

A4U

England & Wales · Charity number 1092083

Details

Other names DIAL SHROPSHIRE TELFORD & WREKIN LIMITED

Status Registered

Legal form Charitable company

Company number [04381722](#)

Registered 2002-05-17

Register [View on the Charity Commission register](#)

Contact

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Activities

Objects: FOR THE PUBLIC BENEFIT, TO PROMOTE THE RELIEF OF PEOPLE WITH DISABILITIES BY THE PROVISION OF AN INFORMATION AND ADVICE SERVICE AND TO ASSIST THOSE PEOPLE EITHER DIRECTLY OR THROUGH THEIR CARERS, RELATIVES, FRIENDS AND ADVOCATES

Activities: Activities to improve the quality of life for people with disabilities and/or long term conditions by provision of advice, information and advocacy services for disabled people, their families and carers in Shropshire and its borders, enabling people with disabilities to improve choice and control over their lives, assist independent living and maximise financial wellbeing.

Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty, Economic/community Development/employment
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies

Geography

- Shropshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-06-30	£279,481	£248,891	-	-
2024-06-30	£219,065	£225,576	-	-
2023-06-30	£277,899	£220,715	-	-
2022-06-30	£184,533	£178,174	-	-
2021-06-30	£195,766	£181,892	-	-

Trustees

Name	Role	Appointed
Alexandra Hiam	Chair	2021-12-02
Carol Louise Sneddon		2024-10-16
Catherine Susan Shaw		2022-03-10
David Scott Forsyth		2023-10-25
Helen Claire Crackett MBE DL		
Olivia Richards		2024-10-16

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England & Wales - Charity number 1092083

Accounts

REGISTERED COMPANY NUMBER: 04381722 (England and Wales)
REGISTERED CHARITY NUMBER: 1092083

A4U
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEES' REPORT AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2025

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FOR THE YEAR ENDED 30 JUNE 2025

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REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 30 JUNE 2025

TRUSTEES	D Bell (resigned 31.7.24) Mrs C Crackett D Forsyth Ms A Hiam Ms O Richards (appointed 16.10.24) Ms C S Shaw Ms C Sneddon (appointed 16.10.24)
REGISTERED OFFICE	Louise House Roman Road Shrewsbury SY3 9JN
REGISTERED COMPANY NUMBER	04381722 (England and Wales)
REGISTERED CHARITY NUMBER	1092083
INDEPENDENT EXAMINER	TCA (Shrewsbury) LLP Third Floor 21 St Mary's Street Shrewsbury Shropshire SY1 1ED

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TRUSTEES' REPORT FOR THE YEAR ENDED 30 JUNE 2025

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 30 June 2025. The trustees have adopted the provisions of 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).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Constitution and objects

The organisation was originally formed in 1992 and was registered as a charitable company limited by guarantee on 26/2/02. The company registration number is 04381722, and A4U is a registered charity in England and Wales Number 1092083.

The principal objects of the company, as stated in the constitution are:

- For the public benefit, to promote the relief of people with disabilities and/or ill-health by the provision of information, advice and advocacy services and to assist these people either directly or through their carers, relatives, friends and other agencies.

Method of appointment or election of Trustees

The management of the company is the responsibility of the Trustees who are elected and co-opted under the terms of the Articles of Association.

A4U is a Disabled Persons User Led Organisation run by and for people with disabilities which include long-term health conditions, mental health conditions, physical and/or sensory impairments and neurodivergence.

Many of our staff and volunteers manage complex workloads whilst living with a disability and/or long-term condition.

We actively encourage people with disabilities to join the team, as trustees, volunteers or paid staff - the power of peer support generates a positive energy that helps to improve wellbeing.

The trustees continue to have regard to the needs of the charity in the changing world and regularly review the skills and expertise required to lead the organisation.

The Board of Directors meet quarterly. Appointments and specific delegated powers are agreed by the full Board at the first meeting following the Annual General Meeting.

Regular discussions take place between the Chair, Treasurer and Chief Officer to review strategic and financial matters between Board meetings. Responsibility for service delivery and day-to-day management of staff, and volunteers, rests with the Chief Officer in conjunction with Team Leaders.

Policies adopted for the induction and training of Trustees

All new Trustees are encouraged, where they have not been existing volunteers, to familiarise themselves with the practical work of the charity and gain an understanding of the culture that drives the organisation. In addition, they are provided with an induction pack of guidance notes detailing their responsibilities, including the main documents which set out the operational framework for the Charity:

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TRUSTEES' REPORT FOR THE YEAR ENDED 30 JUNE 2025

- Memorandum and Articles
- Latest published accounts and Annual Report
- Business Plan
- Key policies

Trustees are required to abide by the NCVO Code of Good Practice for Trustees, encouraged to attend any available training, and take an active role in the organisation wherever possible.

Both our Chair and Treasurer regularly volunteer within the organisation and all Trustees participate when able beyond their role as Trustees, giving a clearer understanding of the operational challenges facing the organisation.

Organisational structure and decision making

The composition of the Board is based on an informal skills audit to ensure the Board maintains appropriate and effective levels of expertise to manage and develop the organisation in line with the aims of the Business Plan.

We actively seek experts by experience who have the skills needed for the Board.

The business plan sets out the strategy for the charity and is used to underpin all decision making by the Board. This is updated regularly by the Strategic Review Report completed by the Chief Officer and the Trustees are currently working through a strategy process to develop a Theory of Change document for A4U.

Quality Management

A4U is committed to continuous improvement and implementing appropriate quality management systems and processes to enable us to deliver the highest practicable quality services. To do this we:

- work with users of our services to **develop our services to meet their needs.**
- conduct our work in a way that reflects our **core aims and ethos.**
- create an environment that promotes **continuous improvement** and knowledge sharing across all stakeholders.
- ensure **compliance** with legal and other applicable standards.
- **educate and train** our staff and volunteers to support the delivery of high-quality services.

We hold the externally audited Advice Services Alliance Advice Quality Standard for advice and casework for Welfare Benefits, Disability, and Health and Community Care. We are subject to a bi-annual external audit process in addition to completing annual internal reviews of the organisation and ongoing scheduled updates of our policies and procedures.

We are a "Disability Confident" employer and we are signatories to the Mindful Employer Charter for employers Positive about Mental Health, recognising our commitment to the mental wellbeing of our staff and volunteers.

Safety

A4U is committed to providing a safe environment for all its workers, volunteers, clients and visitors. This duty is discharged by the implementation of a Health, Safety and Wellbeing Policy and the underpinning development of live risk assessments for the workplace and relevant public areas. Health, Safety and Wellbeing are a standing item on the Board and Staff meeting agendas and all accidents or incidents are reviewed at meetings.

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TRUSTEES' REPORT FOR THE YEAR ENDED 30 JUNE 2025

Risk management

The Trustees assess the major risks to which the company is exposed on an ongoing basis, in particular those related to the operations and finances of the charity and are satisfied that systems are in place to mitigate, wherever possible, our exposure to the major risks.

Our risk register is maintained and reviewed at least annually, but also considering any changes with significant impact occurring throughout the year.

Safeguarding

A4U believes that it is always unacceptable for a child, young person or vulnerable adult to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all children, young people, and vulnerable adults by a commitment to practice which protects them.

We operate with the approach of "making safeguarding personal". The majority of our clients have capacity to make decisions, even if they may be unwise, and our person-centred approach supports discussion with the client, providing information and guidance to help them make informed decisions, but we also respect their choices.

All issues raised are logged and discussed within the team and reported on as a standing agenda item at quarterly Board meetings. All staff receive 3 yearly training updates in addition to ongoing updates and safeguarding discussions within team meetings and understand processes for escalating safeguarding issues. Trustees use NCVO guidance to review safeguarding and their understanding of it for the charity at every meeting.

OBJECTIVES AND ACTIVITIES

Our ethos:

The Individual is Paramount.

Each person has the right to be in control of their own life.

We look beyond the label.

Overall Aim

To improve self-determination and the quality of life for people with disabilities and/or long-term conditions, their families and carers in Shropshire and its Borders.

Specific Aims

- To enable people to improve choice and control over their lives and/or assist independent living.
- To maximise financial wellbeing
- To promote our ethos and so reduce discrimination
- To shape and deliver National disability policy at a local level in partnership with public, private and VCS agencies

Our aims and ethos remain constant; however we keep our activities and delivery methods under continuous review, working alongside our participants and other stakeholders to develop services.

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TRUSTEES' REPORT FOR THE YEAR ENDED 30 JUNE 2025

Key Strengths

- We listen
- We respect everyone as an individual without prejudice and with empathy
- We are impartial and non-judgemental
- We spot and nurture potential
- We know that everyone can contribute
- We go the extra mile
- We look at situations holistically, finding solutions by working with trusted partners.

Activities

During the period covered by this report the activities delivered by A4U were:

- Independent confidential advice and information on benefits for people with any disability- claims and appeals, help with form filling, provided face to face or by telephone or video call, supported by tailored self-help information
- Provide holistic assessment of need and facilitate referrals into other specialist services
- Quality Marked Specialist casework on welfare benefits, disability and health issues from experienced caseworkers.
- Advice and independent advocacy to challenge a range of decisions including representing clients when necessary and supporting clients to self-advocate.
- Keyworker support as part of multidisciplinary teams.
- We lead the provision of Shropshire Autism Hub services for adults in Shropshire. These include
 - management of the adults' assessment waiting list
 - first point of contact for autism information advice and enquiries
 - pre-screening and triage for adults accessing an autism assessment
 - pre and post diagnostic support, 1:1 and in groups, and provision of resources in a range of formats
 - opportunities for social interaction and development of peer support.
- Access to training in relation to disability issues including Autism.
- Volunteering and employment opportunities.

All of the above activities have been undertaken with reference to the Charity Commission guidance on Public Benefit and are available to all people with disabilities and long-term medical conditions, their families, carers, and advocates. A4U operates within an equity, diversity and inclusion policy.

Flexibility in Working and delivery

Experiences during the pandemic heightened our awareness of simple measures to support both the health and wellbeing of our client group.

We continue small group work as this type of activity is much preferred by most of our autistic visitors who struggle with large or louder groups, and avoids gathering large numbers of people in enclosed spaces particularly during the winter months.

We have continued hybrid working introduced during the pandemic, and provide remote support (by phone, text, zoom or Teams, messenger and socially distanced meetings outside) in addition to face-to-face appointments as needed. Clients are asked for their preferred contact method which we use as the primary option wherever possible.

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TRUSTEES' REPORT FOR THE YEAR ENDED 30 JUNE 2025

HIGHLIGHTS AND ACHIEVEMENTS

INFORMATION, ADVICE AND ADVOCACY SERVICES FOR PEOPLE WITH DISABILITIES

We continue to provide our core information, advice and advocacy services via contracts with Shropshire Council, known as Advice, Advocacy and Welfare Benefits Shropshire with partners, Citizens Advice Shropshire, Age UK and Taking Part.

The latest contract commenced in October 2024 and is for an initial 4 year period, with the possibility of extension.

As with previous funding for our core information, advice and advocacy service, this contract requires that additional funding will be sourced externally, and we continuously look for complementary funding options to manage the non-statutory elements of provision in addition to general fundraising activity on a small scale. A current addition to this funding has come from the Three Guineas Trust: a grant to support increasing free legal advice and representation for disabled people. We are increasingly seeing more complex situations requiring significant additional casework hours and people needing support to put their case forward. We recruited an additional part time caseworker because of this funding to strengthen our advice provision and enable continued representation for people who are having to legally challenge decisions.

We are the only option in Shropshire providing this service to people who are needing additional support and would not otherwise be able to pursue an appeal.

Our development of Shropshire Autism Hub, and particularly our work with the diagnostic pathway for adults, coupled with our holistic approach, impacts on our advice and advocacy provision as many of the individuals we support through triage and pre-screening contact also require additional advice across a range of issues.

We have also seen a dramatic increase in referrals during the year, reflecting national trends.

We also have a small contract arrangement with Midland Partnership Foundation NHS Trust to provide monthly welfare benefit advice services to inpatients within the Redwoods Centre secure forensic wards. We had interactions with 21 patients during the last year.

Our new case management system which has been in operation since March 2025 is giving us more facility to report on the complexity of our caseload. Since its implementation, we have delivered 3 or more cases for 91 clients with those with more complex needs asking for help with up to nine separate matters. The range for clients includes: benefits issues alongside travel and transport, housing or financial capability with also autism pre or post diagnostic support and help relating to health care more widely.

During the year through our AAWB advice contract we supported 1032 clients (1030: 2024) involving one to one input, managing 1338 different interventions (1368: 2024) and achieved monetary gains for clients totaling £812,122 (2024 £ 839649) The reduction is due to the focus during the year in review on ESA migration cases which do not lead to quantifiable financial gain.

Feedback examples from people accessing support:

N he said he is going to pop in with some chocolates, explained there is no need - this is our job. He said we went over and above and there is no way he could have managed this UC migration and the anxiety of it without our help. He said he was particularly grateful for seeing him last week when he had not had an appointment. I told him we can't always do this but when we can, we will. He said he really appreciates the time and effort and the respectful way we have helped him.

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TRUSTEES' REPORT FOR THE YEAR ENDED 30 JUNE 2025

Lisa and A4U, Thank you all for your amazing support. Everything is much better now and I feel better too. So, after a long time, to carry on and to give back with gratitude.

SHROPSHIRE AUTISM HUB

The Hub Goals (developed with users and partners):

- To be a source of impartial and reliable information and advice about autism and services in Shropshire.
- To create an inclusive environment where individuals feel safe and welcomed.
- To offer support to any adult resident in Shropshire; pre-and post-diagnosis – clinical and non-clinical, and carers.
- To bring together services offering support, increasing accessibility and breaking down barriers.
- To provide opportunities for life enhancing development and the achievement of ambitions.
- To develop networking opportunities for individuals on the autism spectrum, and the opportunity to develop new friendships.
- To encourage professional networks and promote awareness of the autism spectrum among services.
- To encourage individuals to work together as a group to ensure the Hub continues to grow and develop.

Shropshire Autism Hub leads the provision of autism specific services for adults in Shropshire. It is an umbrella for all our adult autism provision including access to the diagnostic pathway, advice, support and guidance, as well as referrals to other providers.

The purpose of the Hub is to be the point of contact for people in Shropshire, both pre- and post-diagnosis, their families, carers and professionals. We provide support which encourages personal development, builds confidence, develops individual coping strategies and improves wellbeing and social interaction using a range of educational resources, one to one and group sessions and activities, in addition to providing a safety net of information, advice and advocacy provided by our casework team.

Our holistic approach means we look at the complete picture and facilitate access to a range of help and opportunities from our networks to manage complex situations, always with individual wellbeing at the core. We have enabled access to both social care and health appointments completed online, including multi-disciplinary team meetings and diagnostic assessments, for individuals who have no access to a computer, tablet or smartphone and/or need support to self-advocate.

We continue to adapt the delivery of the Hub to meet its goals, the development of the service driven by the needs of autistic people via their own direct input. We also have experts by experience within our volunteer and staff teams and continuously build practical knowledge throughout the organisation.

We build links and share information about other services focused on, and accessible for, neurodivergent individuals within Shropshire.

This year we have participated in the development of the new Shropshire All-Age Autism Strategy which has involved a range of steering groups to target the key strategic areas. It is the most comprehensive development we have seen so far and has incorporated a wide range of stakeholders. We will also participate in the engagement exercise for the draft strategy which will be finalized in December 2025.

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TRUSTEES' REPORT FOR THE YEAR ENDED 30 JUNE 2025

Shropshire Integrated Care Board

We are funded by Shropshire Telford and Wrekin Integrated Care Board (ICB) for management of the Adult Autism Assessment waiting list and developing the Autism Hub provision for both pre and post assessment support.

This includes outreach options, and we have commenced with attendance at autism specific Family and Community Hub sessions across Shropshire during this year. In addition we have hybrid access to most of our educational delivery, working with small groups inhouse, while offering an online option for those further away, or who want to access sessions they may have missed in an earlier round, would like to attend more than once as their knowledge and understanding increases, or growing self-awareness identifies areas they wish to explore in more depth.

We have also received a small amount of funding to pilot group sessions for carers and families supporting autistic people, some of whom may also identify their own traits. This forms part of our holistic approach and many individuals tell us it would help if their immediate family better understood their struggles.

During this year there has been a change in assessment provider: the Midlands Partnership Foundation Trust (MPFT – the local mental health trust), who now have a base in Louise House to provide a close location to our provision for autistic people. This provides continuity for those who are particularly anxious and facilitates closer team working.

We receive ongoing referrals during the year via a dedicated NHS email from GP's and other health professionals, in addition to self-referrals directly to Shropshire Autism Hub. The numbers of referrals continue to rise, outstripping the commissioned assessment rate and making the opportunity to provide pre-assessment support even more crucial. We have been provided with some funding from MPFT, to recruit an additional member of staff. As the funding is only for one year, we have opted for a part time recruitment to provide longer continuity of pre-assessment input, when we know that referral rates are not falling.

Despite all efforts the rate continues to increase, now exceeding 50 per month with the number on the wait list exceeding 1400 during the year.

We are gradually developing our educational provision.

In addition to the existing rolling course detailing different autistic traits, we have created a "So you think you might be..." course for those coming new to any understanding of autism. This is a simple introduction with guidance on additional resources that can be accessed, but also looks at what a diagnosis could mean, explores if it is what the individual needs, what would be the impact short and long term, and would self-identification be an option for them. We include a 1:1 session with each person to create an individual plan to explore and prioritise some key steps forward according to their needs.

We have built our provision with as much variety as possible to allow people to choose to access at different points and mix the types of activities that work for them at the right time. Many people have been referred by professionals who have told them they should consider an autism assessment, but they may know nothing about autism themselves.

The pre-screening and triage processes are geared to a needs assessment which allows us to provide information and resources appropriate for each individual, at a pace and in a format that they are able to process, together with referral or signposting to other services if required.

We are told by users of our service that the opportunity to discuss their journey with peers is extremely helpful and has a substantial impact on mental health, so we try to provide options in all groups for this.

Post-assessment, the Hub offers a person-centered service to facilitate individuals exploring their own experiences and profiles and consider coping strategies that work for them. Rarely is it the first solution that works and people need an opportunity to develop a 'toolbox' of strategies which meet their individual needs.

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TRUSTEES' REPORT FOR THE YEAR ENDED 30 JUNE 2025

To support our broader delivery, we also access additional funding from donations and grants to ensure the full breadth of provision. This funding from health is in recognition of the need for preventative services and the value of appropriate preparation and support, but it is not currently a statutory requirement. We are pleased that ICB funding has enabled us to deliver this for some people but we are not able to deliver it to everyone who would benefit and we are not currently able to deliver for many more people with other disabilities and health conditions, or those with complex needs.

The NHS funding recognises the need for preventative services and the value of appropriate preparation and support but is not currently a statutory requirement, although is recommended as part of National Institute for Health and Care Excellence. We are pleased that ICB funding has enabled us to deliver this for some people, but we are not yet able to deliver it to everyone who would benefit.

