in the UK shortly afterwards.

In conclusion to this review of services, the proposed increase in the range of support services, as well as review of FFLAG's current capacity to provide support, has led to the biggest change for FFLAG's organisation this year; the decision to appoint a Volunteer Coordinator. FFLAG has engaged a consultant for an initial six-month period to set up the volunteering recruitment, training and management programme. Funding is in place from the Chris Graham Bell Charitable Trust to retain this role for three years, should we wish once the impact of the six-month project is evaluated. This appointment will enable FFLAG to increase our support capacity, while being confident that volunteers are supervised and supported. It will greatly improve the sustainability of the charity.

Review of financial position

In line with most charities, the year 2021 – 2022 has been unusual because of Covid19 and not at all as we planned when we approved the annual budget and financial controls policy in early 2021. As in the previous year, our costs have been substantially lower than expected. Together with the continued generosity of corporate donors, this has enabled us to build reserves that have allowed us to embark upon the volunteering programme that we believe will transform FFLAG both in terms of our support capabilities but also in the activities charities must perform to ensure their compliance and sustainability.

Income

In the summer of 2021, FFLAG secured support from JP Morgan to create an online support platform that would enable us to offer confidential support from parent volunteers on an appointment basis. Our ambition is to recruit and train parent volunteers with LGBT+ children from as many different backgrounds, faiths and traditions as we can in order to offer understanding of disparate communities' concerns regarding sexuality and gender identity.

Recognising that this would require major investment in recruitment and training, FFLAG sought to find financial sponsorship for the creation of a volunteering scheme that would operate in accordance with current best practice. The scheme would not only recruit volunteers for the new platform but also to support our traditional Helpline and provide volunteer resource for the increased administrative workload this expansion of our services would entail.

The Trustees were delighted to secure grant support from The Chris Graham Bell Charitable Trust to enable the recruitment of an experienced volunteering project manager but also for the post of Volunteer Coordinator that would then run the new volunteering programme. The first year's grant was received shortly before the end of the financial year.

During the year FFLAG also received a further bequest from the estate of Henrietta 'Hatta' Hodson. Hatta was a great supporter of FFLAG and the objects of FFLAG over many years. We are thankful to the family of Hatta for their continuing support.

In August, our donations partner, Virgin Money Giving, announced that it would close with effect from 30 November. Although FFLAG notified details of Give As You Live, the replacement service provider, to all regular donors, a number of them did not set up new standing orders when their donations through Virgin Money Giving ended. Monthly regular donations therefore declined slightly compared with the previous year. FFLAG also receives regular donations directly into our bank account and we claim Gift Aid relief from HMRC on those donations for which we hold valid Gift Aid declarations.

FFLAG enrolled as a charity in the Rainbow Lottery when it was launched and since the first prize draw in April 2021 has received remittances from the lottery at monthly intervals. This new source of income furthers the trustees' aim of diversifying the charity's income streams.

Donations continue to increase from shopping schemes run by Give As You Live and Amazon Smile. These schemes permit shoppers to nominate a charity to receive a percentage of the amounts spent and although the aggregate amounts remain small, they are growing and incur very little time or effort for FFLAG to maintain. FFLAG has also begun receiving donations through employers' matched giving payroll schemes. The trustees expect this source of income to grow.

Donations from corporations for whom we have run panels and speaking events especially during Pride Month, again generated significant income.

Expenditure

Just as last year, the cancellation of Pride events during the summer of 2021 that FFLAG usually attends has resulted in another year of unusually low expenditure. Our inability to attend in-person events and the continuing need to hold all trustees' meetings by Zoom resulted in virtually no travel costs being incurred in the year. This also meant that fewer printed booklets were issued and in consequence the only significant printing costs were to produce the new information leaflet that we hope to use in the coming summer. The further postponement of our networking day for local groups, which we now plan to hold in the autumn of 2022, also reduced our anticipated expenditure.

The only significant area of increased expenditure in the year arose from the need to invest in an additional server on which to test the online support platform. This was done to ensure the resilience of our existing web services while testing was under way.

Outlook for financial year 2022/23

The trustees anticipate a very different year ahead with significant expenditure. Not only have we committed to the costs of employing a Volunteer Coordinator, but we will need to bear the costs of approving and training the volunteers we will recruit, including their travel costs. The networking day, now renamed the Reconnecting Day to be held in the autumn, will result in the kind of costs we have not borne since our national conference in 2018 and the Trustees also anticipate needing to apply funds to campaigning, an activity we had hoped was no longer required after the passing of the Equalities legislation.

