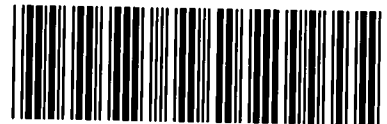


**BRIGHTON AND HOVE LGBT SWITCHBOARD**

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

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

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**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 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 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 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**

**(A Company Limited By Guarantee)**

**(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 18<sup>th</sup> 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**

**(A Company Limited By Guarantee)**

**(Registered Number: 3920445)**

**(Registered Charity Number: 1088133)**

## **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

# **BRIGHTON AND HOVE LGBT SWITCHBOARD**

**(A Company Limited By Guarantee)**

**(Registered Number: 3920445)**

**(Registered Charity Number: 1088133)**

## **TRUSTEES ANNUAL REPORT**

**31 MARCH 2021**

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.

## **BRIGHTON AND HOVE LGBT SWITCHBOARD**

(A Company Limited By Guarantee)

(Registered Number: 3920445)

(Registered Charity Number: 1088133)

### **TRUSTEES ANNUAL REPORT**

**31 MARCH 2021**

#### **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.



# **BRIGHTON AND HOVE LGBT SWITCHBOARD**

(A Company Limited By Guarantee)

(Registered Number: 3920445)

(Registered Charity Number: 1088133)

## **TRUSTEES ANNUAL REPORT**

**31 MARCH 2021**

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.

# **BRIGHTON AND HOVE LGBT SWITCHBOARD**

(A Company Limited By Guarantee)

(Registered Number: 3920445)

(Registered Charity Number: 1088133)

## **TRUSTEES ANNUAL REPORT**

**31 MARCH 2021**

### **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

**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 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').

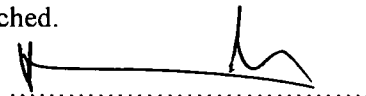
Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 (the '2011 Act'). 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: 15 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 £
<b>INCOME FROM</b>					
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>
<b>TOTAL</b>		<b><u>35,193</u></b>	<b><u>195,012</u></b>	<b><u>230,205</u></b>	<b><u>249,009</u></b>
<b>EXPENDITURE ON</b>					
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>
<b>TOTAL</b>		<b><u>18,441</u></b>	<b><u>162,935</u></b>	<b><u>181,376</u></b>	<b><u>209,663</u></b>
<b>NET INCOME/(EXPENDITURE)</b>		<b>16,752</b>	<b>32,077</b>	<b>48,829</b>	<b>39,346</b>
<b>BALANCE BROUGHT FORWARD</b>		<b><u>45,897</u></b>	<b><u>46,224</u></b>	<b><u>92,121</u></b>	<b><u>52,775</u></b>
<b>BALANCE CARRIED FORWARD</b>		<b><u>62,649</u></b>	<b><u>78,301</u></b>	<b><u>140,950</u></b>	<b><u>92,121</u></b>

The detailed 2020 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 2021**

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

**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**

**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 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.

**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 2021****2. COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted Funds	Restricted Funds	Total Funds 2020
	£	£	£
<b>INCOME FROM</b>			
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>
<b>TOTAL</b>	<b><u>45,162</u></b>	<b><u>203,847</u></b>	<b><u>249,009</u></b>
<b>EXPENDITURE ON</b>			
Raising funds	393	35	428
Charitable activities	<u>25,079</u>	<u>184,156</u>	<u>209,235</u>
<b>TOTAL</b>	<b><u>25,472</u></b>	<b><u>184,191</u></b>	<b><u>209,663</u></b>
<b>NET MOVEMENT IN FUNDS</b>	<b>19,690</b>	<b>19,656</b>	<b>39,346</b>
<b>BALANCE BROUGHT FORWARD</b>	<b><u>26,207</u></b>	<b><u>26,568</u></b>	<b><u>52,775</u></b>
<b>BALANCE CARRIED FORWARD</b>	<b><u>45,897</u></b>	<b><u>46,224</u></b>	<b><u>92,121</u></b>

**3. NET INCOME**

The net income is stated after charging:	<b>2021</b>	<b>2020</b>
	£	£
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:	<b>2021</b>	<b>2020</b>
	£	£
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>
	<b><u>125,742</u></b>	<b><u>162,722</u></b>
Average No. of employees	<u><b>8</b></u>	<u><b>6</b></u>

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



# BRIGHTON AND HOVE LGBT SWITCHBOARD

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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>

**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****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.

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

	<b>Furniture, Fittings and Equipment £</b>	<b>Computer Equipment £</b>	<b>Total £</b>
<b>Cost</b>			
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>
<b>Depreciation</b>			
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>
<b>Net book value</b>			
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**

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

**9. CREDITORS: Amounts falling due within one year**

	<b>2021 £</b>	<b>2020 £</b>
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**

	<b>Tangible Fixed Assets £</b>	<b>Net Current Assets £</b>	<b>Total 2021 £</b>	<b>Total 2020 £</b>
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)**

	<b>Tangible Fixed Assets £</b>	<b>Net Current Assets £</b>	<b>Total 2020 £</b>	<b>Total 2019 £</b>
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**

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

**UNRESTRICTED FUNDS (PRIOR YEAR)**

	<b>Balance at 1 April 2019 £</b>	<b>Income £</b>	<b>Expenditure £</b>	<b>Balance 31 March 2020 £</b>
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>

# BRIGHTON AND HOVE LGBT SWITCHBOARD

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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>-</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).