

BRIGHTON AND HOVE LGBT SWITCHBOARD

England & Wales · Charity number 1088133

Details

Other names	BRIGHTON LESBIAN AND GAY SWITCHBOARD, B.L.G.S., Switchboard
Status	Registered
Legal form	Charitable company
Company number	03920445
Registered	2001-08-21
Register	View on the Charity Commission register

Contact

Address
Brighton & Hove LGBT Switchboard
Community Base
113 Queens Road
Brighton
East Sussex
BN1 3XG

Phone 01273234009

Email brighton.admin@switchboard.org.uk

Website www.switchboard.org.uk/brighton/

Activities

Objects: THE OBJECTS OF THE COMPANY SHALL BE FOR THE BENEFIT OF THE PUBLIC TO:(I) PROTECT AND PRESERVE PUBLIC HEALTH AND(II) TO RELIEVE MENTAL AND EMOTIONAL DISTRESS OF PERSONS AND IN PARTICULAR OF PEOPLE WHO ARE HOMOSEXUAL, BISEXUAL, LESBIAN, GAY OR IN DOUBT ABOUT THEIR SEXUALITY BY IN PARTICULAR THE PROVISION OF ADVICE, INFORMATION AND COUNSELLING SERVICES.

Activities: The objects of the Company shall be for the benefit of the public across Sussex to (i) protect and preserve public health and (ii) to relieve mental and emotional distress of persons and in particular of people who are, bisexual, lesbian, gay, transgender or in doubt about their sexuality by in particular the provision of advice, information and well being services.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** Other Defined Groups

Geography

- East Sussex

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£483,033	£658,760	-	-
2024-03-31	£746,997	£584,171	£279,626	13
2023-03-31	£467,421	£509,698	-	-
2022-03-31	£311,303	£293,176	-	-
2021-03-31	£230,205	£181,376	-	-

Trustees

Name	Role	Appointed
Jeffrey Howard	Chair	2021-12-02
Andrew Brett		2022-03-28
Charlotte Fiander		2023-11-29
Giancarlo Angelucci		2020-10-28
Joshua Wells		2023-11-29
Lucy Cryan		2023-11-29

Accounts

BRIGHTON AND HOVE LGBT SWITCHBOARD

**TRUSTEES ANNUAL REPORT AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2025**

**Registered Number: 3920445
Registered Charity Number: 1088133**

BRIGHTON AND HOVE LGBT SWITCHBOARD
(A Company Limited By Guarantee)
(Registered Number: 3920445)
(Registered Charity Number: 1088133)

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TRUSTEES' ANNUAL REPORT **31 MARCH 2025**

The Trustees (who also act as Directors for Companies Act purposes) have pleasure in presenting their report and financial statements for the year ended 31 March 2025.

The Trustees believe that the financial statements comply with current statutory requirements and the Charity's governing document.

REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name:	Brighton and Hove LGBT Switchboard
Company Number:	3920445
Charity Number:	1088133
Directors (Trustees):	G Angelucci A Brett L Cryan S Dowe (resigned 31 July 2024) C Fiander J Howard T Spearman- Black D Van de Velde (resigned 12 December 2024) J Wells
Company Secretary:	A Brett
Chief Executive Officer:	S Price
Registered Office:	Community Base Brighton East Sussex BN1 3XG
Bankers:	CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent, ME19 4JQ
Independent Examiner:	VMR Anderson BA(Hons) FCA DChA Chartered Accountant Carpenter Box 2 St Andrews Place Lewes East Sussex BN7 1UP

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TRUSTEES' ANNUAL REPORT **31 MARCH 2025**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Incorporation

Brighton and Hove LGBT Switchboard was incorporated as a company limited by guarantee (registered number 3920445) on 7 February 2000. The governing document is the Memorandum and Articles of Association as amended by Special Resolutions dated 18 June 2001 and 6 November 2013. The company became a registered charity (registered charity number 1088133) on 21 August 2001.

Trustees

The Management Committee (Directors) may at its discretion admit to membership any lesbian, gay man, bisexual and transgender person who is a volunteer and has satisfactorily completed the volunteer training programme and/or meets such other criteria the Management Committee shall specify pursuant to Article 75.

The charity is run by the trustees, the majority of whom are from LGBTQ+ communities. Trustees delegate the day to day running to the Chief Executive Officer, who leads a skilled and committed team to deliver the services.

The trustees contribute their broad knowledge of wider issues experienced by LGBTQ+ communities and their relevant professional experience and skills. This includes Governance, HR, Finance, Communications, Fundraising, Safeguarding, Strategic and operational VCSE and Civil Society management and leadership.

New trustees are selected for their experience and expertise. They participate in an induction with the Chief Executive and the Chair. Trustees are provided with a written induction pack, including copies of the organisation's key policy documents. They are also encouraged to attend relevant training to support their role as a trustee.

PUBLIC BENEFIT

In shaping our objectives and planning our activities for the year, the Trustees have given consideration to the duties set out in section 17 (5) of the Charities Act 2011 to have due regard to public benefit. In particular, the Trustees have considered how the planned activities will contribute to the overall aims and objectives that they have set.

The Trustees believe that the following paragraphs, specifically on the "Objectives and Activities" and "Achievements and Performance" for the year, relate in detail to the benefit that the charity provides to the public.

OBJECTIVES AND ACTIVITIES

Objectives

The objectives of the company are to relieve any mental and emotional difficulties suffered by persons who are lesbian, gay, bisexual, transgender, queer or questioning their sexual or gender identity (referred to in this document as LGBTQ+), or by those who may be affected by, or involved with such persons, by provision of information, support and counselling services

ABOUT BRIGHTON AND HOVE LGBT SWITCHBOARD

Vision, Mission, Values

Our Vision

Is an inclusive and diverse society where all LGBTQ+ people can realise their full potential.

Our Mission

To understand and respond to the needs of LGBTQ+ communities across Sussex by listening, connecting & supporting.

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Our values

We are TENACIOUS: We boldly challenge inequality and injustice, spearheading change for the community we serve.

We are RESPONSIVE: We involve the community we serve in all we do, putting LGBT voices at the heart of our decisions.

We are PERSON-CENTRED: We listen to our service users, ensuring they feel heard & supported, providing safer and more responsive services.

What We Do

At Switchboard, we are committed to providing high-quality, independent, and professional support for LGBTQ+ individuals and communities, particularly those facing multiple forms of marginalisation.

Switchboard is a 'By and For' organisation which means 100% of our client facing staff and volunteers, and over 80% of our leadership team and trustees are from LGBTQ+ communities. This ensures 100% of Switchboard's service provision is delivered through peer support and navigation.

Our services are designed to address the unique challenges faced by people within the LGBTQ+ community, including those living with a range of health and wellbeing concerns and /or who have intersecting identities.

All our services are underpinned by community voices and the mission to reduce the health and social care inequalities faced by LGBTQ+ communities.

Our holistic approach combines lived experience with professional knowledge, to ensure the mental health needs of LGBTQ+ individuals are met with sensitivity and expertise, while also advocating for their rights, safety, and wellbeing in all areas of life.

The two strands to our approach ensure the people we support feel safe, valued, and heard. These are;

Direct peer support and navigation, advice, information and guidance

Community engagement to help individuals and communities influence national policy, and help shape local services, and navigate systemic challenges in healthcare, social care, legal systems, and community settings.

Switchboard services include:

Helpline (phone, text and online): Supported by the Helpline Manager, callers receive direct support, advice, information and guidance via from dedicated volunteers. Trained specifically in safeguarding and suicide first aid interventions, the Helpline team play an important role in supporting health and wellbeing across LGBTQ+ communities. Internal referral pathways and signposting ensure this is the main entry point into appropriate specialist Switchboard services for self-referrals. This is a pan-Sussex service.

Domestic Abuse Service: Our specialist team of Independent Domestic Abuse Advisors (IDVAs), Domestic Abuse Housing caseworker and TNBI Social Prescriber provide a lifeline for LGBTQ+ people affected by domestic abuse, allowing them to speak up and navigate their way to safety and empowerment, often for the first time. This includes one to one and group work, including a unique accredited LGBTQ+ domestic abuse recovery programme. This is a pan-Sussex service.

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Trans, Non-Binary, Intersex (TNBI) Social Prescribing Plus Service: This specialist service supports over TNBI people to navigate statutory systems (health, housing, social, legal) and the VSCE services they need to support their health and wellbeing. This support includes specialist TNBI domestic abuse support and the development of a new domestic abuse group recovery programme. (This is a Brighton & Hove service)

BOLD (Bereavement, Older People, Dementia, Carers, Rainbow Neighbours): Older LGBTQ+ individuals often face higher levels of isolation, mental health challenges, and financial hardship. Through peer support drop-in group, trips, events and befriending, this project reduces isolation and promotes social connections for a generation of older LGBTQ+ people with unique lived experience. This includes those with dementia and their carers, and people who have been bereaved. (This is a Brighton & Hove service)

Migrants, Refugees, and Asylum Seekers: In partnership with Conversations Over Boarders, we offer specialised support for LGBTQ+ people fleeing violence and persecution, and facing the trauma of displacement, language barriers, and cultural challenges, to help them feel safe, seen, and valued. (This is a Brighton & Hove service)

Community Engagement: Switchboard is part of several strategic and research partnerships to ensure LGBTQ+ voices are heard by and help inform national policy and shape local services.

LGBTQ+ Inclusion Awards and Training: We provide general and sector specific LGBTQ+ awareness training and resources for health and social care professionals, and the commercial sectors across Sussex. This includes Switchboard's *LGBTQ+ Inclusive Care Award* which offers sector specific accreditation (e.g. Primary Care Networks, Residential Care Homes, VCSE).

Paid staff are supported by a team of 60 committed volunteers in more of our services.

Across all Switchboard services, we collaborate with and work in partnership with a range of statutory (local authority, NHS / Health, Police) VCSE and local businesses.

ACHIEVEMENTS AND PERFORMANCE

Governance and Assurance

In 2024/25, the organisation strengthened its governance framework through close collaboration between the Board and the CEO, reinforcing our commitment to accountability, compliance, and effective operation. We have enhanced HR policies and clarified staff benefits, which are now reflected in the updated staff handbook. Safeguarding policies have been reviewed and approved by the Board, and all staff have undertaken refresher training in data protection.

Governance has also been reinforced through regular Board and sub-committee meetings, trustee training, and the active use of a risk register reviewed alongside tightly managed financial controls. The Board strives to reflect the diversity of the communities we serve, ensuring lived experience informs decision-making. Our work is further strengthened by external independent examination of accounts and specialist advice where appropriate, ensuring transparency and compliance with Charity Commission requirements.

Looking ahead, the Board remains committed to continuous improvement in governance, with a focus on trustee and staff team development and strategic oversight to support the organisation's long-term resilience.

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TRUSTEES ANNUAL REPORT **31 MARCH 2025**

CEO Summary: Sam Price, (Interim CEO)

2024–2025 was a year of disciplined delivery and recalibration. Against a challenging external climate for the VCSE sector, we focused on executing a clear financial and operational plan, protecting core services and laying the groundwork for long-term sustainability. We sharpened our programme oversight, strengthened governance and controls, and aligned our resources to the areas of greatest community need across helpline, social prescribing, domestic abuse support and our BOLD programme for older people, carers, dementia and bereavement.

While the year included pressures typical of the sector, and one-off costs now concluded we remained steadfast in delivery and kept our attention on future stability. In the last two quarters, we prioritised building a stronger funding pipeline and growing unrestricted income, culminating in significant progress including securing National Lottery support for our BOLD service. This gives us confidence heading into 2025–2026 and provides a platform for multi-year funding conversations with partners and commissioners.

We also invested in our capacity to reduce health inequalities by developing a training and inclusion offer for external partners, building on the reach of our social prescribing work and further enhancing our specialist domestic abuse services for LGBTQ+ communities. This approach draws on our “by and for” model and lived experience, ensuring practice is evidence-led, trauma-informed and impact-focused.

Our progress this year has been collective. I want to thank our team and volunteers for their dedication; our Trustees for strong stewardship and assurance; and our statutory, VCSE, academic and corporate partners and funders whose belief in our mission enables impact at scale. Together, we have protected vital services, diversified income, and created a solid base for the year ahead.

Looking forward, our priorities are clear: continue prudent cost control; secure additional multi-year, flexible funding to strengthen unrestricted reserves; scale our training and inclusion offer; and deepen collaboration so that LGBTQ+ people across Sussex can access safe, responsive and equitable support when they need it most. With a disciplined plan, strengthened governance and growing partner support, Switchboard is well-placed to deliver stable, high-quality services in 2025–2026 and beyond.

Financial Review

The 2024/25 financial year presented both opportunities and challenges for Brighton & Hove LGBT Switchboard. Total income was £483,033, a reduction from the exceptional £746,997 secured in 2023/24. This change primarily reflects the planned conclusion of several short-term project grants awarded in the prior year, rather than a fall in demand or delivery capacity.

Expenditure for the year was £658,760. This includes £129,738 of costs incurred in the defence of a legal employment matter that is now fully concluded. The final judgment did not award any compensation to the claimant. We have agreed a multi-year repayment plan with our legal representatives for the incurred costs, and the Board is confident in the organisation’s ability to meet these payments without compromising operational delivery. These costs will not recur at this scale in future years.

The charity’s cash balance reduced from £286,941 to £147,986. This reduction was expected and agreed by the Board as part of a planned strategy to maintain service continuity during a period of organisational change and anticipated funding cycle transition, as well as to meet the one-off legal costs noted above. The net operational cash outflow was £144,022, partially offset by interest income of £5,067. Movements in debtors and creditors also influenced the year-end position.

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Unrestricted funds at year end were £68,263, including £40,000 held under our Reserves Policy. The Board has reviewed reserve adequacy in light of current funding commitments and has confirmed that the organisation remains in a position to meet its obligations. We aim to increase unrestricted funding during 2025/26 through confirmed legacy income and targeted unrestricted fundraising.

Our funding base remains broad with confirmed income from local authorities, the NHS, charitable trusts, corporate partners and individual donors. In the mid-year point (Q1 & Q2) of FY2025/26 (1 April to 30 September 2025) we secured £31,993 in new restricted funding commitments and £52,122 in unrestricted income (legacy donations, fundraising, training and inclusion income), a total of £84,115. As at 30 September 2025 we have £152,900 grants application pipeline at advanced stages with decisions due in Q3 FY2025/26, supporting the cash-flow stability. We aim to sustain our unrestricted income performance into the second half of the year.

The Board recognises the importance of increasing unrestricted income to strengthen financial resilience. To this end, we are developing our fundraising capability and looking to build partnerships that offer multi-year and flexible funding. This will help us increase unrestricted funding while sustaining the high-quality, community-led services for which we are recognised.

The Trustees are confident that with prudent cost control, confirmed incoming funds, and a clear strategy for income diversification, Brighton & Hove LGBT Switchboard will continue to deliver its mission effectively and sustainably.

Key Facts - 2024/25

1. Reserves remain above policy threshold

- Unrestricted funds at year-end: £68,263
- Reserves balance: £40,000
- Reserves balance is adequate to meet obligations and respond to unforeseen costs.

2. Legal matter fully concluded with no damages awarded

- Employment case closed with no compensation to claimant.
- £129,738 incurred defending the claim, £75,167 paid as of 31 March 2025.
- The remaining £54,571 will be repaid via an agreed multi-year plan.
- Payments are manageable within existing budgets and will not affect service delivery.

3. Funding base is broad and stable

- Largest single funder accounted for 17%, with the next largest at 16% of total income in 2024/25.
- Income drawn from local authorities, NHS bodies, charitable trusts, corporate partners, and individual donors, reducing dependency on any single source.

4. Funding secured for the year ahead totals £84,115 by the Mid-Year point.

- **Confirmed income (Q1–Q2 FY2025/26; 1 April–30 September 2025): £31,993** from multiple sources, including:
 - £20,993 from the National Lottery & Austin Pilkington for Social Prescribing
 - £8,500 from the Southdown UOK Mental Health Partnership
 - £2,500 from Community Works for sexual health support

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- **Unrestricted income in the same period (Q1–Q2 FY2025/26): £52,122**, comprising:
 - £19,895 legacy donation
 - £6,888 from training income
 - £20,207 regular and general donations
 - £5,132 from fundraising

Pipeline: As at 30 September 2025, grant applications totalling **£152,900** are at advanced stages, with decisions due in **Q3 FY2025/26**, supporting cash-flow stability.

Principal Risks and Uncertainties

Principal risks and uncertainties

The Board and governance sub-committee has conducted a review of the major risks to which Switchboard is exposed. A risk register has been established and is updated on an ongoing basis. Risks are rated according to their probability and impact, and classified as high, medium or low. Switchboard has identified the following principal risks and uncertainties:

Unexpected expenditure

There is a risk that Switchboard will encounter unexpected or unplanned expenditure. Current mitigations in place against this include the maintenance of unrestricted reserves and horizon scanning as part of a monthly finance committee.

Inadequate governance, oversight and planning resulting in lack of funds

There is a risk that if accounts are not adequately monitored and realistic and achievable budgets are not set, the organisation could run out of money, jeopardising operations. There is an additional risk that Switchboard will not be able to meet its core cost obligations due to a shortage of unrestricted funds.

This is mitigated by an annual budgeting process, where budgets are signed off by the Board and CEO and reviewed on an ongoing basis; regular monitoring of funding and projected budgets; and authorisation limits on spending by staff and CEO.

Negative media coverage or reputational damage

There is a risk of reputational damage to Switchboard, possibly as a result of inappropriate or inaccurate statements made by staff members, volunteers, or supporters. Switchboard mitigates this by providing training to staff and volunteers; and by maintaining a communications and media strategy.

Inadequate and non-compliant policies and practice

There is a risk that Switchboard does not maintain compliant policies and procedures. In order to mitigate this, we have established a governance sub-committee which regularly reviews our policies and procedures. A trustee covers the role of a dedicated focal point, closely overseeing safeguarding policies and their implementation. We also leverage third-party advisors as needed.

Breach of legal obligations

There is a risk of Switchboard breaching its financial reporting obligations, including to the Charity Commission and Companies House. This is mitigated via an annual independent review of our accounts and through the finance sub-committee which meets regularly to oversee compliance.

Inability to secure or maintain long-term funding

Switchboard is reliant on securing grant income and donations and risks being unable to meet its financial obligations without sufficient funding. This is mitigated by an annual budgeting process which aims to identify potential funding shortfalls and funding end dates; regular and numerous applications for

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funding; monitoring of contract compliance to ensure funding is maintained; and the formation of partnerships for joint funding applications.

Reserves Policy

We take seriously our responsibilities for good strategic and financial planning, risk management and the employment of staff. The reserves policy is in place to ensure that these responsibilities can be met in the event of unexpected events having an adverse effect on the charity's financial position and ability to continue to operate.

Requirement for cash reserves

The trustees believe that Switchboard should hold financial reserves to ensure that the charity can continue to operate and meet the needs of users in the event of unforeseen and potentially financially damaging circumstances. It has considered the reliability and continuance of future funding, timing of cash flows and working capital requirements, cover for unplanned emergency repairs and potential liabilities relating to staff should there be closure of a particular activity.

The trustees consider therefore that it would be prudent to set aside an amount that enables it to meet known closure liabilities plus a general contingency of £5,000. Our current reserves of £40,000 are sufficient to meet this threshold. This approach plus the adequacy of the levels of reserves are kept under review on a minimum six-monthly basis. The organisation aims in the future to increase reserve levels to support strategic decision making and unexpected challenges.

The Policy

We aim to ensure the charity's cash reserves allow for contingency planning, inward investment and enable us to meet all our statutory liabilities, whilst not holding too high a level of reserves that means income is not being used appropriately to meet the charity's objectives. Our policy is that, as a priority, reserves must always be sufficient to cover outstanding debts and liabilities.

Additional consideration is given to the costs that would arise in the event of the charity needing to cease operations and/or the transfer of services to another organisation. The CEO and Treasurer update the Board on a six-monthly basis of the potential closure costs and associated liabilities, so that the adequacy of the reserve can be considered and action taken to increase/decrease as appropriate.

Management of cash reserves

To ensure proper financial management we will hold the reserves in a separate bank account, and it will be clearly identified as reserves in the annual budgets. Review of reserves held, and use of cash reserves will be part of annual budget planning and be an integral part of all financial, strategic and service development decisions that occur throughout the year. Reserves can only be used with the agreement of the Trust Board.

STATEMENT OF DIRECTORS' (TRUSTEES') RESPONSIBILITIES

The Trustees (who are also Directors of Brighton and Hove LGBT Switchboard for the purposes of Company law) are responsible for preparing the Trustees Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the company as at the end of the year and of the surplus or deficit of the company for that period. In preparing those financial statements, the Trustees are required to:

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- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- observe the methods and principles in the Charities SORP;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the company and to prevent and detect fraud and other irregularities.

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities and in accordance with the Special Provisions of Part 15 of the Companies Act 2006 relating to small companies and with the Statement of Recommended Practice – Accounting and Reporting by Charities.

INDEPENDENT EXAMINER

In accordance with section 72 of the Memorandum of Association the Company has dispensed with the requirement to have its accounts formally audited and has appointed VMR Anderson BA(Hons) FCA DChA of Carpenter Box to act as Independent Examiner.

The report of the Directors has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Signed on behalf of the board:

Jeff Howard- Director / Trustee
Date

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**INDEPENDENT EXAMINERS' REPORT TO THE MEMBERS OF
BRIGHTON AND HOVE LGBT SWITCHBOARD**

I report to the charity trustees on my examination of the accounts of the company for the year ended 31st March 2025 which are set out on pages 11-23.

Responsibilities and basis of report

As the charity's trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 (the '2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's report

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of the Institute of Chartered Accountants in England and Wales which is one of the listed bodies.

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

- (1) accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
- (2) the accounts do not accord with those accounting records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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; or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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.

VMR Anderson BA(Hons) FCA DChA
Chartered Accountant
Carpenter Box
2 St Andrews Place
Lewes
East Sussex BN7 1UP

Date:

**STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025
(INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT)**

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
INCOME FROM					
Donations		18,672	-	18,672	18,880
Legacy		20,000	-	20,000	5,042
Grants	4	34,000	369,136	403,136	676,036
Charitable activities					
- Counselling and course fees		17,517	-	17,517	13,764
Fundraising		18,641	-	18,641	28,811
Investments		<u>5,067</u>	<u>-</u>	<u>5,067</u>	<u>4,464</u>
TOTAL		<u>113,897</u>	<u>369,136</u>	<u>483,033</u>	<u>746,997</u>
EXPENDITURE ON					
Raising funds	5	763	681	1,444	1,813
Charitable activities	5	<u>214,036</u>	<u>443,280</u>	<u>657,316</u>	<u>582,358</u>
TOTAL		<u>214,799</u>	<u>443,961</u>	<u>658,760</u>	<u>584,171</u>
NET (EXPENDITURE)/INCOME		(100,902)	(74,825)	(175,727)	162,826
BALANCE BROUGHT FORWARD		<u>169,165</u>	<u>110,461</u>	<u>279,626</u>	<u>116,800</u>
BALANCE CARRIED FORWARD		<u>68,263</u>	<u>35,636</u>	<u>103,899</u>	<u>279,626</u>

The detailed 2024 comparative statement of financial activities is reported in note 2.