Feedback and evaluation

Reporting via our contract monitoring both to Local Authority and the ICB allows us to pass on comments and issues that are raised by users of our service and share our learning with commissioners and other stakeholders locally.

We also encourage and support Hub members to participate directly with service development within Shropshire, as they do within the Autism Hub, as part of the commitment to co-production and ongoing development of the Shropshire Autism Strategy and upcoming review of the All-Age Pathway for ADHD and Autism within Shropshire and Telford.

Feedback on the service has been overwhelmingly positive aside from the waiting times for people to access a diagnosis.

Comments /statements

"I wanted to say how good it was to meet you yesterday. Speaking with you was genuinely illuminating — not just because of your insights, experience and guidance, but because of the way you speak. Forgive the somewhat dramatic analogy, but the conversation felt like coming up for air after a long swim underwater"

"I received Lucys letter. It made me cry the flood gates opened, the understanding you guys have and the fact my masking like i did today is so exhausting for me and you guys recognise i'm masking! Thank you all at hub. U guys mean world to me my only support."

"Thank-you for these excellent resources I look forward to exploring them."

Further development this year

A major development this year has been the introduction of a new client management system to replace our previous Access database which was no longer fit for purpose in a climate of more complex and detailed reporting, particularly around outcomes and evaluation, and more detailed data requested by both the ICB and Shropshire Council to help target services.

We were extremely grateful to receive funding from the Clothworkers Foundation to purchase the new Lamplight system. Implementation is not yet complete but has already made a significant difference to the data we are able to capture, although the development process was lengthy to ensure that the full impact of the new system could be achieved. The Board of Trustees are keen to ensure that future developments are based on a clear understanding of A4U's strength as a flexible, local organisation which looks to the needs of beneficiaries to develop as an efficient and effective provider of appropriate services. We will be using the Theory of Change model to support this work.

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TRUSTEES' REPORT **FOR THE YEAR ENDED 30 JUNE 2025**

Regular Partners in provision include:

AIMS Carers Support
Shropshire Council Adult Social Care teams
STAR Housing Support
Autism West Midlands
Enable employment support
Midland Partnership University NHS Foundation Trust – Autism Forensic Service, IAPT, Community Mental Health provision
Shropshire Mental Health Support
West Mercia Police

Louise House Calm Café

We use the café area within Louise House as both a social space and a training venue in addition to providing refreshments available to people accessing other services within the building, many of whom travel from across Shropshire.

It is a Safe Space for people to come who feel isolated and alone to just feel comfortable or enable them to meet others in a welcoming and non-judgemental environment.

It also provides a drop in point for those who may be struggling, and we have identified people who felt unable to contact us directly to make an appointment but found support in the café from our Café manager/support worker who facilitates access to our casework team.

Staff and volunteer development

We are proud of the quality standards we have achieved; to maintain them, all staff and volunteers receive ongoing training and supervision.

Our caseworker and team meetings provide opportunities for knowledge sharing as well as planning, but we also operate an "open door" policy for staff and volunteers to raise concerns or input ideas.

It does not have to wait for formally arranged meetings or review processes, although we do have a more formal annual review process too.

We continue to manage some homeworking flexibility for staff as needed and where possible for their role. Staff share updates by email, provide feedback on file reviews and can arrange a separate one to one meeting for issues of particular importance.

All staff complete continuous professional development using both accredited training and regular online updates, reviewing research papers and participating in survey, engagement and other development activity. This is designed to improve accessibility and quality of delivery within our own service, but also share learning with other services and organisations to improve experiences for people with all disabilities.

Autism training for Hub staff is continuous as it is such a developing field of work. We access updates and training from the NHS, National Autistic Society, Research Autism, Autistica and other accredited organizations. The comprehensive resource bank we are building is not only used internally and for clients but is also shared with other professionals who often contact for specific guidance on new or unusual areas.

Capacity to recruit new volunteers has been limited this year, however we have been able to build the confidence of Peer Support individuals to become regular volunteers providing support within café groups, assisting in the café and providing group sessions focused on developing personalized coping strategies, the latter being run by an ex teacher after coming through their own assessment process later in life.

We have recruited two new members of staff, both with personal direct experience

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TRUSTEES' REPORT **FOR THE YEAR ENDED 30 JUNE 2025**

Key achievements during the year

- Successful implementation of our Three Guineas Trust funding , recruitment now successful and 32 people supported with complex cases where over 30 hours of work is recorded
- Securing funding for purchase and implementation of our Lamplight CRM – this will improve the quality of future reporting.
- Responding to the significant impact of a new autism assessment provider and the need to facilitate greater numbers of referrals through to assessment following a 160% increase in scheduled assessments with no corresponding increase in funding
- Contributions to strategic developments with both Local Authority and NHS services in the county.
- Strategic development for A4U– with the recruitment of new Trustees onto the Board during the year and following the confirmation of our two main contracts it was an appropriate time to complete a more significant strategy process, beginning with a review of the organisational aims and objectives and beginning the development of a theory of change for A4U.

FINANCIAL REVIEW

In 2024 we secured continuation of our main contract for welfare benefits and advocacy from Shropshire Council , the core contract running until October 2028, and option for 2 further years.

Ongoing funding from the Integrated Care Board for the Autism Hub and Adult Assessment Pathway for autism in Shropshire enables ongoing development of our service. Since our year end, we have also received confirmation that our funding contract will continue for a 2 year period from April 2026 with a potential further year extension.

With increasing pressures on public funding, we know that we cannot provide the full service that our clients need within the capacity of the Local Authority and NHS funding, and they no longer provide the level of security that would have been assumed in the past.

Shropshire Council have announced a Financial Emergency so we know further calls on funding from that source will be unlikely and should they issue a Section 114 notice existing contracts will be under additional risk.

We continue to search for grant opportunities which match our organisational objectives, allowing us to provide services that are truly user led and enhance the basic statutory level of provision.

This also helps to spread risk, increasing the variety of funding streams to avoid dependency. Managing significant change during the year meant we did not look for additional funding until we had ensured the existing contract arrangements were successful, however, since the year end, we were invited to apply for Lloyds Bank Foundation Financial Resilience funding: the purpose is to work with people over the longer term to support them with issues of financial insecurity and prepare them for dealing with challenges by future planning, with particular understanding of disabled peoples' needs and the need for holistic support. The objectives were a perfect fit with both the ethos of our organisation and also the broadening of existing provision in a direction already identified by our service users and commissioners concerning prevention. We are thrilled to have received confirmation in November that we have been successful, and very much look forward to working with the Foundation to take the next steps in development of A4U.

We also receive donations from clients and their families wanting to give back and support a service that they have appreciated so much, and their responses and feedback are humbling.

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TRUSTEES' REPORT FOR THE YEAR ENDED 30 JUNE 2025

Reserves Policy

The Board annually reviews the level of reserves that are required to ensure that they are adequate to fulfil our continuing obligations.

The trustees believe the level of free reserves should be calculated using a detailed analysis of income and expenditure, therefore the methodology used this year and going forward has been amended using a more robust and transparent method, detailed below:

- a) Value of income at risk;
- b) Reduction of expenditure against the lost income; taking into account whether the activities should be continued (and for what period of time) even with reduced funding and the increase in costs due to the potential removal of the peppercorn rent arrangement for Louise House
- c) Subtract b from a to give the minimum level
- d) Add 1 months working capital to give the maximum level

This calculation of the free reserves requirement produces the range £90,534 to £108,694. Free reserves at year end were £94,884 (2024: £73,216).

A4U continues to take steps to secure funding from a wider variety of sources; to enable the exploration of development and improvement of services, there is a designated Development Fund of £30,000 which also includes succession planning for staff reaching retirement age.

A fit-for-purpose and up-to-date IT operating system is essential for delivery of the services. A £3,000 IT Replacement Fund has also been designated.

As and when costs are incurred, they will be charged against these funds. In this way the charity will be able to meet any foreseeable costs for which the reserve policy has been formulated.

FUTURE PLANS

- Continuing delivery of support for the autism diagnostic pathway in Shropshire, attempting to meet the challenge of ever-increasing referrals whilst retaining our co-production and person-centred approach.
- Following the approval of the All-Age Autism Strategy 2025-30 for Shropshire in December 2025, we will continue to be involved in setting priorities and timescales so that the strategy can be delivered.
- We will continue our commitment to deliver high quality advice and advocacy and explore all possible options to maintain capacity with falling funding across the sector and the closure of some partners and services.
- Integrate the new workstream possible due to Lloyds Bank Foundation funding to support clients with financial resilience.
- Using the relationship with Lloyds Bank Foundation, build on the work already undertaken since the end of the year to develop our Theory of Change and so more clearly communicate our aims and impact. This will increase our chances of successful funding bids and tenders and so further improve the lives of people with disabilities and long-term conditions.

TRUSTEES' RESPONSIBILITY STATEMENT

The trustees (who are also the directors of A4U for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United

A4U

TRUSTEES' REPORT
FOR THE YEAR ENDED 30 JUNE 2025

Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

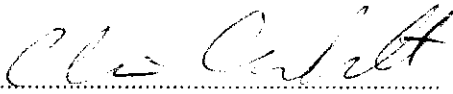
Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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

Approved by order of the board of trustees on11/12/25..... and signed on its behalf by:



.....
Mrs C Crackett - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF

A4U

Independent examiner's report to the trustees of A4U ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 30 June 2025.

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 statement

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 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 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.

C Moelwyn Williams

C Moelwyn-Williams BSc FCA

TCA (Shrewsbury) LLP
Third Floor
21 St Mary's Street
Shrewsbury
Shropshire
SY1 1ED

Date: *6th January 2026*

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STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 30 JUNE 2025

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		33,538	-	33,538	37,763
Charitable activities					
General		182,249	47,194	229,443	168,670
Other trading activities	2	12,993	-	12,993	9,275
Investment income	3	3,507	-	3,507	3,357
Total		<u>232,287</u>	<u>47,194</u>	<u>279,481</u>	<u>219,065</u>
EXPENDITURE ON					
Charitable activities					
General		<u>208,879</u>	<u>40,012</u>	<u>248,891</u>	<u>225,576</u>
NET INCOME/(EXPENDITURE)					
Transfers between funds	11	23,408 (1,740)	7,182 1,740	30,590 -	(6,511) -
Net movement in funds		<u>21,668</u>	<u>8,922</u>	<u>30,590</u>	<u>(6,511)</u>
RECONCILIATION OF FUNDS					
Total funds brought forward		106,216	11,787	118,003	124,514
TOTAL FUNDS CARRIED FORWARD		<u><u>127,884</u></u>	<u><u>20,709</u></u>	<u><u>148,593</u></u>	<u><u>118,003</u></u>

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

STATEMENT OF FINANCIAL POSITION
30 JUNE 2025

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
CURRENT ASSETS					
Stocks	8	20	-	20	150
Debtors	9	4,582	-	4,582	3,304
Cash at bank		167,265	20,709	187,974	151,556
		<u>171,867</u>	<u>20,709</u>	<u>192,576</u>	<u>155,010</u>
CREDITORS					
Amounts falling due within one year	10	(43,983)	-	(43,983)	(37,007)
		<u>127,884</u>	<u>20,709</u>	<u>148,593</u>	<u>118,003</u>
NET CURRENT ASSETS					
		<u>127,884</u>	<u>20,709</u>	<u>148,593</u>	<u>118,003</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>127,884</u>	<u>20,709</u>	<u>148,593</u>	<u>118,003</u>
NET ASSETS					
		<u>127,884</u>	<u>20,709</u>	<u>148,593</u>	<u>118,003</u>
FUNDS					
	11			127,884	106,216
Unrestricted funds				20,709	11,787
Restricted funds				<u>148,593</u>	<u>118,003</u>
TOTAL FUNDS					
				<u>148,593</u>	<u>118,003</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 30 June 2025.

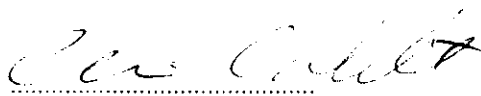
The members have not required the company to obtain an audit of its financial statements for the year ended 30 June 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that 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 charitable company as at the end of each financial year and of its surplus or deficit 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 charitable company.

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

The financial statements were approved by the Board of Trustees and authorised for issue on 11/12/25 and were signed on its behalf by:



Mrs C Crackett - Trustee

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2025**

1. ACCOUNTING POLICIES**Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Financial reporting standard 102 - reduced disclosure exemptions

The charitable company has taken advantage of the following disclosure exemptions in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows;
- the requirement of paragraph 3.17(d);
- the requirements of paragraphs 11.42, 11.44, 11.45, 11.47, 11.48(a)(iii), 11.48(a)(iv), 11.48(b) and 11.48(c);
- the requirements of paragraphs 12.26, 12.27, 12.29(a), 12.29(b) and 12.29A;
- the requirement of paragraph 33.7.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Taxation

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

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

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

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2025

1. ACCOUNTING POLICIES - continued

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.

Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Stock

Stocks are valued at the lower of cost and net realisable value after making due allowance for obsolete and slow-moving stocks.

2. OTHER TRADING ACTIVITIES

	2025	2024
	£	£
Café Income	12,843	9,275
Training Delivery	150	-
	<u>12,993</u>	<u>9,275</u>

3. INVESTMENT INCOME

	2025	2024
	£	£
Deposit account interest	<u>3,507</u>	<u>3,357</u>

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 30 June 2025 nor for the year ended 30 June 2024.

Trustees' expenses

There were no trustees' expenses paid for the year ended 30 June 2025 nor for the year ended 30 June 2024.

5. STAFF COSTS

	2025	2024
	£	£
Wages and salaries	168,936	166,784
Social security costs	4,857	4,065
Other pension costs	5,205	5,178
	<u>178,998</u>	<u>176,027</u>

The key management personnel of the charity to whom the Trustees delegate the day-to-day running of the organisation are the Chief Officer and the Finance Manager. The total employee benefits of the key management personnel of the charity for the year ended 30 June 2025 were £35,489 (2024: £37,686).

The average monthly number of employees during the year was as follows:

	2025	2024
General	<u>11</u>	<u>12</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2025

5. **STAFF COSTS - continued**

No employees received emoluments in excess of £60,000.

6. **COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	37,763	-	37,763
Charitable activities			
General	154,265	14,405	168,670
Other trading activities	9,275	-	9,275
Investment income	3,357	-	3,357
Total	<u>204,660</u>	<u>14,405</u>	<u>219,065</u>
EXPENDITURE ON			
Charitable activities			
General	217,758	7,818	225,576
NET INCOME/(EXPENDITURE)	(13,098)	6,587	(6,511)
RECONCILIATION OF FUNDS			
Total funds brought forward	119,314	5,200	124,514
TOTAL FUNDS CARRIED FORWARD	<u>106,216</u>	<u>11,787</u>	<u>118,003</u>

7. **TANGIBLE FIXED ASSETS**

	Office equipment £
COST	
At 1 July 2024 and 30 June 2025	<u>5,892</u>
DEPRECIATION	
At 1 July 2024 and 30 June 2025	<u>5,892</u>
NET BOOK VALUE	
At 30 June 2025	<u>-</u>
At 30 June 2024	<u>-</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2025

8. STOCKS		
	2025	2024
	£	£
Stocks	20	150
	<u> </u>	<u> </u>
9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		
	2025	2024
	£	£
Provision for Doubtful Debts	(2,750)	-
Other debtors	7,332	3,304
	<u> </u>	<u> </u>
	4,582	3,304
	<u> </u>	<u> </u>
10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		
	2025	2024
	£	£
Trade creditors	5,271	370
Social security and other taxes	1,669	1,201
Other creditors	1,032	912
Accruals and deferred income	36,011	34,524
	<u> </u>	<u> </u>
	43,983	37,007
	<u> </u>	<u> </u>

Deferred income includes income received during the period of £29,391 (2024: £29,586).

This includes a payment for drop in sessions running to August 2025 (£667 and 2024: £667) and conditional grant income received of £28,725, which will be recognised as the terms and conditions of the grant are met during the financial year ended 30 June 2026.

11. MOVEMENT IN FUNDS				
	At 1.7.24	Net	Transfers	At
	£	movement	between	30.6.25
		in funds	funds	£
	£	£	£	£
Unrestricted funds				
General fund	73,216	23,408	(1,740)	94,884
Designated fund - IT Replacement	3,000	-	-	3,000
Designated fund - Development	30,000	-	-	30,000
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
	106,216	23,408	(1,740)	127,884
Restricted funds				
Other Small Grants	2,350	-	-	2,350
WSP - Garden	2,500	-	-	2,500
Hub Session	3,755	(2,764)	-	991
Three Guineas	3,182	11,686	-	14,868
Clothworkers	-	(1,740)	1,740	-
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
	11,787	7,182	1,740	20,709
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
TOTAL FUNDS	118,003	30,590	-	148,593
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2025

11. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	232,287	(208,879)	23,408
Restricted funds			
Hub Session	-	(2,764)	(2,764)
Three Guineas	38,494	(26,808)	11,686
Clothworkers	8,700	(10,440)	(1,740)
	<u>47,194</u>	<u>(40,012)</u>	<u>7,182</u>
TOTAL FUNDS	<u>279,481</u>	<u>(248,891)</u>	<u>30,590</u>

Comparatives for movement in funds

	At 1.7.23 £	Net movement in funds £	Transfers between funds £	At 30.6.24 £
Unrestricted funds				
General fund	79,688	(13,098)	6,626	73,216
Designated fund - Staffing Reserve	30,626	-	(30,626)	-
Designated fund - IT Replacement	3,000	-	-	3,000
Designated fund - Development	6,000	-	24,000	30,000
	<u>119,314</u>	<u>(13,098)</u>	<u>-</u>	<u>106,216</u>
Restricted funds				
Other Small Grants	2,700	(350)	-	2,350
WSP - Garden	2,500	-	-	2,500
Hub Session	-	3,755	-	3,755
Three Guineas	-	3,182	-	3,182
	<u>5,200</u>	<u>6,587</u>	<u>-</u>	<u>11,787</u>
TOTAL FUNDS	<u>124,514</u>	<u>(6,511)</u>	<u>-</u>	<u>118,003</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2025

11. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	204,660	(217,758)	(13,098)
Restricted funds			
Other Small Grants	-	(350)	(350)
Hub Session	4,765	(1,010)	3,755
Three Guineas	9,640	(6,458)	3,182
	<u>14,405</u>	<u>(7,818)</u>	<u>6,587</u>
TOTAL FUNDS	<u>219,065</u>	<u>(225,576)</u>	<u>(6,511)</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.7.23 £	Net movement in funds £	Transfers between funds £	At 30.6.25 £
Unrestricted funds				
General fund	79,688	10,310	4,886	94,884
Designated fund - Staffing Reserve	30,626	-	(30,626)	-
Designated fund - IT Replacement	3,000	-	-	3,000
Designated fund - Development	6,000	-	24,000	30,000
	<u>119,314</u>	<u>10,310</u>	<u>(1,740)</u>	<u>127,884</u>
Restricted funds				
Other Small Grants	2,700	(350)	-	2,350
WSP - Garden	2,500	-	-	2,500
Hub Session	-	991	-	991
Three Guineas	-	14,868	-	14,868
Clothworkers	-	(1,740)	1,740	-
	<u>5,200</u>	<u>13,769</u>	<u>1,740</u>	<u>20,709</u>
TOTAL FUNDS	<u>124,514</u>	<u>24,079</u>	<u>-</u>	<u>148,593</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2025

11. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	436,947	(426,637)	10,310
Restricted funds			
Other Small Grants	-	(350)	(350)
Hub Session	4,765	(3,774)	991
Three Guineas	48,134	(33,266)	14,868
Clothworkers	8,700	(10,440)	(1,740)
	<u>61,599</u>	<u>(47,830)</u>	<u>13,769</u>
TOTAL FUNDS	<u>498,546</u>	<u>(474,467)</u>	<u>24,079</u>

Designated Funds

Staffing Reserves - This is the cost of redundancy payments in case of full or partial income loss, the value is the total cost of the redundancy liability re-calculated annually as at 30th June 2024. The Staffing Reserve designated fund was released in full to unrestricted funds in the year ended 30th June 2025 and details of the calculation of general reserves required for the charity to be an ongoing concern are shown in the Trustees Report.

