

FFLAG

FINANCIAL STATEMENTS

Year ended 31st March 2021

Charity Number 1079918

FFLAG

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

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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.

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TRUSTEES REPORT

YEAR ENDED 31 MARCH 2021

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.

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YEAR ENDED 31 MARCH 2021

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

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TRUSTEES REPORT

YEAR ENDED 31 MARCH 2021

- 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.

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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

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TRUSTEES REPORT

YEAR ENDED 31 MARCH 2021

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.

FFLAG

TRUSTEES REPORT

YEAR ENDED 31 MARCH 2021

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').

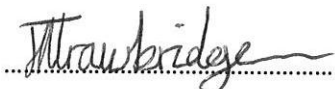
I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

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.


.....

Jacob Trowbridge

Date 08/12/2021

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

FFLAG

STATEMENT OF FINANCIAL ACTIVITIES (including Income and Expenditure Account)

YEAR ENDED 31 MARCH 2021

		Unrestricted Funds	Restricted Funds	Total Funds 2021	Total Funds 2020
	Note	£	£	£	£
Income					
Voluntary income	3	32,141	-	32,141	10,047
Charitable Activities	4	-	-	-	248
Total		<u>32,141</u>	<u>-</u>	<u>32,141</u>	<u>10,295</u>
Expenditure					
Charitable activities	5	4,688	-	4,688	6,879
Other	6	287	-	287	263
Total		<u>4,975</u>	<u>-</u>	<u>4,975</u>	<u>7,142</u>
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	<u>48,160</u>	<u>839</u>	<u>48,999</u>	<u>21,833</u>

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
		<u>49,286</u>		<u>22,186</u>
Creditors : Amounts falling due within one year	7	(287)		(353)
Net current assets		<u> </u>	48,999	<u>21,833</u>
Net assets			<u>48,999</u>	<u>21,833</u>
Funds				
Restricted funds	8	839		839
Unrestricted funds	8	48,160		20,994
		<u> </u>	<u>48,999</u>	<u>21,833</u>

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
	<u>32,141</u>	<u>-</u>	<u>32,141</u>	<u>10,047</u>

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
	<u>10,047</u>	<u>-</u>	<u>10,047</u>

4 Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Events	-	-	-	248
	<u>-</u>	<u>-</u>	<u>-</u>	<u>248</u>

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
	<u>4,688</u>	<u>-</u>	<u>4,688</u>	<u>6,879</u>

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
	<u>6,458</u>	<u>421</u>	<u>6,879</u>

6 Other

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Independent Examination	287	-	287	263
	<u>287</u>	<u>-</u>	<u>287</u>	<u>263</u>

Other prior year - all unrestricted

7 Creditors: amounts falling due within one year

	2021 £	2020 £
Trade creditors	-	90
Accruals	287	263
	<u>287</u>	<u>353</u>

8 Funding Analysis

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

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:

NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2021

	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
	<u>1,270</u>	<u>1,527</u>

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	<u>10,295</u>	<u>-</u>	<u>10,295</u>
Expenditure On:			
Charitable activities	6,458	421	6,879
Other	263	-	263
Total resources expended	<u>6,721</u>	<u>421</u>	<u>7,142</u>
Net income/(expenditure)	3,574	(421)	3,153
Total funds brought forward	17,420	1,260	18,680
Total funds Carried Forward	<u>20,994</u>	<u>839</u>	<u>21,833</u>