The notes form part of these financial statements

BRIGHTON AND HOVE LGBT SWITCHBOARD**(A Company Limited By Guarantee)****(Registered Number: 3920445)****(Registered Charity Number: 1088133)****BALANCE SHEET
AS AT 31 MARCH 2025**

	Note	2025		2024
		£	£	£
FIXED ASSETS				
Tangible fixed assets	7		409	1,494
CURRENT ASSETS				
Debtors	8	20,075		45,656
Cash at bank and in hand		<u>147,986</u>		<u>286,941</u>
		168,061		332,597
CREDITORS: amounts falling due within one year	9	<u>(64,571)</u>		<u>(54,465)</u>
NET CURRENT ASSETS			<u>103,490</u>	<u>278,132</u>
			<u>103,899</u>	<u>279,626</u>
CAPITAL AND RESERVES				
Restricted funds	13		35,636	110,461
Unrestricted funds	12		<u>68,263</u>	<u>169,165</u>
			<u>103,899</u>	<u>279,626</u>

The company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for:

- (a) Ensuring that the company keeps accounting records which comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) Preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of each financial year and of its profit or loss for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The financial statements were approved by the Board of Directors on _____ and were signed on its behalf by:

Jeff Howard - Director/Trustee

The notes form part of these financial statements

BRIGHTON AND HOVE LGBT SWITCHBOARD**(A Company Limited By Guarantee)****(Registered Number: 3920445)****(Registered Charity Number: 1088133)****STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2025**

	Note	2025 £	2024 £
Net cash generated from operating activities	15	(144,022)	<u>42,389</u>
Cashflow from investing activities			
Purchase of tangible fixed assets		-	(1,229)
Interest received		<u>5,067</u>	<u>4,464</u>
Net cash from investing activities		5,067	3,235
Net (decrease)/increase in cash and cash equivalents		(138,955)	45,624
Cash and cash equivalents at the beginning of the year		<u>286,941</u>	<u>241,317</u>
Cash and cash equivalents at the end of the year		<u>147,986</u>	<u>286,941</u>
Cash and cash equivalents consists of:			
Cash at bank and in hand		<u>147,986</u>	<u>286,941</u>

The notes form part of these financial statements

BRIGHTON AND HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)
(Registered Number: 3920445)
(Registered Charity Number: 1088133)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

1. ACCOUNTING POLICIES

1.1 Basis of preparation of financial statements

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), hereafter referred to as the Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Brighton and Hove LGBT Switchboard meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

There are no material uncertainties concerning the charity's ability to continue as a going concern.

In the application of the charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised, if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods. However, there are no judgements or assumptions that have a significant risk of causing material adjustment.

1.2 Income

Voluntary income is received by way of donations and gifts and is included in full in the Statement of Financial Activities when receivable. The value of services provided by volunteers has not been included.

Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities in the year in which they are receivable.

Other income and income from investments is included when received.

BRIGHTON AND HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)

(Registered Number: 3920445)

(Registered Charity Number: 1088133)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

1.3 Expenditure

Resources expended are recognised in the period in which they are incurred and include attributable VAT which cannot be recovered.

In accordance with the Statement of Recommended Practice: Accounting by Charities, the resources expended have been categorised as follows:

- (i) Costs of raising funds – comprise those costs incurred in publicity and fund raising events.
- (ii) Charitable activities – comprise all expenditure directly relating to the principal activity and the associated administration costs.

1.4 Operating leases

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the Statement of Financial Activities as incurred.

1.5 Pensions

Employees of the charity are entitled to join a defined contribution ‘money purchase’ scheme. The costs of the defined contribution scheme are included with the associated staff costs and are allocated to charitable activities. The charity participates on the NEST pension scheme in accordance with meeting auto enrolment responsibilities.

1.6 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Computers	-	33⅓% straight line
Office equipment	-	15% reducing balance

1.7 Unrestricted funds

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

1.8 Designated funds

Designated funds are unrestricted funds earmarked by the management committee for particular purposes.

1.9 Restricted funds

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund, together with a fair allocation of management and support costs.

1.10 Financial instruments

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 transaction value and subsequently measured at their settlement value.

BRIGHTON AND HOVE LGBT SWITCHBOARD**(A Company Limited By Guarantee)****(Registered Number: 3920445)****(Registered Charity Number: 1088133)****NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025****2. COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£
INCOME FROM			
Donations	18,880	-	18,880
Legacy	5,042	-	5,042
Grants	62,709	613,327	676,036
Charitable activities			
- Counselling and course fees	13,764	-	13,764
Fundraising	28,811	-	28,811
Investments	<u>4,464</u>	<u>-</u>	<u>4,464</u>
TOTAL	<u>133,670</u>	<u>613,327</u>	<u>746,997</u>
EXPENDITURE ON			
Raising funds	1,410	403	1,813
Charitable activities	<u>40,590</u>	<u>541,768</u>	<u>582,358</u>
TOTAL	<u>42,000</u>	<u>542,171</u>	<u>584,171</u>
NET MOVEMENT IN FUNDS	91,670	71,156	162,826
BALANCE BROUGHT FORWARD	<u>77,495</u>	<u>39,305</u>	<u>116,800</u>
BALANCE CARRIED FORWARD	<u>169,165</u>	<u>110,461</u>	<u>279,626</u>

3. NET INCOME

The net income is stated after charging:	2025	2024
	£	£
Depreciation of tangible fixed assets	1,085	1,543
Independent Examiners' fee	<u>2,388</u>	<u>2,316</u>

During the year, no director/trustee received any emoluments or reimbursement for services (2024: £Nil). The key management personnel of the company comprise the trustees and the Chief Executive Officer and the Operations Manager. The total employee benefits of the key management personnel were £67,898 (2024: £67,810). The number of staff to whom retirement benefits are accruing under a defined contribution scheme is 11 (2024: 12).

	2025	2024
Details of staff costs are as follows:	£	£
Salaries	303,183	350,084
Social Security Costs	22,522	26,519
Pension Costs	<u>6,770</u>	<u>7,847</u>
	<u>332,475</u>	<u>384,450</u>

Average number of employees	<u>11</u>	<u>13</u>
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No employee received remuneration in excess of £60,000 (2024: None).

BRIGHTON AND HOVE LGBT SWITCHBOARD**(A Company Limited By Guarantee)****(Registered Number: 3920445)****(Registered Charity Number: 1088133)****NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

4. GRANTS RECEIVED	Unrestricted	Restricted	Total 2025	Total 2024
	£	£	£	£
Brighton & Hove City Council				
- Old Peoples Project	-	-	-	20,000
- HIP	-	14,850	14,850	19,250
- CHIP	-	6,000	6,000	30,000
- Cost of living support	-	7,176	7,176	8,000
- Safe accommodation	-	30,000	30,000	40,000
- Ukrainian Refugee Programme	-	19,378	19,378	13,805
NHS Rainbow Badge	-	-	-	37,587
TDC ICS Research	-	2,300	2,300	8,050
Enterprise Developments	-	7,500	7,500	7,500
Lloyds Bank	25,000	-	25,000	18,542
Sussex Police IDVA	-	72,068	72,068	103,759
Sussex Police IDVA Mng Provision	-	6,800	6,800	6,800
Sussex Police Drop in and Recovery	-	3,333	3,333	16,667
Impact Initiatives	-	20,000	20,000	-
Lottery Community Fund	-	-	-	62,050
ESCC – Grass Roots	-	-	-	5,000
ESCC – Mental Health Provision	-	-	-	7,000
Postcode Lottery	-	-	-	4,167
Safe Lives – Circle fund	-	2,000	2,000	-
ESCC – Inclusion Contract	-	7,667	7,667	38,333
SCF – Arthur & Doreen Green Fund	-	3,000	3,000	-
St James Place	-	2,500	2,500	-
Community Roots	1,000	12,026	13,026	8,981
McCarthy Stone Grief Meets	-	-	-	5,000
Ernst Klein	5,000	-	5,000	5,000
Inclusion Award	-	-	-	15,000
GambleAware	-	4,999	4,999	-
Night Shelter	-	-	-	1,830
Innovations in Dementia	-	-	-	5,000
Alzheimer's Society INSPIRE	-	6,250	6,250	18,750
PCN – Hypertension TDC	-	5,000	5,000	-
Garfield Weston	-	25,000	25,000	-
National Lottery	-	-	-	26,344
Chalk Cliff	-	5,000	5,000	-
Together Co	-	25,184	25,184	26,842
MOJ OSPC	-	45,849	45,849	53,599
Befriending - Together Co	-	4,118	4,118	-
DWF Foundation	2,000	-	2,000	-
GSK Kings Fund	-	-	-	40,000
Grow HeadsOn	-	-	-	6,448
Brighton Rainbow Fund	-	-	-	232
Community Works – Towards zero HIV	-	1,138	1,138	-
Roddick Foundation	1,000	30,000	31,000	16,500
	<u>34,000</u>	<u>369,136</u>	<u>403,136</u>	<u>676,036</u>

BRIGHTON AND HOVE LGBT SWITCHBOARD**(A Company Limited By Guarantee)****(Registered Number: 3920445)****(Registered Charity Number: 1088133)****NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025****5. EXPENDITURE**

	Unrestricted	Restricted	Total	Total
	£	£	2025	2024
			£	£
Cost of raising funds				
Fundraising events	<u>763</u>	<u>681</u>	<u>1,444</u>	<u>1,813</u>
Charitable Activities:				
Volunteer other expenses	212	1,191	1,403	1,869
Community engagement costs	5,529	32,034	37,563	71,259
Office overheads	12,730	26,750	39,480	31,188
Staff training and governance	2,968	6,452	9,420	15,929
AGM costs	37	-	37	40
Staff costs (net of Employer's allowance)	55,512	277,364	332,876	384,972
Freelance	-	-	-	75
Recruitment expenses	-	-	-	497
Independent Examination fee	-	2,388	2,388	2,316
Payroll costs	2,028	1,104	3,132	1,764
Consultancy fees	31,950	68,084	100,034	45,513
Legal and litigation costs	101,825	27,913	129,738	25,333
Bank charges	160	-	160	60
Depreciation – Computer equipment	<u>1,085</u>	<u>-</u>	<u>1,085</u>	<u>1,543</u>
	<u>214,036</u>	<u>443,280</u>	<u>657,316</u>	<u>582,358</u>

6. TAXATION

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied exclusively to charitable purposes.

BRIGHTON AND HOVE LGBT SWITCHBOARD**(A Company Limited By Guarantee)****(Registered Number: 3920445)****(Registered Charity Number: 1088133)****NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025****7. TANGIBLE FIXED ASSETS**

	Furniture, Fittings and Equipment £	Computer Equipment £	Total £
Cost			
At 1 April 2024 and 31 March 2025	<u>1,972</u>	<u>7,780</u>	<u>9,752</u>
Depreciation			
At 1 April 2024	1,972	6,286	8,258
Charge for the year	<u>-</u>	<u>1,085</u>	<u>1,085</u>
At 31 March 2025	<u>1,972</u>	<u>7,371</u>	<u>9,343</u>
Net book value			
At 31 March 2025	<u>-</u>	<u>409</u>	<u>409</u>
At 31 March 2024	<u>-</u>	<u>1,494</u>	<u>1,494</u>

8. DEBTORS

	2025 £	2024 £
Debtors and prepayments	<u>20,075</u>	<u>45,656</u>

9. CREDITORS: Amounts falling due within one year

	2025 £	2024 £
Other creditors and accruals	54,571	17,455
Deferred income	<u>10,000</u>	<u>37,010</u>
	<u>64,571</u>	<u>54,465</u>

10. STATUTORY INFORMATION

The Company is a private company, limited by guarantee. Members have a liability not exceeding £1 each in the event of a winding up. The company is registered in England and Wales and the registered number and registered office address can be found on the Legal and Administrative information page.

BRIGHTON AND HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)

(Registered Number: 3920445)

(Registered Charity Number: 1088133)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025****11. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	Tangible Fixed Assets £	Net Current Assets £	Total 2025 £	Total 2024 £
Restricted	-	35,636	35,636	110,461
Unrestricted	<u>409</u>	<u>67,854</u>	<u>68,263</u>	<u>169,165</u>
	<u>409</u>	<u>103,490</u>	<u>103,899</u>	<u>279,626</u>

ANALYSIS OF NET ASSETS BETWEEN FUNDS (PRIOR YEAR)

	Tangible Fixed Assets £	Net Current Assets £	Total 2024 £	Total 2023 £
Restricted	-	110,461	110,461	39,305
Unrestricted	<u>1,494</u>	<u>167,671</u>	<u>169,165</u>	<u>77,495</u>
	<u>1,494</u>	<u>278,132</u>	<u>279,626</u>	<u>116,800</u>

12. UNRESTRICTED FUNDS

	Balance at 1 April 2024 £	Income £	Expenditure £	Balance 31 March 2025 £
General Reserves	<u>169,165</u>	<u>113,897</u>	<u>(214,799)</u>	<u>68,263</u>

UNRESTRICTED FUNDS (PRIOR YEAR)

	Balance at 1 April 2023 £	Income £	Expenditure £	Balance 31 March 2024 £
Unrestricted Funds				
General Reserves	<u>77,495</u>	<u>133,670</u>	<u>(42,000)</u>	<u>169,165</u>

BRIGHTON AND HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)

(Registered Number: 3920445)

(Registered Charity Number: 1088133)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025****13. RESTRICTED FUNDS**

	Balance at 1 April 2024	Income	Expenditure	Balance 31 March 2025
	£	£	£	£
B&HCC Older Peoples Project	1,164	20,000	(17,878)	3,286
BHCC Cost of living support	1,304	7,176	(8,480)	-
BHCC Safe Accommodation	18,324	30,000	(39,670)	8,654
BHCC Ukrainian Refugees	-	19,378	(19,378)	-
NHS Inclusion	5,066	-	(5,066)	-
ESCC Inclusion contract	8,665	7,667	(16,332)	-
Community Roots	2,788	12,026	(13,152)	1,662
Sussex Police Drop in and Recovery	-	3,333	(3,333)	-
Sussex Police IDVA	41,320	72,068	(113,388)	-
Sussex Police IDVA Mng	-	6,800	(6,800)	-
Ministry of Justice	2,063	45,849	(47,912)	-
Lottery Community Fund	-	-	-	-
Roddick Foundation	936	30,000	(23,469)	7,467
Safe Lives	-	2,000	(1,873)	127
Impetus – Trans Link	5,298	25,184	(30,482)	-
LGBT Foundation	-	-	-	-
Alzheimer's Society	-	6,250	(6,250)	-
GambleAware	-	4,999	-	4,999
Emergency Care Packages	-	-	-	-
Innovations in Dementia	1,330	-	(1,330)	-
Enterprise Developments	2,023	7,500	(9,523)	-
Ernst Klein	-	-	-	-
PCN Hypertension	-	5,000	(3,569)	1,431
Garfield Weston	-	25,000	(25,000)	-
Chalk Cliff	-	5,000	(5,000)	-
Together Co	-	4,118	(4,118)	-
Community Works Towards HIV Zero	-	1,138	-	1,138
SCF – Arthur & Doreen Green Fund	-	3,000	(3,000)	-
St James Place	-	2,500	(2,500)	-
Developing Communities HIP	-	14,850	(14,850)	-
Developing Communities CHIP	14,328	6,000	(19,308)	1,020
TDC Research	5,852	2,300	(2,300)	5,852
	<u>110,461</u>	<u>369,136</u>	<u>(443,961)</u>	<u>35,636</u>

BRIGHTON AND HOVE LGBT SWITCHBOARD**(A Company Limited By Guarantee)****(Registered Number: 3920445)****(Registered Charity Number: 1088133)****NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

	Balance at 1 April 2023	Income	Expenditure	Balance 31 March 2024
	£	£	£	£
B&HCC Older Peoples Project	2,496	20,000	(21,332)	1,164
BHCC Cost of living support	350	8,000	(7,046)	1,304
BHCC Safe Accommodation	-	40,000	(21,676)	18,324
BHCC Ukrainian Refugees	-	13,805	(13,805)	-
NHS Inclusion	5,000	15,000	(14,934)	5,066
NHS Rainbow Badge	-	37,587	(37,587)	-
National Lottery	3,700	26,344	(30,044)	-
ESCC Inclusion contract	-	38,333	(29,668)	8,665
ESCC Grass Roots	-	5,000	(5,000)	-
ESCC Mental Health provision	2,968	7,000	(9,968)	-
B&HCC Grief Meets	3,329	-	(3,329)	-
Community Roots	-	8,981	(6,193)	2,788
Sussex Police Drop in and Recovery	-	16,667	(16,667)	-
Sussex Police IDVA	-	6,800	(6,800)	-
Ministry of Justice	-	53,599	(51,536)	2,063
Sussex Police	5,154	103,759	(67,593)	41,320
Lottery Community Fund	-	62,050	(62,050)	-
Roddick Foundation	-	16,500	(15,564)	936
Safe Loves	1,498	-	(1,498)	-
Impetus – Trans Link	495	26,842	(22,039)	5,298
LGBT Foundation	3,071	-	(3,071)	-
Alzheimer's Society	-	18,750	(18,750)	-
Night Shelter	-	1,830	(1,830)	-
Emergency Care Packages	632	-	(632)	-
Innovations in Dementia	-	5,000	(3,670)	1,330
Enterprise Developments	-	7,500	(5,477)	2,023
Ernst Klein	-	5,000	(5,000)	-
Brighton Rainbow Fund	-	232	(232)	-
UK Health Sexual Outreach	7,293	-	(7,293)	-
McCarthy Stone	-	5,000	(5,000)	-
Together Co	3,319	-	(3,319)	-
Grow HeadsOn	-	6,448	(6,448)	-
Developing Communities HIP	-	19,250	(19,250)	-
Developing Communities CHIP	-	30,000	(15,672)	14,328
TDC Research	-	8,050	(2,198)	5,852
	<u>39,305</u>	<u>613,327</u>	<u>542,171</u>	<u>110,461</u>

14. OPERATING LEASE COMMITMENTS

At 31 March 2025, the charity had total commitments under non-cancellable operating leases over the remaining life of those leases of £15,000 (2024: £15,000).

BRIGHTON AND HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)

(Registered Number: 3920445)

(Registered Charity Number: 1088133)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

**15. RECONCILIATION OF NET (DEFICIT)/SURPLUS TO NET CASH (OUTFLOW)/
INFLOW FROM OPERATING ACTIVITIES**

	2025	2024
	£	£
Net (deficit)/surplus for the year	(175,727)	162,826
Interest received	(5,067)	(4,464)
Depreciation	1,085	1,543
Decrease/(increase) in debtors	25,581	(17,044)
Increase in creditors	<u>10,106</u>	<u>(100,472)</u>
Net (outflow)/inflow from operating activities	<u>(144,022)</u>	<u>42,389</u>

Accounts

BRIGHTON AND HOVE LGBT SWITCHBOARD

**TRUSTEES ANNUAL REPORT AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2024**

**Registered Number: 3920445
Registered Charity Number: 1088133**

BRIGHTON AND HOVE LGBT SWITCHBOARD
(A Company Limited By Guarantee)
(Registered Number: 3920445)
(Registered Charity Number: 1088133)

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BRIGHTON AND HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)

(Registered Number: 3920445)

(Registered Charity Number: 1088133)

TRUSTEES' ANNUAL REPORT

31 MARCH 2024

The Trustees (who also act as Directors for Companies Act purposes) have pleasure in presenting their report and financial statements for the year ended 31 March 2024.

The Trustees believe that the financial statements comply with current statutory requirements and the Charity's governing document.

REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name:	Brighton and Hove LGBT Switchboard
Company Number:	3920445
Charity Number:	1088133
Directors (Trustees):	G Angelucci P Bampton (resigned 29 November 2023) A Brett K Brown (resigned 29 November 2023) L Cryan (appointed 29 November 2023) S Dowe (resigned 31 July 2024) C Fiander (appointed 29 November 2023) E Hatcher (resigned 29 November 2023) J Howard T Spearman- Black D Van de Velde (appointed 29 November 2023, resigned 12 December 2024) J Wells
Company Secretary:	A Brett
Chief Executive Officer:	S Price
Registered Office:	Community Base Brighton East Sussex BN1 3XG
Bankers:	CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent, ME19 4JQ
Independent Examiner:	VMR Anderson BA(Hons) FCA DChA Chartered Accountant Clark Brownscombe 2 St Andrews Place Lewes East Sussex BN7 1UP

BRIGHTON AND HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)
(Registered Number: 3920445)
(Registered Charity Number: 1088133)

TRUSTEES' ANNUAL REPORT **31 MARCH 2024**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Incorporation

Brighton and Hove LGBT Switchboard was incorporated as a company limited by guarantee (registered number 3920445) on 7 February 2000. The governing document is the Memorandum and Articles of Association as amended by Special Resolutions dated 18 June 2001 and 6 November 2013. The company became a registered charity (registered charity number 1088133) on 21 August 2001.

Trustees

The Management Committee (Directors) may at its discretion admit to membership any lesbian, gay man, bisexual and transgender person who is a volunteer and has satisfactorily completed the volunteer training programme and/or meets such other criteria the Management Committee shall specify pursuant to Article 75.

The charity is run by the trustees, the majority of whom are from LGBTQ+ communities. Trustees delegate the day to day running to the Chief Executive Officer, who leads a skilled and committed team to deliver the services.

The trustees contribute their broad knowledge of wider issues experienced by LGBTQ+ communities and their relevant professional experience and skills. This includes Governance, HR, Finance, Communications, Fundraising, Safeguarding, Strategic and operational VCSE and Civil Society management and leadership.

New trustees are selected for their experience and expertise. They participate in an induction with the Chief Executive and the Chair. Trustees are provided with a written induction pack, including copies of the organisation's key policy documents. They are also encouraged to attend relevant training to support their role as a trustee.

PUBLIC BENEFIT

In shaping our objectives and planning our activities for the year, the Trustees have given consideration to the duties set out in section 17 (5) of the Charities Act 2011 to have due regard to public benefit. In particular, the Trustees have considered how the planned activities will contribute to the overall aims and objectives that they have set.

The Trustees believe that the following paragraphs, specifically on the "Objectives and Activities" and "Achievements and Performance" for the year, relate in detail to the benefit that the charity provides to the public.

OBJECTIVES AND ACTIVITIES

Objectives

The objectives of the company are to relieve any mental and emotional difficulties suffered by persons who are lesbian, gay, bisexual, transgender, queer or questioning their sexual or gender identity (referred to in this document as LGBTQ+), or by those who may be affected by, or involved with such persons, by provision of information, support and counselling services

ABOUT BRIGHTON AND HOVE LGBT SWITCHBOARD

Vision, Mission, Values

Our Vision

Is an inclusive and diverse society where all LGBTQ+ people can realise their full potential.

Our Mission

To understand and respond to the needs of LGBTQ+ communities across Sussex by listening, connecting & supporting.

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Our values

We are TENACIOUS: We boldly challenge inequality and injustice, spearheading change for the community we serve.

We are RESPONSIVE: We involve the community we serve in all we do, putting LGBT voices at the heart of our decisions.

We are PERSON-CENTRED: We listen to our service users, ensuring they feel heard & supported, providing safer and more responsive services.

What We Do

At Switchboard, we are committed to providing high-quality, independent, and professional support for LGBTQ+ individuals and communities, particularly those facing multiple forms of marginalisation.

Switchboard is a 'By and For' organisation which means 100% of our client facing staff and volunteers, and over 80% of our leadership team and trustees are from LGBTQ+ communities. This ensures 100% of Switchboard's service provision is delivered through peer support and navigation.