Reserves policy

The board agrees to hold at least £12,000 as unrestricted reserves. This represents 12 months working requirement (in a non-pandemic year) in case the charity is obliged to close down and now reflects the additional costs resulting from the decision to begin employing staff.

In addition to the unrestricted reserves figure, in 2020/21 FFLAG designated reserves for specific projects. FFLAG had identified that the helpline, which underpins our public facing work, required significant updating and subsequent training for both existing and new volunteers. To recognise this necessary investment, FFLAG designated £12,000 of reserves for the future work on the helpline service. This expenditure was expected to commence in the year to 31 March 2022 but did not, in fact, begin until the end of the period.

£12,000 was also designated for the national conference which we anticipated taking place during 2022/23. The Trustees now intend to hold two events: the Reconnecting Day in the autumn of 2022 and, during 2023/24, a national conference to celebrate the thirtieth anniversary of FFLAG's founding. This reserve has therefore been increased to £15,000 to cover both events, including accommodation for delegates, conference facility fees, travel, printing etc.

Risk factors

The trustees have assessed the major risks to which the charity may be exposed during the year. The trustees believe they have a robust risk policy and processes in place with reviews taking place quarterly. The trustees are satisfied that systems are in place to mitigate key risks. The main risks identified by the trustees relate to the areas of reputation; relationships with support groups; ensuring the governing document, policies and procedures are current and relevant; and communication. An insurance policy exists to indemnify the charity and its trustees against the consequences of any neglect or default and the charity also has Public Liability insurance.

Governing document

Following the amendments made last year, the trustees are satisfied that the governing document meets the current needs of FFLAG.

Public benefit statement

In preparing this report the board of trustees has complied with the duty under Section 4 of the Charities Act 2006 to have due regard to public benefit guidance published by the Charity commission in relation to meeting the public benefit requirement.

Trustees' responsibilities in relation to the financial statements

Law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the charity's financial activities during the year and of its financial position at the end of the year. In preparing those financial statements, the trustees are required to:

* Select suitable accounting policies and then apply them consistently;
* make judgements and estimates that are reasonable and prudent;
* state whether applicable accounting standards and statements of recommended practice have been followed subject to any 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 business.

The trustees are responsible for keeping accounting records which 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 Charities Act 2011. 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.

Approved by the Board of Trustees and signed on behalf of FFLAG.

HUGH MATTHEW FELL (Chair) ....

Dated 30/11/22

JANET KENT (Trustee) Janet Kent

Dated 30/11/22

INDEPENDENT EXAMINERS REPORT

YEAR ENDED 31 MARCH 2022

I report on the accounts of the Charity for the Year ended 31st March 2022 which are set out on pages 12-18.

Responsibilities and basis of report

As the charity trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

....Trowbridge....

Joanne Trowbridge MAAT

Date ....1/12/..2022

Bristol Community Accountants CIC
The Park
Daventry Road
Knowle
Bristol
BS4 1DQ

STATEMENT OF FINANCIAL ACTIVITIES (Including Income and Expenditure Account)

YEAR ENDED 31 MARCH 2022

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Income					
Voluntary income	3	18,825	22,500	41,325	32,141
Total		18,825	22,500	41,325	32,141
Expenditure					
Charitable activities	4	5,600	-	5,600	4,688
Other	5	323	-	323	287
Total		5,923	-	5,923	4,975
Net incoming resources		12,902	22,500	35,402	27,166
Total funds brought forward		48,160	839	48,999	21,833
Gross transfers between funds	8	665	(665)	-	-
Total funds carried forward	7	61,727	22,674	84,401	48,999

All of the activities of the charity are classed as continuing

The notes on pages 14 to 18 form part of these financial statements

Details of the allocation of 2021 total funds between unrestricted and restricted are shown in note 10

FFLAG

BALANCE SHEET

YEAR ENDED 31 MARCH 2022

	Note	2022 £	£	2021 £
Current assets				
Current Account		1,864		2,385
Business Reserve Account		82,002		46,901
		84,724		49,286
Creditors : Amounts falling due within one year	7	(323)		(287)
Net current assets			84,401	48,999
Net assets			84,401	48,999
Funds				
Restricted funds	8	22,674		839
Unrestricted funds	8	61,727		48,160
			84,401	48,999

Approved by the board of trustees and signed on behalf of FFLAG on 30/11/2022

....
Hugh Fell
Chairperson

Janet Kent
Trustee

The notes on pages 14 to 18 form part of these financial statements

1 Basis of Preparation

a) These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

b) The financial statements have been prepared in accordance with 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) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

c) The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

d) The charity constitutes a public benefit entity as defined by FRS 102.

e) The accounts present a true and fair view and the accounting policies adopted are those outlined in note 2. No changes to accounting estimates have occurred in the reporting period and no material prior year errors have been identified in the reporting period

2 Accounting policies

a) Income from donations is included in income when these are receivable, except as follows:

i) When donors specify that donations given to the charity must be used in future accounting periods, the income is deferred until those periods.

ii) When donors impose conditions which have to be fulfilled before the charity becomes entitled to use such income, the income is deferred until the pre-condition have been met.