IT Replacement - This is planned essential expenditure needed to maintain the operating capacity, to spend on our IT infrastructure to maintain fit for purpose, up-to-date equipment.

Development - This costs incurred through the process of developing and improving our service to meet the clients' needs.

Restricted Funds

Other small Grants - There is a small remaining balance relating to Shropshire Council restricted funding given to support disabled people to access the authority's new PA Register.

The WSP - Garden fund is a grant to support with creating a legacy, in our case a sensory and disability friendly garden at Louise House, alongside volunteers from the WSP local office.

Autism Hub Sessions - Group activities including educational sessions explaining autism for those in the process of a diagnosis, and also available for families and carers, and social groups to assist with development of social and communication skills and to provide opportunities for meeting other autistic people and gaining peer support.

The Three Guineas Trust - This fund relates to restricted grant funding received from the Three Guineas Trust to increase the availability of advice and representation to meet demand from disabled people who struggle to access specialist welfare rights provision.

Clothworkers Foundation : We have received a grant towards the purchase of a new Lamplight Client Management System under their Disabilities programme, which includes mental health and visual impairment. Their support aims to enable organisations to be more sustainable, engage more people more effectively, and support their staff and volunteers to do their work more efficiently. The system is now installed and this is definitely proving to be the case, helping us to increase our capacity and better collate information to report outcomes which we believe will improve applications and reporting to potential funders in the future.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2025

12. EMPLOYEE BENEFIT OBLIGATIONS

The charitable company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charitable company in an independently administered fund. The pension cost charge represents contributions payable by the charitable company to the fund and amounted to £5,205 (2024: £5,178). Contributions totalling £1,032 (2024: £912) were payable to the fund at the balance sheet date.

13. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 30 June 2025.

A4U

England & Wales - Charity number 1092083

Accounts

REGISTERED COMPANY NUMBER: 04381722 (England and Wales)
REGISTERED CHARITY NUMBER: 1092083

A4U
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEES' REPORT AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2024

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FOR THE YEAR ENDED 30 JUNE 2024

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A4U

REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 30 JUNE 2024

TRUSTEES	D Bell (resigned 31.7.24) Mrs C Crackett D Forsyth (appointed 25.10.23) Ms A Hiam M Sadler (resigned 6.9.23) Ms C S Shaw
REGISTERED OFFICE	Louise House Roman Road Shrewsbury SY3 9JN
REGISTERED COMPANY NUMBER	04381722 (England and Wales)
REGISTERED CHARITY NUMBER	1092083
INDEPENDENT EXAMINER	TCA (Shrewsbury) LLP Third Floor 21 St Mary's Street Shrewsbury Shropshire SY1 1ED

A4U

TRUSTEES REPORT
FOR THE YEAR ENDED 30 JUNE 2024

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 30 June 2023. The trustees have adopted the provisions of 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).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Constitution and objects

The organisation was originally formed in 1992 and was registered as a charitable company limited by guarantee on 26/2/02. The company registration number is 04381722, and A4U is a registered charity in England and Wales Number 1092083.

The principal objects of the company, as stated in the constitution are:

- For the public benefit, to promote the relief of people with disabilities and/or ill-health by the provision of information, advice and advocacy services and to assist these people either directly or through their carers, relatives, friends and other agencies.

Method of appointment or election of Trustees

The management of the company is the responsibility of the Trustees who are elected and co-opted under the terms of the Articles of Association.

A4U is a Disabled Persons User Led Organisation run by and for people with disabilities which include long-term health conditions, mental health conditions, physical and/or sensory impairments and neurodivergence.

Many of our staff and volunteers manage complex workloads whilst living with a disability and/or long-term condition.

We actively encourage people with disabilities to join the team, as trustees, volunteers or paid staff - the power of peer support generates a positive energy that helps to improve wellbeing.

The trustees continue to have regard to the needs of the charity in the changing world and regularly review the skills and expertise required to lead the organisation.

The Board of Directors meet quarterly. Appointments and specific delegated powers are agreed by the full Board at the first meeting following the Annual General Meeting.

Regular discussions take place between the Chair, Treasurer and Chief Officer to review strategic and financial matters between Board meetings. Responsibility for service delivery and day-to-day management of staff, and volunteers, rests with the Chief Officer in conjunction with Team Leaders.

Policies adopted for the induction and training of Trustees

All new Trustees are encouraged, where they have not been existing volunteers, to familiarise themselves with the practical work of the charity and gain an understanding of the culture that drives the organisation. In addition, they are provided with an induction pack of guidance notes detailing their responsibilities, including the main documents which set out the operational framework for the Charity:

A4U
TRUSTEES REPORT
FOR THE YEAR ENDED 30 JUNE 2024

- Memorandum and Articles
- Latest published accounts and Annual Report
- Business Plan
- Key policies

Trustees are required to abide by the NCVO Code of Good Practice for Trustees, encouraged to attend any available training, and take an active role in the organisation wherever possible.

Both our Chair and Treasurer regularly volunteer within the organisation and all Trustees participate when able beyond their role as Trustees, giving a clearer understanding of the operational challenges facing the organisation.

Organisational structure and decision making

The composition of the Board is based on a skills audit to ensure the Board maintains appropriate and effective levels of expertise to manage and develop the organisation in line with the aims of the Business Plan.

We actively seek experts by experience who have the skills needed for the Board.

The business plan sets out the strategy for the charity and is used to underpin all decision making by the Board. This is updated regularly as a working process by the Strategic Review Report completed by the Chief Officer for Board.

Quality Management

A4U is committed to continuous improvement and implementing appropriate quality management systems and processes to enable us to deliver the highest practicable quality services. To do this we:

- work with users of our services to **develop our services to meet their needs.**
- conduct our work in a way that reflects our **core aims and ethos.**
- create an environment that promotes **continuous improvement** and knowledge sharing across all stakeholders.
- ensure **compliance** with legal and other applicable standards.
- **educate and train** our staff and volunteers to support the delivery of high-quality services.

We hold the externally audited Advice Services Alliance Advice Quality Standard for advice, telephone advice and casework for Welfare Benefits, Disability and Health and Community care. We are subject to a bi-annual external audit process in addition to completing regular annual internal reviews of our policies and procedures.

We are a "Disability Confident" employer and also signatories to the Mindful Employer Charter for employers Positive about Mental Health, recognising our commitment to the mental wellbeing of our staff and volunteers.

Safety

A4U is committed to providing a safe environment for all its workers, volunteers, clients and visitors. This duty is discharged by the implementation of a Health, Safety and Wellbeing Policy and the underpinning development of live risk assessments for the workplace and relevant public areas. Health, Safety and Wellbeing are a standing item on the Board and Staff meeting agendas and all accidents or incidents are reviewed at meetings.

Risk management

The Trustees assess the major risks to which the company is exposed on an ongoing basis, in particular those related to the operations and finances of the charity and are satisfied that systems are in place to mitigate, wherever possible, our exposure to the major risks.

Our risk register is maintained and reviewed at least annually, but also in light of any changes with significant impact occurring throughout the year.

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TRUSTEES REPORT FOR THE YEAR ENDED 30 JUNE 2024

Safeguarding

All issues raised are logged in line with our policy and reported on as a standing agenda item at Board meetings. All staff receive 3 yearly training updates in addition to updates and safeguarding discussions within team meetings and understand processes for escalating safeguarding issues. Trustees use NCVO guidance to review safeguarding and their understanding of it for the charity at every meeting.

OBJECTIVES AND ACTIVITIES

Our ethos:

The Individual is Paramount

Each person is in control of their own life. We are here to help them to live that life to the full.

Overall Aim

To improve the quality of life for people with disabilities and/or long-term conditions, their families and carers in Shropshire and its Borders

Specific Aims

- To enable people with disabilities to improve choice and control over their lives and/or assist independent living.
- To maximise financial wellbeing for people with disabilities.
- To treat everyone as individuals without prejudice and with empathy.
- To reduce discrimination and raise awareness of disability issues.
- In partnership with public, private and VCS agencies, engage proactively in the shaping and delivery of national disability policy at a local level.

Our aims and ethos remain constant, however we keep our activities and delivery methods under continuous review, working alongside our participants and other stakeholders to develop services.

Key Strengths

- We listen
- We treat everyone as an individual
- We are impartial and non-judgemental
- We spot and nurture potential
- We know that everyone can contribute
- We go the extra mile
- We look at situations holistically, finding solutions by working with trusted partners.

Activities

During the period covered by this report the activities delivered by A4U were:

- Independent confidential advice and information on benefits for people with any disability- claims and appeals, help with form filling, provided face to face or by telephone or video call, supported by tailored self-help information
- Provide holistic assessment of need and facilitate referrals into other specialist services
- Quality Marked Specialist casework on welfare benefits, disability and health issues from experienced caseworkers.
- Advice and independent advocacy to challenge a range of decisions including representing clients when necessary and supporting clients to self-advocate.

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TRUSTEES REPORT **FOR THE YEAR ENDED 30 JUNE 2024**

- Keyworker support as part of multidisciplinary teams.
- We lead the provision of Shropshire Autism Hub services for adults in Shropshire. These include
 - management of the adults' diagnostic waiting list and first point of contact,
 - pre-screening for accessing diagnostic assessment,
 - pre and post diagnostic support, training and resources,
 - opportunities for social interaction and development of peer support.
- Access to training in relation to disability issues including Autism.
- Volunteering and employment opportunities.

All of the above activities have been undertaken with reference to the Charity Commission guidance on Public Benefit and are available to all people with disabilities and long-term medical conditions, their families, carers, and advocates. A4U operates within an equity, diversity and inclusion policy.

Flexibility in Working and delivery

Experiences during the pandemic heightened our awareness of simple measures to support both the health and wellbeing of our client group.

We have retained optional screens in some rooms to give added security for some clients who are still very anxious about attending public spaces. We continue small group work as this type of activity is much preferred by most of our autistic visitors who struggle with large or louder groups and avoids gathering large numbers of people in enclosed spaces particularly during the winter months.

We have continued hybrid working introduced during the pandemic, and provide remote support (by phone, text, zoom or Teams, messenger and socially distanced meetings outside) in addition to face-to-face appointments as needed.

HIGHLIGHTS AND ACHIEVEMENTS

INFORMATION, ADVICE AND ADVOCACY SERVICES FOR PEOPLE WITH DISABILITIES

We continue to provide our core information, advice and advocacy services via contracts with Shropshire Council, known as Advice, Advocacy and Welfare Benefits Shropshire with partners, Citizens Advice Shropshire, Age UK and Taking Part. The existing contract was extended to September 2024 and following a retender process in May 2024, has now been confirmed for a further 5 years.

As with previous funding for our core information, advice and advocacy service, this contract requires that additional funding will be sourced externally, and we continuously look for complementary funding options to manage the non-statutory elements of provision in addition to general fundraising activity on a small scale.

In view of this we completed a successful funding bid to Three Guineas Trust for a grant to support increasing free legal advice and representation for disabled people. We are increasingly seeing more complex situations requiring significant additional casework hours and people needing support to put their case forward, however this is not part of the funding provided by the local authority. It will also allow the recruitment of a further part time caseworker to increase our capacity.

Our development of Shropshire Autism Hub, and particularly our work with the diagnostic pathway for adults, coupled with our holistic approach, impacts on our advice and advocacy provision as many of the contacts we make through triage and pre-screening appointments also require some additional advice input.

We have also seen a dramatic increase in referrals during the year, reflecting national trends.

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We also have a small contract arrangement with Midland Partnership Foundation NHS Trust to provide monthly welfare benefit advice services to inpatients within the Redwoods Centre secure forensic wards. We had interactions with 18 patients during the last year.

All services are continuing to see increasing complexity and multiple issues arising for many clients.

During the year through our AAWB advice contract we supported 1,030 clients (847: 2023 +22%) involving one to one input, managing 1,368 different interventions (1,136 :2023 +20%) and achieved monetary gains for clients totalling £839,649 (£922,000: 2023 -9%).

Feedback examples from people accessing support:

"This service is invaluable to disabled people"

"Very friendly staff always there to help and explain things in plain English"

"Active ongoing pursuit and success after 2 refusals from DWP"

"L did a comprehensive job, very patient in a complicated case and won for me. It's life changing for me and my son."

SHROPSHIRE AUTISM HUB

The Hub Goals (developed with users and partners):

- To be a source of impartial and reliable information and advice about autism and services in Shropshire.
- To create an inclusive environment where individuals feel safe and welcomed.
- To offer support to any adult resident in Shropshire; pre-and post-diagnosis – clinical and non-clinical, and carers.
- To bring together services offering support, increasing accessibility and breaking down barriers.
- To provide opportunities for life enhancing development and the achievement of ambitions.
- To develop networking opportunities for individuals on the autism spectrum, and the opportunity to develop new friendships.
- To encourage professional networks and promote awareness of the autism spectrum among services.
- To encourage individuals to work together as a group to ensure the Hub continues to grow and develop.

Shropshire Autism Hub leads the provision of autism specific services for adults, and their carers, in Shropshire. It is an umbrella for all our adult autism provision including access to the diagnostic pathway, in-house advice, support and guidance, as well as referrals to other providers.

The purpose of the Hub is to be the point of contact for people in Shropshire, both pre- and post-diagnosis, their families, carers and professionals. We provide support which encourages personal development, builds confidence, develops individual coping strategies and improves wellbeing and social interaction using a range of activities, in addition to providing a safety net of information, advice and advocacy provided by our casework team.

Our holistic approach means we look at the complete picture and facilitate access to a range of help and opportunities from our networks to manage complex situations, always with individual wellbeing at the core.

We have ensured access to both social care and health appointments completed online, including multi-disciplinary team meetings and diagnostic assessments, for individuals who have no access to a computer, tablet or smartphone and/or need support to self-advocate.

We continue to adapt the delivery of the Hub to meet its goals, the development of the service driven by autistic people themselves, and in response to feedback also from individuals who may struggle to access current provision. We also

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TRUSTEES REPORT FOR THE YEAR ENDED 30 JUNE 2024

have experts by experience within our volunteer and staff teams and continuously build practical knowledge throughout the organisation.

We share information about other services focused on, and accessible for, neurodivergent individuals within Shropshire.

Shropshire Integrated Care Board

Funding from Shropshire Telford and Wrekin Integrated Care Board (ICB) for management of the Adult Autism Diagnostic waiting list has continued and been increased during the year to help develop further pre- and post-diagnostic support opportunities including potential development of outreach options.

We received ongoing referrals during the year via a dedicated NHS email from GP's and other health professionals, in addition to self-referrals directly to Shropshire Autism Hub

We have further developed the triage process in conjunction with the diagnostic team from Chester and Wirral Partnership Foundation Trust (CWP) and now complete an initial triage of all incoming referrals also working through the transferred list dating back to 2020.

We have worked very closely with their team to facilitate take up of assessments including supporting individuals to access the pathway, providing direct support to complete paperwork, manage appointments and access remote assessments.

Despite all efforts the referral rate continues to increase, now exceeding 40 per month with the number on the wait list exceeding 1,000 during the year. Commissioned assessments are not at a level to meet the current referral rate let alone respond to the backlog. We know this is a national problem and makes the provision of pre-diagnostic support all the more crucial for those who will experience a long wait.

We have built our provision to allow people to choose to access at different points and mix the types of activities that work for them. Many people have been referred by professionals who have told them they should consider an autism assessment, but they may know nothing about autism themselves.

The triage and pre-screening processes are geared to a needs assessment which allows us to provide information and resources appropriate for each individual, at a pace and in a format that they are able to process, together with referral or signposting to other services if they are more appropriate.

Our group sessions are both face to face and online, and offer educational information about autism, opportunities for discussion with peers and the chance to explore what autism is and means for them.

The Hub offers a person-centered service to facilitate individuals exploring their own experiences and profiles and consider coping strategies that work for them. Rarely is it the first solution that works for an individual, people need an opportunity to develop a 'toolbox' of strategies which meet their individual needs.

To support our broader delivery, we also access additional funding from donations and grants to ensure the full breadth of provision. This funding from health is in recognition of the need for preventative services and the value of appropriate preparation and support, but it is not currently a statutory requirement. We are pleased that ICB funding has enabled us to deliver this for some people, but we are not able to deliver it to everyone who would benefit, and we are not currently able to deliver for many more people with other disabilities and health conditions, or those with complex needs.

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Carers Support

AIMS (Autism, Involvement, Mental Health and Substances) Support group provide additional support for carers and family of those attending the Hub and we work closely with them to provide full family support whilst conscious of the independence of adults from parents. They also provide significant additional input from experts by experience to the overall development of our service including leading weekly educational sessions explaining and exploring autistic traits. These are tremendously helpful to those who have been referred for a diagnosis but know little about autism or what the diagnosis might mean.

We have received additional funding from the ICB to develop these sessions and specifically pilot group support for family and carers as part of ongoing delivery.

Feedback and evaluation

Reporting via our contract monitoring and to the Shropshire Autism Partnership Board and the ICB allows us to pass on comments and issues that are raised by users of our service and share our learning with commissioners and other stakeholders locally.

We are also encouraging and supporting Hub members to participate directly with service development within Shropshire as part of the commitment to co-production and ongoing development of the Shropshire Autism Strategy.

Feedback on the service has been overwhelmingly positive aside from the waiting times for people to access a diagnosis.

Comments /statements

"Thankyou Jenny and the Hub Team.

You listened to me when I was in a right old state.

You helped open doors and allowed me to discover who I am 😊

I can't thank you enough."

"I am strong. I have myself back. Thank you for all your help – still the only place I've felt get me and understand and I belong."

Further development this year

Interactive working with the Chester and Wirral Partnership diagnostic team has been a highlight this year.

We have increased our support for individuals accessing the pathway and enabled many who would not have been able to complete the process to obtain their diagnosis. We have seen CWP begin to provide face to face diagnoses in Louise House, something we have been working towards for several years.