Our services are designed to address the unique challenges faced by people within the LGBTQ+ community, including those living with a range of health and wellbeing concerns and /or who have intersecting identities.

All our services are underpinned by community voices and the mission to reduce the health and social care inequalities faced by LGBTQ+ communities.

Our holistic approach combines lived experience with professional knowledge, to ensure the mental health needs of LGBTQ+ individuals are met with sensitivity and expertise, while also advocating for their rights, safety, and wellbeing in all areas of life.

The two strands to our approach ensure the people we support feel safe, valued, and heard. These are;

Direct peer support and navigation, advice, information and guidance

Community engagement to help individuals and communities influence national policy, and help shape local services, and navigate systemic challenges in healthcare, social care, legal systems, and community settings.

Switchboard services include:

Helpline (phone, text and online): Supported by the Helpline Manager, callers receive direct support, advice, information and guidance via from dedicated volunteers. Trained specifically in safeguarding and suicide first aid interventions, the Helpline team play an important role in supporting health and wellbeing across LGBTQ+ communities. Internal referral pathways and signposting ensure this is the main entry point into appropriate specialist Switchboard services for self-referrals. This is a pan-Sussex service.

Domestic Abuse Service: Our specialist team of Independent Domestic Abuse Advisors (IDVAs), Domestic Abuse Housing caseworker and TNBI Social Prescriber provide a lifeline for LGBTQ+ people affected by domestic abuse, allowing them to speak up and navigate their way to safety and empowerment, often for the first time. This includes one to one and group work, including a unique accredited LGBTQ+ domestic abuse recovery programme. This is a pan-Sussex service.

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Trans, Non-Binary, Intersex (TNBI) Social Prescribing Plus Service: This specialist service supports over TNBI people to navigate statutory systems (health, housing, social, legal) and the VSCE services they need to support their health and wellbeing. This support includes specialist TNBI domestic abuse support and the development of a new domestic abuse group recovery programme. (This is a Brighton & Hove service)

BOLD (Bereavement, Older People, Dementia, Carers, Rainbow Neighbours): Older LGBTQ+ individuals often face higher levels of isolation, mental health challenges, and financial hardship. Through peer support drop-in group, trips, events and befriending, this project reduces isolation and promotes social connections for a generation of older LGBTQ+ people with unique lived experience. This includes those with dementia and their carers, and people who have been bereaved. (This is a Brighton & Hove service)

Migrants, Refugees, and Asylum Seekers: In partnership with Conversations Over Borders, we offer specialised support for LGBTQ+ people fleeing violence and persecution, and facing the trauma of displacement, language barriers, and cultural challenges, to help them feel safe, seen, and valued. (This is a Brighton & Hove service)

Community Engagement: Switchboard is part of several strategic and research partnerships to ensure LGBTQ+ voices are heard by and help inform national policy and shape local services.

LGBTQ+ Inclusion Awards and Training: We provide general and sector specific LGBTQ+ awareness training and resources for health and social care professionals, and the commercial sectors across Sussex. This includes Switchboard's *LGBTQ+ Inclusive Care Award* which offers sector specific accreditation (e.g. Primary Care Networks, Residential Care Homes, VCSE).

Paid staff are supported by a team of 60 committed volunteers in more of our services.

Across all Switchboard services, we collaborate with and work in partnership with a range of statutory (local authority, NHS / Health, Police) VCSE and local businesses.

ACHIEVEMENTS AND PERFORMANCE

As previously reported, Brighton & Hove LGBT Switchboard was awarded the Royal Society for Public Health award was in 2022. This valued external recognition of our important work was continued this year with an Alzheimer Europe Anti-Stigma award for our dementia service, and the Kings Fund IMPACT award for our work improving the health and wellbeing of LGBTQ+ people in Sussex.

"LGBT Switchboard is a small charity with impressive reach, excellent local reputation and a very strong community focus. The voice of the people it supports is evident in everything it does, from the development of targeted services ... to using its deep understanding of the needs of the community to create change and influence how health and care services are delivered." GSK Judges

This year we said goodbye to our Chief Executive, Jacob Bayliss. On behalf of the trustees, staff and the whole Switchboard community, we extend our deep gratitude and sincere appreciation for all his dedication and leadership over four years.

In September 2024 we welcomed current Interim CEO, Sam Price (she / her), who brings extensive charity leadership, fundraising, governance and service delivery to drive forward Switchboard's strategy through this next period of change.

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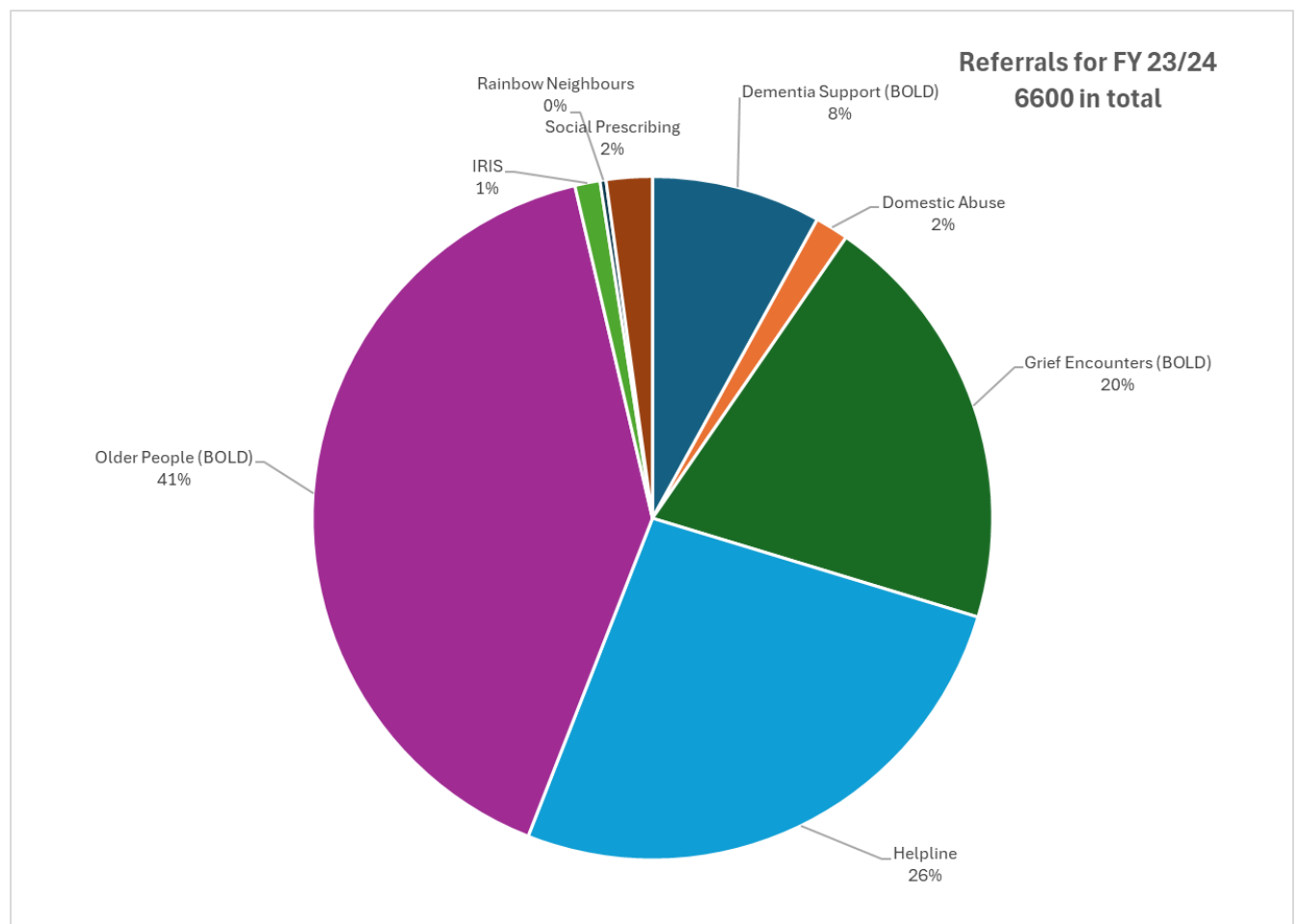
There were also changes in leadership during the interim and we extend our appreciation to Jason Saw and Paul Hook. We are pleased that Jason has remained in the team to support the transition in his role as Director of Services.

Like many across the sector this has been another challenging year for Brighton & Hove LGBTQ+ Switchboard. Throughout the enduring cost-of-living crisis and increased anti-LGBT rhetoric, Switchboard has held steady in delivering our services to the community we serve across Sussex.

In response, we are building financial sustainability through core investment and diversifying income streams, with continued support from commissioners and grant-giving bodies. Securing unrestricted income remains challenging in the current climate and we are finding, like many other organisations, that we need to compete even harder to achieve the core funding we require. As we enter the new financial year, we remain optimistic, innovative, and committed to serving our diverse and inspiring community across Sussex.

Thank you to our dedicated staff and volunteers, our supporters, and the LGBTQ+ communities of Sussex. Your contributions and presence enrich our work and make our impact possible.

2023-2024 Performance Data



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Financial Review

The financial accounts for 2023/24 reflect another positive year for the organisation. Our funding has increased from the prior year by 60%, particularly driven by an increase in grant income which remains our largest source of funding.

Switchboard's expenditure for the year was £584,171, a 14% increase on the prior year. We end the year carrying forward net funds of £279,626, including reserves of £40,000.

None of Switchboard's work would be possible without the support of our funders and partners. We thank everyone who supported us this year.

Principal Sources of Funding

Switchboard would like to thank all of our funders, fundraisers and supporters of any size. We are extremely grateful donations of any size as every penny makes a difference to the communities, we serve.

This year our principal sources of funding were from:

- **Alzheimer's Society**
- **Brighton & Hove City Council**
- **Cherry Graham**
- **Equally Ours Enterprise Development Fund**
- **East Sussex County Council**
- **Ernst Klein**
- **GSK (Glaxo SmithKline)**
- **Lloyds Banking Foundation**
- **Roddick Foundation**
- **McCarthy Stone**
- **The National Lottery**
- **NHS England**
- **NHS Sussex**
- **NHS Sussex Partnership Foundation Trust**
- **Sussex Police & Crime Commissioner**

We would also like to thank our VCSE partners, including Trust for Developing Communities, Impact Initiatives, Southdown Housing and Together Co, with whom we deliver city wide support programmes to LGBTQ+ people in some of the most marginalised communities. We would also like to thank the University of Brighton and our others research and community engagement partners.

Principal Risks and Uncertainties

Principal risks and uncertainties

The Board and governance sub-committee has conducted a review of the major risks to which Switchboard is exposed. A risk register has been established and is updated on an ongoing basis. Risks are rated according to their probability and impact, and classified as high, medium or low. Switchboard has identified the following principal risks and uncertainties:

Unexpected expenditure

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There is a risk that Switchboard will encounter unexpected or unplanned expenditure. Current mitigations in place against this include the maintenance of unrestricted reserves and horizon scanning as part of a monthly finance committee.

Inadequate governance, oversight and planning resulting in lack of funds

There is a risk that if accounts are not adequately monitored and realistic and achievable budgets are not set, the organisation could run out of money, jeopardising operations. There is an additional risk that Switchboard will not be able to meet its core cost obligations due to a shortage of unrestricted funds.

This is mitigated by an annual budgeting process, where budgets are signed off by the Board and CEO and reviewed on an ongoing basis; regular monitoring of funding and projected budgets; and authorisation limits on spending by staff and CEO.

Negative media coverage or reputational damage

There is a risk of reputational damage to Switchboard, possibly as a result of inappropriate or inaccurate statements made by staff members, volunteers, or supporters. Switchboard mitigates this by providing training to staff and volunteers; and by maintaining a communications and media strategy.

Inadequate and non-compliant policies and practice

There is a risk that Switchboard does not maintain compliant policies and procedures. In order to mitigate this, we have established a governance sub-committee which regularly reviews our policies and procedures. A trustee covers the role of a dedicated focal point, closely overseeing safeguarding policies and their implementation. We also leverage third-party advisors as needed.

Breach of legal obligations

There is a risk of Switchboard breaching its financial reporting obligations, including to the Charity Commission and Companies House. This is mitigated via an annual independent review of our accounts and through the finance sub-committee which meets regularly to oversee compliance.

Inability to secure or maintain long-term funding

Switchboard is reliant on securing grant income and donations and risks being unable to meet its financial obligations without sufficient funding. This is mitigated by an annual budgeting process which aims to identify potential funding shortfalls and funding end dates; regular and numerous applications for funding; monitoring of contract compliance to ensure funding is maintained; and the formation of partnerships for joint funding applications.

Reserves Policy

We take seriously our responsibilities for good strategic and financial planning, risk management and the employment of staff. The reserves policy is in place to ensure that these responsibilities can be met in the event of unexpected events having an adverse effect on the charity's financial position and ability to continue to operate.

Requirement for cash reserves

The trustees believe that Switchboard should hold financial reserves to ensure that the charity can continue to operate and meet the needs of users in the event of unforeseen and potentially financially damaging circumstances. It has considered the reliability and continuance of future funding, timing of cash flows and working capital requirements, cover for unplanned emergency repairs and potential liabilities relating to staff should there be closure of a particular activity.

The trustees consider therefore that it would be prudent to set aside an amount that enables it to meet known closure liabilities plus a general contingency of £5,000. Our current reserves of £40,000 are

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sufficient to meet this threshold. This approach plus the adequacy of the levels of reserves are kept under review on a minimum six-monthly basis. The organisation aims in the future to increase reserve levels to support strategic decision making and unexpected challenges.

The Policy

We aim to ensure the charity's cash reserves allow for contingency planning, inward investment and enable us to meet all our statutory liabilities, whilst not holding too high a level of reserves that means income is not being used appropriately to meet the charity's objectives. Our policy is that, as a priority, reserves must always be sufficient to cover outstanding debts and liabilities.

Additional consideration is given to the costs that would arise in the event of the charity needing to cease operations and/or the transfer of services to another organisation. The CEO and Treasurer update the Board on a six-monthly basis of the potential closure costs and associated liabilities, so that the adequacy of the reserve can be considered and action taken to increase/decrease as appropriate.

Management of cash reserves

To ensure proper financial management we will hold the reserves in a separate bank account, and it will be clearly identified as reserves in the annual budgets. Review of reserves held, and use of cash reserves will be part of annual budget planning and be an integral part of all financial, strategic and service development decisions that occur throughout the year. Reserves can only be used with the agreement of the Trust Board.

Funds held as custodian trustee on behalf of others.

As part of our Communities Health Inequalities Programme (CHIP) partnership we have worked with grassroots groups on a co designed process to improve health outcomes for LGBTQ+ individuals within marginalised communities. At the financial year end £14,328 of funds for partner organisations was held by Switchboard as a custodian trustee.

PLANS FOR THE FUTURE

In 2025 Switchboard will have been working with the community we serve for 50 years. Over that time, we have never been afraid to adapt and change as the needs of the community alter. We will shortly begin a period of strategic renewal, during which we will be actively engaging with stakeholders and community representatives to ensure that our work remains relevant, and community led in terms of its focus and impact.

In addition to this update to our strategy, we are actively looking at ways to increase our communications and fundraising capability as part of our focus on the sustainability of our organisation. The aim of this is to further strengthen our core to ensure that our services continue to be well run and supported to carry out their vital work.

Unfortunately, we anticipate some unplanned expenditure as a result of an ongoing employment tribunal, which is likely to conclude in 2024 or early 2025. Although Switchboard strongly contests the claim brought, and intends to defend it vigorously, we expect to incur legal costs in doing so.

We have taken legal and other advice and are in communication with the Charity Commission. The Charity Commission is satisfied with the trustees' approach, and the trustees are confident in our financial position to sustain the any potential pressure.

Finally, no small charity can achieve its aims alone. We are also looking to the future to further strengthen our already good links with other organisations in our community and location to increase our

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levels of partnership working and codelivery. The aim of this is to ensure that we continue to form a vital part of the ecosystem of service provision across Sussex, enabling us to better represent our community in other forms and settings.

STATEMENT OF DIRECTORS' (TRUSTEES') RESPONSIBILITIES

The Trustees (who are also Directors of Brighton and Hove LGBT Switchboard for the purposes of Company law) are responsible for preparing the Trustees Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the company as at the end of the year and of the surplus or deficit of the company for that period. 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;
- observe the methods and principles in the Charities SORP;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the company and to prevent and detect fraud and other irregularities.

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities and in accordance with the Special Provisions of Part 15 of the Companies Act 2006 relating to small companies and with the Statement of Recommended Practice – Accounting and Reporting by Charities.

INDEPENDENT EXAMINER

In accordance with section 72 of the Memorandum of Association the Company has dispensed with the requirement to have its accounts formally audited and has appointed VMR Anderson BA(Hons) FCA DChA of Clark Brownscombe to act as Independent Examiner.

The report of the Directors has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Signed on behalf of the board:

Jeff Howard- Director / Trustee

Date

20 December 2024

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**INDEPENDENT EXAMINERS' REPORT TO THE MEMBERS OF
BRIGHTON AND HOVE LGBT SWITCHBOARD**

I report to the charity trustees on my examination of the accounts of the company for the year ended 31st March 2024 which are set out on pages 11-23.

Responsibilities and basis of report

As the charity's trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 (the '2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's report

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of the Institute of Chartered Accountants in England and Wales which is one of the listed bodies.

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

- (1) accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
- (2) the accounts do not accord with those accounting records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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; or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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.

VMR Anderson BA(Hons) FCA DChA
Chartered Accountant
Clark Brownscombe
2 St Andrews Place
Lewes
East Sussex BN7 1UP

Date: 20 December 2024

BRIGHTON AND HOVE LGBT SWITCHBOARD**(A Company Limited By Guarantee)****(Registered Number: 3920445)****(Registered Charity Number: 1088133)**

**STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2024
(INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT)**

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
INCOME FROM					
Donations		18,880	-	18,880	5,750
Legacy		5,042	-	5,042	-
Grants	4	62,709	613,327	676,036	429,133
Charitable activities					
- Counselling and course fees		13,764	-	13,764	23,086
Fundraising		28,811	-	28,811	8,786
Investments		4,464	-	4,464	666
TOTAL		<u>133,670</u>	<u>613,327</u>	<u>746,997</u>	<u>467,421</u>
EXPENDITURE ON					
Raising funds	5	1,410	403	1,813	736
Charitable activities	5	<u>40,590</u>	<u>541,768</u>	<u>582,358</u>	<u>508,962</u>
TOTAL		<u>42,000</u>	<u>542,171</u>	<u>584,171</u>	<u>509,698</u>
NET INCOME/(EXPENDITURE)		91,670	71,156	162,826	(42,277)
BALANCE BROUGHT FORWARD		<u>77,495</u>	<u>39,305</u>	<u>116,800</u>	<u>159,077</u>
BALANCE CARRIED FORWARD		<u>169,165</u>	<u>110,461</u>	<u>279,626</u>	<u>116,800</u>

The detailed 2023 comparative statement of financial activities is reported in note 2.

The notes form part of these financial statements

BRIGHTON AND HOVE LGBT SWITCHBOARD**(A Company Limited By Guarantee)****(Registered Number: 3920445)****(Registered Charity Number: 1088133)****BALANCE SHEET
AS AT 31 MARCH 2024**

	Note	2024		2023
		£	£	£
FIXED ASSETS				
Tangible fixed assets	7		1,494	1,808
CURRENT ASSETS				
Debtors	8	45,656		28,612
Cash at bank and in hand		<u>286,941</u>		<u>241,317</u>
		332,597		269,929
CREDITORS: amounts falling due within one year	9	<u>(54,465)</u>		<u>(154,937)</u>
NET CURRENT ASSETS			<u>278,132</u>	<u>114,992</u>
			<u>279,626</u>	<u>116,800</u>
CAPITAL AND RESERVES				
Restricted funds	13		110,461	39,305
Unrestricted funds	12		<u>169,165</u>	<u>77,495</u>
			<u>279,626</u>	<u>116,800</u>

The company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for:

- (a) Ensuring that the company keeps accounting records which comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) Preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of each financial year and of its profit or loss for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The financial statements were approved by the Board of Directors on 20 December 2024 and were signed on its behalf by:

Jeff Howard - Director/Trustee

The notes form part of these financial statements

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STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024

	Note	2024 £	2023 £
Net cash generated from operating activities	15	42,389	<u>(47,600)</u>
Cashflow from investing activities			
Purchase of tangible fixed assets		(1,229)	(1,150)
Interest received		<u>4,464</u>	<u>666</u>
Net cash from investing activities		3,235	(484)
Net (decrease) in cash and cash equivalents		45,624	(48,084)
Cash and cash equivalents at the beginning of the year		<u>241,317</u>	<u>289,401</u>
Cash and cash equivalents at the end of the year		<u>286,941</u>	<u>241,317</u>
Cash and cash equivalents consists of:			
Cash at bank and in hand		<u>286,941</u>	<u>241,317</u>

The notes form part of these financial statements

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

1. ACCOUNTING POLICIES

1.1 Basis of preparation of financial statements

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), hereafter referred to as the Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Brighton and Hove LGBT Switchboard meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

There are no material uncertainties concerning the charity's ability to continue as a going concern.

In the application of the charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised, if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods. However, there are no judgements or assumptions that have a significant risk of causing material adjustment.

1.2 Income

Voluntary income is received by way of donations and gifts and is included in full in the Statement of Financial Activities when receivable. The value of services provided by volunteers has not been included.

Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities in the year in which they are receivable.

Other income and income from investments is included when received.

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

1.3 Expenditure

Resources expended are recognised in the period in which they are incurred and include attributable VAT which cannot be recovered.

In accordance with the Statement of Recommended Practice: Accounting by Charities, the resources expended have been categorised as follows:

- (i) Costs of raising funds – comprise those costs incurred in publicity and fund raising events.
- (ii) Charitable activities – comprise all expenditure directly relating to the principal activity and the associated administration costs.

1.4 Operating leases

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the Statement of Financial Activities as incurred.

1.5 Pensions

Employees of the charity are entitled to join a defined contribution ‘money purchase’ scheme. The costs of the defined contribution scheme are included with the associated staff costs and are allocated to charitable activities. The charity participates on the NEST pension scheme in accordance with meeting auto enrolment responsibilities.

1.6 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Computers	-	33⅓% straight line
Office equipment	-	15% reducing balance

1.7 Unrestricted funds

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

1.8 Designated funds

Designated funds are unrestricted funds earmarked by the management committee for particular purposes.

1.9 Restricted funds

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund, together with a fair allocation of management and support costs.

1.10 Financial instruments

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 transaction value and subsequently measured at their settlement value.