Donated services and facilities are only included in income (with an equivalent amount in expenditure) where the benefit to the charity is reasonably quantifiable, measurable and material.

b) Resources expended are recognised in the period in which they are incurred. Expenditure includes attributable VAT which cannot be recovered.

c) Most expenditure is directly attributable to specific activities, and have been included in those cost categories. Support costs have been allocated 100% towards the charitable activities of the charity.

d) Unrestricted funds can be used in accordance with the charitable objects at the discretion of the trustees.

e) Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

f) The charity is exempt from corporation tax on its charitable activities.

g) The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs and are subsequently measured at their settlement value.

Income and Endowments from:

3 Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Donations & sponsorships	17,149	-	17,149	31,280
Grants	-	22,500	22,500	-
Gift Aid	1,676	-	1,676	776
Miscellaneous	-	-	-	85
	18,825	22,500	41,325	32,141

Donation and legacies prior year	*Unrestricted Funds £*	*Restricted Funds £*	*Total Funds 2021 £*
Donations & Sponsorships	*31,280*	-	*31,280*
Miscellaneous	*776*	-	*776*
Donated services - Printing	*85*	-	*85*
	32,141	-	*32,141*

Expenditure on:

4 Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Conference and events	1,041	-	1,041	126
Equipment and software	71	-	71	739
Expenses and sundries	96	-	96	105
Insurance	641	-	641	641
Internet & website	1,549	-	1,549	805
Postage & delivery	415	-	415	363
Printing & reproduction	618	-	618	582
Telephone	738	-	738	767
Travel & subsistence	44	-	44	445
Recruitment	295	-	295	-
Miscellaneous	92	-	92	115
	5,600	-	5,600	4,688

Charitable activities prior year	*Unrestricted Funds*	*Restricted Funds*	*Total Funds 2021*
Conference and events	*126*	-	*126*
Equipment and software	*739*	-	*739*
Expenses and sundries	*105*	-	*105*
Insurance	*641*	-	*641*
Internet & website	*805*	-	*805*
Postage & delivery	*363*	-	*363*
Printing & reproduction	*582*	-	*582*
Telephone	*767*	-	*767*
Travel & subsistence	*445*	-	*445*
Miscellaneous	*115*	-	*115*
	4,688	-	*4,688*

5 Other

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Independent Examination	323	-	323	287
	323	-	323	287

Other prior year - all unrestricted

6 Debtors

	2022	2021
	£	£
HMRC - Gift Aid	858	-
	858	-

7 Creditors: amounts falling due within one year

	2022	2021
	£	£
Accruals	323	287
	323	287

8 Funding Analysis

	Balance B/Fwd 2021	Income	Expenditure	Transfer Between Funds	Total 2022
Restricted Funds					
LUSH	839	-	-	(665)	174
Chris Graham-Bell Charitable Trust	-	22,500	-	-	22,500
	839	22,500	-	(665)	22,674
Unrestricted Funds	24,160	18,825	(5,923)	(2,335)	34,727
Designated Funds:					
Helpline Services	12,000	-	-	-	12,000
National Conference	12,000	-	-	-	12,000
Reconnecting Day	-	-	-	3,000	3,000
Total Unrestricted Funds	48,160	18,825	(5,923)	665	61,727
Total Funds	48,999	41,325	(5,923)	-	84,401

Purpose of restricted funds:

LUSH - funding for FFLAG South Wales and Cheltenham groups.
Chris Graham-Bell Charitable Trust - volunteer coordinator for 3 years

Transfer between funds

The transfer from LUSH restricted fund to unrestrcited funds is due to expenditure in previous years being incorrectly classified as unrestricted

Purpose of designated funds:

The helpline, which underpins our public facing work, requires significant updating and subsequent training for both existing and new volunteers. This fund will support the work required for the helpline.