We are saddened that they have decided to cease their contract due to the development of the all-age pathway covering Shropshire and Telford (they are an adult only service) but hope that we can continue to share best practice and network with others outside our region to continue to develop better services for Shropshire's neurodivergent population.

Undoubtedly the biggest challenge has been the increasing numbers of referrals, and we hope that an increase in commissioned assessments in the coming year will help to reduce the backlog for those most in need.

We are developing both our pre-and post-diagnostic support offers, together with short-term urgent issue-based advice and advocacy for those with immediate needs and continue to work with partners across our network to provide specialist appointment sessions via the Hub.

Regular Partners in provision include:

AIMS Carers Support

Shropshire Council Social Work teams

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TRUSTEES REPORT FOR THE YEAR ENDED 30 JUNE 2024

STAR Housing Support
Autism West Midlands
Enable employment support
Midland Partnership University NHS Foundation Trust – Autism Forensic Service, IAPT, Community Mental Health provision
Shropshire Mental Health Support
West Mercia Police

Louise House Calm Café

We use the café area within Louise House as both a social space and a training venue.

In addition to our supported Autism Hub group sessions twice a week, we have continued to develop the cafe to create a Safe Space for people to come who feel isolated and alone to just feel comfortable or enable them to meet others in a welcoming and non-judgemental environment.

It also provides a drop in point for those who may be struggling, and we have identified people who felt unable to contact us directly to make an appointment but found support in the café from our Café manager/support worker who facilitated access to the casework team.

We now also serve staff and people attending NHS appointments in the building, many travelling from across Shropshire and needing refreshment before returning home, or while waiting for the effects of treatments to subside.

“The cafe is a lovely friendly place where I can talk to likeminded people and learn of their coping strategies and how we live our lives”

Staff and volunteer development

We are proud of the quality standards we have achieved; to maintain them, all staff and volunteers are trained and supported.

Our caseworker and team meetings provide opportunities for knowledge sharing as well as planning, but we also operate an “open door” policy for staff and volunteers to raise concerns or input ideas.

We continue to manage some homeworking flexibility for staff as needed and where possible for their role.

Staff share updates by email, provide feedback on file reviews and can arrange a separate one to one meeting for issues of particular importance.

All staff complete continuous professional development using both accredited training and regular online updates, reviewing research papers and participating in survey, engagement and other development activity. This is designed to improve accessibility and quality of delivery within our own service, but also share learning with other services and organisations to improve experiences for people with all disabilities.

Autism training for Hub staff is continuous as new research is completed, and understanding of neurodivergence is increased. We access updates from the NHS, National Autistic Society, Research Autism, Autistica and other accredited organisations. The comprehensive resource bank we are building is not only used internally and for clients but is also shared with other professionals.

Recruitment of volunteers continues at a pace that we are able to manage within our capacity to ensure the volunteering experience also meets their expectations. We particularly welcome volunteers with lived experience or professional expertise that informs our ongoing activities.

Many of our volunteers find us either as service users or having supported family members and want to continue to give something back to the organisation.

We are also developing Peer Support roles with those who have progressed and gained confidence to support others as a result of their experiences with the Autism Hub.

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We really do appreciate the time they give to us and the passion and insight they bring and value all their contributions to making A4U what it is.

We have strengthened our casework team this year and also recruited into administrative and support work roles to support organisational development. Applicants enquire about roles with A4U because they are attracted to our ethos and aims, and also our ability as a Disability Confident employer to support adjustments needed. We therefore very much value the significant number of experts by experience within the team.

Key achievements during the year

- Obtaining funding from Three Guineas Trust to extend our Welfare benefits service and increase availability of advice and representation to meet demand from disabled people who struggle to access specialist welfare rights provision. Our intended outcome is that people with hidden disabilities are enabled to access tailored advice at a pace and in a setting appropriate to their needs; this reduces anxiety, improves wellbeing and increases confidence to access future services.
This funding is for 3 years which will allow us to support those who need to challenge decisions and continue to appeal where there is merit in the case and provide additional support for process.
- We have continued to develop our Autism Hub Service, responding to the challenge of ever-increasing numbers of referrals, but continuing to champion a truly person-centred means of delivery.
- We also secured funding from Clothworkers Foundation contributing to the costs of purchasing a new Client Management System to replace our current database together with a range of spreadsheet-based tools. A fully operational and interactive system will help to increase time for client contact, transform our reporting processes, and enable us to more readily demonstrate our impact.

FINANCIAL REVIEW

The renewal of our main contract for welfare benefits and advocacy from Shropshire Council and their ongoing in-kind support for premises continues to give security, and ongoing funding from the Integrated Care Board for the Autism Hub and adult diagnostic pathway for autism in Shropshire has enabled significant development of our service.

With the pressures on public funding, we know that we cannot provide the full service that our clients need within the capacity of the Local Authority and NHS funding, and we continue to apply for grants which match our organisational objectives, allowing us to provide services that are truly user led and enhance the basic statutory level of provision. This also helps to spread risk, increasing the variety of funding streams to avoid dependency. We have developed a Funding Strategy this year, scheduling opportunities throughout the year from organizations that fund work linked to our objects and ethos.

We do receive some donations from clients and their families wanting to give back and support a service that they have appreciated so much, and their responses and feedback are humbling.

Reserves Policy

The Board annually reviews the level of reserves that are required to ensure that they are adequate to fulfil our continuing obligations.

As a result of the continuation of reviewing risk within the organisation, the Board agreed that 4 months of operating costs is prudent as this would allow for an activity to continue should there be a loss of income and it would grant time to secure replacement income or wind down the activity with minimal impact on our vulnerable service users. For the Year ending

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FOR THE YEAR ENDED 30 JUNE 2024

30 June 2024 four months cost would be £84,365, and our total free reserves, calculated as unrestricted reserves less designated funds and fixed assets, are £73,216 which is slightly below the target level.

A4U continue to take steps to secure funding from a wider variety of sources, to enable exploration of development and improvement of services, there is a designated Development Fund of £30,000 for succession planning.

A fit for purpose and up-to-date IT operating system is essential for delivery of the services. A £3,000 IT Replacement Fund has also been designated.

FUTURE PLANS

- Continuing delivery of support for the autism diagnostic pathway in Shropshire and the challenges of working with a new clinical team to develop a service that will continue to meet the needs of our Autism Hub clients, whilst increasing the numbers of people we are supporting and retaining our co-production and person-centred approach.
- We will continue our commitment to develop high quality standards of advice and advocacy and explore all possible options with partners and potential new funders to ensure continued provision of preventative services in Shropshire.

TRUSTEES' RESPONSIBILITY STATEMENT

The trustees (who are also the directors of A4U 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) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".


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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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

Approved by order of the board of trustees on 16th October 2024 and signed on its behalf by:



Mrs C Crackett - Trustee

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
A4U**

Independent examiner's report to the trustees of A4U ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 30 June 2024.

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 statement

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 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.

C Moelwyn-Williams

C Moelwyn-Williams BSc FCA

TCA (Shrewsbury) LLP
Third Floor
21 St Mary's Street
Shrewsbury
Shropshire
SY1 1ED

Date: *8th January 2025*

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**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 30 JUNE 2024**

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		37,763	-	37,763	33,468
Charitable activities					
General		154,265	14,405	168,670	237,707
Other trading activities	2	9,275	-	9,275	5,008
Investment income	3	<u>3,357</u>	<u>-</u>	<u>3,357</u>	<u>1,716</u>
Total		<u>204,660</u>	<u>14,405</u>	<u>219,065</u>	<u>277,899</u>
EXPENDITURE ON					
Charitable activities					
General		<u>217,758</u>	<u>7,818</u>	<u>225,576</u>	<u>220,715</u>
NET INCOME/(EXPENDITURE)		(13,098)	6,587	(6,511)	57,184
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>119,314</u>	<u>5,200</u>	<u>124,514</u>	<u>67,330</u>
TOTAL FUNDS CARRIED FORWARD		<u>106,216</u>	<u>11,787</u>	<u>118,003</u>	<u>124,514</u>

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

The notes form part of these financial statements

A4U (REGISTERED NUMBER: 04381722)

STATEMENT OF FINANCIAL POSITION
30 JUNE 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
CURRENT ASSETS					
Stocks	8	150	-	150	110
Debtors	9	3,304	-	3,304	5,098
Cash at bank		<u>139,769</u>	<u>11,787</u>	<u>151,556</u>	<u>129,575</u>
		143,223	11,787	155,010	134,783
CREDITORS					
Amounts falling due within one year	10	(37,007)	-	(37,007)	(10,269)
		<u>106,216</u>	<u>11,787</u>	<u>118,003</u>	<u>124,514</u>
NET CURRENT ASSETS					
		<u>106,216</u>	<u>11,787</u>	<u>118,003</u>	<u>124,514</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>106,216</u>	<u>11,787</u>	<u>118,003</u>	<u>124,514</u>
NET ASSETS		<u>106,216</u>	<u>11,787</u>	<u>118,003</u>	<u>124,514</u>
FUNDS	11				
Unrestricted funds				106,216	119,314
Restricted funds				<u>11,787</u>	<u>5,200</u>
TOTAL FUNDS				<u>118,003</u>	<u>124,514</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 30 June 2024.

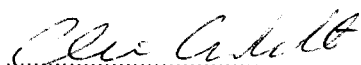
The members have not required the company to obtain an audit of its financial statements for the year ended 30 June 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that 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 charitable company as at the end of each financial year and of its surplus or deficit 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 charitable company.

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

The financial statements were approved by the Board of Trustees and authorised for issue on 16th October 2024 and were signed on its behalf by:



Mrs C Crackett - Trustee

The notes form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2024

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Financial reporting standard 102 - reduced disclosure exemptions

The charitable company has taken advantage of the following disclosure exemptions in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows;
- the requirement of paragraph 3.17(d);
- the requirements of paragraphs 11.42, 11.44, 11.45, 11.47, 11.48(a)(iii), 11.48(a)(iv), 11.48(b) and 11.48(c);
- the requirements of paragraphs 12.26, 12.27, 12.29(a), 12.29(b) and 12.29A;
- the requirement of paragraph 33.7.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Taxation

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

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

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

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2024

1. ACCOUNTING POLICIES - continued

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.

Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Stock

Stocks are valued at the lower of cost and net realisable value after making due allowance for obsolete and slow-moving stocks.

2. OTHER TRADING ACTIVITIES

	2024	2023
	£	£
Café Income	<u>9,275</u>	<u>5,008</u>

3. INVESTMENT INCOME

	2024	2023
	£	£
Deposit account interest	<u>3,357</u>	<u>1,716</u>

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 30 June 2024 nor for the year ended 30 June 2023.

Trustees' expenses

There were no trustees' expenses paid for the year ended 30 June 2024 nor for the year ended 30 June 2023.

5. STAFF COSTS

	2024	2023
	£	£
Wages and salaries	166,784	156,316
Social security costs	4,065	3,216
Other pension costs	<u>5,178</u>	<u>4,969</u>
	<u>176,027</u>	<u>164,501</u>

The average monthly number of employees during the year was as follows:

	2024	2023
General	<u>12</u>	<u>12</u>

No employees received emoluments in excess of £60,000.

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**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2024**

6. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	33,468	-	33,468
Charitable activities			
General	135,227	102,480	237,707
Other trading activities	5,008	-	5,008
Investment income	<u>1,716</u>	<u>-</u>	<u>1,716</u>
Total	<u>175,419</u>	<u>102,480</u>	<u>277,899</u>
EXPENDITURE ON			
Charitable activities			
General	<u>118,364</u>	<u>102,351</u>	<u>220,715</u>
NET INCOME	57,055	129	57,184
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>62,259</u>	<u>5,071</u>	<u>67,330</u>
TOTAL FUNDS CARRIED FORWARD	<u>119,314</u>	<u>5,200</u>	<u>124,514</u>
7. TANGIBLE FIXED ASSETS			Office equipment £
COST			
At 1 July 2023 and 30 June 2024			<u>5,892</u>
DEPRECIATION			
At 1 July 2023 and 30 June 2024			<u>5,892</u>
NET BOOK VALUE			
At 30 June 2024			<u>-</u>
At 30 June 2023			<u>-</u>

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NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2024

8. STOCKS		2024	2023
		£	£
Stocks		<u>150</u>	<u>110</u>
9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		2024	2023
		£	£
Other debtors		3,304	3,390
Prepayments		<u>-</u>	<u>1,708</u>
		<u>3,304</u>	<u>5,098</u>
10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		2024	2023
		£	£
Trade creditors		370	519
Social security and other taxes		1,201	1,081
Other creditors		912	2,972
Accruals and deferred income		<u>34,524</u>	<u>5,697</u>
		<u>37,007</u>	<u>10,269</u>

Deferred income includes income received during the period of £29,586 (2023: £667).

This includes a payment for drop in sessions running to August 2024 (£667 and 2023: £667) and conditional grant income received of £28,919, which will be recognised as the terms and conditions of the grant are met during the financial year ended 30 June 2025.

11. MOVEMENT IN FUNDS		Net	Transfers	
	At 1.7.23	movement	between	At
	£	in funds	funds	30.6.24
		£	£	£
Unrestricted funds				
General fund	79,688	(13,098)	6,626	73,216
Designated fund - Staffing Reserve	30,626	-	(30,626)	-
Designated fund - IT Replacement	3,000	-	-	3,000
Designated fund - Development	<u>6,000</u>	<u>-</u>	<u>24,000</u>	<u>30,000</u>
	119,314	(13,098)	-	106,216
Restricted funds				
Other Small Grants	2,700	(350)	-	2,350
WSP - Garden	2,500	-	-	2,500
Hub Session	-	3,755	-	3,755
Three Guineas	<u>-</u>	<u>3,182</u>	<u>-</u>	<u>3,182</u>
	<u>5,200</u>	<u>6,587</u>	<u>-</u>	<u>11,787</u>
TOTAL FUNDS	<u>124,514</u>	<u>(6,511)</u>	<u>-</u>	<u>118,003</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2024

11. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	204,660	(217,758)	(13,098)
Restricted funds			
Other Small Grants	-	(350)	(350)
Hub Session	4,765	(1,010)	3,755
Three Guineas	<u>9,640</u>	<u>(6,458)</u>	<u>3,182</u>
	<u>14,405</u>	<u>(7,818)</u>	<u>6,587</u>
TOTAL FUNDS	<u><u>219,065</u></u>	<u><u>(225,576)</u></u>	<u><u>(6,511)</u></u>

Comparatives for movement in funds

	At 1.7.22 £	Net movement in funds £	Transfers between funds £	At 30.6.23 £
Unrestricted funds				
General fund	62,259	57,055	(39,626)	79,688
Designated fund - Staffing Reserve	-	-	30,626	30,626
Designated fund - IT Replacement	-	-	3,000	3,000
Designated fund - Development	<u>-</u>	<u>-</u>	<u>6,000</u>	<u>6,000</u>
	62,259	57,055	-	119,314
Restricted funds				
CCG	2,589	(2,589)	-	-
CCG Winter Monies	2,482	(2,482)	-	-
Other Small Grants	-	2,700	-	2,700
WSP - Garden	<u>-</u>	<u>2,500</u>	<u>-</u>	<u>2,500</u>
	<u>5,071</u>	<u>129</u>	<u>-</u>	<u>5,200</u>
TOTAL FUNDS	<u><u>67,330</u></u>	<u><u>57,184</u></u>	<u><u>-</u></u>	<u><u>124,514</u></u>

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**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2024**

11. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	175,419	(118,364)	57,055
Restricted funds			
BBO	48,280	(48,280)	-
CCG	49,000	(51,589)	(2,589)
CCG Winter Monies	-	(2,482)	(2,482)
Other Small Grants	2,700	-	2,700
WSP - Garden	2,500	-	2,500
	<u>102,480</u>	<u>(102,351)</u>	<u>129</u>
TOTAL FUNDS	<u>277,899</u>	<u>(220,715)</u>	<u>57,184</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.7.22 £	Net movement in funds £	Transfers between funds £	At 30.6.24 £
Unrestricted funds				
General fund	62,259	43,957	(33,000)	73,216
Designated fund - IT Replacement	-	-	3,000	3,000
Designated fund - Development	-	-	30,000	30,000
	<u>62,259</u>	<u>43,957</u>	<u>-</u>	<u>106,216</u>
Restricted funds				
CCG	2,589	(2,589)	-	-
CCG Winter Monies	2,482	(2,482)	-	-
Other Small Grants	-	2,350	-	2,350
WSP - Garden	-	2,500	-	2,500
Hub Session	-	3,755	-	3,755
Three Guineas	-	3,182	-	3,182
	<u>5,071</u>	<u>6,716</u>	<u>-</u>	<u>11,787</u>
TOTAL FUNDS	<u>67,330</u>	<u>50,673</u>	<u>-</u>	<u>118,003</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2024

11. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	380,079	(336,122)	43,957
Restricted funds			
BBO	48,280	(48,280)	-
CCG	49,000	(51,589)	(2,589)
CCG Winter Monies	-	(2,482)	(2,482)
Other Small Grants	2,700	(350)	2,350
WSP - Garden	2,500	-	2,500
Hub Session	4,765	(1,010)	3,755
Three Guineas	<u>9,640</u>	<u>(6,458)</u>	<u>3,182</u>
	<u>116,885</u>	<u>(110,169)</u>	<u>6,716</u>
TOTAL FUNDS	<u>496,964</u>	<u>(446,291)</u>	<u>50,673</u>

Designated Funds

Staffing Reserves - This is the cost of redundancy payments in case of full or partial income loss, the value is the total cost of the redundancy liability re-calculated annually as at 30th June 2023.

IT Replacement - This is planned essential expenditure needed to maintain the operating capacity, to spend on our IT infrastructure to maintain fit for purpose, up-to-date equipment.

Development – This is costs incurred through the process of developing and improving our service to meet the clients' needs.

Restricted Funds

The CCG fund is a pilot project to provide enhanced pre-assessment support together with development of an indicative passport to enable improved access to support services, individuals and their families having a better understanding of autism and a means of articulating their needs to key services. In addition, a triage to provide young people 18-25 years old on the waiting list for autism assessment with support to reduce the negative effects of a long wait.

The CCG Winter Monies fund is to support individuals with ASD over Winter 2022.

The BBO fund relates to the funding received in advance of expenditure for our Building Better Opportunities project funded by the European Social Fund and the National Lottery Community Fund.

The WSP - Garden fund is a grant to support with creating a legacy, in our case a sensory and disability friendly garden at Louise House, alongside volunteers from the WSP local office.

Autism Hub Sessions - Group activities including educational sessions explaining autism for those in the process of a diagnosis, and also available for families and carers, and social groups to assist with development of social and communication skills and to provide opportunities for meeting other autistic people and gaining peer support.

The Three Guineas Trust - This fund relates to restricted grant funding received from the Three Guineas Trust to increase the availability of advice and representation to meet demand from disabled people who struggle to access specialist welfare rights provision.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2024

12. EMPLOYEE BENEFIT OBLIGATIONS

The charitable company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charitable company in an independently administered fund. The pension cost charge represents contributions payable by the charitable company to the fund and amounted to £5,178 (2023: £4,969). Contributions totalling £912 (2023: £2,972) were payable to the fund at the balance sheet date.

13. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 30 June 2024.

A4U

England & Wales - Charity number 1092083

Accounts

REGISTERED COMPANY NUMBER: 04381722 (England and Wales)
REGISTERED CHARITY NUMBER: 1092083

A4U
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEES' REPORT AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

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FOR THE YEAR ENDED 30 JUNE 2023

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REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 30 JUNE 2023

TRUSTEES	D Bell Mrs C Crackett M Sadler (resigned 06.09.2023) Ms A Hiam Ms C S Shaw
REGISTERED OFFICE	Louise House Roman Road Shrewsbury SY3 9JN
REGISTERED COMPANY NUMBER	04381722 (England and Wales)
REGISTERED CHARITY NUMBER	1092083
INDEPENDENT EXAMINER	TCA (Shrewsbury) LLP Third Floor 21 St Mary's Street Shrewsbury Shropshire SY1 1ED

A4U

TRUSTEES' REPORT FOR THE YEAR ENDED 30 JUNE 2023

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 30 June 2023. The trustees have adopted the provisions of 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).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Constitution and objects

The organisation was originally formed in 1992 and was registered as a charitable company limited by guarantee on 26/2/02. The company registration number is 04381722, and A4U is a registered charity in England and Wales Number 1092083.

The principal objects of the company, as stated in the constitution are:

- For the public benefit, to promote the relief of people with disabilities and/or ill-health by the provision of information, advice and advocacy services and to assist these people either directly or through their carers, relatives, friends and other agencies.

Method of appointment or election of Trustees

The management of the company is the responsibility of the Trustees who are elected and co-opted under the terms of the Articles of Association.

A4U is a Disabled Persons User Led Organisation run by and for people with disabilities, which include long-term health conditions, mental health conditions, physical impairments and/or sensory impairments.

Many of our staff and volunteers manage complex workloads whilst living with a disability and/or long-term condition.

We actively encourage people with disabilities to join the team, as trustees, volunteers or paid staff - the power of peer support generates a positive energy that helps to improve wellbeing.

The trustees continue to have regard to the needs of the charity in the changing world and regularly review the skills and expertise required to lead the organisation.

The Board of Directors meet quarterly. Appointments and specific delegated powers are agreed by the full Board at the first meeting following the Annual General Meeting.

Regular discussions take place between the Chair, Treasurer and Chief Officer to review strategic and financial matters between Board meetings. Responsibility for service delivery and day-to-day management of staff, and volunteers, rests with the Chief Officer in conjunction with Team Leaders.

Policies adopted for the induction and training of Trustees

All new Trustees are encouraged, where they have not been existing volunteers, to familiarise themselves with the practical work of the charity and gain an understanding of the culture that drives the organisation. In addition, they are provided with an induction pack of guidance notes detailing their responsibilities, including the main documents which set out the operational framework for the Charity:

- Memorandum and Articles
- Latest published accounts and Annual Report
- Business Plan
- Key policies

TRUSTEES' REPORT
FOR THE YEAR ENDED 30 JUNE 2023

Policies adopted for the induction and training of Trustees - continued

Trustees are required to abide by the NCVO Code of Good Practice for Trustees, encouraged to attend any available training, and take an active role in the organisation wherever possible.

Three of our Trustees have been volunteers prior to becoming Board members and two are still volunteering in specific roles on a regular basis.

Organisational structure and decision making

The composition of the Board is based on a skills audit to ensure the Board maintains appropriate and effective levels of expertise to manage and develop the organisation in line with the aims of the Business Plan.

The business plan sets out the strategy for the charity and is used to underpin all decision making by the Board. This is updated regularly by the Strategic Review Report provided by the Chief Officer to Board.

Quality Management

A4U is committed to continuous improvement and implementing appropriate quality management systems and processes to enable us to deliver the highest practicable quality services. To do this we:

- work with users of our services to **develop our services to meet their needs**.
- conduct our work in a way that reflects our **core aims and ethos**.
- create an environment that promotes **continuous improvement** and knowledge sharing across all stakeholders.
- ensure **compliance** with legal and other applicable standards.
- **educate and train** our staff and volunteers to support the delivery of high-quality services.

We hold the externally audited Advice Services Alliance Advice Quality Standard for advice, telephone advice and casework for Welfare Benefits, Disability and Health and Community care. We are subject to a bi-annual external audit process in addition to completing regular annual internal reviews of our policies and procedures.

We are a "Disability Confident" employer working towards Disability Confident Leader status.

Safety

A4U is committed to providing a safe environment for all its workers, volunteers, clients and visitors. This duty is discharged by the implementation of a Health, Safety and Wellbeing Policy and the underpinning development of live risk assessments for the workplace and relevant public areas. Health, Safety and Wellbeing are a standing item on the Board and Staff meeting agendas and all accidents or incidents are reviewed at meetings.

Risk management

The Trustees assess the major risks to which the company is exposed on an ongoing basis, in particular those related to the operations and finances of the charity and are satisfied that systems are in place to mitigate, wherever possible, our exposure to the major risks.

A4U

TRUSTEES' REPORT FOR THE YEAR ENDED 30 JUNE 2023

OBJECTIVES AND ACTIVITIES

Our ethos:

The Individual is Paramount

Each person is in control of their own life. We are here to help them to live that life to the full.

Overall Aim

To improve the quality of life for people with disabilities and/or long-term conditions, their families and carers in Shropshire and its Borders

Specific Aims

- To enable people with disabilities to improve choice and control over their lives and/or assist independent living.
- To maximise financial wellbeing for people with disabilities.
- To treat everyone as individuals without prejudice and with empathy.
- To reduce discrimination and raise awareness of disability issues.
- In partnership with public, private and VCS agencies engage proactively in the shaping and delivery of national disability policy at a local level.

Our aims and ethos remain constant, however we keep our activities and delivery methods under continuous review, working with our participants and other stakeholders to develop services.

Key Strengths

- We listen
- We treat everyone as an individual
- We are impartial and non-judgemental
- We spot and nurture potential
- We know that everyone can contribute
- We go the extra mile
- We look at situations holistically, finding solutions by working with trusted partners.

Activities

During the period covered by this report the activities delivered by A4U were:

- Independent confidential advice and information on benefits for people with any disability-claims and appeals, help with form filling, both by telephone supported by tailored self-help information, and face to face.
- Provide holistic assessment of need and facilitate referrals into other specialist services.
- Quality Marked Specialist casework on welfare benefits, disability and health issues from experienced caseworkers.
- Advice and independent advocacy to challenge a range of decisions including representing clients when necessary and supporting clients to self-advocate.
- Keyworker support as part of multidisciplinary teams.

TRUSTEES' REPORT
FOR THE YEAR ENDED 30 JUNE 2023

Activities - continued

- We lead the provision of Shropshire Autism Hub services for adults in Shropshire. These include
 - management of the adults' diagnostic waiting list,
 - pre-screening for accessing diagnostic assessment,
 - pre and post diagnostic support and resources,
 - opportunities for social interaction and development of peer support.
- Shropshire Building Better Opportunities Project funded by the European Social Fund and Lottery Community Fund. This involved small group courses and development activities linked to breaking down barriers to employment, but also with a focus on increasing social inclusion and independence. We worked with unemployed individuals over 19 but primarily with individuals with diagnosed or suspected autism. This project ended in March 2023.
- Access to training in relation to disability issues including Autism.
- Volunteering and employment opportunities.

All of the above activities have been undertaken with reference to the Charity Commission guidance on Public Benefit and are available to all people with disabilities and long-term medical conditions, their families, carers, and advocates. A4U operates within an equity, diversity and inclusion policy.

Ongoing Response to Covid

We have retained optional screens in some rooms to give added security for some clients who are still very anxious about attending public spaces.

We have continued hybrid working as a result of the developments introduced during the pandemic, and provide remote support (by phone, text, zoom or Teams, messenger and socially distanced meetings outside) in addition to face-to-face appointments as needed.

We continue small group work as this type of activity is much preferred by most of our autistic visitors who struggle with large or louder groups.

HIGHLIGHTS AND ACHIEVEMENTS

INFORMATION, ADVICE AND ADVOCACY SERVICES FOR PEOPLE WITH DISABILITIES

We continue to provide our core information, advice and advocacy services via contracts with Shropshire Council, known as Advice, Advocacy and Welfare Benefits Shropshire with partners, Citizens Advice Shropshire, Age UK and Taking Part. This contract has been extended to September 2024.

As with previous funding for our core information, advice and advocacy service, this contract requires that additional funding will be sourced externally, and we continuously look for complementary funding options to manage the non-statutory elements of provision in addition to general fundraising activity on a small scale.

This year the development involved with receiving NHS funding has been significant and is increasing. As a result of our holistic approach this also impacts on our advice and advocacy provision as many of the contacts we make through pre-screening appointments also require some additional social care related input.

TRUSTEES' REPORT
FOR THE YEAR ENDED 30 JUNE 2023

**INFORMATION, ADVICE AND ADVOCACY SERVICES FOR PEOPLE WITH DISABILITIES -
continued**

All services are continuing to see increasing complexity and multiple issues arising for most clients. The added issues of cost-of-living increases have only exacerbated the situation.

During the year we supported 847 clients involving one to one input, managing 1136 different cases and achieved monetary gains for clients totalling over £922,000. (2022: £534,000)

Feedback from people accessing support:

"I cannot fault the service provided to me, the volunteer was extremely knowledgeable, patient and considered my predicament with a high level of understanding. Thank you so much."

Email: *"Once again I can't thank you enough for all your help and support... the easing of mind and help the money will provide me now and for the future is honestly life changing!!"*

SHROPSHIRE AUTISM HUB

The Hub Goals (developed with users and partners):

- To be a source of impartial and reliable information and advice about autism and services in Shropshire.
- To create an inclusive environment where individuals feel safe and welcomed.
- To offer support to any adult resident in Shropshire; pre-and post-diagnosis – clinical and non-clinical, and carers.
- To bring together services offering support, increasing accessibility and breaking down barriers.
- To provide opportunities for life enhancing development and the achievement of ambitions.
- To develop networking opportunities for individuals on the autism spectrum, and the opportunity to develop new friendships.
- To encourage professional networks and promote awareness of the autism spectrum among services.
- To encourage individuals to work together as a group to ensure the Hub continues to grow and develop.

Shropshire Autism Hub leads the provision of autism specific services for adults, and their carers, in Shropshire. It is an umbrella for all our adult autism provision including access to the diagnostic pathway, in-house advice, support and guidance, as well as referrals to other providers.

The purpose of the Hub is to be the point of contact for people, both pre- and post-diagnosis. We provide support which encourages personal development, builds confidence, develops individual coping strategies and improves wellbeing and social interaction, using a range of activities in addition to providing a safety net of information, advice and advocacy.

Our holistic approach means we look at the complete picture and facilitate access to a range of help from our networks to manage very complex situations.

We continue to adapt the delivery of the Hub to meet its goals, in response to feedback from individuals and families to provide accessible and appropriately focussed activities for our participants.

TRUSTEES' REPORT
FOR THE YEAR ENDED 30 JUNE 2023

SHROPSHIRE AUTISM HUB – The Hub Goals – continued

We have experts by experience within our volunteer and staff teams and continuously build practical knowledge throughout the organisation.

We have increased the individual support we provide due to other services continuing remote working practices, for those who are unable to manage digital or telephone meetings and require face to face provision.

We have ensured access to both social care and health appointments completed via Teams, including multi-disciplinary team meetings and diagnostic assessments, for individuals who have no access to a computer, tablet or smartphone and/or need support to self-advocate.

As well as advice partners we look to work with organisations providing alternative opportunities that we can encourage Hub users to attend, increasing their social interaction, knowing that there is support for their difficulties and appropriate adjustments are acknowledged and embedded. Our continuing link with The Hive, a local Arts and young peoples' venue in Shrewsbury, has a significant effect on the outcomes of individuals we support.

Shropshire Integrated Care Board

We receive funding from both Shropshire Council and now Shropshire Telford and Wrekin Integrated Care Board (ICB), to provide the statutory elements of the service.

During this year we have been awarded a recurrent contract by the ICB for management of the Adult Autism Diagnostic waiting list.

We collect referrals via a dedicated NHS email from other health professionals, in addition to self-referrals directly to Shropshire Autism Hub.

The biggest challenge we are facing is the huge number on the wait list we have inherited (over 700), coupled with the continuing high rate of referrals currently approximately 30 per month. This is matched against commissioned diagnostic assessments of 160 per year (13 per month).

During 2022 we received funding from NHS England Innovation Fund specifically to develop pre-diagnostic support for those on the autism diagnosis wait list.

- We began by increasing the numbers of pre-screening appointments which then identified those who demonstrated sufficient traits to progress on the pathway.
- We also investigated options for providing appropriate light touch and therefore affordable support prior to their full diagnostic assessment.
Much of this need was similar to post diagnostic support provided previously, and we have used mixed group work to provide role models and peer support. We have clearly seen that following this input the impact of the diagnosis can be reduced.
- We also planned to create a Passport suite of documents which we hoped could be used as the foundation of a training programme.

We have produced "About Me" templates for a range of scenarios (including employment, hospital admission) which are proving successful for some individuals who have specific needs and in certain settings.

However, we have shown that this does not work as a standardised programme and a more person-centred approach is needed.

TRUSTEES' REPORT
FOR THE YEAR ENDED 30 JUNE 2023

Shropshire Integrated Care Board - continued

Our approach to support is to ensure that it is as person centred as possible, which we know meets the need in the most effective way. We have therefore built our provision to allow people to choose to access at different points and mix the types of activities that work for them.

For example, they may access 1:1 support initially if their anxiety is too great to manage group working. This could be via email or phone, face to face cookery sessions which are often an inroad for those who struggle with group work, or small group information sessions which can also be accessed online. Underpinning all our support is the aim of maximising independence and we work to empower people at all times, minimising the risk of developing an unchanging dependence on A4U.

We also access additional funding from donations and grants to support the full breadth of provision.

An example of such funding is the **Shropshire Building Better Opportunities Project funded by the European Social Fund and Lottery Community Fund**. This unfortunately ceased nationwide in March 2023 and we continue to look for alternative funding opportunities.

This funding allowed us to employ dedicated staff to run small group courses and development activities linked to breaking down barriers to employment, but also with a focus on increasing social inclusion and independence. For many of our users the barriers are significant and ongoing, so continuity of support and tailored delivery that meets the needs of those with processing and communication difficulties is crucial.

We are using the lessons learnt from this project to frame new funding applications and it undoubtedly contributed to our ability to gain additional funding from NHS England as a pilot prior to achieving a recurrent funding contract. The focus of this funding is different, but the post-diagnostic support dovetails with further work around increasing independence and personal development which we will continue to seek support for.

BBO Review

BBO allowed us to provide ongoing regular psychoeducational support for participants in a way which was accessible and meaningful. Small group activities are crucial for many autistic adults who find social interaction challenging. Some also require 1:1 support initially, and we were able to provide more options for this with BBO funding. The improved outcomes, both in relation to future employment and also the reduction in social isolation, identification of other issues that would not otherwise be reported, and increasing confidence which impacts on aspects other than employability.

Carers Support

AIMS (Autism, Involvement, Mental Health and Substances) Support group provide additional support for carers and family of those attending the Hub and we work closely with them to provide full family support whilst appreciating the independence of adults from their parents. They also provide significant additional input from experts by experience to the overall development of our service.

Feedback and evaluation

Reporting via our contract monitoring and to the Shropshire Autism Partnership Board and the ICS Learning Disability and Autism Board allows us to pass on comments and issues that are raised by users of our service and share our learning with commissioners and other stakeholders locally.

TRUSTEES' REPORT
FOR THE YEAR ENDED 30 JUNE 2023

Further development this year

This year we have increased pre-diagnostic support for people accessing the NHS adult autism diagnostic pathway in Shropshire. Long waiting lists for diagnosis are a national problem, and we received innovation funding from NHS England to look at ways to address the difficulties and provide individuals with support, increasing capacity for pre-screening, providing dedicated pre-diagnostic support and developing additional activities and resources.

We are providing access to diagnostic referrals and both pre-and post-diagnostic support, together with short-term urgent issue-based advice and advocacy for those with immediate needs. We continue to work with partners across our network to provide specialist appointment sessions via the Hub.

Regular Partners in provision include:

AIMS Carers Support

Shropshire Council Social Work teams

Shropshire Building Better Opportunities Project partners funded by the European Social Fund and Big Lottery Community Fund (ended March 2023)

Sustain Housing Support

Autism West Midlands

Enable employment and volunteering support

Midland Partnership University NHS Foundation Trust

West Mercia Police

Louise House Calm Café

Our previous community café had to close as a result of the Covid pandemic for the period during lockdown. The enforced closure of our previous community café gave us the opportunity to adjust the use of the café area to better meet the needs of our client groups. We developed the space as a training venue to manage limited numbers, provide placement activities to support our BBO project and created a "Calm Café" setting for small groups of individuals registered with the Autism Hub.

We have gradually opened-up further and now serve staff and people attending NHS appointments in the building which has provided a more realistic placement experience but still within a quiet setting for those developing hospitality skills. We continue to develop this further to create a Safe Space for people to come who feel isolated and alone to enable them to meet others in a welcoming environment.

Staff and volunteer development

We are proud of the quality standards we have achieved; to maintain them, all staff and volunteers are trained and supported. Our regular team meetings provide opportunities for knowledge sharing as well as planning, but we also operate an "open door" policy for staff and volunteers to raise concerns or input ideas which increases responsiveness. Staff share updates by email, provide feedback on file reviews and can arrange a separate one to one meeting for issues of particular importance.

We continue to manage some homeworking flexibility for staff as needed and where possible for their role.

All staff complete continuous professional development using both accredited training and regular online updates, reviewing research papers and participating in survey and other development activity.

Autism training for Hub staff is continuous as new research is completed and understanding is increased. We access updates from the National Autistic Society, Research Autism, Autistica and other accredited organisations. The comprehensive resource bank we are building is not only used internally, but can be shared with clients when the information meets their needs.

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TRUSTEES' REPORT FOR THE YEAR ENDED 30 JUNE 2023

Staff and volunteer development - continued

Volunteer numbers are still low, but we are gradually recruiting as services develop. Key issues for volunteers leaving were personal health concerns, as well as caring responsibilities for other family members that reduced numbers, due to most of our volunteers being experts by experience and having health or disability issues themselves. Many of our volunteers find us as service users or having supported family members, and want to continue to give something back to the organisation.

We are also developing Peer support roles with those who have progressed and gained confidence to support others as a result of their experiences with the Autism Hub

We really do appreciate the time they give to us and value all of their contributions to making A4U what it is.

Staff recruitment remains challenging however we have strengthened our casework team this year and also recruited into administrative and support work roles to support organisational development. Applicants enquire about roles with A4U because they are attracted to our ethos and aims, and our ability as a Disability Confident employer to support adjustments needed. We therefore very much value the significant number of experts by experience within the team.