BRIGHTON AND HOVE LGBT SWITCHBOARD**(A Company Limited By Guarantee)****(Registered Number: 3920445)****(Registered Charity Number: 1088133)****NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024****2. COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted Funds	Restricted Funds	Total Funds 2023
	£	£	£
INCOME FROM			
Donations	5,750	-	5,750
Grants	31,480	397,653	429,133
Charitable activities			
- Counselling and course fees	23,086	-	23,086
Fundraising	8,786	-	8,786
Investments	<u>666</u>	<u>-</u>	<u>666</u>
TOTAL	<u>69,768</u>	<u>397,653</u>	<u>467,421</u>
EXPENDITURE ON			
Raising funds	269	467	736
Charitable activities	<u>71,539</u>	<u>437,423</u>	<u>508,962</u>
TOTAL	<u>71,808</u>	<u>437,890</u>	<u>509,698</u>
NET MOVEMENT IN FUNDS	(2,040)	(40,237)	(42,277)
BALANCE BROUGHT FORWARD	<u>79,535</u>	<u>79,542</u>	<u>159,077</u>
BALANCE CARRIED FORWARD	<u>77,495</u>	<u>39,305</u>	<u>116,800</u>

3. NET INCOME

The net income is stated after charging:	2024	2023
	£	£
Depreciation of tangible fixed assets	1,543	553
Independent Examiners' fee	<u>2,316</u>	<u>2,274</u>

During the year, no director/trustee received any emoluments or reimbursement for services (2023: £Nil). The key management personnel of the company comprise the trustees and the Chief Executive Officer and the Operations Manager. The total employee benefits of the key management personnel were £67,810 (2023: £92,104). The number of staff to whom retirement benefits are accruing under a defined contribution scheme is 12 (2023: 10).

	2024	2023
Details of staff costs are as follows:	£	£
Salaries	350,084	329,539
Social Security Costs	26,519	27,477
Pension Costs	<u>7,847</u>	<u>5,833</u>
	<u>384,450</u>	<u>362,849</u>
Average number of employees	<u>13</u>	<u>15</u>

No employee received remuneration in excess of £60,000 (2023: None).

BRIGHTON AND HOVE LGBT SWITCHBOARD**(A Company Limited By Guarantee)****(Registered Number: 3920445)****(Registered Charity Number: 1088133)****NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

4. GRANTS RECEIVED	Unrestricted	Restricted	Total 2024	Total 2023
	£	£	£	£
Brighton & Hove City Council				
- Old Peoples Project	-	20,000	20,000	20,000
- HIP	-	19,250	19,250	22,000
- CHIP	-	30,000	30,000	-
- Grief Meets	-	-	-	6,370
- Cost of living support	-	8,000	8,000	10,000
- Safe accommodation	-	40,000	40,000	-
- Ukrainian Refugee Programme	-	13,805	13,805	-
NHS Rainbow Badge	-	37,587	37,587	35,882
TDC ICS Research	-	8,050	8,050	-
Enterprise Developments	-	7,500	7,500	24,231
Lloyds Bank	18,542	-	18,542	8,708
Sussex Police IDVA	-	103,759	103,759	71,513
Sussex Police IDVA Mng Provision	-	6,800	6,800	-
Sussex Police Drop in and Recovery	-	16,667	16,667	-
Tudor Trust	-	-	-	18,094
Lottery Community Fund	-	62,050	62,050	-
ESCC – Grass Roots	-	5,000	5,000	-
ESCC – Mental Health Provision	-	7,000	7,000	-
Postcode Lottery	4,167	-	4,167	20,833
Safe Loves	-	-	-	5,000
ESCC – Inclusion Contract	-	38,333	38,333	-
Screwfix	-	-	-	3,000
LGBT Consortium	-	-	-	4,641
Community Roots	-	8,981	8,981	8,850
McCarthy Stone Grief Meets	-	5,000	5,000	-
Ernst Klein	-	5,000	5,000	-
Inclusion Award	-	15,000	15,000	11,939
Henry Smith	-	-	-	15,000
Night Shelter	-	1,830	1,830	32,264
Innovations in Dementia	-	5,000	5,000	-
Alzheimer's Society INSPIRE	-	18,750	18,750	-
Clarion Futures	-	-	-	5,000
Good Things Foundation	-	-	-	-
National Lottery	-	26,344	26,344	54,401
ESCC Mental Health Provision	-	-	-	3,500
Together Co	-	26,842	26,842	24,059
MOJ OSPC	-	53,599	53,599	15,175
UK Health Sexual Outreach	-	-	-	7,293
Emergency Care Packages	-	-	-	1,380
GSK Kings Fund	40,000	-	40,000	-
Grow HeadsOn	-	6,448	6,448	-
Brighton Rainbow Fund	-	232	232	-
Roddick Foundation	-	16,500	16,500	-
	<u>62,706</u>	<u>613,327</u>	<u>676,036</u>	<u>429,133</u>

BRIGHTON AND HOVE LGBT SWITCHBOARD**(A Company Limited By Guarantee)****(Registered Number: 3920445)****(Registered Charity Number: 1088133)****NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024****5. EXPENDITURE**

	Unrestricted	Restricted	Total	Total
	£	£	2024	2023
			£	£
Cost of raising funds				
Fundraising events	<u>1,410</u>	<u>403</u>	<u>1,813</u>	<u>736</u>
Charitable Activities:				
Helpline - Direct costs	-	-	-	370
Volunteer other expenses	91	1,778	1,869	2,750
Community engagement costs	1,762	69,497	71,259	50,044
Office overheads	3,502	27,686	31,188	31,342
Staff training and governance	2,586	13,343	15,929	10,776
AGM costs	40	-	40	-
Staff costs (net of Employer's allowance)	8,366	376,606	384,972	362,848
Freelance	-	75	75	348
Recruitment expenses	-	497	497	384
Independent Examination fee	-	2,316	2,316	2,274
Payroll costs	396	1,368	1,764	1,716
Consultancy fees	18,319	27,194	45,513	45,493
Legal and litigation costs	3,925	21,408	25,333	-
Bank charges	60	-	60	64
Depreciation – Computer equipment	<u>1,543</u>	<u>-</u>	<u>1,543</u>	<u>553</u>
	<u>40,590</u>	<u>541,768</u>	<u>582,358</u>	<u>508,962</u>

6. TAXATION

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied exclusively to charitable purposes.

BRIGHTON AND HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)

(Registered Number: 3920445)

(Registered Charity Number: 1088133)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024****7. TANGIBLE FIXED ASSETS**

	Furniture, Fittings and Equipment £	Computer Equipment £	Total £
Cost			
At 1 April 2023	1,972	6,551	8,523
Additions	<u>-</u>	<u>1,229</u>	<u>1,229</u>
At 31 March 2024	<u>1,972</u>	<u>7,780</u>	<u>9,752</u>
Depreciation			
At 1 April 2023	1,972	4,743	6,715
Charge for the year	<u>-</u>	<u>1,543</u>	<u>1,543</u>
At 31 March 2024	<u>1,972</u>	<u>6,286</u>	<u>8,258</u>
Net book value			
At 31 March 2024	<u>-</u>	<u>1,494</u>	<u>1,494</u>
At 31 March 2023	<u>-</u>	<u>1,808</u>	<u>1,808</u>

8. DEBTORS

	2024 £	2023 £
Debtors and prepayments	<u>45,656</u>	<u>28,612</u>

9. CREDITORS: Amounts falling due within one year

	2024 £	2023 £
Other creditors and accruals	17,455	27,279
Deferred income	<u>37,010</u>	<u>127,658</u>
	<u>54,465</u>	<u>154,937</u>

10. STATUTORY INFORMATION

The Company is a private company, limited by guarantee. Members have a liability not exceeding £1 each in the event of a winding up. The company is registered in England and Wales and the registered number and registered office address can be found on the Legal and Administrative information page.

BRIGHTON AND HOVE LGBT SWITCHBOARD**(A Company Limited By Guarantee)****(Registered Number: 3920445)****(Registered Charity Number: 1088133)****NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024****11. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	Tangible Fixed Assets £	Net Current Assets £	Total 2024 £	Total 2023 £
Restricted	-	110,461	110,461	39,305
Unrestricted	<u>1,494</u>	<u>167,671</u>	<u>169,165</u>	<u>77,495</u>
	<u>1,494</u>	<u>278,132</u>	<u>279,626</u>	<u>116,800</u>

ANALYSIS OF NET ASSETS BETWEEN FUNDS (PRIOR YEAR)

	Tangible Fixed Assets £	Net Current Assets £	Total 2023 £	Total 2022 £
Restricted	-	39,305	39,305	79,542
Unrestricted	<u>1,808</u>	<u>75,687</u>	<u>77,495</u>	<u>79,535</u>
	<u>1,808</u>	<u>114,992</u>	<u>116,800</u>	<u>159,077</u>

12. UNRESTRICTED FUNDS

	Balance at 1 April 2023 £	Income £	Expenditure £	Balance 31 March 2024 £
General Reserves	<u>77,495</u>	<u>133,670</u>	<u>(42,000)</u>	<u>169,165</u>

UNRESTRICTED FUNDS (PRIOR YEAR)

	Balance at 1 April 2022 £	Income £	Expenditure £	Balance 31 March 2023 £
Unrestricted Funds				
General Reserves	<u>79,535</u>	<u>69,768</u>	<u>(71,808)</u>	<u>77,495</u>

BRIGHTON AND HOVE LGBT SWITCHBOARD**(A Company Limited By Guarantee)****(Registered Number: 3920445)****(Registered Charity Number: 1088133)****NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024****13. RESTRICTED FUNDS**

	Balance at 1 April 2023	Income	Expenditure	Balance 31 March 2024
	£	£	£	£
B&HCC Older Peoples Project	2,496	20,000	(21,332)	1,164
BHCC Cost of living support	350	8,000	(7,046)	1,304
BHCC Safe Accommodation	-	40,000	(21,676)	18,324
BHCC Ukrainian Refugees	-	13,805	(13,805)	-
NHS Inclusion	5,000	15,000	(14,934)	5,066
NHS Rainbow Badge	-	37,587	(37,587)	-
National Lottery	3,700	26,344	(30,044)	-
ESCC Inclusion contract	-	38,333	(29,668)	8,665
ESCC Grass Roots	-	5,000	(5,000)	-
ESCC Mental Health provision	2,968	7,000	(9,968)	-
B&HCC Grief Meets	3,329	-	(3,329)	-
Community Roots	-	8,981	(6,193)	2,788
Sussex Police Drop in and Recovery	-	16,667	(16,667)	-
Sussex Police IDVA	-	6,800	(6,800)	-
Ministry of Justice	-	53,599	(51,536)	2,063
Sussex Police	5,154	103,759	(67,593)	41,320
Lottery Community Fund	-	62,050	(62,050)	-
Roddick Foundation	-	16,500	(15,564)	936
Safe Loves	1,498	-	(1,498)	-
Impetus – Trans Link	495	26,842	(22,039)	5,298
LGBT Foundation	3,071	-	(3,071)	-
Alzheimer's Society	-	18,750	(18,750)	-
Night Shelter	-	1,830	(1,830)	-
Emergency Care Packages	632	-	(632)	-
Innovations in Dementia	-	5,000	(3,670)	1,330
Enterprise Developments	-	7,500	(5,477)	2,023
Ernst Klein	-	5,000	(5,000)	-
Brighton Rainbow Fund	-	232	(232)	-
UK Health Sexual Outreach	7,293	-	(7,293)	-
McCarthy Stone	-	5,000	(5,000)	-
Together Co	3,319	-	(3,319)	-
Grow HeadsOn	-	6,448	(6,448)	-
Developing Communities HIP	-	19,250	(19,250)	-
Developing Communities CHIP	-	30,000	(15,672)	14,328
TDC Research	-	8,050	(2,198)	5,852
	<u>39,305</u>	<u>613,327</u>	<u>542,171</u>	<u>110,461</u>

BRIGHTON AND HOVE LGBT SWITCHBOARD**(A Company Limited By Guarantee)****(Registered Number: 3920445)****(Registered Charity Number: 1088133)****NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024****RESTRICTED FUNDS (PRIOR YEAR)**

	Balance at 1 April 2022	Income	Expenditure	Balance 31 March 2023
	£	£	£	£
B&HCC Older Peoples Project	3,867	20,000	(21,371)	2,496
BHCC Cost of living support	-	10,000	(9,650)	350
Tudor Trust – Disability Project	8,519	18,094	(26,613)	-
Henry Smith	4,141	15,000	(19,141)	-
NHS Inclusion	-	10,000	(5,000)	5,000
NHS Rainbow Badge	-	35,882	(35,882)	-
National Lottery	9,383	26,344	(32,027)	3,700
Screwfix	-	3,000	(3,000)	-
ESCC Mental Health provision	-	3,500	(532)	2,968
B&HCC Grief Meets	5,311	6,370	(8,352)	3,329
Community Roots	1,311	8,850	(10,161)	-
Sussex Community Fund	3,181	-	(3,181)	-
Enterprise Developments	-	24,231	(24,231)	-
Ministry of Justice	-	15,175	(15,175)	-
Sussex Police	-	71,513	(66,359)	5,154
Sussex Community Foundation	7,170	-	(7,170)	-
Scope	413	-	(413)	-
Safe Loves	2,136	5,000	(5,638)	1,498
Impetus – Trans Link	16,217	19,483	(35,205)	495
LGBT Foundation	-	4,641	(1,570)	3,071
Clarion Futures	-	5,000	(5,000)	-
Night Shelter	-	32,264	(32,264)	-
Emergency Care Packages	-	1,380	(748)	632
Lottery – Lived Experience	4,385	28,057	(32,442)	-
Safer East Sussex	5,000	-	(5,000)	-
UK Health Sexual Outreach	-	7,293	-	7,293
HIP – Third Sector Comm	3,965	22,000	(25,965)	-
Together Co	<u>4,543</u>	<u>4,576</u>	<u>(5,800)</u>	<u>3,319</u>
	<u>79,542</u>	<u>397,653</u>	<u>(437,890)</u>	<u>39,305</u>

14. OPERATING LEASE COMMITMENTS

At 31 March 2024, the charity had total commitments under non-cancellable operating leases over the remaining life of those leases of £15,000 (2023: £15,000).

BRIGHTON AND HOVE LGBT SWITCHBOARD
(A Company Limited By Guarantee)
(Registered Number: 3920445)
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

**15. RECONCILIATION OF NET SURPLUS/(DEFICIT) TO NET
CASH INFLOW FROM OPERATING ACTIVITIES**

	2024	2023
	£	£
Net surplus/(deficit) for the year	162,826	(42,277)
Interest received	(4,464)	(666)
Depreciation	1,543	553
(Increase) in debtors	(17,044)	(24,448)
(Decrease)/increase in creditors	<u>(100,472)</u>	<u>19,238</u>
Net inflow/(outflow) from operating activities	<u><u>42,389</u></u>	<u><u>(47,600)</u></u>

Accounts

BRIGHTON AND HOVE LGBT SWITCHBOARD

**TRUSTEES ANNUAL REPORT AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2023**

**Registered Number: 3920445
Registered Charity Number: 1088133**

BRIGHTON AND HOVE LGBT SWITCHBOARD
(A Company Limited By Guarantee)
(Registered Number: 3920445)
(Registered Charity Number: 1088133)

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BRIGHTON AND HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)

(Registered Number: 3920445)

(Registered Charity Number: 1088133)

TRUSTEES' ANNUAL REPORT 31 MARCH 2023

The Trustees (who also act as Directors for Companies Act purposes) have pleasure in presenting their report and financial statements for the year ended 31 March 2023.

The Trustees believe that the financial statements comply with current statutory requirements and the Charity's governing document.

REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name:	Brighton and Hove LGBT Switchboard
Company Number:	3920445
Charity Number:	1088133
Directors (Trustees):	K A Brown S Dowe G Angelucci H Gavagan (Resigned 26 May 2022) P Bampton A Croucher (Resigned 6 February 2023) E Hatcher J Howard R Macey (Appointed 26 May 2022 Resigned 17 October 2022) A Brett (Appointed 28 March 2022)
Company Secretary:	S Dowe
Chief Executive Officer:	J Bayliss
Registered Office:	Community Base Brighton East Sussex BN1 3XG
Bankers:	CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent, ME19 4JQ
Independent Examiner:	VMR Anderson BA(Hons) FCA DChA Chartered Accountant Clark Brownscombe 2 St Andrews Place Lewes East Sussex BN7 1UP

BRIGHTON AND HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)
(Registered Number: 3920445)
(Registered Charity Number: 1088133)

TRUSTEES' ANNUAL REPORT 31 MARCH 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

Incorporation

Brighton and Hove LGBT Switchboard was incorporated as a company limited by guarantee (registered number 3920445) on 7 February 2000. The governing document is the Memorandum and Articles of Association as amended by Special Resolutions dated 18 June 2001 and 6 November 2013. The company became a registered charity (registered charity number 1088133) on 21 August 2001.

Trustees

The Management Committee (Directors) may at its discretion admit to membership any lesbian, gay man, bisexual and transgender person who is a volunteer and has satisfactorily completed the volunteer training programme and/or meets such other criteria the Management Committee shall specify pursuant to Article 75.

Risk Management

The Directors have reviewed the major risks to which the charity is exposed and have implemented any necessary systems to mitigate those risks.

PUBLIC BENEFIT

In shaping our objectives and planning our activities for the year, the Trustees have given consideration to the duties set out in section 17 (5) of the Charities Act 2011 to have due regard to public benefit. In particular, the Trustees have considered how the planned activities will contribute to the overall aims and objectives that they have set.

The Trustees believe that the following paragraphs, specifically on the "Objectives and Activities" and "Achievements and Performance" for the year, relate in detail to the benefit that the charity provides to the public.

OBJECTIVES AND ACTIVITIES

Objectives

The objectives of the company are to relieve any mental and emotional difficulties suffered by persons who are lesbian, gay, bisexual and transgender (referred to in this documents as LGBT) or in doubt about their sexual or gender identity or by those who may be affected by, or involved with such persons, by provision of information, support and counselling services.

ABOUT BRIGHTON AND HOVE LGBT SWITCHBOARD

What We Do

Switchboard is a charity for LGBTQ people looking for a sense of community, support and information. We connect people and support them directly through specially developed services or link them to other specialist organisations.

Our current services include:

- Helpline
- Trans Survivors Helpline and Drop In
- Older LGBTQ Project
- Health & Inclusion Project
- LGBTQ Disability Project
- Rainbow Café
- Grief Encounters – LGBTQ Bereavement Support

BRIGHTON AND HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)
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(Registered Charity Number: 1088133)

TRUSTEES' ANNUAL REPORT 31 MARCH 2023

- Trans Engagement – TNB
- Trans Link
- LBGTQ Inclusion Award
- Volunteering

Set up in 1975, Switchboard has a long as trusted history with the LGBTQ community in Brighton and Hove and beyond. Next year we celebrate 45 years of supporting LGBTQ individuals and communities.

ACHIEVEMENTS AND PERFORMANCE

Chair's report

It is a pleasure to present this year's annual report – a year that has not been without its share of challenges, many of which are shared by the wider VCSE sector – nevertheless this has been a year of growth, impact and success for Switchboard. The Covid-19 pandemic and widespread anti-LGBT rhetoric continues to have a huge impact on the community Switchboard serves, as well as the organisation itself. The team and the organisation have moved from emergency delivery and listened hard to the needs of our service users in order to co-design a hybrid model that has expanded the possibilities of support for people across Sussex.

We have begun delivering on an exciting and ambitious new strategy with our characteristic passion and continue to be guided by our commitment to making Sussex the best place in the UK for LGBTQ+ people to live. Our newly refreshed values, agreed through consultation with both internal and external stakeholders: **person centred, responsive, tenacious** run through the very core of all we say and do. We hope you see them reflected in all our work, from frontline services through to strategic input.

From Eastbourne to Bognor Regis, the Switchboard team have been instrumental in changing LGBTQ+ lives and me and the trustees would like to recognise just how much hard work and commitment has gone into holding the growing number of people who need us in an increasingly hostile environment. This work requires incredible skill, resilience, and creativity. We are lucky that our team possess all these attributes and more. With a change of leadership on the horizon, it will be important to draw on all the skills and passion of the wider switchboard community, made up of staff, volunteers, supporters and clients who will help smooth the transition of our organisation into the next phase of our journey.

Under the leadership of our current CEO, Switchboard's annual turnover has doubled leading to significant broadening of our service offer across an ever-increasing geographical area. Though sad to see our current CEO depart to pastures new, we look forward to welcoming a new CEO who will bring with them new ideas and expertise to enrich our 'award winning' organisation.

Like many charities Switchboard is feeling the impact of the cost of living crisis and the subsequent shift in the funding landscape. Alongside building our financial sustainability through core investment and a move to diversifying our income streams, we continue to receive much needed support from commissioners and grant giving bodies, without whom we could not be able to provide the award-winning services we are all so proud of.

We would like to thank Brighton & Hove City Council, The Police & Crime Commissioner, The National Lottery, NHS Sussex, Lloyds Bank Foundation, The Rainbow Fund, Sussex Partnership Foundation Trust, The Roddick Foundation, and East Sussex County Council, to name but a few. We would also like to extend a special thanks to our wonderful partners in the community, including our peers in the LGBTQ sector and organisations such as Together Co, Trust for Developing Communities, Impact Initiatives, and Justlife. I would also like to thank the many local businesses and donors who have connected with us to give support throughout the year.

BRIGHTON AND HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)

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TRUSTEES' ANNUAL REPORT

31 MARCH 2023

We have entered the new financial year with a great deal of optimism, innovation, and a commitment to serve our fabulously diverse and inspiring community of across Sussex.

Simon Dowe, Chair of the Board of Trustees

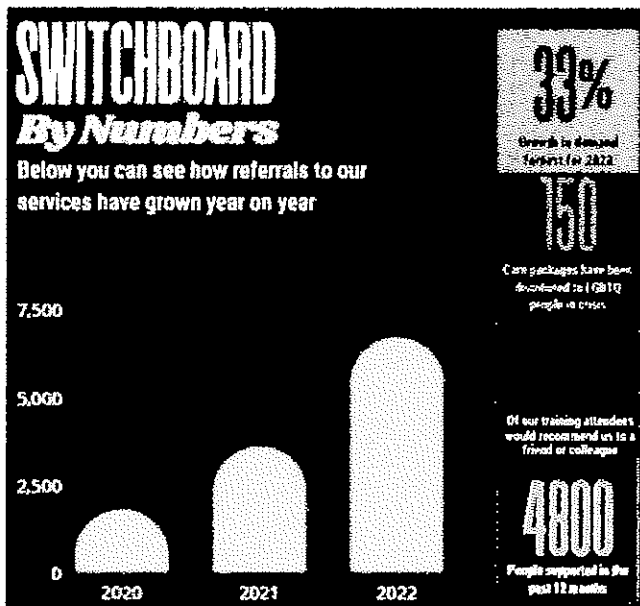
CEO Report

Since our last annual report, lots has changed at Switchboard. Our new strategy has seen us begin removing the silos created by our individual projects and adopt a joined up approach that enables us to support people more flexibly and holistically. We've delivered a range of collaborative projects and events such as our pilot LGBT Emergency Housing Shelter, January Joy and Rainbow Neighbours. We're also incredibly proud to have won a clutch of prestigious awards for our work from the Royal Society for Public Health, Alzheimer's Europe, GSK and The Kings Fund.

You can read our exciting new strategy at the link below, and find out more about our plans leading up to our 50th anniversary: <https://tinyurl.com/lgbtswitchboard>. We've welcomed new staff and new roles to Switchboard – fleshing out the first phase of our plan for growth and structural resilience.

Since 2019, the demand for Switchboard's services have grown significantly. Switchboard has had to grow too, and in doing so it is more important than ever that we stay focused on providing the best possible support and information we can.

This year alone, 88% of our Domestic Abuse clients showed a marked improvement in social support and quality of life after engaging with our service, we trained over 1300 professionals, we engaged with over 1000 LGBTQ+ people in our research and consultations, and our volunteer team has grown to over 50 strong.