To support the reconnecting day in late 2022 and The National Conference which is anticipated to take place 2023/24. The fund has been setup to cover accommodation for delegates, conference fees, travel, printing etc.

9 Related party transactions

The charity trustees were not paid nor did they receive any benefits from employment with the charity in the year (2021: Nil). No charity trustee received payment for professional or other services supplied to the charity (2021: Nil). During the year 3 trustees (2021:5) were reimbursed out of pocket expenses as follows:

	2022	2021
	£	£
Conference and events	-	198
Telephone/Virtual	-	144
Equip/Software	419	739
Postage	75	9
Stationery	28	105
Sundries	576	75
	1,098	1,270

There were no other related party transactions in the year (2021: Nil)

10 Analysis of charitable funds - previous year, as required by paragraph 4.2. of the SORP

	Unrestricted Funds	Restricted Funds	Total Funds 2021
	£	£	£
Income and Endowments from:			
Donations and Legacies	32,141	-	32,141
Total	32,141	-	32,141
Expenditure On:			
Charitable activities	4,688	-	4,688
Other	287	-	287
Total resources expended	4,975	-	4,975
Net income/(expenditure)	27,166	-	27,166
Total funds brought forward	20,994	839	21,833
Total funds Carried Forward	48,160	839	48,999

Accounts

FFLAG

FINANCIAL STATEMENTS

Year ended 31st March 2021

Charity Number 1079918

FFLAG

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

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FFLAG

LEGAL AND ADMINISTRATIVE INFORMATION

YEAR ENDED 31 MARCH 2021

Status

FFLAG was founded in 1993 and established as a registered charity number 1079918 by a Charitable Deed dated 19th February 2000.

The charitable trust constituted by this deed ("the Charity") and its property ("the trust fund") shall be administered and managed by the trustees under the name of FFLAG or by such other name as the trustees from time to time decide with the approval of the Charity Commission for England and Wales ("the Commission").

Trustees who served during the year were:

Sorrel Atkinson	
Hugh Fell	(Chair)
Janet Kent	
Hilary Beynon	
Sarah Furley	(Vice-Chair)
Anne Harper	
Keith Proudfoot	(appointed 28 May 2020)
Janis Proudfoot	(appointed 28 May 2020)

Principal address

PO Box 495
Little Stoke
Bristol
BS34 9AP

Independent Examiner

Jacob Trowbridge
Bristol Community Accountants CIC
The Park
Daventry Road
Knowle
Bristol
BS4 1DQ

Bankers

Barclays Bank
Leicestershire
LE87 2BB

FFLAG

TRUSTEES REPORT

YEAR ENDED 31 MARCH 2021

The trustees present their report and unaudited accounts of the charity for the year ended 31st March 2021.

Objects of the charity

The Trust was established by a charitable deed on 19 February 2000. The charity is an unincorporated association and its registered number is 1079918.

The Objects of the charity are "to relieve emotional distress suffered by LGBT+ people and their families and to raise public awareness of issues of sexuality and gender with a view to working towards the elimination of homophobia and transphobia."

The Trustees aim to carry out these objectives by:

a) Support, through confidential email and helpline services, and parents' groups

b) Education and information

c) Working locally and nationally on issues of equality for lesbian, gay, bisexual and transgender (LGBT+) people.

d) Supporting the work of similar organisations in European and other countries to secure equal rights and respect for LGBT+ people

The Board reviewed the charity's Objects and activities and during the year submitted a revised Trust Deed for approval by the Charity Commission, which was granted in August 2020. The purpose of the revision was to ensure good governance and the continued relevance of the charity's activities to modern society.

The Trust is organised through a Board of Trustees. There are no paid employees or premises.

The Trust's principal address is PO Box 495, Little Stoke, Bristol BS34 9AP.

The Board of Trustees

Trustees are appointed from among those who volunteer their services to the charity and whose abilities match the skills gaps identified in our periodic skills audit.

Ensuring our work delivers our aims:

The FFLAG trustees review the organisation's progress and activities annually to ensure the planned activities for the coming year contribute to and further the organisation's Objects, mission and vision while conforming to its stated Values.

During the period the Board has engaged and consulted with parents and family members together with the local support groups to help shape the future direction of the charity and continues to draw on input obtained at the national conference held in November 2018. An interim Business Plan for the year to 31 March 2022 was approved by the trustees at an online meeting pending the full strategy planning day that was postponed due to the Covid pandemic.