Key achievements during the year

- Our primary achievement this year is the development of our work with the NHS. This is not just from the aspect of funding received, but also meeting the challenges to expand the organisation and meet the necessary requirements to take on an NHS contract and work as partners in services.

We genuinely have an excellent working relationship with the Chester and Wirral Partnership Foundation Trust Diagnostic Team. We have mutual respect for our particular strengths and the improvement that can be made to services by working fully as partners which ultimately impacts on the experience of the people needing support.

FINANCIAL REVIEW

Our main contract for welfare benefits and advocacy from Shropshire Council and their ongoing in-kind support for premises continues to give security, and following NHS England grant funding last year, we have also now been awarded recurrent funding from the ICS to support the adult diagnostic pathway for autism in Shropshire.

Both provide coverage for statutory requirements, but in addition, we continue to apply for grants which match our organizational objectives, allowing us to provide services that are truly user led and enhance the basic statutory level of provision.

We do not rely heavily on fundraising activity which was still reduced during the year, although we are now seeing increasing donations and sales of donated goods due to higher footfall returning to the building.

**TRUSTEES' REPORT
FOR THE YEAR ENDED 30 JUNE 2023**

FINANCIAL REVIEW - continued

The most significant change is the introduction of funding from health which we have not been able to access in the past. The transfer from CCG to Integrated Care Board in July 2022 has been a contributory factor and fits perfectly with our delivery model of holistic working and embedded co-production.

This funding does not remove the need for additional grant monies in the future, but it does make the organisation more realistically viable, and provides a platform for growth at a time when needs are increasing and conventional social care provision is stretched beyond capacity. We continue to provide cost effective solutions that are also more flexible to meet changing need.

Reserves Policy

The Board annually reviews the level of reserves that are required to ensure that they are adequate to fulfil our continuing obligations.

As a result of reviewing risk in relation to taking on the larger NHS contract, future retendering of our core local authority contract and the ending of a significant project in March 2023, the Board agreed to increase our target level of reserves from 3 months to 4 months of operating costs. For the year ending 30 June 2023, this is £68,032, and our total free reserves, calculated as unrestricted reserves less designated funds and fixed assets, are £79,688 (2022: £57,146). We have been able to achieve this level of reserves due to delays in planned recruitment that have subsequently taken place.

A4U continue to take steps to secure funding from a wider variety of sources, to enable exploration of development and improvement of services there is a designated Development Fund of £6,000.

Trustees designated funds for redundancy liability should the organisation need them through partial or full loss of income. The calculated total liability is currently £30,626.

A fit for purpose and up-to-date IT operating system is essential for delivery of the services. A £3,000 IT Replacement fund has been designated.

FUTURE PLANS

- Improve and increase our provision for people with disabilities and long -term health conditions.
- Inform and contribute to the development of county-wide and national provision.
- Build connections with new and existing partners, particularly exploring the opportunities of the Shropshire ICS
- Protect and ensure continued provision of preventative services in Shropshire by exploring all possible options with partners and potential partners.
- Use our commitment to high quality standards of advice and advocacy to continuously improve our service.

A4U

TRUSTEES' REPORT
FOR THE YEAR ENDED 30 JUNE 2023

TRUSTEES RESPONSIBILITY STATEMENT

The trustees (who are also the directors of A4U 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), including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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

Approved by order of the board of trustees on 15/10/23 and signed on its behalf by:



Mrs C Crackett - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
A4U

Independent examiner's report to the trustees of A4U ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 30 June 2023.

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 statement

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 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 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.

C Moelwyn-Williams

C Moelwyn-Williams BSc FCA

TCA (Shrewsbury) LLP
Third Floor
21 St Mary's Street
Shrewsbury
Shropshire
SY1 1ED

Date: *14th November 2023*

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STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 30 JUNE 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		33,468	-	33,468	36,364
Charitable activities					
General		135,227	102,480	237,707	147,734
Other trading activities	2	5,008	-	5,008	407
Investment income	3	<u>1,716</u>	<u>-</u>	<u>1,716</u>	<u>28</u>
Total		<u>175,419</u>	<u>102,480</u>	<u>277,899</u>	<u>184,533</u>
EXPENDITURE ON					
Charitable activities					
General		<u>118,364</u>	<u>102,351</u>	<u>220,715</u>	<u>178,174</u>
NET INCOME		57,055	129	57,184	6,359
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>62,259</u>	<u>5,071</u>	<u>67,330</u>	<u>60,971</u>
TOTAL FUNDS CARRIED FORWARD		<u>119,314</u>	<u>5,200</u>	<u>124,514</u>	<u>67,330</u>

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

The notes form part of these financial statements

STATEMENT OF FINANCIAL POSITION
30 JUNE 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
CURRENT ASSETS					
Stocks	8	110	-	110	129
Debtors	9	5,098	-	5,098	6,287
Cash at bank		<u>124,375</u>	<u>5,200</u>	<u>129,575</u>	<u>133,831</u>
		129,583	5,200	134,783	140,247
CREDITORS					
Amounts falling due within one year	10	(10,269)	-	(10,269)	(72,917)
		<u>119,314</u>	<u>5,200</u>	<u>124,514</u>	<u>67,330</u>
NET CURRENT ASSETS					
		<u>119,314</u>	<u>5,200</u>	<u>124,514</u>	<u>67,330</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>119,314</u>	<u>5,200</u>	<u>124,514</u>	<u>67,330</u>
NET ASSETS					
		<u>119,314</u>	<u>5,200</u>	<u>124,514</u>	<u>67,330</u>
FUNDS					
Unrestricted funds	11			119,314	62,259
Restricted funds				<u>5,200</u>	<u>5,071</u>
TOTAL FUNDS					
				<u>124,514</u>	<u>67,330</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 30 June 2023.

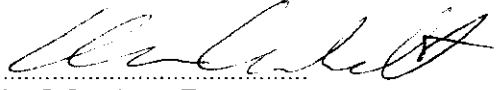
The members have not required the company to obtain an audit of its financial statements for the year ended 30 June 2023 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that 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 charitable company as at the end of each financial year and of its surplus or deficit 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 charitable company.

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

The financial statements were approved by the Board of Trustees and authorised for issue on 25/10/23 and were signed on its behalf by:


Mrs C Crackett - Trustee

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Financial reporting standard 102 - reduced disclosure exemptions

The charitable company has taken advantage of the following disclosure exemptions in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows;
- the requirement of paragraph 3.17(d);
- the requirements of paragraphs 11.42, 11.44, 11.45, 11.47, 11.48(a)(iii), 11.48(a)(iv), 11.48(b) and 11.48(c);
- the requirements of paragraphs 12.26, 12.27, 12.29(a), 12.29(b) and 12.29A;
- the requirement of paragraph 33.7.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Taxation

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

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

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

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements

Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

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.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2023

1. ACCOUNTING POLICIES - continued

Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Stock

Stocks are valued at the lower of cost and net realisable value after making due allowance for obsolete and slow-moving stocks.

2. OTHER TRADING ACTIVITIES

	2023	2022
	£	£
Café Income	<u>5,008</u>	<u>407</u>

3. INVESTMENT INCOME

	2023	2022
	£	£
Deposit account interest	<u>1,716</u>	<u>28</u>

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 30 June 2023 nor for the year ended 30 June 2022.

Trustees' expenses

There were no trustees' expenses paid for the year ended 30 June 2023 nor for the year ended 30 June 2022.

5. STAFF COSTS

The average monthly number of employees during the year was as follows:

	2023	2022
General	<u>12</u>	<u>10</u>

No employees received emoluments in excess of £60,000.

6. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	10,114	26,250	36,364
Charitable activities			
General	76,657	71,077	147,734
Other trading activities	407	-	407
Investment income	<u>28</u>	<u>-</u>	<u>28</u>
Total	<u>87,206</u>	<u>97,327</u>	<u>184,533</u>

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NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2023

6. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued	Unrestricted funds £	Restricted funds £	Total funds £
EXPENDITURE ON Charitable activities			
General	<u>82,093</u>	<u>96,081</u>	<u>178,174</u>
NET INCOME	5,113	1,246	6,359
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>57,146</u>	<u>3,825</u>	<u>60,971</u>
TOTAL FUNDS CARRIED FORWARD	<u><u>62,259</u></u>	<u><u>5,071</u></u>	<u><u>67,330</u></u>
 7. TANGIBLE FIXED ASSETS			Office equipment £
COST			
At 1 July 2022 and 30 June 2023			<u>5,892</u>
DEPRECIATION			
At 1 July 2022 and 30 June 2023			<u>5,892</u>
NET BOOK VALUE			
At 30 June 2023			<u>-</u>
At 30 June 2022			<u>-</u>
 8. STOCKS		2023 £	2022 £
Stocks		<u>110</u>	<u>129</u>
 9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		2023 £	2022 £
Other debtors		3,390	4,400
Prepayments		<u>1,708</u>	<u>1,887</u>
		<u><u>5,098</u></u>	<u><u>6,287</u></u>

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NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2023

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade creditors	519	726
Social security and other taxes	1,081	1,688
Other creditors	2,972	932
Accruals and deferred income	<u>5,697</u>	<u>69,571</u>
	<u>10,269</u>	<u>72,917</u>

Deferred income includes income received during the period of £667 (2022: £61,864) which relates to the financial year ended 30 June 2024. This includes a payment for drop in sessions running to August 2023. (2022 included CCG and Shropshire Council monies received in relation to the financial year ended 30 June 2023)

11. MOVEMENT IN FUNDS

	At 1.7.22	Net movement in funds	Transfers between funds	At 30.6.23
	£	£	£	£
Unrestricted funds				
General fund	62,259	57,055	(39,626)	79,688
Designated fund - Staffing Reserve	-	-	30,626	30,626
Designated fund - IT Replacement	-	-	3,000	3,000
Designated fund – Development	<u>-</u>	<u>-</u>	<u>6,000</u>	<u>6,000</u>
	62,259	57,055	-	119,314
Restricted funds				
CCG	2,589	(2,589)	-	-
CCG Winter Monies	2,482	(2,482)	-	-
Other Small Grants	-	2,700	-	2,700
WSP - Garden	<u>-</u>	<u>2,500</u>	<u>-</u>	<u>2,500</u>
	<u>5,071</u>	<u>129</u>	<u>-</u>	<u>5,200</u>
TOTAL FUNDS	<u>67,330</u>	<u>57,184</u>	<u>-</u>	<u>124,514</u>

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NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2023

11. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	175,419	(118,364)	57,055
Restricted funds			
BBO	48,280	(48,280)	-
CCG	49,000	(51,589)	(2,589)
CCG Winter Monies	-	(2,482)	(2,482)
Other Small Grants	2,700	-	2,700
WSP - Garden	<u>2,500</u>	<u>-</u>	<u>2,500</u>
	<u>102,480</u>	<u>(102,351)</u>	<u>129</u>
TOTAL FUNDS	<u>277,899</u>	<u>(220,715)</u>	<u>57,184</u>

Comparatives for movement in funds

	At 1.7.21 £	Net movement in funds £	At 30.6.22 £
Unrestricted funds			
General fund	57,146	5,113	62,259
Restricted funds			
Carers Grant	3,825	(3,825)	-
CCG	-	2,589	2,589
CCG Winter Monies	<u>-</u>	<u>2,482</u>	<u>2,482</u>
	<u>3,825</u>	<u>1,246</u>	<u>5,071</u>
TOTAL FUNDS	<u>60,971</u>	<u>6,359</u>	<u>67,330</u>

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NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2023

11. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	87,206	(82,093)	5,113
Restricted funds			
Shropshire Autism Hub	26,250	(26,250)	-
BBO	42,577	(42,577)	-
Carers Grant	-	(3,825)	(3,825)
CCG	21,000	(18,411)	2,589
CCG Winter Monies	<u>7,500</u>	<u>(5,018)</u>	<u>2,482</u>
	<u>97,327</u>	<u>(96,081)</u>	<u>1,246</u>
TOTAL FUNDS	<u>184,533</u>	<u>(178,174)</u>	<u>6,359</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.7.21 £	Net movement in funds £	Transfers between funds £	At 30.6.23 £
Unrestricted funds				
General fund	57,146	62,168	(39,626)	79,688
Designated fund - Staffing Reserve	-	-	30,626	30,626
Designated fund - IT Replacement	-	-	3,000	3,000
Designated fund - Development	<u>-</u>	<u>-</u>	<u>6,000</u>	<u>6,000</u>
	57,146	62,168	-	119,314
Restricted funds				
Carers Grant	3,825	(3,825)	-	-
Other Small Grants	-	2,700	-	2,700
WSP - Garden	<u>-</u>	<u>2,500</u>	<u>-</u>	<u>2,500</u>
	<u>3,825</u>	<u>1,375</u>	<u>-</u>	<u>5,200</u>
TOTAL FUNDS	<u>60,971</u>	<u>63,543</u>	<u>-</u>	<u>124,514</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2023

11. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	262,625	(200,457)	62,168
Restricted funds			
Shropshire Autism Hub	26,250	(26,250)	-
BBO	90,857	(90,857)	-
Carers Grant	-	(3,825)	(3,825)
CCG	70,000	(70,000)	-
CCG Winter Monies	7,500	(7,500)	-
Other Small Grants	2,700	-	2,700
WSP - Garden	2,500	-	2,500
	<u>199,807</u>	<u>(198,432)</u>	<u>1,375</u>
TOTAL FUNDS	<u>462,432</u>	<u>(398,889)</u>	<u>63,543</u>

Designated Funds

Staffing Reserves - This is the cost of redundancy payments in case of full or partial income loss, the value is the total cost of the redundancy liability re-calculated annually as at 30th June 2023.

IT Replacement - This is planned essential expenditure needed to maintain the operating capacity, to spend on our IT infrastructure to maintain fit for purpose, up-to-date equipment.

Development - This is costs incurred through the process of developing and improving our service to meet the clients' needs.

Restricted Funds

The Carers Grant fund was received from Shropshire Council to support Covid related activity and also development of work with Shropshire and Telford Asperger's Carers Support Group.

The CCG fund is a pilot project to provide enhanced pre-assessment support together with development of an indicative passport to enable improved access to support services, individuals and their families having a better understanding of autism and a means of articulating their needs to key services. In addition, a triage to provide young people 18-25 years old on the waiting list for autism assessment with support to reduce the negative effects of a long wait.

The CCG Winter Monies fund is to support individuals with ASD over Winter 2022.

The Shropshire Autism Hub fund represents the restricted income and expenditure used to lead the provision of autism specific services for adults and their carers in Shropshire.

The BBO fund relates to the funding received in advance of expenditure for our Building Better Opportunities project funded by the European Social Fund and the National Lottery Community Fund.

The Disabled Persons Organisation (DPO) Emergency fund provided time limited Covid grant monies to support our work with disabled people.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2023

11. MOVEMENT IN FUNDS - continued

Restricted Funds

The WSP - Garden fund is a grant to support with creating a legacy, in our case a sensory and disability friendly garden at Louise House, alongside volunteers from the WSP local office.

12. EMPLOYEE BENEFIT OBLIGATIONS

The charitable company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charitable company in an independently administered fund. The pension cost charge represents contributions payable by the charitable company to the fund and amounted to £4,969 (2022: £3,617). Contributions totalling £2,972 (2022: £932) were payable to the fund at the balance sheet date.

13. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 30 June 2023.

A4U

England & Wales - Charity number 1092083

Accounts

REGISTERED COMPANY NUMBER: 04381722 (England and Wales)
REGISTERED CHARITY NUMBER: 1092083

A4U
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEES' REPORT AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

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A4U

REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 30 JUNE 2022

TRUSTEES	D Bell P Cornell (resigned 31.5.22) Mrs C Crackett D Holmes (resigned 3.8.21) M Sadler Ms A Hiam (appointed 2.12.21) Ms C S Shaw (appointed 10.3.22)
REGISTERED OFFICE	Louise House Roman Road Shrewsbury SY3 9JN
REGISTERED COMPANY NUMBER	04381722 (England and Wales)
REGISTERED CHARITY NUMBER	1092083
INDEPENDENT EXAMINER	TCA (Shrewsbury) LLP Third Floor 21 St Mary's Street Shrewsbury Shropshire SY1 1ED

A4U
TRUSTEES' REPORT
FOR THE YEAR ENDED 30 JUNE 2022

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, submit their annual report and the financial statements of A4U (the company) for the year ended 30 June 2022. The Trustees have adopted the provisions of 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).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Constitution and objects

The organisation was originally formed in 1992 and was registered as a charitable company limited by guarantee on 26/2/02. The company registration number is 04381722, and A4U is a registered charity in England and Wales Number 1092083.

The principal objects of the company, as stated in the constitution are:

- For the public benefit, to promote the relief of people with disabilities and/or ill-health by the provision of information, advice and advocacy services and to assist these people either directly or through their carers, relatives, friends and other agencies.

Method of appointment or election of Trustees

The management of the company is the responsibility of the Trustees who are elected and co-opted under the terms of the Articles of Association. A4U is a Disabled Persons User Led Organisation run by and for people with disabilities, which include long-term health conditions, mental health conditions, physical impairments and/or sensory impairments.

This ethos flows throughout the organization, with many of our staff and volunteers manage complex workloads whilst living with a disability and/or long-term condition.

We actively encourage people with disabilities to join the team, as trustees, volunteers or paid staff - the power of peer support generates a positive energy that helps to improve wellbeing.

The trustees continue to have regard to the needs of the charity in the changing world and regularly review the skills and expertise required to lead the organisation.

A4U
TRUSTEES' REPORT
FOR THE YEAR ENDED 30 JUNE 2022

The Board of Directors meet quarterly. Appointments and specific delegated powers are agreed by the full Board at the first meeting following the Annual General Meeting.

Regular discussions take place between the Chair, Treasurer and Chief Officer to review strategic and financial matters between Board meetings. Responsibility for service delivery and day-to-day management of staff, and volunteers, rests with the Chief Officer in conjunction with Team Leaders.

Policies adopted for the induction and training of Trustees

All new Trustees are encouraged, where they have not been existing volunteers, to familiarise themselves with the practical work of the charity and gain an understanding of the culture that drives the organisation. In addition, they are provided with an induction pack of guidance notes detailing their responsibilities, including the main documents which set out the operational framework for the Charity:

- Memorandum and Articles
- Latest published accounts and Annual Report
- Business Plan
- Key policies

Trustees are required to abide by the NCVO Code of Good Practice for Trustees, encouraged to attend any available training, and take an active role in the organisation wherever possible.

Three of our Trustees have been volunteers prior to becoming Board members and two are still volunteering in specific roles on a regular basis.

Organisational structure and decision making

The composition of the Board is based on a skills audit to ensure the Board maintains appropriate and effective levels of expertise to manage and develop the organisation in line with the aims of the Business Plan.

The business plan is a working document which is used to underpin all decision making by the Board. This is updated regularly by the Strategic Review Report provided by the Chief Officer to Board.