BRIGHTON AND HOVE LGBT SWITCHBOARD

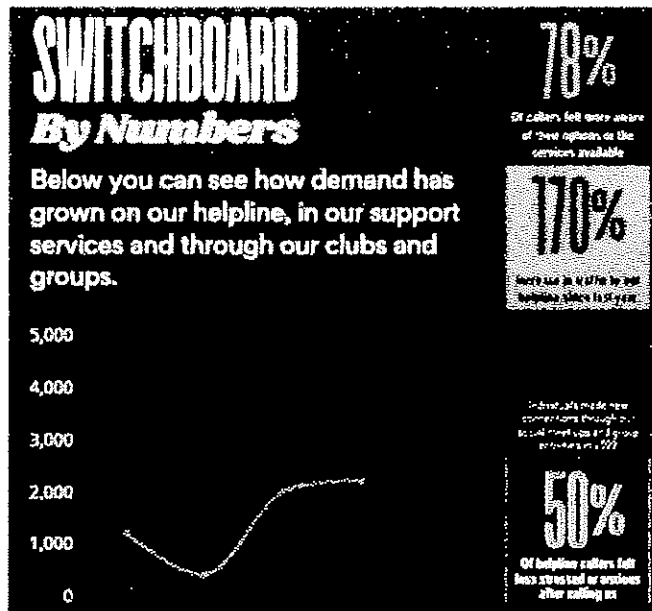
(A Company Limited By Guarantee)

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(Registered Charity Number: 1088133)

TRUSTEES' ANNUAL REPORT

31 MARCH 2023



I would first and foremost like to thank the Switchboard staff and volunteers who have worked tirelessly this year – you make magic that cannot be counted or quantified but is the very reason we have the impact we do.

I would also like to echo Simon's thanks to the supporters who believe so much in our mission, that they become part of making it a reality through the vital grants and donations we receive.

Lastly, I would like to thank the LGBTQ communities of Sussex. Working with and for you is a privilege and a joy. You make our worlds richer with your presence.

Jacob Bayliss, CEO

BRIGHTON AND HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)
(Registered Number: 3920445)
(Registered Charity Number: 1088133)

TRUSTEES' ANNUAL REPORT 31 MARCH 2023

Financial Review

The financial accounts for 2022/23 reflect another positive year for the organisation. Our funding has increased from the prior year by £156,118, particularly driven by an increase in grant income which remains our largest source of funding.

Switchboard has used its generated income of £467,421 for the year in full, along with £42,277 from brought forward funds [due to a Board decision to re-baseline salaries mid-year] in response to cost of living pressures for staff and the engagement of an external HR Consultancy to support the Charity.

We end the year carrying forward net funds of £116,800, including reserves of £40,000.

Switchboard would like to thank the following partners and grant-awarding bodies for their support in 2022-23.

- Alzheimer's Society
- Brighton & Hove City Council
- Equally Ours Enterprise Development Fund
- East Sussex County Council
- GSK (Glaxo SmithKline)
- Lloyds Banking Foundation
- Roddick Foundation
- The National Lottery
- NHS England
- NHS Sussex
- Sussex Community Foundation
- Sussex Partnership Foundation Trust
- Sussex Police & Crime Commissioner
- UKHSA

Switchboard would also like to thank everyone who fundraised for us during the year.

Reserves Policy

Introduction

We take seriously our responsibilities for good strategic and financial planning, risk management and the employment of staff. The reserves policy is in place to ensure that these responsibilities can be met in the event of unexpected events having an adverse effect on the charity's financial position and ability to continue to operate.

Requirement for cash reserves

The trustees believe that Switchboard should hold financial reserves to ensure that the charity can continue to operate and meet the needs of users in the event of unforeseen and potentially financially damaging circumstances. In calculating its reserves figure, Switchboard has considered the reliability and continuance of future funding, timing of cash flows and working capital requirements, cover for unplanned emergency repairs and potential liabilities relating to staff should there be closure of a particular activity.

BRIGHTON AND HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)
(Registered Number: 3920445)
(Registered Charity Number: 1088133)

TRUSTEES' ANNUAL REPORT 31 MARCH 2023

The trustees consider that it would be prudent to set aside an amount that enables Switchboard to meet known closure liabilities. This amount is currently deemed to be £40,000 (FY 21/22: £30,000). This approach plus the adequacy of the levels of reserves should be kept under review on a six-monthly basis. The trustees recommend that Switchboard should aim in the future to increase reserve levels to support strategic decision making and unexpected challenges.

The Policy

We aim to ensure the charity's cash reserves allow for contingency planning, inward investment and enable us to meet all our statutory liabilities, whilst not being too high to prevent income from being used appropriately to meet the charity's objectives. Our policy is that, as a priority, reserves must always be sufficient to cover outstanding debts and liabilities.

Additional consideration is given to the costs that would arise in the event of the charity needing to cease operations and/or the transfer of services to another organisation. The CEO and Treasurer shall update the Board on a six-monthly basis of the potential closure costs and associated liabilities, so that the adequacy of the reserve can be considered and action taken to increase/decrease as appropriate.

Management of cash reserves

To ensure proper financial management we will hold the reserves in a separate bank account and it will be clearly identified as reserves in the annual budgets. Review of reserves held and use of cash reserves will be part of annual budget planning and be an integral part of all financial, strategic and service development decisions that occur throughout the year. Reserves can only be used with the agreement of the Trust Board.

STATEMENT OF DIRECTORS' (TRUSTEES') RESPONSIBILITIES

The Trustees (who are also Directors of Brighton and Hove LGBT Switchboard for the purposes of Company law) are responsible for preparing the Trustees Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the company as at the end of the year and of the surplus or deficit of the company for that period. 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;
- observe the methods and principles in the Charities SORP;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the company and to prevent and detect fraud and other irregularities.

BRIGHTON AND HOVE LGBT SWITCHBOARD

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(Registered Charity Number: 1088133)

**TRUSTEES' ANNUAL REPORT
31 MARCH 2023**

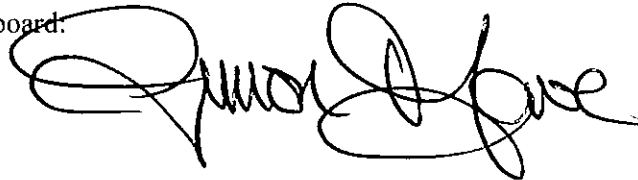
This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities and in accordance with the Special Provisions of Part 15 of the Companies Act 2006 relating to small companies and with the Statement of Recommended Practice – Accounting and Reporting by Charities.

INDEPENDENT EXAMINER

In accordance with section 72 of the Memorandum of Association the Company has dispensed with the requirement to have its accounts formally audited and has appointed VMR Anderson BA(Hons) FCA DChA of Clark Brownscombe to act as Independent Examiner.

The report of the Directors has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Signed on behalf of the board:

A handwritten signature in black ink, appearing to read 'Simon Dowe', written over a horizontal line.

Simon Dowe- Director / Trustee

Date:

A handwritten date in black ink, written as '10th Mar 2023'.

BRIGHTON AND HOVE LGBT SWITCHBOARD

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(Registered Charity Number: 1088133)

INDEPENDENT EXAMINERS' REPORT TO THE MEMBERS OF BRIGHTON AND HOVE LGBT SWITCHBOARD

I report to the charity trustees on my examination of the accounts of the company for the year ended 31st March 2023 which are set out on pages 10-20.

Responsibilities and basis of report

As the charity's trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 (the '2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's report

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of the Institute of Chartered Accountants in England and Wales which is one of the listed bodies.

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

- (1) accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
- (2) the accounts do not accord with those accounting records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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; or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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.

VMR Anderson BA(Hons) FCA DChA
Chartered Accountant
Clark Brownscombe
2 St Andrews Place
Lewes
East Sussex BN7 1UP

Date:

BRIGHTON AND HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)

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**STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2023
(INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT)**

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
INCOME FROM					
Donations		5,750	-	5,750	3,845
Grants	4	31,480	397,653	429,133	260,049
Charitable activities					
- Counselling and course fees		23,086	-	23,086	29,210
Fundraising		8,786	-	8,786	18,185
Investments		<u>666</u>	<u>-</u>	<u>666</u>	<u>14</u>
TOTAL		<u>69,768</u>	<u>397,653</u>	<u>467,421</u>	<u>311,303</u>
EXPENDITURE ON					
Raising funds	5	269	467	736	2,200
Charitable activities	5	<u>71,539</u>	<u>437,423</u>	<u>508,962</u>	<u>290,976</u>
TOTAL		<u>71,808</u>	<u>437,890</u>	<u>509,698</u>	<u>293,176</u>
NET (EXPENDITURE)/INCOME		(2,040)	(40,237)	(42,277)	18,127
BALANCE BROUGHT FORWARD		<u>79,535</u>	<u>79,542</u>	<u>159,077</u>	<u>140,950</u>
BALANCE CARRIED FORWARD		<u>77,495</u>	<u>39,305</u>	<u>116,800</u>	<u>159,077</u>

The detailed 2022 comparative statement of financial activities is reported in note 2.

The notes form part of these financial statements

BRIGHTON AND HOVE LGBT SWITCHBOARD

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**BALANCE SHEET
AS AT 31 MARCH 2023**

	Note	2023 £	2023 £	2022 £
FIXED ASSETS				
Tangible fixed assets	7		1,808	1,211
CURRENT ASSETS				
Debtors	8	28,612		4,164
Cash at bank and in hand		<u>241,317</u>		<u>289,401</u>
		269,929		293,565
CREDITORS: amounts falling due within one year	9	<u>(154,937)</u>		<u>(135,699)</u>
NET CURRENT ASSETS			<u>114,992</u>	<u>157,866</u>
			<u>116,800</u>	<u>159,077</u>
CAPITAL AND RESERVES				
Restricted funds	13		39,305	79,542
Unrestricted funds	12		<u>77,495</u>	<u>79,535</u>
			<u>116,800</u>	<u>159,077</u>

The company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2023 in accordance with Section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for:

- (a) Ensuring that the company keeps accounting records which comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) Preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of each financial year and of its profit or loss for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The financial statements were approved by the Board of Directors on its behalf by:

and were signed on

Simon Dowe - Director/Trustee

The notes form part of these financial statements

BRIGHTON AND HOVE LGBT SWITCHBOARD

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

1. ACCOUNTING POLICIES

1.1 Basis of preparation of financial statements

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), hereafter referred to as the Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Brighton and Hove LGBT Switchboard meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

There are no material uncertainties concerning the charity's ability to continue as a going concern.

In the application of the charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised, if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods. However, there are no judgements or assumptions that have a significant risk of causing material adjustment.

1.2 Income

Voluntary income is received by way of donations and gifts and is included in full in the Statement of Financial Activities when receivable. The value of services provided by volunteers has not been included.

Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities in the year in which they are receivable.

Other income and income from investments is included when received.

BRIGHTON AND HOVE LGBT SWITCHBOARD

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

1.3 Expenditure

Resources expended are recognised in the period in which they are incurred and include attributable VAT which cannot be recovered.

In accordance with the Statement of Recommended Practice: Accounting by Charities, the resources expended have been categorised as follows:

- (i) Costs of raising funds – comprise those costs incurred in publicity and fund raising events.
- (ii) Charitable activities – comprise all expenditure directly relating to the principal activity and the associated administration costs.

1.4 Operating leases

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the Statement of Financial Activities as incurred.

1.5 Pensions

Employees of the charity are entitled to join a defined contribution ‘money purchase’ scheme. The costs of the defined contribution scheme are included with the associated staff costs and are allocated to charitable activities. The charity participates on the NEST pension scheme in accordance with meeting auto enrolment responsibilities.

1.6 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Computers	-	33⅓% straight line
Office equipment	-	15% reducing balance

1.7 Unrestricted funds

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

1.8 Designated funds

Designated funds are unrestricted funds earmarked by the management committee for particular purposes.

1.9 Restricted funds

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund, together with a fair allocation of management and support costs.

1.10 Financial instruments

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 transaction value and subsequently measured at their settlement value.

BRIGHTON AND HOVE LGBT SWITCHBOARD

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023****2. COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted Funds	Restricted Funds	Total Funds 2022
	£	£	£
INCOME FROM			
Donations	3,845	-	3,845
Grants	10,104	249,945	260,049
Charitable activities			
- Counselling and course fees	29,210	-	29,210
Fundraising	18,185	-	18,185
Investments	<u>14</u>	<u>-</u>	<u>14</u>
TOTAL	<u>61,358</u>	<u>249,945</u>	<u>311,303</u>
EXPENDITURE ON			
Raising funds	2,168	32	2,200
Charitable activities	<u>42,304</u>	<u>248,672</u>	<u>290,976</u>
TOTAL	<u>44,472</u>	<u>248,704</u>	<u>293,176</u>
NET MOVEMENT IN FUNDS	16,886	1,241	18,127
BALANCE BROUGHT FORWARD	<u>62,649</u>	<u>78,301</u>	<u>140,950</u>
BALANCE CARRIED FORWARD	<u>79,535</u>	<u>79,542</u>	<u>159,077</u>

3. NET INCOME

The net income is stated after charging:	2023	2022
	£	£
Depreciation of tangible fixed assets	553	598
Independent Examiners' fee	<u>2,274</u>	<u>2,208</u>

During the year, no director/trustee received any emoluments or reimbursement for services (2022: £Nil). The key management personnel of the company comprise the trustees and the Chief Executive Officer and the Operations Manager. The total employee benefits of the key management personnel were £92,104 (2022: £45,196). The number of staff to whom retirement benefits are accruing under a defined contribution scheme is 10 (2022: 9).

	2023	2022
Details of staff costs are as follows:	£	£
Salaries	329,539	210,418
Social Security Costs	27,477	10,144
Pension Costs	<u>5,833</u>	<u>2,827</u>
	<u>362,849</u>	<u>223,389</u>
Average number of employees	<u>15</u>	<u>12</u>

No employee received remuneration in excess of £60,000 (2022: None).

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

4. GRANTS RECEIVED	Unrestricted	Restricted	Total 2023	Total 2022
	£	£	£	£
Brighton & Hove City Council				
- Old Peoples Project	-	20,000	20,000	20,000
- HIP	-	22,000	22,000	22,000
- Emergency Funding	-	-	-	4,484
- Grief Meets	-	6,370	6,370	6,370
- Cost of living support	-	10,000	10,000	-
NHS Rainbow Badge	-	35,882	35,882	14,291
Enterprise Developments	-	24,231	24,231	5,769
Lloyds Bank	8,708	-	8,708	-
Sussex Police	-	71,513	71,513	31,137
Tudor Trust	-	18,094	18,094	26,507
Sussex Community Foundation	-	-	-	10,000
Comic Relief	-	-	-	20,525
Postcode Lottery	20,833	-	20,833	-
Safe Loves	-	5,000	5,000	2,500
ESCC – HIP	-	-	-	2,375
Screwfix	-	3,000	3,000	-
LGBT Consortium	-	4,641	4,641	9,000
Community Roots	-	8,850	8,850	5,973
Sussex Community Fund	-	-	-	-
Inclusion Award	1,939	10,000	11,939	5,000
Henry Smith	-	15,000	15,000	5,000
Sussex Community Grief Meets	-	-	-	5,000
Survivors Network	-	-	-	2,250
Night Shelter	-	32,264	32,264	-
Safer East Sussex	-	-	-	5,000
Clarion Futures	-	5,000	5,000	-
Good Things Foundation	-	-	-	1,960
National Lottery	-	54,401	54,401	26,344
ESCC Mental Health Provision	-	3,500	3,500	-
Together Co	-	24,059	24,059	28,564
MOJ OSPC	-	15,175	15,175	-
UK Health Sexual Outreach	-	7,293	7,293	-
Emergency Care Packages	-	1,380	1,380	-
	<u>31,480</u>	<u>397,653</u>	<u>429,133</u>	<u>260,049</u>

BRIGHTON AND HOVE LGBT SWITCHBOARD

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023****5. EXPENDITURE**

	Unrestricted £	Restricted £	Total 2023 £	Total 2022 £
Cost of raising funds				
Fundraising events	<u>269</u>	<u>467</u>	<u>736</u>	<u>2,200</u>
Charitable Activities:				
Helpline - Direct costs	-	370	370	1,600
Volunteer other expenses	-	2,750	2,750	736
Community engagement costs	2,551	47,493	50,044	14,673
Office overheads	6,683	24,659	31,342	32,571
Staff training and governance	3,803	6,973	10,776	6,456
AGM costs	-	-	-	19
Staff costs (net of Employer's allowance)	55,127	307,721	362,848	227,232
Freelance	-	348	348	1,065
Recruitment expenses	-	384	384	1,628
Independent Examination fee	-	2,274	2,274	2,208
Payroll costs	396	1,320	1,716	1,794
Consultancy fees	2,367	43,126	45,493	316
Bank charges	59	5	64	80
Depreciation – Furniture, fittings and office	-	-	-	2
Depreciation – Computer equipment	<u>553</u>	<u>-</u>	<u>553</u>	<u>596</u>
	<u>71,539</u>	<u>437,423</u>	<u>508,962</u>	<u>290,976</u>

6. TAXATION

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied exclusively to charitable purposes.

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

7. TANGIBLE FIXED ASSETS

	Furniture, Fittings and Equipment £	Computer Equipment £	Total £
Cost			
At 1 April 2022	1,972	5,401	7,373
Additions	-	1,150	1,150
Disposals	—	—	—
At 31 March 2023	<u>1,972</u>	<u>6,551</u>	<u>8,523</u>
Depreciation			
At 1 April 2022	1,972	4,190	6,162
Charge for the year	-	553	553
On Disposals	—	—	—
At 31 March 2023	<u>1,972</u>	<u>4,743</u>	<u>6,715</u>
Net book value			
At 31 March 2023	<u>—</u>	<u>1,808</u>	<u>1,808</u>
At 31 March 2022	<u>—</u>	<u>1,211</u>	<u>1,211</u>

8. DEBTORS

	2023 £	2022 £
Debtors and prepayments	<u>28,612</u>	<u>4,164</u>

9. CREDITORS: Amounts falling due within one year

	2023 £	2022 £
Other creditors and accruals	27,279	11,648
Deferred income	<u>127,658</u>	<u>124,051</u>
	<u>154,937</u>	<u>135,699</u>

10. STATUTORY INFORMATION

The Company is a private company, limited by guarantee. Members have a liability not exceeding £1 each in the event of a winding up. The company is registered in England and Wales and the registered number and registered office address can be found on the Legal and Administrative information page.

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023****11. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	Tangible Fixed Assets £	Net Current Assets £	Total 2023 £	Total 2022 £
Restricted	-	39,305	39,305	79,542
Unrestricted	<u>1,808</u>	<u>75,687</u>	<u>77,495</u>	<u>79,535</u>
	<u>1,808</u>	<u>114,992</u>	<u>116,800</u>	<u>159,077</u>

ANALYSIS OF NET ASSETS BETWEEN FUNDS (PRIOR YEAR)

	Tangible Fixed Assets £	Net Current Assets £	Total 2022 £	Total 2021 £
Restricted	-	79,542	79,542	78,301
Unrestricted	<u>1,211</u>	<u>78,324</u>	<u>79,535</u>	<u>62,649</u>
	<u>1,211</u>	<u>157,866</u>	<u>159,077</u>	<u>140,950</u>

12. UNRESTRICTED FUNDS

	Balance at 1 April 2022 £	Income £	Expenditure £	Balance 31 March 2023 £
General Reserves	<u>79,535</u>	<u>69,768</u>	<u>(71,808)</u>	<u>77,495</u>

UNRESTRICTED FUNDS (PRIOR YEAR)

	Balance at 1 April 2021 £	Income £	Expenditure £	Balance 31 March 2022 £
Unrestricted Funds				
General Reserves	<u>62,649</u>	<u>61,358</u>	<u>(44,472)</u>	<u>79,535</u>

BRIGHTON AND HOVE LGBT SWITCHBOARD

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023****13. RESTRICTED FUNDS**

	Balance at 1 April 2022 £	Income £	Expenditure £	Balance 31 March 2023 £
B&HCC Older Peoples Project	3,867	20,000	(21,371)	2,496
BHCC Cost of living support	-	10,000	(9,650)	350
Tudor Trust – Disability Project	8,519	18,094	(26,613)	-
Henry Smith	4,141	15,000	(19,141)	-
NHS Inclusion	-	10,000	(5,000)	5,000
NHS Rainbow Badge	-	35,882	(35,882)	-
National Lottery	9,383	26,344	(32,027)	3,700
Screwfix	-	3,000	(3,000)	-
ESCC Mental Health provision	-	3,500	(532)	2,968
B&HCC Grief Meets	5,311	6,370	(8,352)	3,329
Community Roots	1,311	8,850	(10,161)	-
Sussex Community Fund	3,181	-	(3,181)	-
Enterprise Developments	-	24,231	(24,231)	-
Ministry of Justice	-	15,175	(15,175)	-
Sussex Police	-	71,513	(66,359)	5,154
Sussex Community Foundation	7,170	-	(7,170)	-
Scope	413	-	(413)	-
Safe Loves	2,136	5,000	(5,638)	1,498
Impetus – Trans Link	16,217	19,483	(35,205)	495
LGBT Foundation	-	4,641	(1,570)	3,071
Clarion Futures	-	5,000	(5,000)	-
Night Shelter	-	32,264	(32,264)	-
Emergency Care Packages	-	1,380	(748)	632
Lottery – Lived Experience	4,385	28,057	(32,442)	-
Safer East Sussex	5,000	-	(5,000)	-
UK Health Sexual Outreach	-	7,293	-	7,293
HIP – Third Sector Comm	3,965	22,000	(25,965)	-
Together Co	<u>4,543</u>	<u>4,576</u>	<u>(5,800)</u>	<u>3,319</u>
	<u>79,542</u>	<u>397,653</u>	<u>(437,890)</u>	<u>39,305</u>

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023****RESTRICTED FUNDS (PRIOR YEAR)**

	Balance at 1 April 2021	Income	Expenditure	Balance 31 March 2022
	£	£	£	£
B&HCC Older Peoples Project	3,105	20,000	(19,238)	3,867
B&HCCG	5,000	5,000	(10,000)	-
Tudor Trust – Disability Project	5,560	26,507	(23,548)	8,519
Henry Smith	-	5,000	(859)	4,141
NHS Rainbow Badge	-	14,291	(14,291)	-
National Lottery	-	26,344	(16,961)	9,383
Survivors Network	2,949	2,250	(5,199)	-
B&HCC Vaccine Buddy	-	4,484	(4,484)	-
B&HCC Grief Meets	-	6,370	(1,059)	5,311
Community Roots	-	5,973	(4,662)	1,311
Sussex Community Fund	1,535	5,000	(3,354)	3,181
Sussex Police	-	31,137	(31,137)	-
Sussex Community Foundation	-	10,000	(2,830)	7,170
Comic Relief	-	20,525	(20,525)	-
Scope	582	-	(169)	413
Safe Loves	-	2,500	(364)	2,136
Impetus – Trans Link	9,074	23,988	(16,845)	16,217
Lottery – Covid-19	1,620	-	(1,620)	-
Lottery – Covid-19 Rainbow Café	4,494	-	(4,494)	-
Lottery – Covid-19 Grief	3,050	-	(3,050)	-
Lottery – Lived Experience	27,313	-	(22,928)	4,385
Safer East Sussex	-	5,000	-	5,000
Helpline Partnership	11,226	9,000	(20,226)	-
HIP – Third Sector Comm	2,793	22,000	(20,828)	3,965
Together Co	-	4,576	(33)	4,543
	<u>78,301</u>	<u>249,945</u>	<u>(248,704)</u>	<u>79,542</u>

14. OPERATING LEASE COMMITMENTS

At 31 March 2023, the charity had total commitments under non-cancellable operating leases over the remaining life of those leases of £7,065 (2022: £7,065).