We continue to shape our plans on a basis consistent with the strategy developed for the period 2018 – 2021 and the following statements:

Our Vision

A world free from ignorance and prejudice about sexuality and gender identity or expression in which LGBT+ people are valued and respected

Our Mission and strategic priorities 2018 – 21

"To support families with LGBT+ members"

- To be the national umbrella organisation for affiliated groups supporting families with LGBT+ members
- To support and develop a network of local family support groups
- To provide direct individual support where local family support groups are not involved
- To educate and advocate for a world in line with our vision
- To work with other organisations to achieve our vision
- To ensure that we have the necessary resources to achieve our mission

Our Values

- We value all people equally and regard differences in sexual orientation, gender identity and gender expression as being something in which to take pride and to celebrate.
- We value diversity in behaviour and opinion, respecting all viewpoints that align with our vision, listening to the opinions of others and seeking to learn from their experiences.
- Acting inclusively, upholding equality law, treating everyone fairly and seeking to provide a culture which delivers the best outcomes for all.

Review of services

During the year, the Trustees continued to update the support pages on the charity's website. Downloads of our five current support booklets from the website totalled 9,969 copies. Fewer hard copies were distributed this year, as the Covid-19 pandemic forced the cancellation of in person events, and those that went ahead were virtual – as were the meetings held by local groups.

Although the pandemic put a stop to events 'in real life', trustees were able to participate in an increasing number of online events and in online training. Services Team members undertook safeguarding helpline training and participated in an online research event held by Brook Sexual Health charity. The team also compiled a response to the Independent Inquiry into Child Sexual Abuse.

Work has continued on two new booklets, '*How Do I Tell My Children*' in both LGB and trans versions. The creation of these booklets was prompted by increasing requests from parents for such a resource – and research revealed that whilst there are several organisations whose remit is to support LGBT+ children and adults and a few, like FFLAG, offering peer support to parents, there are no UK organisations set up specifically to support parents who are coming out as LGBT+, nor their children. FFLAG has collaborated with trans and LGB parents to collect the real-life experiences that are the main feature of our booklets. Research for this project has led to links being established with Rainbow Dads and with Straight Partners Anonymous.

Calls to FFLAG's Helpline have increased compared with the previous year from 92 to 117 and the 0845 number has been replaced with an 0300 number. This benefits the increasing number of people reliant on mobile phones as calls are charged at local rates irrespective of the network used by the caller. Occasional calls are still coming through on the "old" number which is still being shown by other support resources.

Helpline operation hours were reduced in August so that it now operates from 10am until 8pm Wednesday to Saturday inclusive. This reflects the limited number of helpline volunteers currently available, but a plan is in place to introduce an online platform which will encourage recruitment of new volunteers. There has not been a noticeable increase in calls on a Wednesday to indicate urgent need during these currently "closed" days.

FFLAG received requests for support by email from 103 families, mainly mothers, during the year, an increase from 66 in the previous year. Many of these requests generated lengthy exchanges of information and experiences. Feedback about our help was uniformly positive for the helpline and email support and for our booklets. Here are some examples:

'Thank you so much for all this information and contact support details this is really helpful ...It so hard isn't it as you just want to make it all better for them, but you can't. I'm going to have a look through all this now and see what we have available in our area.'

'It was really reassuring to speak to a kind FFLAG helpline parent this week on the phone about this.'

'Thank you. I'm sure the information you have provided will be priceless.'

'I will be going through the literature that you have shared to educate myself further and if my son wishes, for him to look at with me.... Thank you again for getting back to me, I don't feel so alone now. As the old saying goes, a problem shared is a problem halved.'

Both the helpline and email response volunteers have noticed trends in the nature of the support requests. One is that the age of the children that parents are contacting us about is getting lower, with many requests now on behalf of primary age children. This prompts us to ensure that our resources are also appropriate for younger age groups.

Another noticeable trend is an increasing number of requests from professionals – counsellors, teachers, NHS employees and social workers, for advice in supporting trans young people and children whose parents are transitioning. We offer peer support rather than advice, so this is outside our remit, although we can and do signpost to useful resources and other organisations. These requests show the lack of education and training available to healthcare and educational professionals and this is a potential topic for campaigning.

There has also been an increase in calls from parents of autistic children and parents of children with learning difficulties. We have made sure that we know which organisations we can signpost these callers to, and FFLAG would benefit from recruiting volunteers with this experience.