Quality Management

A4U is committed to continuous improvement and implementing appropriate quality management systems and processes to enable us to deliver the highest practicable quality services. To do this we:

A4U
TRUSTEES' REPORT
FOR THE YEAR ENDED 30 JUNE 2022

- work with users of our services to **develop our services to meet their needs.**
- conduct our work in a way that reflects our **core aims and ethos.**
- create an environment that promotes **continuous improvement** and knowledge sharing across all stakeholders.
- ensure **compliance** with legal and other applicable standards.
- **educate and train** our staff and volunteers to support the delivery of high-quality services.

We hold the externally audited Advice Services Alliance Advice Quality Standard for advice, telephone advice and Casework for Welfare Benefits and Disability. We are subject to a bi-annual external audit process in addition to completing regular annual internal reviews of our policies and procedures.

We are a "Disability Confident" employer working towards Disability Confident Leader status.

Safety

A4U is committed to providing a safe environment for all its workers, volunteers, clients and visitors. This duty is discharged by the implementation of a safety policy and the underpinning development of live risk assessments for the workplace and relevant public areas. Health and Safety is a standing item on the Board and Staff meeting agendas and all accidents or incidents are reviewed at meetings.

Following the peak of the Covid pandemic additional risk assessments are being completed in response to the changing environment

Risk management

The Trustees assess the major risks to which the company is exposed on an ongoing basis, in particular those related to the operations and finances of the charity and are satisfied that systems are in place to mitigate, wherever possible, our exposure to the major risks.

We completed specific risk assessments in relation to Covid 19 and the business continuity and other plans that were in place enabled the charity to continue to function efficiently throughout various lockdowns and now ensure that we will maintain a service to our beneficiaries.

A4U
TRUSTEES' REPORT
FOR THE YEAR ENDED 30 JUNE 2022

Safeguarding

All issues raised are logged in line with our policy and reported on as a standing agenda item at Board meetings. All staff receive 3 yearly training updates and understand processes for escalating safeguarding issues.

OBJECTIVES AND ACTIVITIES

Our ethos:

The Individual is Paramount

Each person is in control of their own life. We are here to help them to live that life to the full.

Overall Aim

To improve the quality of life for people with disabilities and/or long-term conditions, their families and carers in Shropshire and its Borders

Specific Aims

- To enable people with disabilities to improve choice and control over their lives and/or assist independent living.
- To maximise financial wellbeing for people with disabilities.
- To treat everyone as individuals without prejudice and with empathy.
- To reduce discrimination and raise awareness of disability issues.
- In partnership with public, private and VCS agencies engage proactively in the shaping and delivery of national disability policy at a local level.

Our aims and ethos remain constant, however we keep our activities and delivery methods under continuous review, working with our participants to develop services.

Key Strengths

- We listen
- We treat everyone as an individual
- We are impartial and non-judgemental
- We spot and nurture potential
- We know that everyone can contribute
- We go the extra mile
- We look at situations holistically, finding solutions by working with trusted partners.

A4U
TRUSTEES' REPORT
FOR THE YEAR ENDED 30 JUNE 2022

Activities

During the period covered by this report the activities delivered by A4U were:

- Independent confidential advice and information on benefits for people with any disability- claims and appeals, help with form filling, both by telephone supported by tailored self-help information, and face to face.
- Provide holistic assessment of need and facilitate referrals into other specialist services.
- Quality Marked Specialist casework on welfare benefits and disability issues from experienced caseworkers.
- Advice and independent advocacy to challenge a range of decisions including representing clients when necessary and supporting clients to self-advocate.
- Keyworker support as part of multidisciplinary teams.
- We lead the provision of Shropshire Autism Hub services for adults in Shropshire. These include pre-screening for accessing diagnostic services, pre and post diagnostic support and resources, opportunities for social interaction and development of peer support.
- Shropshire Building Better Opportunities Project funded by the European Social Fund and Lottery Community Fund. We run small group courses and development activities linked to breaking down barriers to employment, but also with a focus on increasing social inclusion and independence. We work with unemployed individuals over 19 but primarily with individuals with diagnosed or suspected autism
- Access to training in relation to disability issues including Autism.
- Volunteering and employment opportunities.

All of the above activities have been undertaken with reference to the Charity Commission guidance on Public Benefit and are available to all people with disabilities and long-term medical conditions, their families, carers, and advocates. A4U operates within an equality policy.

Response to Covid

Throughout the year we continued to adjust our delivery adhering to government guidance and in line with risk assessments, providing some face-to-face services for those unable to manage remote options. We have retained screening in some rooms to give added security for some clients who are still very anxious about attending public spaces and provide general protection for staff. We have retained the screens in some rooms to give added security for some clients who are still very anxious about attending public spaces and to protect staff and volunteers.

We have now improved our hybrid working as a result of the developments introduced during the pandemic, and continue to provide remote support (by

A4U
TRUSTEES' REPORT
FOR THE YEAR ENDED 30 JUNE 2022

phone, text, zoom or Teams, messenger and socially distanced meetings outside) in addition to face-to-face appointments.

We continued limited small group work during the pandemic, but by the end of the year were gradually returning to slightly larger social groups in our Calm Café.

This type of activity is much preferred by most of our autistic visitors who struggle with large or louder groups.

HIGHLIGHTS AND ACHIEVEMENTS

INFORMATION, ADVICE AND ADVOCACY SERVICES FOR PEOPLE WITH DISABILITIES

We continue to provide our core information, advice and advocacy services via contracts with Shropshire Council, known as Advice, Advocacy and Welfare Benefits Shropshire with partners, Citizens Advice Shropshire, Age UK and Taking Part. The contract due to end on 30th September 2022 has been extended for a further 2 years and is for adult services.

As with previous funding for our core information, advice and advocacy service, this contract requires that additional funding will be sourced externally and we continuously look for complementary funding options to manage the non-statutory elements of provision.

The general nature of enquiries during lockdown changed, with more complex issues being raised and the number of issues to be addressed with each individual increasing.

This trend has remained, as other services have stayed remote, it has become harder for those disadvantaged by lack of digital access or skills, or difficulty managing telephone interaction whether for physical or cognitive reasons to engage with services.

Our volunteer form fill support team shrank during the pandemic and we are now gradually building it back again.

During the year we supported 692 clients involving one to one input, managing 980 different cases and achieved monetary gains for clients totalling over £534,000 . (£390,000: 2021)

A4U
TRUSTEES' REPORT
FOR THE YEAR ENDED 30 JUNE 2022

SHROPSHIRE AUTISM HUB

The Hub Goals (developed with users and partners):

- To be a source of impartial and reliable information and advice about autism and services in Shropshire.
- To create an inclusive environment where individuals feel safe and welcomed.
- To offer support to any adult resident in Shropshire; pre-and post-diagnosis – clinical and non-clinical, and carers.
- To bring together services offering support, increasing accessibility and breaking down barriers.
- To provide opportunities for life enhancing development and the achievement of ambitions.
- To develop networking opportunities for individuals on the autism spectrum, and the opportunity to develop new friendships.
- To encourage professional networks and promote awareness of the autism spectrum among services.
- To encourage individuals to work together as a group to ensure the Hub continues to grow and develop.

Shropshire Autism Hub leads the provision of autism specific services for adults, and their carers, in Shropshire. It is an umbrella for all our adult autism provision including access to the diagnostic pathway, in-house advice, support and guidance, as well as referrals to other providers.

The purpose of the Hub is to be the point of contact for people, both pre- and post-diagnosis. We provide support which encourages personal development, builds confidence, develops individual coping strategies and improves wellbeing and social interaction, using a range of activities in addition to providing a safety net of information, advice and advocacy.

Our holistic approach means we look at the complete picture, rather than individual issues in isolation, and facilitate access to a range of help from our networks to manage very complex situations.

We continue to adapt the delivery of the Hub to meet its goals, responding to feedback from individuals and families to provide accessible and appropriately focussed activities for our participants.

We have increased the individual support we provide due to other services continuing remote working practices, for those who are unable to manage digital or telephone meetings and require face to face provision. We have ensured access to both social care and health appointments completed via Teams, including multi-disciplinary team meetings, for individuals who have

A4U
TRUSTEES' REPORT
FOR THE YEAR ENDED 30 JUNE 2022

no access to a computer, tablet or smartphone and need support to self-advocate.

As well as advice partners we look to work with organisations providing alternative opportunities that we can encourage Hub users to attend, increasing their social interaction, knowing that there is support for their difficulties and appropriate adjustments made to allow them to participate equally. Our continuing link with The Hive, a local Arts and young peoples' venue in Shrewsbury, has a significant effect on the outcomes of individuals we support. We receive funding from both Shropshire Council and the NHS to provide the statutory elements of the service, but also access additional funding to support the full breadth of provision.

An example of such funding is the **Shropshire Building Better Opportunities Project funded by the European Social Fund and Lottery Community Fund**. This funding allows us to employ dedicated staff to run small group courses and development activities linked to breaking down barriers to employment, but also with a focus on increasing social inclusion and independence. For many of our users the barriers are significant and ongoing, so continuity of support and tailored delivery that meets the needs of those with processing and communication difficulties is crucial. Our funding has been extended through to 2023 and we have adjusted our provision to provide more placement options using our in- house café with commercial kitchen

Shropshire and Telford Asperger's Carers Support group provide additional support for carers and family of those attending the Hub and we work closely with them to provide full family support whilst appreciating the independence of adults from their parents. They also provide significant additional input from experts by experience to the overall development of our service.

Reporting to the Shropshire Autism Partnership Board allows us to pass on comments and issues that are raised and share our learning with commissioners and other stakeholders locally.

Further development this year

This year we have increased pre-diagnostic support for people accessing the NHS adult autism diagnostic pathway in Shropshire. Long waiting lists for diagnosis are a national problem, and we have received innovation funding from NHS England to look at ways to address the difficulties and provide individuals with support, increasing capacity for pre-screening and including additional activities and resources.

We are providing access to diagnostic referrals and both pre-and post-diagnostic support, together with short-term urgent issue-based advice and advocacy for

A4U
TRUSTEES' REPORT
FOR THE YEAR ENDED 30 JUNE 2022

those with immediate needs. We continue to work with partners across our network to provide specialist appointment sessions via the Hub.

Regular Partners in provision include:

Shropshire and Telford Asperger's Carers Support
Shropshire Council Social Work teams
Shropshire Building Better Opportunities Project funded by the European Social Fund and Big Lottery Community Fund
Sustain Housing Support
Autism West Midlands
Enable, employment and volunteering support
Midland Partnership Foundation Trust Mental Health
West Mercia Police

Louise House Calm Café

Ongoing Covid restrictions saw the complete closure of our community café, firstly as a result of government restrictions, but ongoing due to its location within our building, also shared with NHS services providing critical support to vulnerable people, and the need to limit numbers to allow for social distancing.

As restrictions gradually lifted, we looked at ways to adjust the use of the café area. We developed the space as a training venue to manage limited numbers, provide placement activities to support our BBO project and created a "Calm Café" setting for small groups of individuals registered with the Autism Hub. We have gradually opened up to serving people attending appointments in the building and staff, which has provided a more realistic placement experience but still within a quiet setting for those beginning to develop hospitality skills.

We hope to develop this further to create a Safe Space for people to come who feel isolated and alone to enable them to meet others in a welcoming environment.

Staff and volunteer development

We are proud of the quality standards we have achieved; to maintain them, all staff and volunteers are trained and supported. Our regular team meetings provide opportunities for knowledge sharing as well as planning, but we also operate an "open door" policy for staff and volunteers to raise concerns or input ideas. Staff share updates by email, provide feedback on file reviews and will arrange a separate one to one meeting for issues of particular importance. We continue to manage some homeworking flexibility for staff as needed and where possible for their role.

A4U
TRUSTEES' REPORT
FOR THE YEAR ENDED 30 JUNE 2022

All staff complete continuous professional development using both accredited training and regular online updates and reviewing research papers.
New Casework staff have completed additional welfare benefit training online with Social Welfare Training based in Birmingham, in addition to further Universal Credit training direct from DWP staff.

Autism training for Hub staff is continuous as new research is undertaken and understanding is increased on an ongoing basis. We access updates from the National Autistic Society, Research Autism, Autistica and other accredited organisations.

Volunteer numbers are still low, but we are gradually recruiting as services develop.

Key issues were personal health concerns, as well as caring responsibilities for other family members that reduced numbers, due to the majority of our volunteers being experts by experience and having health or disability issues themselves. Many of our volunteers find us as service users or having supported family members and want to continue to give something they have learnt to others

We really do appreciate the time they give to us and value all of their contributions to making A4U what it is.

Staff recruitment has been challenging however we have strengthened our casework team this year and continue to recruit for administrative and support work roles to support organisational development. Applicants enquire about roles with A4U because they are attracted to our ethos and aims.

KEY ACHIEVEMENTS DURING THE YEAR

Making a difference for each individual.

We were sent the following comments by a participant of the Hub following a recent diagnosis:

"I was so overwhelmed with uncertainty, confusion and lack of understanding, the pre-diagnosis contact with the autism hub made me feel less alone.

For the first time in literally 7 years, I have finally found a safe place to enter, where I feel free to talk, trust my own thoughts and comfortable meeting people again....

I have not had many places in my life which I could say felt comfortable to me or where I could feel able to express myself, but the autism hub is one of them. Being able to access a supportive place, with such caring, understanding people

A4U
TRUSTEES' REPORT
FOR THE YEAR ENDED 30 JUNE 2022

who are willing to listen, do not judge and consider my needs, has been completely life changing for me."

Recognition of our service by the NHS

After many years without any health funding, our work has been acknowledged and valued, recognising the quality of service and impact achieved by the work we do.

As a result, our Autism Hub work supporting health and wellbeing will now be funded by the NHS on an ongoing basis.

Greater security of funding has allowed us to begin to strengthen our small staff team, despite the difficult recruitment climate, increasing our range of skills to better secure the future.

FINANCIAL REVIEW

As the bulk of our income comes from key contracts we were not as affected by Covid as some charities. Due to the nature of our work, we have continued to provide advice, advocacy, training and support throughout the year in review although we have had some impact from staff sickness due to Covid when cases rose locally.

We do not rely heavily on fundraising activity which was still reduced during the year, although we are now increasing donations and sales of donated goods due to higher footfall returning to the building.

We work closely with our funders who have been very supportive and understand the importance of continuity for the client groups we serve.

The most significant change is the introduction of funding from health which we have not been able to access in the past. This has arisen from greater recognition of the wider determinants of health and the impact of social issues on peoples' health and wellbeing, coupled with the integration of health and care services. This has made our delivery model of holistic working and embedded co-production more sought after. After many years of development and the increasing importance of co-production, have combined to make our delivery model sought after.

This funding does not remove the need for additional grant monies in the future, but it does make the organisation more realistically viable and provides a platform for growth at a time when needs are increasing and conventional social

A4U
TRUSTEES' REPORT
FOR THE YEAR ENDED 30 JUNE 2022

care provision is stretched beyond capacity. We are able to provide cost effective solutions that are also more flexible to meet changing need.

Reserves Policy

The Board regularly reviews the level of reserves that are required to ensure that they are adequate to fulfil our continuing obligations. We have been able to exceed our target of 3 months operating costs on current projects, however new developments in provision linked to NHS funding will increase risk and require more working capital to manage. In the event of ceasing to operate, our main liability still remains redundancy costs, for which we now have a designated fund.

FUTURE PLANS

- With further development of the Integrated care System in Shropshire we are already working with other organisations across both statutory and voluntary sector service and will continue to strengthen the provision for people with disabilities
- We will continue our commitment to develop high quality standards of advice and advocacy and explore all possible options with partners to ensure continued provision of preventative services in Shropshire.
- We are exploring succession planning for Building Better Opportunities funding with existing partners to ensure a legacy beyond the European Social Fund and Big Lottery funding and other time limited funding.

A4U
TRUSTEES' REPORT
FOR THE YEAR ENDED 30 JUNE 2022

TRUSTEES RESPONSIBILITY STATEMENT

The trustees (who are also the directors of A4U 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), including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

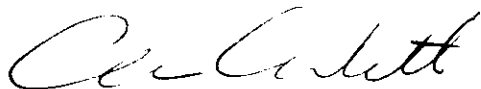
Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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

Approved by order of the board of trustees on ... 6/10/22 ... and signed on its behalf by:



Mrs C Crackett - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
A4U

Independent examiner's report to the trustees of A4U ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 30 June 2022.

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 statement

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 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.

C Moelwyn-Williams

C Moelwyn-Williams BSc FCA
ICAEW
TCA (Shrewsbury) LLP
Third Floor
21 St Mary's Street
Shrewsbury
Shropshire
SY1 1ED

Date: 3rd November 2022

A4U

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 30 JUNE 2022

	Notes	Unrestricted fund £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		10,114	26,250	36,364	40,380
Charitable activities					
General		76,657	71,077	147,734	155,365
Other trading activities	2	407	-	407	-
Investment income	3	28	-	28	-
Other income		-	-	-	21
Total		<u>87,206</u>	<u>97,327</u>	<u>184,533</u>	<u>195,766</u>
EXPENDITURE ON					
Charitable activities					
General		82,093	96,081	178,174	181,892
NET INCOME		5,113	1,246	6,359	13,874
RECONCILIATION OF FUNDS					
Total funds brought forward		57,146	3,825	60,971	47,097
		<u> </u>	<u> </u>	<u> </u>	<u> </u>
TOTAL FUNDS CARRIED FORWARD		<u>62,259</u>	<u>5,071</u>	<u>67,330</u>	<u>60,971</u>

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

The notes form part of these financial statements

A4U (REGISTERED NUMBER: 04381722)

STATEMENT OF FINANCIAL POSITION
30 JUNE 2022

	Notes	Unrestricted fund £	Restricted funds £	2022 Total funds £	2021 Total funds £
CURRENT ASSETS					
Stocks	8	129	-	129	-
Debtors	9	6,287	-	6,287	16,564
Cash at bank		<u>128,760</u>	<u>5,071</u>	<u>133,831</u>	<u>62,116</u>
		135,176	5,071	140,247	78,680
CREDITORS					
Amounts falling due within one year	10	(72,917)	-	(72,917)	(17,709)
		<u>62,259</u>	<u>5,071</u>	<u>67,330</u>	<u>60,971</u>
NET CURRENT ASSETS					
		<u>62,259</u>	<u>5,071</u>	<u>67,330</u>	<u>60,971</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>62,259</u>	<u>5,071</u>	<u>67,330</u>	<u>60,971</u>
NET ASSETS					
		<u>62,259</u>	<u>5,071</u>	<u>67,330</u>	<u>60,971</u>
FUNDS					
	11				
Unrestricted funds				62,259	57,146
Restricted funds				<u>5,071</u>	<u>3,825</u>
TOTAL FUNDS					
				<u>67,330</u>	<u>60,971</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 30 June 2022.

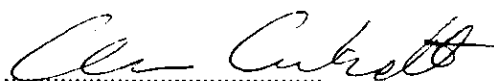
The members have not required the company to obtain an audit of its financial statements for the year ended 30 June 2022 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that 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 charitable company as at the end of each financial year and of its surplus or deficit 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 charitable company.