BRIGHTON AND HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)

(Registered Number: 3920445)

(Registered Charity Number: 1088133)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023****RESTRICTED FUNDS (PRIOR YEAR)**

	Balance at 1 April 2021	Income	Expenditure	Balance 31 March 2022
	£	£	£	£
B&HCC Older Peoples Project	3,105	20,000	(19,238)	3,867
B&HCCG	5,000	5,000	(10,000)	-
Tudor Trust – Disability Project	5,560	26,507	(23,548)	8,519
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Safer East Sussex	-	5,000	-	5,000
Helpline Partnership	11,226	9,000	(20,226)	-
HIP – Third Sector Comm	2,793	22,000	(20,828)	3,965
Together Co	-	4,576	(33)	4,543
	<u>78,301</u>	<u>249,945</u>	<u>(248,704)</u>	<u>79,542</u>

14. OPERATING LEASE COMMITMENTS

At 31 March 2023, the charity had total commitments under non-cancellable operating leases over the remaining life of those leases of £7,065 (2022: £7,065).

15. CONTINGENT LIABILITY

Legal advice obtained during the preparation of these financial statements indicated a possible future liability as a result of a legal claim against the charity. No estimation of the possible amount of liability can reasonably be made and accordingly no provision has been made in the financial statements.

Accounts

BRIGHTON AND HOVE LGBT SWITCHBOARD

**TRUSTEES ANNUAL REPORT AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2022**

**Registered Number: 3920445
Registered Charity Number: 1088133**

BRIGHTON AND HOVE LGBT SWITCHBOARD
(A Company Limited By Guarantee)
(Registered Number: 3920445)
(Registered Charity Number: 1088133)

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BRIGHTON AND HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)

(Registered Number: 3920445)

(Registered Charity Number: 1088133)

TRUSTEES' ANNUAL REPORT

31 MARCH 2022

The Trustees (who also act as Directors for Companies Act purposes) have pleasure in presenting their report and financial statements for the year ended 31 March 2022.

The Trustees believe that the financial statements comply with current statutory requirements and the Charity's governing document.

REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name: Brighton and Hove LGBT Switchboard

Company Number: 3920445

Charity Number: 1088133

Directors (Trustees): D Draper (Resigned 26 October 2021)
K A Brown
S Dowe
C Barrett (Resigned 2 December 2021)
G Angelucci
H Gavagan (Resigned 26 May 2022)
P Bampton
A Croucher
A J Boys (Resigned 4 November 2021)
E Hatcher (Appointed 2 December 2021)
J Howard (Appointed 2 December 2021)
R Macey (Appointed 26 May 2022)

Company Secretary: A Croucher

Chief Executive Officer: J Bayliss

Registered Office: Community Base
Brighton
East Sussex
BN1 3XG

Bankers: CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Malling
Kent, ME19 4JQ

Independent Examiner: VMR Anderson BA(Hons) FCA DChA
Chartered Accountant
Clark Brownscombe
2 St Andrews Place
Lewes
East Sussex BN7 1UP

BRIGHTON AND HOVE LGBT SWITCHBOARD

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(Registered Number: 3920445)
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TRUSTEES' ANNUAL REPORT **31 MARCH 2022**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Incorporation

Brighton and Hove LGBT Switchboard was incorporated as a company limited by guarantee (registered number 3920445) on 7 February 2000. The governing document is the Memorandum and Articles of Association as amended by Special Resolutions dated 18 June 2001 and 6 November 2013. The company became a registered charity (registered charity number 1088133) on 21 August 2001.

Trustees

The Management Committee (Directors) may at its discretion admit to membership any lesbian, gay man, bisexual and transgender person who is a volunteer and has satisfactorily completed the volunteer training programme and/or meets such other criteria the Management Committee shall specify pursuant to Article 75.

Risk Management

The Directors have reviewed the major risks to which the charity is exposed and have implemented any necessary systems to mitigate those risks.

PUBLIC BENEFIT

In shaping our objectives and planning our activities for the year, the Trustees have given consideration to the duties set out in section 17 (5) of the Charities Act 2011 to have due regard to public benefit. In particular, the Trustees have considered how the planned activities will contribute to the overall aims and objectives that they have set.

The Trustees believe that the following paragraphs, specifically on the “Objectives and Activities” and “Achievements and Performance” for the year, relate in detail to the benefit that the charity provides to the public.

OBJECTIVES AND ACTIVITIES

Objectives

The objectives of the company are to relieve any mental and emotional difficulties suffered by persons who are lesbian, gay, bisexual and transgender (referred to in this documents as LGBT) or in doubt about their sexual or gender identity or by those who may be affected by, or involved with such persons, by provision of information, support and counselling services.

ABOUT BRIGHTON AND HOVE LGBT SWITCHBOARD

What We Do

Switchboard is a charity for LGBTQ people looking for a sense of community, support and information. We connect people and support them directly through specially developed services or link them to other specialist organisations.

Our current services include:

- Helpline
- Trans Survivors Helpline and Drop In
- Older LGBTQ Project
- Health & Inclusion Project
- LGBTQ Disability Project
- Rainbow Café
- Grief Encounters – LGBTQ Bereavement Support

BRIGHTON AND HOVE LGBT SWITCHBOARD
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TRUSTEES ANNUAL REPORT
31 MARCH 2022

- Trans Engagement – TNB
- Trans Link
- LBGTQ Inclusion Award
- Volunteering

Set up in 1975, Switchboard has a long as trusted history with the LGBTQ community in Brighton and Hove and beyond. Next year we celebrate 45 years of supporting LGBTQ individuals and communities.

ACHIEVEMENTS AND PERFORMANCE

Chair's report

In December 2021 I accepted the role of Chair for Brighton & Hove LGBT Switchboard, stepping into the shoes of my predecessor Dawn Draper. Dawn carried out the role for many years with huge dedication and commitment, resulting in a period of growth and development which has seen the organisation thrive and evolve into one that I feel privileged to be part of. I, and on behalf of the entire Switchboard network of volunteers, staff and clients, would like to give huge thanks and appreciation for all that Dawn has given to the organisation. Dawn's time as Chair will remain as a crucial and valuable time in our history and will always be a significant part of any future planning and development.

It has been an extremely busy and exciting time for the organisation, who have seen significant increase in our support and influence as a result of the combined work of our staff and volunteers. My gratitude to all involved is difficult to express fully in this report but be assured every contribution, no matter how small, I consider to be crucial to our future sustainability and consistent delivery of high quality and much needed services that have untold impact on some of the most vulnerable members of our community. For this I offer my sincere thanks; I truly hope that you understand just how appreciated and important your work has been.

Although growth is important to the future strength and sustainability of the organisation, we are always mindful of the need to stay focused on our core values and mission. With this in mind we have spent time developing our future strategy with the involvement of all stakeholders and the guidance of external facilitators. Significant progress has been achieved. This work is ongoing but there is still some work to be done before we publish our strategy. Again, thank you to all who have and continue to give their time to ensure our strategy reflects the current and future needs of our community and, more importantly, that we maintain our service provision at the highest standard - as is deserved by all our community no matter their vulnerability or the inequalities they have experienced in mainstream generic services.

It is always hard to highlight specific work without the inference of lesser regard for those not mentioned. I categorically wish to acknowledge the importance of all we do and my belief that every individual whose life we touch through our work is of equal importance - whether it be to step in and prevent untold escalation of harm for an individual, or to provide support to someone with an unimaginable history who we can only hope to guide towards a future with new hope and the reassurance that we will always be here to empower you to live your best life.

In this spirit I am not going to list individuals or specific services but offer my congratulations and thanks for all we have achieved and for the fact that you have given me the opportunity to be part of such amazing and important work.

Simon Dowe, Chair of Trustees

BRIGHTON AND HOVE LGBT SWITCHBOARD
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TRUSTEES ANNUAL REPORT
31 MARCH 2022

CEO Report

Since our last annual report, we have continued to navigate the prolonged challenges that the Covid-19 pandemic has had on many of our service users and staff members. Our team has remained dedicated to the communities we serve and has maintained commitment and passion in its approach. Throughout this year, we have continued to grow and thrive and to stay focused in our determination to support and empower LGBTQ people to realise their own unique potential.

During this period of growth, we have paid attention to our organisational infrastructure. Our Operations and Development Manager has been integral to this and to the support this additional management position has provided to our expanding team, particularly those working in direct contact with our service users.

We have continued to realise the value and significant benefits of collaborative and partnership working and have both maintained and built on our relationships with partner organisations, funders and commissioners and with the research and academic communities. We remain a trusted source of knowledge and experience in Brighton and Hove, and increasingly beyond. This has been seen in many of our well-established projects. Our Disability and Neurodiversity, Older People's, Dementia Support, and Trans and Non-Binary Link projects have each continued to see significant monthly increases in the numbers of service users engaging with them. Each have provided blended and hybrid delivery models as standard to meet the needs of our service users.

Our Domestic Abuse Support Service opened and is now an established part of our project portfolio, supporting an increasing number of service users from across Sussex. We worked hard to ensure the design of this service was service user led and we launched an exciting awareness campaign to let both fellow professionals and community members know that we are here to support them.

We remained an intrinsic part of NHS England's Rainbow Badge partnership and look forward to seeing the future impacts that this work will continue to have at a systemic level. Our Health and Inclusion project will be building on the findings of our earlier research into the impact of Covid-19 on LGBTQ+ persons in Brighton and Hove. We are excited and looking forward to hosting a housing conference in the summer in partnership with a national housing provider and a local university.

In this period, we took on a larger office space to accommodate our growing team and have seen the considerable team-working benefits of working together in this new space. Whilst we have maintained regular online meetings throughout the year, it's wonderful for the team to be together after the challenges of working more remotely throughout the pandemic.

We recruited a Training and Inclusion Manager to build on our approach to diversifying our income streams. This role will allow us to continue to provide high quality training and to build ever-stronger relationships with local businesses, the health and social care sector and other agencies who are supportive of our values and mission.

We would like to thank everyone who has supported us this year, whether that be through kind donations, procuring our training packages, or commissioning and funding our services. Your investments allow us to continue placing the needs of the communities we serve at the very heart of our work. Also thank you to our incredibly skilled and caring volunteers, trustees and staff who give their invaluable time and energy. It's a pleasure to work alongside you and to know, with your dedication and commitment, that Switchboard is well-placed to explore, learn and respond to the needs of LGBTQ communities in the year ahead.

BRIGHTON AND HOVE LGBT SWITCHBOARD

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TRUSTEES ANNUAL REPORT

31 MARCH 2022

2021-22 Our Year at a Glance:

Helpline

We have been supported by local authorities' funding to ensure our helpline reaches out beyond Brighton and Hove and into the surrounding East and West Sussex. We have interacted over 3,000 times with our callers this year and have established an online webchat facility to support them, in addition to our telephone-based support. We have engaged with our Helpline volunteers to explore other volunteering opportunities at Switchboard that they have skills and interest in.

Health and Inclusion Project (HIP)

Following the success of our research into and subsequent report on the impact of Covid-19 on LGBTQ communities in Brighton and Hove, a significant theme of insecure and unsafe housing emerged. In response to this, the HIP will be collaborating with Clarion Futures and the University of Brighton to host an LGBTQ housing conference this summer. It will be a terrific opportunity to bring together a broad range of community members and other key stakeholders to discuss the housing needs of the LGBTQ communities in the city.

Disability and Neurodiversity Project

Our social media-based membership has grown to over 400 this year, and there has been an established online fortnightly peer support group throughout this period. This has been a lifeline for many service users experiencing loneliness and isolation. The addition of a project assistant has meant that, in addition to the group meetings, some service users have also received one-to-one support. This has proved invaluable to building their confidence and to have a space to discuss more private concerns around matters such as health, housing and finance.

Older People's Project

We re-established in-person meetings throughout this year, being always mindful of Covid-related safety measures and the individual needs of our service users. Bringing people together again has reduced feelings of isolation and anxiety about socialising physically with others. Our woodland trips and community centre-based meet ups have flourished, and we have seen greater numbers attending our peer group sessions than ever before. We now look forward to the year ahead in this project as we plan a further programme of arts and cultural activities to engage our service users.

Rainbow Café/Dementia Support

Lottery funding allowed us to expand our capacity and reach outside of Brighton and Hove and into West Sussex. Peer support sessions for LGBTQ persons living with or affected by dementia have been established in Worthing and Tangmere and have been increasingly well attended. We have continued also to influence health and social care services through the delivery of specialist LGBTQ dementia training and have established close connections with various dementia action alliances, memory assessment services and dementia researchers throughout this period.

Trans and Non-Binary Link

We have had another successful year of supporting trans and non-binary (TNB) communities across Sussex. Our awareness raising activities throughout this year have resulted in a growth in service user numbers and in engagement. Our vaccine support offer for the TNB communities was well received and provided essential information about Covid-19 vaccination and supported people to attend vaccination sites, where needed.

BRIGHTON AND HOVE LGBT SWITCHBOARD

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TRUSTEES ANNUAL REPORT **31 MARCH 2022**

Grief Encounters

We continued our programme of ‘Grief Meets’ peer support sessions. These included events to explore grief and loss through activities, such as creative writing, self-care and crafts. We plan to build capacity over the coming year by adding a project assistant who will support in the development of a further programme of peer support events and in spreading the word further about this project to networks across the region.

Domestic Abuse Support

Our specialist LGBTQ+ domestic abuse support service launched this year after a 3-month consultation process with community members who identified as survivors of domestic-abuse. Their input ensured the foundations of this project have been service-user led and we will ensure that this ethos continues as we look forward to the year ahead. During this period, we began to receive referrals to our service both from individuals and from professionals. We will continue to work closely with appropriate agencies in the city, such as RISE, Victim Support and Survivor’s Network.

Training and Inclusion

With our new training and inclusion manager in place, we began to clear our list of clients awaiting training from us. We will continue to develop our training offers over the coming year, including specialist training in the areas of domestic abuse, dementia, ageing and health.

Jacob Bayliss
CEO

Financial Review

The financial accounts for 2021/22 reflect another positive year for the organisation. Our funding levels increased during the year by £81,098 despite the earlier part of the year being disrupted by the COVID 19 pandemic. Switchboard ended the year with a surplus of £18,127 which will be rolled forward to support the delivery of our vital services in the new year.

Switchboard would like to thank the following partners and grant-awarding bodies for their support in 2021-22.

- Brighton & Hove City Council
- Brighton & Hove CCG
- Sussex Police & Crime Commissioner
- Nat West Circle Fund
- Sussex Community Foundation
- LGBT Foundation
- Together Co
- Southdown Housing
- Impact Initiatives
- TDC
- The Tudor Trust
- East Sussex County Council
- Clarion Futures
- Post Code Society
- ScrewFix
- Henry Smith Charity
- The National Lottery Community Fund
- Enterprise Developing Fund

BRIGHTON AND HOVE LGBT SWITCHBOARD

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TRUSTEES ANNUAL REPORT **31 MARCH 2022**

Switchboard would also like to thank everyone who fundraised for us during the year.

Reserves Policy

Introduction

We take seriously our responsibilities for good strategic and financial planning, risk management and the employment of staff. The reserves policy is in place to ensure that these responsibilities can be met in the event of unexpected events having an adverse effect on the charity's financial position and ability to continue to operate.

Requirement for cash reserves

The trustees believe that Switchboard should hold financial reserves to ensure that the charity can continue to operate and meet the needs of users in the event of unforeseen and potentially financially damaging circumstances. It has considered the reliability and continuance of future funding, timing of cash flows and working capital requirements, cover for unplanned emergency repairs and potential liabilities relating to staff should there be closure of a particular activity.

The trustees consider therefore that it would be prudent to set aside an amount that enables it to meet known closure liabilities plus a general contingency of £5,000. This amount is currently deemed to be £30,000. This approach plus the adequacy of the levels of reserves should be kept under review on a six-monthly basis. The organisation should aim in the future to increase reserve levels to support strategic decision making and unexpected challenges.

The Policy

We aim to ensure the charity's cash reserves allow for contingency planning, inward investment and enable us to meet all our statutory liabilities, whilst not holding too high a level of reserves that means income is not being used appropriately to meet the charity's objectives. Our policy is that, as a priority, reserves must always be sufficient to cover outstanding debts and liabilities.

Additional consideration is given to the costs that would arise in the event of the charity needing to cease operations and/or the transfer of services to another organisation. The CEO and Treasurer shall update the Board on a six-monthly basis of the potential closure costs and associated liabilities, so that the adequacy of the reserve can be considered and action taken to increase/decrease as appropriate.

Management of cash reserves

To ensure proper financial management we will hold the reserves in a separate bank account and it will be clearly identified as reserves in the annual budgets. Review of reserves held and use of cash reserves will be part of annual budget planning and be an integral part of all financial, strategic and service development decisions that occur throughout the year. Reserves can only be used with the agreement of the Trust Board.

STATEMENT OF DIRECTORS' (TRUSTEES') RESPONSIBILITIES

The Trustees (who are also Directors of Brighton and Hove LGBT Switchboard for the purposes of Company law) are responsible for preparing the Trustees Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

BRIGHTON AND HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)
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TRUSTEES ANNUAL REPORT
31 MARCH 2022

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the company as at the end of the year and of the surplus or deficit of the company for that period. 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;
- observe the methods and principles in the Charities SORP;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the company and to prevent and detect fraud and other irregularities.

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities and in accordance with the Special Provisions of Part 15 of the Companies Act 2006 relating to small companies and with the Statement of Recommended Practice – Accounting and Reporting by Charities.

INDEPENDENT EXAMINER

In accordance with section 72 of the Memorandum of Association the Company has dispensed with the requirement to have its accounts formally audited and has appointed VMR Anderson BA(Hons) FCA DChA of Clark Brownscombe to act as Independent Examiner.

The report of the Directors has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Signed on behalf of the board: 15 November 2022

Angela Croucher - Director / Trustee

Date:

BRIGHTON AND HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)

(Registered Number: 3920445)

(Registered Charity Number: 1088133)

**INDEPENDENT EXAMINERS' REPORT TO THE MEMBERS OF
BRIGHTON AND HOVE LGBT SWITCHBOARD**

I report to the charity trustees on my examination of the accounts of the company for the year ended 31st March 2022 which are set out on pages 10-20.

Responsibilities and basis of report

As the charity's trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 (the '2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's report

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

- (1) accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
- (2) the accounts do not accord with those accounting records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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; or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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.

VMR Anderson BA(Hons) FCA DChA
Chartered Accountant
Clark Brownscombe
2 St Andrews Place
Lewes
East Sussex BN7 1UP

Date: 18 November 2022

BRIGHTON AND HOVE LGBT SWITCHBOARD**(A Company Limited By Guarantee)****(Registered Number: 3920445)****(Registered Charity Number: 1088133)**

**STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022
(INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT)**

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
INCOME FROM					
Donations		3,845	-	3,845	2,765
Grants	4	10,104	249,945	260,049	206,965
Charitable activities					
- Counselling and course fees		29,210	-	29,210	3,276
Fundraising		18,185	-	18,185	17,169
Investments		14	-	14	30
TOTAL		61,358	249,945	311,303	230,205
EXPENDITURE ON					
Raising funds	5	2,168	32	2,200	235
Charitable activities	5	42,304	248,672	290,976	181,141
TOTAL		44,472	248,704	293,176	181,376
NET INCOME		16,886	1,241	18,127	48,829
BALANCE BROUGHT FORWARD		62,649	78,301	140,950	92,121
BALANCE CARRIED FORWARD		79,535	79,542	159,077	140,950

The detailed 2021 comparative statement of financial activities is reported in note 2.

The notes form part of these financial statements

BRIGHTON AND HOVE LGBT SWITCHBOARD**(A Company Limited By Guarantee)****(Registered Number: 3920445)****(Registered Charity Number: 1088133)****BALANCE SHEET
AS AT 31 MARCH 2022**

	Note	2022		2021
		£	£	£
FIXED ASSETS				
Tangible fixed assets	7		1,211	933
CURRENT ASSETS				
Debtors	8		4,164	5,592
Cash at bank and in hand			<u>289,401</u>	<u>191,636</u>
			293,565	197,228
CREDITORS: amounts falling due within one year	9		<u>(135,699)</u>	<u>(57,211)</u>
NET CURRENT ASSETS			<u>157,866</u>	<u>140,017</u>
			<u>159,077</u>	<u>140,950</u>
CAPITAL AND RESERVES				
Restricted funds	13		79,542	78,301
Unrestricted funds	12		<u>79,535</u>	<u>62,649</u>
			<u>159,077</u>	<u>140,950</u>

The company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2022 in accordance with Section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for:

- (a) Ensuring that the company keeps accounting records which comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) Preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of each financial year and of its profit or loss for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The financial statements were approved by the Board of Directors on 15 November 2022 and were signed on its behalf by:

Angela Croucher - Director/Trustee

The notes form part of these financial statements

BRIGHTON AND HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)

(Registered Number: 3920445)

(Registered Charity Number: 1088133)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

1. ACCOUNTING POLICIES

1.1 Basis of preparation of financial statements

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), hereafter referred to as the Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Brighton and Hove LGBT Switchboard meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

There are no material uncertainties concerning the charity's ability to continue as a going concern.

In the application of the charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised, if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods. However, there are no judgements or assumptions that have a significant risk of causing material adjustment.

1.2 Income

Voluntary income is received by way of donations and gifts and is included in full in the Statement of Financial Activities when receivable. The value of services provided by volunteers has not been included.

Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities in the year in which they are receivable.

Other income and income from investments is included when received.

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(Registered Number: 3920445)

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

1.3 Expenditure

Resources expended are recognised in the period in which they are incurred and include attributable VAT which cannot be recovered.

In accordance with the Statement of Recommended Practice: Accounting by Charities, the resources expended have been categorised as follows:

- (i) Costs of raising funds – comprise those costs incurred in publicity and fund raising events.
- (ii) Charitable activities – comprise all expenditure directly relating to the principal activity and the associated administration costs.

1.4 Operating leases

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the Statement of Financial Activities as incurred.

1.5 Pensions

Employees of the charity are entitled to join a defined contribution ‘money purchase’ scheme. The costs of the defined contribution scheme are included with the associated staff costs and are allocated to charitable activities. The charity participates on the NEST pension scheme in accordance with meeting auto enrolment responsibilities.

1.6 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Computers	-	33⅓% straight line
Office equipment	-	15% reducing balance

1.7 Unrestricted funds

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

1.8 Designated funds

Designated funds are unrestricted funds earmarked by the management committee for particular purposes.

1.9 Restricted funds

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund, together with a fair allocation of management and support costs.

1.10 Financial instruments

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 transaction value and subsequently measured at their settlement value.