During the year, the Services Team has compiled a list of topics that have been raised between the team at supervision, to inform the training that should be provided to trustees and volunteers. This includes:

- Staying safe online
- Age of consent issues

- How to end a call
- Autism and Asperger's syndrome
- Children in care
- Learning difficulties
- Rape
- Forced marriage
- Religion
- Custody of children
- Suicide /overdose
- Nuisance/ repeat calls
- Procedures for documenting the conversation
- Safeguarding and when/how to refer
- Younger children coming out
- Chemsex
- School issues for trans children

The Services Team has also created a compendium of resources for helpline calls and support emails. This is held online and is designed so that it can be referred to during a call, when signposting a service user to other sources of support. It contains contact details and notes on the remit of each organisation. This resource is checked and reviewed to ensure that it is kept up to date.

FFLAG continues to maintain a relationship with the 'Dear Deidre' advice column which appears in The Sun newspaper. Deidre Sanders has semi-retired from the advice column and one of the responses overseen by the new editor appeared to offer advice that would be contrary to FFLAG's values. The Services team liaised with the new editor through Deidre Sanders, who is one of our patrons, and a renewed relationship has been established, with the option for FFLAG to review any responses relating to families with LGBT+ issues.

Working with local groups

A FFLAG trustee attends the monthly meeting of the Intercom Trust's Gender Identity Family Support Day, which this year has been held online and combines the Cornwall and Devon families. This relationship leads to active collaboration, including attendance at local school events when circumstances permit and occasional referrals of support requests from Intercom Trust staff. We were also able to connect the Intercom Trust staff with one of our affiliated groups, Free2B, to deliver a workshop on Gender Identity through History.

We have also collaborated with two local groups, Free2B and Families Together London, to generate a joint response to the Nuffield Council on Bioethics' call for evidence on *'The care and treatment of children and adolescents in relation to their gender identity: ethical issues'*. This has strengthened bonds with the two groups concerned and led to further correspondence and attendance at virtual meetings.
Members of the Services committee occasionally join the FFLAG Bristol Zoom meetings, especially when new parents with similar experiences join the group.

Review of financial position

In line with most charities, the year 2020 – 21 has been unusual because of Covid – 19 and not at all as we planned when we approved the annual budget and financial controls policy in early 2020.

Income

During the period covered by this report we have generated income from a wider range of sources as the trustees expressed the wish to diversify how funds are raised.

During the year FFLAG received a substantial bequest from the estate of Henrietta 'Hatta' Hodson. Hatta was a great supporter of FFLAG and the objects of FFLAG over many years. We are thankful to the family of Hatta for their continuing support.

Monthly regular donations remained constant through the year. It was planned to increase the number of regular contributors. This has proved difficult this year given the lack of external events where new donors can be signed up. However, we have made the website more accessible and created more opportunities to donate. FFLAG claims gift aid relief from HMRC on these regular donations

Additionally, donations are received via Virgin Money Giving; Giving Force Foundation; the Charities Trust. More people are now nominating FFLAG as their charity of choice when making purchases. During this period FFLAG has received disbursements from Amazon Smile; Give as you Live etc. The trustees want to focus on increasing these disbursements in the coming year.

There have been more requests from organisations/companies including national organisations to provide speakers to discuss and inform on the issues relating to the work of FFLAG. This has resulted in useful donations towards and contributions to the work of FFLAG. Our reputation continues to build so there is an expectation that this work will increase.

Expenditure

In a normal year a high percentage of expenditure is to cover the costs of attending events especially Prides. As a result of Covid – 19 all Prides were cancelled as well as any other external events. This has resulted in lower expenditure for event costs and expenses.

Additional expenditure compared to budget relates to improving the FFLAG telephony to benefit people who use our website and helpline and access to the virtual world.

Outlook for financial year 2021/22

The trustees approved a budget for 21/22 based on pre Covid levels of activity. The only exceptional item in the 21/22 budget is £12000 designated for a national conference to take place during the year. It is anticipated that funds will be raised for the event, reducing the headline cost figure. Besides the conference there are no exceptional items or risks to report.

Reserves policy

£24,160 is held as reserves for the year 2020/21. This represents 12 months working requirement (in a non-pandemic year) in case the charity is obliged to close down.

In addition to the working reserves figure, in 2020/21 FFLAG designated additional reserves for specific projects. FFLAG has identified that the helpline, which underpins our public facing work, requires significant updating and subsequent training for both existing and new volunteers. To recognise this necessary investment, FFLAG has designated £12,000 of reserves for the future work on the helpline service. This expenditure is expected to commence in the year to 31 March 2022 and may continue into the following financial year. £12,000 has also been designated for the national conference which we anticipate taking place 2022/23. The fund has been setup to cover accommodation for delegates, conference fees, travel, printing etc.