BRIGHTON AND HOVE LGBT SWITCHBOARD**(A Company Limited By Guarantee)****(Registered Number: 3920445)****(Registered Charity Number: 1088133)****NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022****2. COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted Funds	Restricted Funds	Total Funds 2021
	£	£	£
INCOME FROM			
Donations	2,765	-	2,765
Grants	12,095	194,870	206,965
Charitable activities			
- Counselling and course fees	3,276	-	3,276
Fundraising	17,027	142	17,169
Investments	<u>30</u>	<u>-</u>	<u>30</u>
TOTAL	<u>35,193</u>	<u>195,012</u>	<u>230,205</u>
EXPENDITURE ON			
Raising funds	235	-	235
Charitable activities	<u>18,206</u>	<u>162,935</u>	<u>181,141</u>
TOTAL	<u>18,441</u>	<u>162,935</u>	<u>181,376</u>
NET MOVEMENT IN FUNDS	16,752	32,077	48,829
BALANCE BROUGHT FORWARD	<u>45,897</u>	<u>46,224</u>	<u>92,121</u>
BALANCE CARRIED FORWARD	<u>62,649</u>	<u>78,301</u>	<u>140,950</u>

3. NET INCOME

The net income is stated after charging:	2022	2021
	£	£
Depreciation of tangible fixed assets	598	730
Independent Examiners' fee	<u>2,208</u>	<u>2,148</u>

During the year, no director/trustee received any emoluments or reimbursement for services (2021: £Nil). The key management personnel of the company comprise the trustees and the Chief Executive Officer. The total employee benefits of the key management personnel were £45,196 (2021: £45,196).

	2022	2021
Details of staff costs are as follows:	£	£
Salaries	210,418	122,578
Social Security Costs	10,144	3,246
Pension Costs	2,827	1,484
Furlough claim	<u>-</u>	<u>(1,566)</u>
	<u>223,389</u>	<u>125,742</u>
Average number of employees	<u>12</u>	<u>8</u>

No employee received remuneration in excess of £60,000 (2021: None).

BRIGHTON AND HOVE LGBT SWITCHBOARD**(A Company Limited By Guarantee)****(Registered Number: 3920445)****(Registered Charity Number: 1088133)****NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

4. GRANTS RECEIVED	Unrestricted	Restricted	Total 2022	Total 2021
	£	£	£	£
Brighton & Hove City Council				
- Old Peoples Project	-	20,000	20,000	20,000
- HIP	-	22,000	22,000	22,000
- Emergency Funding	-	4,484	4,484	4,866
- Grief Meets	-	6,370	6,370	-
NHS Rainbow Badge	-	14,291	14,291	-
Enterprise Developments	5,769	-	5,769	-
Rainbow Fund - Dementia Café	-	-	-	11,133
Sussex Police	-	31,137	31,137	-
Tudor Trust	-	26,507	26,507	25,054
Sussex Community Foundation	-	10,000	10,000	-
Comic Relief	-	20,525	20,525	-
Impetus – Trans Links	-	-	-	22,266
Safe Loves	-	2,500	2,500	-
ESCC – HIP	2,375	-	2,375	-
Rainbow Fund	-	-	-	10,028
LGBT Consortium	-	9,000	9,000	16,000
Community Roots	-	5,973	5,973	5,973
Sussex Community Fund	-	-	-	2,889
Inclusion Award	-	5,000	5,000	5,000
Henry Smith	-	5,000	5,000	-
Sussex Community Grief Meets	-	5,000	5,000	-
Survivors Network	-	2,250	2,250	11,750
Chalk Cliff	-	-	-	-
Safer East Sussex	-	5,000	5,000	-
Giff Gaff	-	-	-	1,700
Good Things Foundation	1,960	-	1,960	3,395
National Lottery	-	26,344	26,344	29,707
Caf Bank	-	-	-	5,000
Together Co	-	28,564	28,564	2,288
Sussex Community Covid-19	-	-	-	4,866
Grief Meets Lottery	-	-	-	3,050
	<u>10,104</u>	<u>249,945</u>	<u>260,049</u>	<u>206,965</u>

BRIGHTON AND HOVE LGBT SWITCHBOARD**(A Company Limited By Guarantee)****(Registered Number: 3920445)****(Registered Charity Number: 1088133)****NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022****5. EXPENDITURE**

	Unrestricted	Restricted	Total	Total
	£	£	2022	2021
			£	£
Cost of raising funds				
Fundraising events	<u>2,168</u>	<u>32</u>	<u>2,200</u>	<u>235</u>
Charitable Activities:				
Helpline - Direct costs	-	1,600	1,600	1,581
Volunteer other expenses	-	736	736	326
Community engagement costs	992	13,681	14,673	13,802
Office overheads	4,280	28,291	32,571	12,847
Staff training and governance	1,877	4,579	6,456	451
AGM costs	19	-	19	-
Staff costs (net of Employer's allowance)	32,181	195,051	227,232	125,742
Freelance	-	1,065	1,065	13,900
Recruitment expenses	-	1,628	1,628	1,768
Independent Examination fee	2,208	-	2,208	2,148
Payroll costs	509	1,285	1,794	2,154
Consultancy fees	156	160	316	4,905
Other professional fees	-	-	-	726
Bank charges	80	-	80	61
Depreciation – Furniture, fittings and office	2	-	2	134
Depreciation – Computer equipment	<u>-</u>	<u>596</u>	<u>596</u>	<u>596</u>
	<u>42,304</u>	<u>248,672</u>	<u>290,976</u>	<u>181,141</u>

6. TAXATION

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied exclusively to charitable purposes.

BRIGHTON AND HOVE LGBT SWITCHBOARD

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022****7. TANGIBLE FIXED ASSETS**

	Furniture, Fittings and Equipment £	Computer Equipment £	Total £
Cost			
At 1 April 2021	1,972	4,525	6,497
Additions	-	876	876
Disposals	<u>-</u>	<u>-</u>	<u>-</u>
At 31 March 2022	<u>1,972</u>	<u>5,401</u>	<u>7,373</u>
Depreciation			
At 1 April 2021	1,970	3,594	5,564
Charge for the year	2	596	598
On Disposals	<u>-</u>	<u>-</u>	<u>-</u>
At 31 March 2022	<u>1,972</u>	<u>4,190</u>	<u>6,162</u>
Net book value			
At 31 March 2022	<u>-</u>	<u>1,211</u>	<u>1,211</u>
At 31 March 2021	<u>2</u>	<u>931</u>	<u>933</u>

8. DEBTORS

	2022 £	2021 £
Debtors and prepayments	<u>4,164</u>	<u>5,592</u>

9. CREDITORS: Amounts falling due within one year

	2022 £	2021 £
Other creditors and accruals	11,648	8,071
Deferred income	<u>124,051</u>	<u>49,140</u>
	<u>135,699</u>	<u>57,211</u>

10. STATUTORY INFORMATION

The Company is a private company, limited by guarantee. Members have a liability not exceeding £1 each in the event of a winding up. The company is registered in England and Wales and the registered number and registered office address can be found on the Legal and Administrative information page.

BRIGHTON AND HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)

(Registered Number: 3920445)

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022****11. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	Tangible Fixed Assets £	Net Current Assets £	Total 2022 £	Total 2021 £
Restricted	-	79,542	79,542	78,301
Unrestricted	<u>1,211</u>	<u>78,324</u>	<u>79,535</u>	<u>62,649</u>
	<u>1,211</u>	<u>157,866</u>	<u>159,077</u>	<u>140,950</u>

ANALYSIS OF NET ASSETS BETWEEN FUNDS (PRIOR YEAR)

	Tangible Fixed Assets £	Net Current Assets £	Total 2021 £	Total 2020 £
Restricted	-	78,301	78,301	46,224
Unrestricted	<u>933</u>	<u>61,716</u>	<u>62,649</u>	<u>45,897</u>
	<u>933</u>	<u>140,017</u>	<u>140,950</u>	<u>92,121</u>

12. UNRESTRICTED FUNDS

	Balance at 1 April 2021 £	Income £	Expenditure £	Balance 31 March 2022 £
General Reserves	<u>62,649</u>	<u>61,358</u>	<u>(44,472)</u>	<u>79,535</u>

UNRESTRICTED FUNDS (PRIOR YEAR)

	Balance at 1 April 2020 £	Income £	Expenditure £	Balance 31 March 2021 £
Unrestricted Funds				
General Reserves	<u>45,897</u>	<u>35,193</u>	<u>(18,441)</u>	<u>62,649</u>

BRIGHTON AND HOVE LGBT SWITCHBOARD**(A Company Limited By Guarantee)****(Registered Number: 3920445)****(Registered Charity Number: 1088133)****NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022****13. RESTRICTED FUNDS**

	Balance at 1 April 2021	Income	Expenditure	Balance 31 March 2022
	£	£	£	£
B&HCC Older Peoples Project	3,105	20,000	(19,238)	3,867
B&HCCG	5,000	5,000	(10,000)	-
Tudor Trust – Disability Project	5,560	26,507	(23,548)	8,519
Henry Smith	-	5,000	(859)	4,141
NHS Rainbow Badge	-	14,291	(14,291)	-
National Lottery	-	26,344	(16,961)	9,383
Survivors Network	2,949	2,250	(5,199)	-
B&HCC Vaccine Buddy	-	4,484	(4,484)	-
B&HCC Grief Meets	-	6,370	(1,059)	5,311
Community Roots	-	5,973	(4,662)	1,311
Sussex Community Fund	1,535	5,000	(3,354)	3,181
Sussex Police	-	31,137	(31,137)	-
Sussex Community Foundation	-	10,000	(2,830)	7,170
Comic Relief	-	20,525	(20,525)	-
Scope	582	-	(169)	413
Safe Loves	-	2,500	(364)	2,136
Impetus – Trans Link	9,074	23,988	(16,845)	16,217
Lottery – Covid-19	1,620	-	(1,620)	-
Lottery – Covid-19 Rainbow Café	4,494	-	(4,494)	-
Lottery – Covid-19 Grief	3,050	-	(3,050)	-
Lottery – Lived Experience	27,313	-	(22,928)	4,385
Safer East Sussex	-	5,000	-	5,000
Helpline Partnership	11,226	9,000	(20,226)	-
HIP – Third Sector Comm	2,793	22,000	(20,828)	3,965
Together Co	-	4,576	(33)	4,543
	<u>78,301</u>	<u>249,945</u>	<u>(248,704)</u>	<u>79,542</u>

BRIGHTON AND HOVE LGBT SWITCHBOARD**(A Company Limited By Guarantee)****(Registered Number: 3920445)****(Registered Charity Number: 1088133)****NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022****RESTRICTED FUNDS (PRIOR YEAR)**

	Balance at 1 April 2020 £	Income £	Expenditure £	Balance 31 March 2021 £
B&HCC				
Older Peoples Project	3,155	20,000	(20,050)	3,105
B&HCCG	-	5,000	-	5,000
Emergency Funding Covid-19	-	4,866	(4,866)	-
Tudor Trust – Disability Project	1,913	23,054	(19,407)	5,560
Rainbow Fund – Dementia Café	2,733	5,843	(8,576)	-
Rainbow Fund	1,637	-	(1,637)	-
Grief Encounters	1,291	2,397	(3,688)	-
Survivors Network	-	6,750	(3,801)	2,949
LGBT Consortium	2,933	-	(2,933)	-
Community Roots	2,812	5,973	(8,785)	-
Sussex Community Fund	1,727	2,889	(3,081)	1,535
Covid-19	-	4,866	(4,866)	-
Lloyds Bank Foundation	10,343	-	(10,343)	-
Working Smarter	5,458	-	(5,458)	-
Scope	473	141	(32)	582
Pebbles Trust	711	-	(711)	-
Impetus – Trans Link	11,038	22,266	(24,230)	9,074
Lottery – Covid-19	-	1,650	(30)	1,620
Lottery – Covid-19 Rainbow Café	-	5,290	(796)	4,494
Lottery – Covid-19 Grief	-	3,050	-	3,050
Lottery – Lived Experience	-	28,057	(744)	27,313
Caf Bank Covid-19 Recovery	-	5,000	(5,000)	-
Helpline Partnership	-	16,000	(4,774)	11,226
HIP – Third Sector Comm	-	22,000	(19,207)	2,793
LGBTQ Befriending TC	-	9,920	(9,920)	-
	<u>46,224</u>	<u>195,012</u>	<u>(162,935)</u>	<u>78,301</u>

14. OPERATING LEASE COMMITMENTS

At 31 March 2022, the charity had total commitments under non-cancellable operating leases over the remaining life of those leases of £7,065 (2021: £7,065).

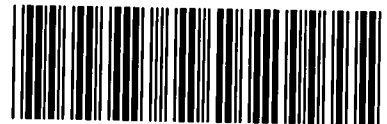
Accounts

BRIGHTON AND HOVE LGBT SWITCHBOARD

**TRUSTEES ANNUAL REPORT AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2021**

**Registered Number: 3920445
Registered Charity Number: 1088133**

THURSDAY



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COMPANIES HOUSE

BRIGHTON AND HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)

(Registered Number: 3920445)

(Registered Charity Number: 1088133)

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BRIGHTON AND HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)

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TRUSTEES' ANNUAL REPORT

31 MARCH 2021

The Trustees (who also act as Directors for Companies Act purposes) have pleasure in presenting their report and financial statements for the year ended 31 March 2021.

The Trustees believe that the financial statements comply with current statutory requirements and the Charity's governing document.

REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name: Brighton and Hove LGBT Switchboard

Company Number: 3920445

Charity Number: 1088133

Directors (Trustees):
D Draper
K A Brown
J S Gateley (resigned 30/09/2020)
J A O'Callaghan (resigned 28/10/2020)
S Dowe
C Barrett (appointed 28/10/20)
G Angelucci (appointed 28/10/20)
H Gavagan (appointed 28/10/20)
P Brampton (appointed 28/10/20)
A Croucher (appointed 28/10/20)
A J Boys (appointed 28/10/2020)

Company Secretary: A Croucher

Chief Executive Officer: J Bayliss

Registered Office:
Community Base
Brighton
East Sussex
BN1 3XG

Bankers:
CAF Bank Ltd
25 Kings Hill Avenue
Kings Hill
West Mallings
Kent, ME19 4JQ

Independent Examiner:
VMR Anderson BA(Hons) FCA DChA
Chartered Accountant
Clark Brownscombe
2 St Andrews Place
Lewes
East Sussex BN7 1UP

BRIGHTON AND HOVE LGBT SWITCHBOARD

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TRUSTEES' ANNUAL REPORT

31 MARCH 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Incorporation

Brighton and Hove LGBT Switchboard was incorporated as a company limited by guarantee (registered number 3920445) on 7 February 2000. The governing document is the Memorandum and Articles of Association as amended by Special Resolutions dated 18 June 2001 and 6 November 2013. The company became a registered charity (registered charity number 1088133) on 21 August 2001.

Trustees

The Management Committee (Directors) may at its discretion admit to membership any lesbian, gay man, bisexual and transgender person who is a volunteer and has satisfactorily completed the volunteer training programme and/or meets such other criteria the Management Committee shall specify pursuant to Article 75.

Risk Management

The Directors have reviewed the major risks to which the charity is exposed and have implemented any necessary systems to mitigate those risks.

PUBLIC BENEFIT

In shaping our objectives and planning our activities for the year, the Trustees have given consideration to the duties set out in section 17 (5) of the Charities Act 2011 to have due regard to public benefit. In particular, the Trustees have considered how the planned activities will contribute to the overall aims and objectives that they have set.

The Trustees believe that the following paragraphs, specifically on the "Objectives and Activities" and "Achievements and Performance" for the year, relate in detail to the benefit that the charity provides to the public.

OBJECTIVES AND ACTIVITIES

Objectives

The objectives of the company are to relieve any mental and emotional difficulties suffered by persons who are lesbian, gay, bisexual and transgender (referred to in this documents as LGBT) or in doubt about their sexual or gender identity or by those who may be affected by, or involved with such persons, by provision of information, support and counselling services.

ABOUT BRIGHTON AND HOVE LGBT SWITCHBOARD

What We Do

Switchboard is a charity for LGBTQ people looking for a sense of community, support and information. We connect people and support them directly through specially developed services or link them to other specialist organisations.

Our current services include:

- Helpline
- Trans Survivors Helpline and Drop In
- Older LGBTQ Project
- Health & Inclusion Project
- LGBTQ Disability Project
- Rainbow Café
- Grief Encounters – LGBTQ Bereavement Support
- Trans Engagement – TNB

BRIGHTON AND HOVE LGBT SWITCHBOARD

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(Registered Number: 3920445)

(Registered Charity Number: 1088133)

TRUSTEES ANNUAL REPORT

31 MARCH 2021

- Trans Link
- LBGTQ Inclusion Award
- Volunteering

Set up in 1975, Switchboard has a long as trusted history with the LGBTQ community in Brighton and Hove and beyond. Next year we celebrate 45 years of supporting LGBTQ individuals and communities.

ACHIEVEMENTS AND PERFORMANCE

Chair's report

The impact of the pandemic has been huge for Switchboard and everyone in our communities for many different reasons and will continue to do so for a long time to come and in this in this report we aim to highlight what we have achieved during this past year in these often difficult circumstances.

I stated in last year's report that it was always a pleasure to write about Switchboard's accomplishments and regardless of this past years challenges we saw another year of success with the services we have been able to offer albeit remotely in the main, funding and fundraising, new projects and continuing with the development of our current projects and the implementation of our interim strategic plan to ensure we continue to meet our aims and objectives even during this pandemic.

None of this of course would have been achieved without everyone at Switchboard; especially both CEOs Lyndsay Macadam and Jacob Bayliss and the staff and volunteer teams, myself and the Trustees cannot thank you all enough for all of your hard work and commitment to Switchboard and its service offer during this often difficult 18th months or so. I want to doubly thank the new staff and volunteers who joined us too as it could not have been easy joining Switchboard remotely as a new team member and providing a remote service to services users you have yet to meet. Hopefully by the time of the AGM we would have had a chance to meet everyone in person to say thank you again.

Lyndsay left Switchboard last August to move back to Scotland and take up a role with Scottish Women's Autism Network; in her role as CEO at Switchboard Lyndsay developed new services with partner organisations building on our work with those in our communities who face the greatest inequalities and brought in additional funding to expand support services Switchboard offer the LGBTQ+ communities. Lyndsay's last few months at Switchboard they successfully adapted all of Switchboards services in response to the Covid-19 crisis and led the team though huge and unexpected change. On behalf of all at Switchboard I take the opportunity again to say thanks and best wishes Lyndsay in her new role.

In September we welcomed Jacob Bayliss as our new CEO, he has a wealth of experience in the LGBTQ sector and is passionate about community engagement, intersectional social justice and health and inequality. Jacob really did have to hit the ground running due to the impact of the lockdown on Switchboard services and remote working of the team, he worked extremely hard in meeting and working with his team, funders and partners and all mainly online, so no easy task! Since his arrival Jacob has brought in many new funning streams and is developing more partnerships to ensure our service offer stays relevant for our communities in need, (see Jacobs report for more detail). Jacob also developed and implemented our interim strategy for this financial year and along with the trustees is working on our new strategy for 2022-25.

Like many charities Switchboard welcomed some additional emergency Covid funding to support us financially in the move to remote working and the loss of fundraising so we would like to thank Brighton & Hove City Council, The Big Lottery, Tudor Trust, Sussex Community Fund and Caf Bank.

BRIGHTON AND HOVE LGBT SWITCHBOARD

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TRUSTEES ANNUAL REPORT

31 MARCH 2021

With Pride being cancelled in 2020 our initial community fundraising target had to readjusted but by year end we had raised over 14k which was tremendous; I would like to thank our hard working fundraising sub-committee lead by Kim, both our CEOs Lyndsay and Jacob, funders old and new, commissioners, donors, local businesses and everyone who supported us which assisted in ensuring Switchboard remained the great service it is today for our community in Brighton and Hove and beyond.

This will be my final report as Chair of Switchboard as I stand down this year after 6 years on the board, all I can say is it has been an absolute pleasure and I will continue to support Switchboard in any way I can in the years to come but new challenges await!

Finally I wish to say a huge thanks to all of those involved in Switchboard, the Trustees, staff, volunteers and supporters for all your contributions, work and support throughout this years that allows Switchboard to continue and thrive, you have all been amazing.

Dawn Draper, Chair of Trustees

CEO Report

Since our last annual report, lots has changed at Switchboard. As we continue to face the impact of Covid-19 on our people, our organisation, and the communities we work with I would like to begin by saying just how proud I am to lead such kind, determined and passionate group of people. It is because of all these individuals that we can say, despite the many challenges thrown at us, we have continued to improve, grow, and move closer to our vision of an inclusive and diverse society in which all LGBTQ people can realise their own unique potential.

We've done this by strengthening our organisational foundations in readiness to adapt to emerging needs and grow to meet rising demand. As well as our new Operations and Development Manager, we have welcomed a second staff member to our Older People's Project, Rainbow Café, Communications Team and our Disability Project; thanks to Sussex Community Foundation, The Lottery, and the Tudor Trust respectively. We put resilience and wellbeing and the forefront of our interim strategy, and have launched a new wellbeing offer for staff after listening carefully to what they needed to stay safe, well and fulfilled at work. We've also secured some longer term funding – including a 3 year grant for our Rainbow Café, which was at risk after the Rainbow Fund ceased their legacy programme mentioned in last year's report. Our new operations manager is ensuring our organisation is as cost efficient as it can be while staff have all the tools they need to continue delivering life saving work everyday.

We continued to work well with our existing partners, funders and commissioners; launching a robust report into the impact of Covid-19 on LGBTQ people in Brighton & Hove with the Brighton and Hove City Council and CCG, more than doubling the size of our Disability & Neurodiversity project membership, securing a funding extension with our Social Prescribing partners at Together Co and fielding rising demand for our link work, which now requires a waiting list. Our Older Peoples Project has been as active and vital as ever, and we're making exciting plans for this years' Ageing Well festival. Our Trans and Non-Binary survivors work came to a successful and planned ending in June, with our partners Survivors Network leading on the next phase of this work with our ongoing support.

Lastly, we have continued to seize new opportunities and grow to respond to unmet need. Our new Domestic Violence service is due to open next month, and we are establishing ourselves in both West and East Sussex with our Rainbow Café, Helpline, and an exciting Needs Assessment in the East. We have development plans in place for similar growth in other Switchboard projects too. We have been an intrinsic part of NHS England's new national Rainbow Badge partnership, which is set to grow significantly. We continue to listen to communities, and through our Health & Inclusion Project are driving change across Sussex, with Switchboard services often at the heart of solutions. We've explored future work with MindOut, The Clare Project and other national organisations in the sector. We continue

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to approach conversations with partners and likeminded organisations in the spirit of collaboration and with a focus on outcomes for the communities we serve.

As restrictions ease we look hopefully toward a return to a 'new normal' and are already delivering a blended offer across most of our services. We have plans to move to a larger space to accommodate our growing team, and to diversify our income streams by building up our training capacity and building stronger relationships with local businesses who share our values and want to support us to achieve our mission.

We'd like to thank all of those who've supported us this year – from those who donated or bought our training packages, to the commissioners and funders who have invested in the future of our communities, and from our fantastic volunteers and trustees to our incredible staff. Thanks also to the LGBTQ people who make Sussex such a great place to be – it's a pleasure to work alongside you and learn from you, Switchboard just wouldn't be the same without you.

2020-21 Our Year at a Glance:

Helpline

As covid-19 hit our helpline adapted to remote delivery overnight. Our volunteers were able to support LGBTQ people from their homes. Our National Emergencies Trust funding enabled us to grow our Helpline and Volunteer Coordinator role, dedicating capacity to a more robust support and safeguarding, an audit of our tech and processes, and introducing a new reward and recognition offer for volunteers across the organisation. Over the past year we've received over 250 volunteer applications, and have whittled this down to a small but incredible listening team. We're beginning to look into new volunteering roles at Switchboard such as community outreach and fundraising.