Risk factors

The trustees have assessed the major risks to which the charity may be exposed during the year. The trustees believe they have a robust risk policy and processes in place with reviews taking place quarterly. The trustees are satisfied that systems are in place to mitigate key risks. The main risks identified by the trustees relate to the areas of reputation; relationships with support groups; ensuring the governing document, policies and procedures are current and relevant; and communication. An insurance policy exists to indemnify the charity and its trustees against the consequences of any neglect or default and the charity also has Public Liability insurance.

Governing document

During the year, the trustees amended the governing document to ensure it meets the current needs of FFLAG. The changes were notified to the Charity Commission and have now been reflected in the Register of Charities.

Public benefit statement

In preparing this report the board of trustees has complied with the duty under Section 4 of the Charities Act 2006 to have due regard to public benefit guidance published by the Charity commission in relation to meeting the public benefit requirement.

Trustees' responsibilities in relation to the financial statements

Law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the charity's financial activities during the year and of its financial position at the end of the year. In preparing those financial statements, the trustees are required to:

* Select suitable accounting policies and then apply them consistently;
* make judgements and estimates that are reasonable and prudent;
* state whether applicable accounting standards and statements of recommended practice have been followed subject to any 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 business.

The trustees are responsible for keeping accounting records which 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 Charities Act 2011. 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.

Approved by the Board of Trustees and signed on behalf of FFLAG.

HUGH MATTHEW FELL (Chair) ....

Dated 9th December 2021

SORREL MARY ATKINSON (Trustee) ....

Dated 9.12.21

FFLAG

INDEPENDENT EXAMINERS REPORT

YEAR ENDED 31 MARCH 2021

I report on the accounts of the Charity for the Year ended 31st March 2021 which are set out on pages 11-17.

Responsibilities and basis of report

As the charity trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

J Trowbridge ....

Jacob Trowbridge

Date 08/12/2021

Bristol Community Accountants CIC
The Park
Daventry Road
Knowle
Bristol
BS4 1DQ

FFLAG

STATEMENT OF FINANCIAL ACTIVITIES (including Income and Expenditure Account)

YEAR ENDED 31 MARCH 2021

	Note	Unrestricted Funds	Restricted Funds	Total Funds 2021	Total Funds 2020
		£	£	£	£
Income					
Voluntary income	3	32,141	-	32,141	10,047
Charitable Activities	4	-	-	-	248
Total		32,141	-	32,141	10,295
Expenditure					
Charitable activities	5	4,688	-	4,688	6,879
Other	6	287	-	287	263
Total		4,975	-	4,975	7,142
Net incoming resources		27,166	-	27,166	3,153
Total funds brought forward		20,994	839	21,833	18,680
Total funds carried forward	8	48,160	839	48,999	21,833

All of the activities of the charity are classed as continuing

The notes on pages 13 to 17 form part of these financial statements

Details of the allocation of 2020 total funds between unrestricted and restricted are shown in note 10

FFLAG

BALANCE SHEET

YEAR ENDED 31 MARCH 2021

	Note	2021 £	£	2020 £
Current assets				
Current Account		2,385		3,784
Business Reserve Account		46,901		18,402
		49,286		22,186
Creditors : Amounts falling due within one year	7	(287)		(353)
Net current assets			48,999	21,833
Net assets			48,999	21,833
Funds				
Restricted funds	8	839		839
Unrestricted funds	8	48,160		20,994
			48,999	21,833

Approved by the board of trustees and signed on behalf of FFLAG on 09/12/2021

Chairperson

Trustee

The notes on pages 13 to 17 form part of these financial statements

1 Basis of Preparation

a) These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

b) The financial statements have been prepared in accordance with 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) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

c) The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

d) The charity constitutes a public benefit entity as defined by FRS 102.

e) The accounts present a true and fair view and the accounting policies adopted are those outlined in note 2. No changes to accounting estimates have occurred in the reporting period and no material prior year errors have been identified in the reporting period

2 Accounting policies

a) Income from donations is included in income when these are receivable, except as follows:

i) When donors specify that donations given to the charity must be used in future accounting periods, the income is deferred until those periods.

ii) When donors impose conditions which have to be fulfilled before the charity becomes entitled to use such income, the income is deferred until the pre-condition have been met.