The top 5 caller themes in 2020-21 were:

- Struggling with sexuality
- General mental health/emotional wellbeing concern
- Gender identity issues
- Moving to area advice
- Requests for info about social groups and activities

Health and Inclusion Project (HIP)

Due to covid-19, HIP had a gap in delivery but came back swinging with a powerful report looking at how the pandemic has affected LGBTQ people in the city. The report was an amalgamation of CCG and Council funding, allowing our HIP Coordinator to focus on one piece of work. This was a huge success with over 600 respondents and we are now dedicating capacity to landing this report across the city, and ensuring meaningful change results from our key findings, which included significant impact in mental health and housing for LGBTQ people, especially young people, trans and non-binary people, and racially marginalised communities. We hope to establish a cross sector LGBTQ conference to keep the conversation going.

Disability & Neurodiversity Project

Our membership has grown from around 200 to over 400 this year, due to the move to online delivery. This has been an important learning for us at Switchboard about accessibility and we are committed to continue offering some online space to our members. We are close to launching a new specialist training module in LGBTQ disability and neurodiversity, and in order to deliver on our goals while coping with rising demand, our funders have increased their support so we can bring a project assistant on board.

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Older Peoples Project

Our older people's project had established successful 'satellite' activities in neighbourhoods ahead of the pandemic. In person delivery has had to cease for most of the past year, with online groups and 1 to 1 support and doorstep visits taking precedence. We have brought people together whenever possible, in carefully planned outdoor locations – this has been hugely powerful for many of our members who have struggled with isolation and confidence. We are now building back stronger, with additional funding to introduce an assistant role and enrich the support we can offer older people.

Rainbow Café

The Rainbow Café has had an exciting year with lottery funding enabling us to grow our capacity and our reach to West Sussex, as well as Brighton and Hove. We continue to influence on a local, regional and national level with this work, and are developing specialist LGBTQ dementia training to offer to memory assessment services, care settings, and other professionals who might need it.

Trans and Non-Binary Link

Our trans and non-binary link service has had a successful year supporting communities across Sussex, as agreed early on in the pandemic as the need in wider Sussex was so great. The focus has been on raising awareness of the offer as well as providing support, and this is really paying off. We're also about to launch a vaccine specific support offer for the trans and non-binary community who made need support to get vaccinated.

Grief Encounters

Grief Encounters also made significant adjustments in order to continue offering support throughout the pandemic. We moved temporarily from our peer support courses to one off drop in groups that were easier to access and somewhat lighter in nature in order to hold people safely in an online space. These events have involved poetry, crafts, singing, and self care workshops and have proven very popular. We plan to return to our more involved support in autumn, but we see these sessions as continuing alongside.

Domestic Abuse

We were approached by the Police and Crime Commissioner to explore a domestic abuse service that was 'by and for' the LGBTQ community. After careful consideration it was decided that Switchboard were well placed to deliver this in partnership with specialist organisations. We look forward to launching the service later this year with 2 LGBTQ IDVA's at the helm.

Training & Inclusion Award

our training and inclusion award has continued to receive enquiries, and our adapted webinars have been popular. We look forward to growing our training capacity next year and clearing our waiting list of training and award clients. Our involvement in the NHS rainbow badge work has been an exciting part of this journey, giving us a structure to offer support to large hospital trusts while still involving our own training offer, as well as training from other local providers.

Jacob Bayliss
CEO

Financial Review

The financial accounts for 2020/21 reflect another positive year for the organisation. Our funding levels were maintained despite the COVID 19 pandemic with new funding from the National Lottery, Sussex Community Covid 19, CAF Bank and Brighton & Hove City Council emergency funding. Switchboard ended the year with a surplus of £48,892 which will be rolled forward to support the delivery of services in the new year and help us continue to adapt to changing needs and alternative methods of delivery in response to the implications of the COVID-19 pandemic.

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Switchboard would like to thank the following partners and grant-awarding bodies for their support in 2020-21.

- Brighton & Hove City Council
- Brighton & Hove Clinical Commissioning Group
- Together Co
- Southdown Housing
- Impact Initiatives
- TDC
- The Rainbow Fund
- The Tudor Trust
- LGBT Consortium Futures Fund
- Sussex Community Foundation
- Survivors Network
- The National Lottery Community Fund #CelebrateNationalLottery25
- CAF Bank

Switchboard would also like to thank everyone who fundraised for us during the year.

Reserves Policy

Introduction

We take seriously our responsibilities for good strategic and financial planning, risk management and the employment of staff. The reserves policy is in place to ensure that these responsibilities can be met in the event of unexpected events having an adverse effect on the charity's financial position and ability to continue to operate.

Requirement for cash reserves

The trustees believe that Switchboard should hold financial reserves in order to ensure that the charity can meet any liabilities in the event of unforeseen and potentially financially damaging circumstances arising. The trustees consider therefore that it would be prudent to set aside an amount that enables it meet known closure liabilities plus a general contingency of £5k. This amount is currently deemed to be £30k. This approach plus the adequacy of the levels of reserves should be kept under review on a six-monthly basis. The organisation should aim in the future to increase reserve levels to support strategic decision making and unexpected challenges.

The Policy

We aim to ensure the charity's cash reserves allow for contingency planning and enable us to meet all our statutory liabilities whilst not holding too high a level of reserves that means income is not being used appropriately to meet the charity's objectives. Our policy is that, as a priority, reserves must always be sufficient to cover outstanding debts and liabilities that would arise in the event of the charity needing to cease operations and/or the transfer of services to another organisation. The CEO and Treasurer shall update the Board on a six-monthly basis of the potential closure costs and associated liabilities should the charity have to cease operating, so that the adequacy of the reserve can be considered and action taken to increase/decrease as appropriate.

Management of cash reserves

To ensure proper financial management we will hold the reserves in a separate budget account and it will be clearly identified as reserves in the annual budgets. Review of reserves held and use of cash reserves will be part of annual budget planning and be an integral part of all financial, strategic and service development decisions that occur throughout the year. Reserves can only be used with the agreement of the Trust Board.

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STATEMENT OF DIRECTORS' (TRUSTEES') RESPONSIBILITIES

The Trustees (who are also Directors of Brighton and Hove LGBT Switchboard for the purposes of Company law) are responsible for preparing the Trustees Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the company as at the end of the year and of the surplus or deficit of the company for that period. 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;
- observe the methods and principles in the Charities SORP;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements.

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the company and to prevent and detect fraud and other irregularities.

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities and in accordance with the Special Provisions of Part 15 of the Companies Act 2006 relating to small companies and with the Statement of Recommended Practice – Accounting and Reporting by Charities.

INDEPENDENT EXAMINER

In accordance with section 72 of the Memorandum of Association the Company has dispensed with the requirement to have its accounts formally audited and has appointed VMR Anderson BA(Hons) FCA DChA of Clark Brownscombe to act as Independent Examiner.

The report of the Directors has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Signed on behalf of the board:



Angela Croucher - Director / Trustee

Date: 17 Aug 2021

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**INDEPENDENT EXAMINERS' REPORT TO THE MEMBERS OF
BRIGHTON AND HOVE LGBT SWITCHBOARD**

I report to the charity trustees on my examination of the accounts of the company for the year ended 31st March 2021 which are set out on pages 10-20.

Responsibilities and basis of report

As the charity's trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

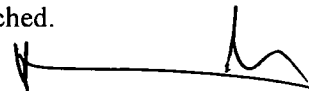
Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 (the '2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's report

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

- (1) accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
- (2) the accounts do not accord with those accounting records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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; or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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.



.....
VMR Anderson BA(Hons) FCA DChA

Chartered Accountant

Clark Brownscombe

2 St Andrews Place

Lewes

East Sussex BN7 1UP

Date: 1 September 2021

BRIGHTON AND HOVE LGBT SWITCHBOARD**(A Company Limited By Guarantee)****(Registered Number: 3920445)****(Registered Charity Number: 1088133)**

**STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021
(INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT)**

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
INCOME FROM					
Donations		2,765	-	2,765	1,920
Legacies		-	-	-	2,724
Grants	4	12,095	194,870	206,965	212,847
Charitable activities					
- Counselling and course fees		3,276	-	3,276	2,065
Fundraising		17,027	142	17,169	29,347
Investments		<u>30</u>	<u>-</u>	<u>30</u>	<u>106</u>
TOTAL		<u>35,193</u>	<u>195,012</u>	<u>230,205</u>	<u>249,009</u>
EXPENDITURE ON					
Raising funds	5	235	-	235	428
Charitable activities	5	<u>18,206</u>	<u>162,935</u>	<u>181,141</u>	<u>209,235</u>
TOTAL		<u>18,441</u>	<u>162,935</u>	<u>181,376</u>	<u>209,663</u>
NET INCOME/(EXPENDITURE)		16,752	32,077	48,829	39,346
BALANCE BROUGHT FORWARD		<u>45,897</u>	<u>46,224</u>	<u>92,121</u>	<u>52,775</u>
BALANCE CARRIED FORWARD		<u>62,649</u>	<u>78,301</u>	<u>140,950</u>	<u>92,121</u>

The detailed 2020 comparative statement of financial activities is reported in note 2.

The notes form part of these financial statements

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**BALANCE SHEET
AS AT 31 MARCH 2021**

	Note	2021		2020
		£	£	£
FIXED ASSETS				
Tangible fixed assets	7		933	654
CURRENT ASSETS				
Debtors	8	5,592		992
Cash at bank and in hand		<u>191,636</u>		<u>113,628</u>
		197,228		114,620
CREDITORS: amounts falling due within one year	9	<u>(57,211)</u>		<u>(23,153)</u>
NET CURRENT ASSETS			<u>140,017</u>	<u>91,467</u>
			<u>140,950</u>	<u>92,121</u>
CAPITAL AND RESERVES				
Restricted funds	13		78,301	46,224
Unrestricted funds	12		<u>62,649</u>	<u>45,897</u>
			<u>140,950</u>	<u>92,121</u>

The company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for:

- Ensuring that the company keeps accounting records which comply with Sections 386 and 387 of the Companies Act 2006 and
- Preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of each financial year and of its profit or loss for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The financial statements were approved by the Board of Directors on 3 Aug 2021 and were signed on its behalf by:


Angela Croucher - Director/Trustee

The notes form part of these financial statements

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

1. ACCOUNTING POLICIES

1.1 Basis of preparation of financial statements

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), hereafter referred to as the Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Brighton and Hove LGBT Switchboard meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

There are no material uncertainties concerning the charity's ability to continue as a going concern.

In the application of the charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised, if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods. However, there are no judgements or assumptions that have a significant risk of causing material adjustment.

1.2 Income

Voluntary income is received by way of donations and gifts and is included in full in the Statement of Financial Activities when receivable. The value of services provided by volunteers has not been included.

Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities in the year in which they are receivable.

Other income and income from investments is included when received.

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

1.3 Expenditure

Resources expended are recognised in the period in which they are incurred and include attributable VAT which cannot be recovered.

In accordance with the Statement of Recommended Practice: Accounting by Charities, the resources expended have been categorised as follows:

- (i) Costs of raising funds – comprise those costs incurred in publicity and fund raising events.
- (ii) Charitable activities – comprise all expenditure directly relating to the principal activity and the associated administration costs.

1.4 Operating leases

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the Statement of Financial Activities as incurred.

1.5 Pensions

Employees of the charity are entitled to join a defined contribution 'money purchase' scheme. The costs of the defined contribution scheme are included with the associated staff costs and are allocated to charitable activities. The charity participates on the NEST pension scheme in accordance with meeting auto enrolment responsibilities.

1.6 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Computers	-	33⅓% straight line
Office equipment	-	15% reducing balance

1.7 Unrestricted funds

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

1.8 Designated funds

Designated funds are unrestricted funds earmarked by the management committee for particular purposes.

1.9 Restricted funds

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund, together with a fair allocation of management and support costs.

1.10 Financial instruments

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 transaction value and subsequently measured at their settlement value.

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021****2. COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted Funds	Restricted Funds	Total Funds 2020
	£	£	£
INCOME FROM			
Donations	1,920	-	1,920
Legacies	2,724	-	2,724
Grants	9,000	203,847	212,847
Charitable activities			
- Counselling and course fees	2,065	-	2,065
Fundraising	29,347	-	29,347
Investments	<u>106</u>	<u>-</u>	<u>106</u>
TOTAL	<u>45,162</u>	<u>203,847</u>	<u>249,009</u>
EXPENDITURE ON			
Raising funds	393	35	428
Charitable activities	<u>25,079</u>	<u>184,156</u>	<u>209,235</u>
TOTAL	<u>25,472</u>	<u>184,191</u>	<u>209,663</u>
NET MOVEMENT IN FUNDS	19,690	19,656	39,346
BALANCE BROUGHT FORWARD	<u>26,207</u>	<u>26,568</u>	<u>52,775</u>
BALANCE CARRIED FORWARD	<u>45,897</u>	<u>46,224</u>	<u>92,121</u>

3. NET INCOME

The net income is stated after charging:	2021	2020
	£	£
Depreciation of tangible fixed assets - owned by the company	730	601
Independent Examiners' fee	<u>2,148</u>	<u>2,148</u>

During the year, no director/trustee received any emoluments or reimbursement for services (2020: £Nil).
The key management personnel of the company comprise the trustees and the Chief Executive Officer. The total employee benefits of the key management personnel were £45,196 (2020: £41,744).

Details of staff costs are as follows:	2021	2020
	£	£
Salaries	122,578	156,221
Social Security Costs	3,246	4,850
Pension Costs	1,484	1,651
Furlough claim	<u>(1,566)</u>	<u>-</u>
	<u>125,742</u>	<u>162,722</u>
Average No. of employees	<u>8</u>	<u>6</u>

No employee received remuneration in excess of £60,000 (2020: None).

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

4. GRANTS RECEIVED	Unrestricted	Restricted	Total 2021	Total 2020
	£	£	£	£
Brighton & Hove City Council				
- Old Peoples Project	-	20,000	20,000	20,000
- HIP	-	22,000	22,000	32,393
- Emergency Funding	-	4,866	4,866	-
Lloyds Bank Foundation	-	-	-	15,000
Working Smarter	-	-	-	21,500
Rainbow Fund - Dementia Café	-	11,133	11,133	8,237
Sussex Police	-	-	-	1,667
Tudor Trust	2,000	23,054	25,054	19,445
MindOut	-	-	-	2,005
Awards for All	-	-	-	2,500
Impetus – Trans Links	-	22,266	22,266	21,995
Impetus – OPP	-	-	-	2,075
Grief Encounters	-	-	-	4,397
One Family Funds	-	-	-	5,000
Clare Project	-	-	-	9,749
Rainbow Fund	-	10,028	10,028	9,375
LGBT Consortium	-	16,000	16,000	7,959
Community Roots	-	5,973	5,973	2,987
Sussex Community Fund	-	2,889	2,889	2,063
Inclusion Award	-	5,000	5,000	4,000
Henry Smith	-	-	-	5,000
Pebbles Trust	-	-	-	3,000
Survivors Network	5,000	6,750	11,750	3,000
Chalk Cliff	-	-	-	5,000
Macmillan Cancer Support	-	-	-	4,500
Giff Gaff	1,700	-	1,700	-
Good Things Foundation	3,395	-	3,395	-
National Lottery	-	29,707	29,707	-
Caf Bank	-	5,000	5,000	-
Together Co	-	2,288	2,288	-
Sussex Community Covid-19	-	4,866	4,866	-
Grief Meets Lottery	-	3,050	3,050	-
	<u>12,095</u>	<u>194,870</u>	<u>206,965</u>	<u>212,847</u>

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FOR THE YEAR ENDED 31 MARCH 2021****5. EXPENDITURE**

	Unrestricted £	Restricted £	Total 2021 £	Total 2020 £
Cost of raising funds				
Fundraising events	<u>235</u>	<u>-</u>	<u>235</u>	<u>428</u>
Charitable Activities:				
Access	135	10,270	10,405	10,883
Consultancy and services	1,158	9,461	10,619	14,249
Depreciation – Furniture, fittings and office	-	134	134	235
Depreciation – Computer equipment	170	426	596	366
Pride and other community events	-	-	-	290
Advertising and PR	-	209	209	72
Marketing materials	-	345	345	478
Community consultations	-	10	10	-
AGM costs	-	-	-	428
Independent Examination fee	-	2,148	2,148	2,148
Office overheads	3,192	4,814	8,006	6,862
Premises	1,254	4,602	5,856	7,083
Professional memberships	13	453	466	1,755
Staff costs (net of Employer's allowance)	12,205	129,204	141,409	162,722
Training	-	270	270	1,220
Transport	12	38	50	209
Volunteer support	<u>67</u>	<u>551</u>	<u>618</u>	<u>235</u>
	<u>18,206</u>	<u>162,935</u>	<u>181,141</u>	<u>209,235</u>

6. TAXATION

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied exclusively to charitable purposes.

BRIGHTON AND HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)

(Registered Number: 3920445)

(Registered Charity Number: 1088133)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021****7. TANGIBLE FIXED ASSETS**

	Furniture, Fittings and Equipment £	Computer Equipment £	Total £
Cost			
At 1 April 2020	1,972	3,516	5,488
Additions	-	1,009	1,009
Disposals	-	-	-
At 31 March 2021	<u>1,972</u>	<u>4,525</u>	<u>6,497</u>
Depreciation			
At 1 April 2020	1,836	2,998	4,834
Charge for the year	134	596	730
On Disposals	-	-	-
At 31 March 2021	<u>1,970</u>	<u>3,594</u>	<u>5,564</u>
Net book value			
At 31 March 2021	<u>2</u>	<u>931</u>	<u>933</u>
At 31 March 2020	<u>136</u>	<u>518</u>	<u>654</u>

8. DEBTORS

	2021 £	2020 £
Debtors and prepayments	<u>5,592</u>	<u>992</u>

9. CREDITORS: Amounts falling due within one year

	2021 £	2020 £
Other creditors and accruals	8,071	8,043
Deferred income	<u>49,140</u>	<u>15,110</u>
	<u>57,211</u>	<u>23,153</u>

10. STATUTORY INFORMATION

The Company is a private company, limited by guarantee. Members have a liability not exceeding £1 each in the event of a winding up. The company is registered in England and Wales and the registered number and registered office address can be found on the Legal and Administrative information page.

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021****11. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	Tangible Fixed Assets £	Net Current Assets £	Total 2021 £	Total 2020 £
Restricted	-	78,301	78,301	46,224
Unrestricted	<u>933</u>	<u>61,716</u>	<u>62,649</u>	<u>45,897</u>
	<u>933</u>	<u>140,017</u>	<u>140,950</u>	<u>92,121</u>

ANALYSIS OF NET ASSETS BETWEEN FUNDS (PRIOR YEAR)

	Tangible Fixed Assets £	Net Current Assets £	Total 2020 £	Total 2019 £
Restricted	-	46,224	46,224	26,568
Unrestricted	<u>654</u>	<u>45,243</u>	<u>45,897</u>	<u>26,207</u>
	<u>654</u>	<u>91,467</u>	<u>92,121</u>	<u>52,775</u>

12. UNRESTRICTED FUNDS

	Balance at 1 April 2020 £	Income £	Expenditure £	Balance 31 March 2021 £
General Reserves	<u>45,897</u>	<u>35,193</u>	<u>(18,441)</u>	<u>62,649</u>

UNRESTRICTED FUNDS (PRIOR YEAR)

	Balance at 1 April 2019 £	Income £	Expenditure £	Balance 31 March 2020 £
Unrestricted Funds				
General Reserves	<u>26,207</u>	<u>45,162</u>	<u>(25,472)</u>	<u>45,897</u>

BRIGHTON AND HOVE LGBT SWITCHBOARD

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021****13. RESTRICTED FUNDS**

	Balance at 1 April 2020 £	Income £	Expenditure £	Balance 31 March 2021 £
B&HCC				
Older Peoples Project	3,155	20,000	(20,050)	3,105
B&HCCG	-	5,000	-	5,000
Emergency Funding Covid-19	-	4,866	(4,866)	-
Tudor Trust – Disability Project	1,913	23,054	(19,407)	5,560
Rainbow Fund – Dementia Café	2,733	5,843	(8,576)	-
Rainbow Fund	1,637	-	(1,637)	-
Grief Encounters	1,291	2,397	(3,688)	-
Survivors Network	-	6,750	(3,801)	2,949
LGBT Consortium	2,933	-	(2,933)	-
Community Roots	2,812	5,973	(8,785)	-
Sussex Community Fund	1,727	2,889	(3,081)	1,535
Covid-19	-	4,866	(4,866)	-
Lloyds Bank Foundation	10,343	-	(10,343)	-
Working Smarter	5,458	-	(5,458)	-
Scope	473	141	(32)	582
Pebbles Trust	711	-	(711)	-
Impetus – Trans Link	11,038	22,266	(24,230)	9,074
Lottery – Covid-19	-	1,650	(30)	1,620
Lottery – Covid-19 Rainbow Café	-	5,290	(796)	4,494
Lottery – Covid-19 Grief	-	3,050	-	3,050
Lottery – Lived Experience	-	28,057	(744)	27,313
Caf Bank Covid-19 Recovery	-	5,000	(5,000)	-
Helpline Partnership	-	16,000	(4,774)	11,226
HIP – Third Sector Comm	-	22,000	(19,207)	2,793
LGBTQ Befriending TC	-	9,920	(9,920)	-
	<u>46,224</u>	<u>195,012</u>	<u>(162,935)</u>	<u>78,301</u>

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021****RESTRICTED FUNDS (PRIOR YEAR)**

	Balance at 1 April 2019 £	Income £	Expenditure £	Balance 31 March 2020 £
B&H PCT				
– Clinical Community HIP Grant	-	32,393	(32,393)	-
MindOut	930	2,005	(2,935)	-
B&HCC				
Older Peoples Project	-	20,000	(16,845)	3,155
Tudor Trust – Disability Project	-	19,445	(17,532)	1,913
Rainbow Fund – Dementia Café	1,772	8,237	(7,276)	2,733
Rainbow Fund	-	9,375	(7,738)	1,637
Grief Encounters	845	4,397	(3,951)	1,291
One Family Funds	-	5,000	(5,000)	-
Age UK	5,000	-	(5,000)	-
Sussex Police	3,762	1,667	(5,429)	-
Clare Project	1,557	9,749	(11,306)	-
Survivors Network	-	3,000	(3,000)	-
LGBT Consortium	-	7,959	(5,026)	2,933
Awards for All	3,351	2,500	(5,851)	-
Community Roots	-	2,987	(175)	2,812
Sussex Community Fund	-	2,063	(336)	1,727
Lloyds Bank Foundation	-	15,000	(4,657)	10,343
Working Smarter	-	21,500	(16,042)	5,458
Scope	687	-	(214)	473
Chalk Cliff Trust	-	5,000	(5,000)	-
Pebbles Trust	-	3,000	(2,289)	711
Impetus – Trans Link	4,696	21,995	(15,653)	11,038
Impetus – OPP	863	2,075	(2,938)	-
Macmillan Cancer Support	<u>3,105</u>	<u>4,500</u>	<u>(7,605)</u>	-
	<u>26,568</u>	<u>203,847</u>	<u>184,191</u>	<u>46,224</u>

14. OPERATING LEASE COMMITMENTS

At 31 March 2021, the charity had total commitments under non-cancellable operating leases over the remaining life of those leases of £7,065 (2020: £7,065).