Donated services and facilities are only included in income (with an equivalent amount in expenditure) where the benefit to the charity is reasonably quantifiable, measurable and material.

b) Resources expended are recognised in the period in which they are incurred. Expenditure includes attributable VAT which cannot be recovered.

c) Most expenditure is directly attributable to specific activities, and have been included in those cost categories. Support costs have been allocated 100% towards the charitable activities of the charity.

d) Unrestricted funds can be used in accordance with the charitable objects at the discretion of the trustees.

e) Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

f) The charity is exempt from corporation tax on its charitable activities.

g) The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs and are subsequently measured at their settlement value.

Income and Endowments from:

3 Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Donations & sponsorships	31,280	-	31,280	7,401
Gift Aid	776	-	776	-
Miscellaneous	85	-	85	6
Donated services - printing	-	-	-	2,640
	32,141	-	32,141	10,047

Donation and legacies prior year	*Unrestricted Funds £*	*Restricted Funds £*	*Total Funds 2020 £*
Donations & Sponsorships	*7,401*	-	*7,401*
Miscellaneous	*6*	-	*6*
Donated services - Printing	*2,640*	-	*2,640*
	10,047	-	*10,047*

4 Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Events	-	-	-	248
	-	-	-	248

Charitable activities prior year - all unrestricted

Expenditure on:

5 Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Conference and events	126	-	126	579
Equipment and software	739	-	739	217
Expenses and sundries	105	-	105	129
Insurance	641	-	641	580
Internet & website	805	-	805	779
Postage & delivery	363	-	363	419
Printing & reproduction	582	-	582	2,949
Telephone	767	-	767	266
Travel & subsistence	445	-	445	782
Miscellaneous	115	-	115	179
	4,688	-	4,688	6,879

Charitable activities prior year	*Unrestricted Funds*	*Restricted Funds*	*Total Funds 2020*
Conference and events	*457*	*122*	*579*
Equipment and software	*217*	-	*217*
Expenses and sundries	*129*	-	*129*
Insurance	*580*	-	*580*
Internet & website	*779*	-	*779*
Postage & delivery	*419*	-	*419*
Printing & reproduction	*2650*	*299*	*2,949*
Telephone	*266*	-	*266*
Travel & subsistence	*782*	-	*782*
Miscellaneous	*179*	-	*179*
	6,458	*421*	*6,879*

6 Other

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Independent Examination	287	-	287	263
	287	-	287	263

Other prior year - all unrestricted

7 Creditors: amounts falling due within one year

	2021 £	2020 £
Trade creditors	-	90
Accruals	287	263
	287	353

8 Funding Analysis

	Balance B/Fwd 2020	Income	Expenditure	Transfer Between Funds	Total 2021
Restricted Funds					
LUSH	839	-	-	-	839
	839	-	-	-	839
Unrestricted Funds	20,994	32,141	(4,975)	(24,000)	24,160
Designated Funds:					
Helpline Services	-	-	-	12,000	12,000
National Conference	-	-	-	12,000	12,000
Total Unrestricted Funds	20,994	32,141	(4,975)	-	48,160
Total Funds	21,833	32,141	(4,975)	21,833	48,999

Purpose of restricted funds:

LUSH have provided funding for the FFLAG South Wales group

Purpose of designated funds:

The helpline, which underpins our public facing work, requires significant updating and subsequent training for both existing and new volunteers. This fund will support the future work required for the

The National Conference is anticipated to take place 2021/22. The fund has been setup to cover accommodation for delegates, conference fees, travel, printing etc.

9 Related party transactions

The charity trustees were not paid nor did they receive any benefits from employment with the charity in the year (2020: Nil). No charity trustee received payment for professional or other services supplied to the charity (2020: Nil). During the year 5 trustees (2020: 5) were reimbursed out of pocket expenses as follows:

	2021	2020
	£	£
Conference and events	198	219
Telephone/Virtual	144	-
Equip/Software	739	-
Travel	-	782
Postage	9	23
Stationery	105	60
Printing	-	264
Sundries	75	179
	1,270	1,527

There were no other related party transactions in the year (2020: Nil)

10 Analysis of charitable funds - previous year, as required by paragraph 4.2. of the SORP

	Unrestricted Funds	Restricted Funds	Total Funds 2020
	£	£	£
Income and Endowments from:			
Donations and Legacies	10,047	-	10,047
Charitable Activities	248	-	248
Total	10,295	-	10,295
Expenditure On:			
Charitable activities	6,458	421	6,879
Other	263	-	263
Total resources expended	6,721	421	7,142
Net income/(expenditure)	3,574	(421)	3,153
Total funds brought forward	17,420	1,260	18,680
Total funds Carried Forward	20,994	839	21,833