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

The financial statements were approved by the Board of Trustees and authorised for issue on 6/10/22 and were signed on its behalf by:



Mrs C Crackett - Trustee

The notes form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2022

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Financial reporting standard 102 - reduced disclosure exemptions

The charitable company has taken advantage of the following disclosure exemptions in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows;
- the requirement of paragraph 3.17(d);
- the requirements of paragraphs 11.42, 11.44, 11.45, 11.47, 11.48(a)(iii), 11.48(a)(iv), 11.48(b) and 11.48(c);
- the requirements of paragraphs 12.26, 12.27, 12.29(a), 12.29(b) and 12.29A;
- the requirement of paragraph 33.7.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Taxation

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

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

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

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2022

2.	OTHER TRADING ACTIVITIES	2022	2021
		£	£
	Café Income	<u>407</u>	<u>-</u>

3.	INVESTMENT INCOME	2022	2021
		£	£
	Deposit account interest	<u>28</u>	<u>-</u>

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 30 June 2022 nor for the year ended 30 June 2021.

Trustees' expenses

There were no trustees' expenses paid for the year ended 30 June 2022 nor for the year ended 30 June 2021.

5. STAFF COSTS

The average monthly number of employees during the year was as follows:

General	2022	2021
	<u>10</u>	<u>9</u>

No employees received emoluments in excess of £60,000.

6. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	14,130	26,250	40,380
Charitable activities			
General	88,341	67,024	155,365
Other income	<u>21</u>	<u>-</u>	<u>21</u>
Total	<u>102,492</u>	<u>93,274</u>	<u>195,766</u>
EXPENDITURE ON			
Charitable activities			
General	92,443	89,449	181,892
NET INCOME	10,049	3,825	13,874
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>47,097</u>	<u>-</u>	<u>47,097</u>
TOTAL FUNDS CARRIED FORWARD	<u>57,146</u>	<u>3,825</u>	<u>60,971</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2022

7. TANGIBLE FIXED ASSETS			Office equipment £
COST			
At 1 July 2021 and 30 June 2022			<u>5,892</u>
DEPRECIATION			
At 1 July 2021 and 30 June 2022			<u>5,892</u>
NET BOOK VALUE			
At 30 June 2022			<u> -</u>
At 30 June 2021			<u> -</u>
8. STOCKS			
		2022	2021
		£	£
Stocks		<u>129</u>	<u> -</u>
9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR			
		2022	2021
		£	£
Other debtors		4,400	14,676
Prepayments		<u>1,887</u>	<u>1,888</u>
		<u>6,287</u>	<u>16,564</u>
10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR			
		2022	2021
		£	£
Trade creditors		726	2,251
Social security and other taxes		1,688	1,153
Other creditors		932	475
Accruals and deferred income		<u>69,571</u>	<u>13,830</u>
		<u>72,917</u>	<u>17,709</u>
11. MOVEMENT IN FUNDS			
		Net movement in funds	At
	At 1.7.21	£	30.6.22
	£	£	£
Unrestricted funds			
General fund	57,146	5,113	62,259
Restricted funds			
Carers Grant	3,825	(3,825)	-
CCG	-	2,589	2,589
CCG Winter Monies	<u> -</u>	<u>2,482</u>	<u>2,482</u>
	<u>3,825</u>	<u>1,246</u>	<u>5,071</u>
TOTAL FUNDS	<u>60,971</u>	<u>6,359</u>	<u>67,330</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2022

11. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	87,206	(82,093)	5,113
Restricted funds			
Shropshire Autism Hub	26,250	(26,250)	-
BBO	42,577	(42,577)	-
Carers Grant	-	(3,825)	(3,825)
CCG	21,000	(18,411)	2,589
CCG Winter Monies	7,500	(5,018)	2,482
	<u>97,327</u>	<u>(96,081)</u>	<u>1,246</u>
TOTAL FUNDS	<u>184,533</u>	<u>(178,174)</u>	<u>6,359</u>

Comparatives for movement in funds

	At 1.7.20 £	Net movement in funds £	At 30.6.21 £
Unrestricted funds			
General fund	47,097	10,049	57,146
Restricted funds			
Carers Grant	-	3,825	3,825
	<u>47,097</u>	<u>13,874</u>	<u>60,971</u>
TOTAL FUNDS	<u>47,097</u>	<u>13,874</u>	<u>60,971</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	102,492	(92,443)	10,049
Restricted funds			
Shropshire Autism Hub	26,250	(26,250)	-
BBO	39,054	(39,054)	-
Carers Grant	5,020	(1,195)	3,825
DPO	17,950	(17,950)	-
Infection Control	5,000	(5,000)	-
	<u>93,274</u>	<u>(89,449)</u>	<u>3,825</u>
TOTAL FUNDS	<u>195,766</u>	<u>(181,892)</u>	<u>13,874</u>

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2022

11. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.7.20 £	Net movement in funds £	At 30.6.22 £
Unrestricted funds			
General fund	47,097	15,162	62,259
Restricted funds			
CCG	-	2,589	2,589
CCG Winter Monies	<u>-</u>	<u>2,482</u>	<u>2,482</u>
	<u>-</u>	<u>5,071</u>	<u>5,071</u>
TOTAL FUNDS	<u>47,097</u>	<u>20,233</u>	<u>67,330</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	189,698	(174,536)	15,162
Restricted funds			
Shropshire Autism Hub	52,500	(52,500)	-
BBO	81,631	(81,631)	-
Carers Grant	5,020	(5,020)	-
DPO	17,950	(17,950)	-
Infection Control	5,000	(5,000)	-
CCG	21,000	(18,411)	2,589
CCG Winter Monies	<u>7,500</u>	<u>(5,018)</u>	<u>2,482</u>
	<u>190,601</u>	<u>(185,530)</u>	<u>5,071</u>
TOTAL FUNDS	<u>380,299</u>	<u>(360,066)</u>	<u>20,233</u>

The Carers Grant fund was received from Shropshire Council to support Covid related activity and also development of work with Shropshire and Telford Asperger's Carers Support Group.

The CCG fund is a pilot project to provide enhanced pre-assessment support together with development of an indicative passport to enable improved access to support services, individuals and their families having a better understanding of autism and a means of articulating their needs to key services. In addition, a triage to provide young people 18-25 years old on the waiting list for autism assessment with support to reduce the negative effects of a long wait.

The CCG Winter Monies fund is to support individuals with ASD over Winter 2022.

The Shropshire Autism Hub fund represents the restricted income and expenditure used to lead the provision of autism specific services for adults and their carers in Shropshire.

The BBO fund relates to the funding received in advance of expenditure for our Building Better Opportunities project funded by the European Social Fund and the National Lottery Community Fund.

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2022

11. MOVEMENT IN FUNDS - continued

The Disabled Persons Organisation (DPO) Emergency fund provided time limited Covid grant monies to support our work with disabled people.

12. EMPLOYEE BENEFIT OBLIGATIONS

The charitable company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charitable company in an independently administered fund. The pension cost charge represents contributions payable by the charitable company to the fund and amounted to £3,617 (2021: £3,350). Contributions totalling £932 (2021: £475) were payable to the fund at the balance sheet date.

13. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 30 June 2022.

A4U

England & Wales - Charity number 1092083

Accounts

REGISTERED COMPANY NUMBER: 04381722 (England and Wales)
REGISTERED CHARITY NUMBER: 1092083

A4U
(A COMPANY LIMITED BY GUARANTEE)
TRUSTEES' REPORT AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

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FOR THE YEAR ENDED 30 JUNE 2021

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A4U
TRUSTEES' REPORT
FOR THE YEAR ENDED 30 JUNE 2021

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, submit their annual report and the financial statements of A4U (the company) for the year ended 30 June 2021. The Trustees have adopted the provisions of 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).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Constitution and objects

The organisation was originally formed in 1992 and was registered as a charitable company limited by guarantee set up by a Trust deed on 26/2/02. The company registration number is 04381722, and A4U is a registered charity in England and Wales Number 1092083.

The principal objects of the company, as stated in the constitution are:

- For the public benefit, to promote the relief of people with disabilities and/or ill-health by the provision of information, advice and advocacy services and to assist these people either directly or through their carers, relatives, friends and other agencies.

Method of appointment or election of Trustees

The management of the company is the responsibility of the Trustees who are elected and co-opted under the terms of the Articles of Association.

A4U is a Disabled Persons User Led Organisation run by and for people with disabilities, including long-term health conditions, mental health conditions, physical impairments and/or sensory impairments.

This ethos flows throughout the organisation, with many of our staff and volunteers managing complex workloads whilst living with a disability and/or long-term condition.

We actively encourage disabled people to join the team, as trustees, volunteers or paid staff - the power of peer support and disabled people helping disabled people generates a positive energy that helps to improve their state of mind and wellbeing.

The trustees continue to have regard to the needs of the charity in the changing world and regularly review the skills and expertise required to lead the organisation.

A4U
TRUSTEES' REPORT
FOR THE YEAR ENDED 30 JUNE 2021

The Board of Directors meet quarterly. Appointments and specific delegated powers are agreed by the full Board at the first meeting following the Annual General Meeting.

Regular discussions take place between the Chair, Treasurer and Chief Officer to review strategic and financial matters between Board meetings. Responsibility for service delivery and day-to-day management of staff and volunteers rests with the Chief Officer in conjunction with Team Leaders.

Policies adopted for the induction and training of Trustees

All new Trustees are encouraged, where they have not been existing volunteers, to familiarise themselves with the practical work of the charity and gain an understanding of the culture that drives the organisation. In addition they are provided with an induction pack of guidance notes detailing their responsibilities, including the main documents which set out the operational framework for the Charity:

- Memorandum and Articles
- Latest published accounts and Annual Report
- Business Plan
- Key policies

Trustees are required to abide by the NCVO Code of Good Practice for Trustees, encouraged to attend any available training, and take an active role in the organisation wherever possible.

During the year under review Trustees attended Shropshire Charity Trustees network virtual meetings for training and networking.

Organisational structure and decision making

The composition of the Board is based on a skills audit to ensure the Board maintains appropriate and effective levels of expertise to manage and develop the organisation in line with the aims of the Business Plan.

The business plan is a working document which is used to underpin all decision making by the Board. This is updated regularly by the Strategic Review Report provided by the Chief Officer to Board.

Quality Management

A4U is committed to continuous improvement and implementing appropriate quality management systems and processes to enable us to deliver the highest practicable quality services. To do this we:

- work with users of our services to **develop our services to meet their needs.**
- conduct our work in a way that reflects our **core aims and ethos.**

A4U
TRUSTEES' REPORT
FOR THE YEAR ENDED 30 JUNE 2021

- create an environment that promotes **continuous improvement** and knowledge sharing across all stakeholders.
- ensure **compliance** with legal and other applicable standards.
- **educate and train** our staff and volunteers to support the delivery of high-quality services.

We hold the externally audited Advice Services Alliance Advice Quality Standard for advice, telephone advice and Casework for Welfare Benefits and Disability. We are subject to a bi-annual external audit process in addition to completing regular annual internal reviews of our policies and procedures.

We are a "Disability Confident" employer working towards Disability Confident Leader status.

Safety

A4U is committed to providing a safe environment for all its workers, volunteers, clients and visitors. This duty is discharged by the implementation of a safety policy and the underpinning development of live risk assessments for the workplace and relevant public areas. Safety is a standing item on the Board and Staff meeting agendas and all accidents or incidents are reviewed at meetings.

As a result of the Covid pandemic additional risk assessments are being completed in response to the rapidly changing environment.

Risk management

The Trustees assess the major risks to which the company is exposed on an ongoing basis, in particular those related to the operations and finances of the charity, and are satisfied that systems are in place to mitigate, wherever possible, our exposure to the major risks.

We have completed specific risk assessments in relation to Covid 19. The extent of the global pandemic would have been difficult to anticipate however business continuity and other plans that were in place have enabled the charity to continue to function efficiently and maintain a service to our beneficiaries.

Safeguarding

All issues raised are logged in line with our policy and reported on as a standing agenda item at Board meetings. All staff receive 3 yearly training updates and understand processes for escalating safeguarding issues.

A4U
TRUSTEES' REPORT
FOR THE YEAR ENDED 30 JUNE 2021

OBJECTIVES AND ACTIVITIES

Overall Aim

To improve the quality of life for people with disabilities and/or long-term conditions, their families and carers in Shropshire and its Borders

Specific Aims

- To enable people with disabilities to improve choice and control over their lives and/or assist independent living.
- To maximise financial wellbeing for people with disabilities.
- In partnership with public, private and VCS agencies engage proactively in the shaping and delivery of national disability policy locally.
- To treat everyone as individuals without prejudice and with empathy.
- To reduce discrimination and raise awareness of disability issues.

Our aims and ethos remain constant, however we keep our activities under continuous review using the strengths of our organisation to respond to the needs of our clients, maximising the opportunities to try new and innovative ways of working, in response to a changing world.

Key Strengths

- We listen
- We are impartial and non-judgemental
- We treat everyone as an individual
- We spot and nurture potential
- We know that everyone can contribute
- We go the extra mile
- We look at situations holistically, finding solutions by working with trusted partners.

Activities

During the period covered by this report the activities delivered by A4U were:

- Independent confidential advice and information on benefits - claims and appeals, help with form filling both by telephone supported by tailored self-help information and face to face.
- Quality Marked Specialist Advice on welfare benefits and disability issues from experienced caseworkers.

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FOR THE YEAR ENDED 30 JUNE 2021

- Advice and professional independent advocacy to challenge a range of decisions including representing clients when necessary.
- We lead the provision of Shropshire Autism Hub, providing support for adults on the autism spectrum, with or without a diagnosis who live, or wish to live, independently.
- Shropshire Building Better Opportunities Project funded by the European Social Fund and Lottery Community Fund. We run small group courses and development activities linked to breaking down barriers to employment primarily for people on the autism spectrum, but also with a focus on increasing social inclusion and independence.
- Access to training in relation to disability issues including Autism.
- Volunteering and employment opportunities.
- Keyworker support as part of multidisciplinary teams.
- Remote support (by phone, text, zoom, messenger and socially distanced meetings outside) initially due to lockdown, now ongoing.

All of the above activities have been undertaken with reference to the Charity Commission guidance on Public Benefit and are available to all disabled people and those with long term medical conditions, their families, carers, and advocates. A4U operates within an equality policy.

Response to Covid

Throughout the year we had to respond to the Government “lockdown” measures to contain the spread of Covid 19. Our advice and information services continued via remote working, outdoor meetings and, following additional support from Shropshire Council which allowed us to increase protective screening and PPE measures within our building, we provided some one-to-one meetings for those in significant need for whom online and remote activity was not possible.

The Autism Hub drop in could not be held in its normal fashion and instead we have sought to maintain contact with as many users as possible, in particular those considered to have less robust support networks due to the lockdown conditions by all possible alternative means.

Zoom and telephone appointments continued for those clients who needed our services and could manage them, but these are often much longer than the equivalent face-to-face appointments and may have to be done over a number of days.

We identified those who were in need of particular wellbeing support and provided resources to help with anxiety and increased mental health issues.

Some socially distanced activity was completed during the summer months when outdoor activities were possible.

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FOR THE YEAR ENDED 30 JUNE 2021

We also provide on-site premise management services at Louise House including ensuring compliance with Covid guidelines and coordinating risk assessments for all tenants.

HIGHLIGHTS AND ACHIEVEMENTS

INFORMATION, ADVICE AND ADVOCACY SERVICES FOR PEOPLE WITH DISABILITIES

We continue to provide our core information, advice and advocacy services via contracts with Shropshire Council, known as Advice, Advocacy and Welfare Benefits Shropshire with partners, Citizens Advice Shropshire, Age UK and Taking Part. The current contract runs until 30th September 2022 with the potential of extension for a further 2 years for adult services. We also provide a service for the Independent Advice and Support Service related to SEND for the 0-25 age group, also in conjunction with Citizens Advice Shropshire. The current contract runs to August 2022, with halved funding from April 2022.

As with previous funding for our core information, advice and advocacy service, this contract requires that additional funding will be sourced externally and particularly so to manage the extra demands of Covid delivery during this year.

We received additional small grant funding from Shropshire Council during the year, to work with carers and assist with the purchase of PPE.

We completed a survey of carers of adults on the autism spectrum, many of whom were not in contact with or aware of other services. We provided advice and information to them and those referred by the Community Reassurance team.

The general nature of enquiries during lockdown changed, with more complex issues being raised and the number of issues to be addressed with each individual increasing. We have adjusted our provision to continue to support as many people as possible using telephone and online services plus limited face to face for clients who struggle to access any other way.

Our normal face to face form filling service with volunteers was limited as some of our regular form fillers ceased to volunteer following lockdown for family and health reasons and others stepped back to reduce their risk.

Staff covered additional work where they could and as many of the cases were more complex this was entirely appropriate.

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FOR THE YEAR ENDED 30 JUNE 2021

During the year we still dealt with 558 cases for clients involving one to one input, despite the temporary suspension of reviews by the DWP, and achieved monetary gains for clients totalling over £390,000. Due to the pandemic, we were unable to offer any appointments for Personal Independence Payment and Employment and Support Allowance forms with our volunteers.

We also provide limited paid for services for clients outside our local authority funded area and operate some additional small contracts for welfare benefits and advocacy support for mental health services.

SHROPSHIRE AUTISM HUB

Shropshire Autism Hub leads the provision of autism specific services for adults and their carers in Shropshire in partnership with a range of other services.

The concept is to encourage personal development, build confidence, develop individual coping strategies and improve wellbeing and social interaction using a range of activities in a fun and stimulating environment, whilst providing a safety net of information and advice. Our holistic approach means we look at the complete picture, rather than individual issues, and access a range of help from our networks to manage very complex situations.

Prior to the pandemic we held weekly sessions for adults over 18 living in Shropshire, with or without a full diagnosis. Attendance was up to 40 people per session.

We are now offering predominantly remote support. We continue to meet individuals and smaller groups outside when we were able although numbers were significantly reduced from our normal delivery. We concentrated face to face provision on those who were experiencing difficulties and did not have links to strong support networks.

We received additional funding from the NHS for provision of crisis mental health support to Hub members who were experiencing particular difficulty during the pandemic as waiting lists for mental health services grew.

We continued as a partner in the **Shropshire Building Better Opportunities Project funded by the European Social Fund and Lottery Community Fund**. This funding allowed us to employ dedicated staff to run small group courses and development activities linked to breaking down barriers to employment, but also with a focus on increasing social inclusion and independence. For many of our users the barriers are significant and ongoing so continuity of support and tailored delivery that meets the needs of those with processing and communication difficulties is crucial. Our funding has now been extended through to 2023 and we have adjusted our provision to provide more placement options.

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The Hub develops in response to the needs and input of the service users and their families. Normally we hold regular group sessions where Hub users can input their thoughts and ideas to future development, however this was not possible with the limitations during lockdown and reduced numbers able to gather together. We did however collate information gathered from face-to-face meetings and walking groups and with our BBO participants in addition to completion of an online survey for those registered with the Hub to ascertain their views.

This was part of an evaluation of the organisation that we were able to fund via the Disabled Persons Organisation Covid Emergency Fund which also provided core funding to support the extra costs of operating and additional staffing required during the pandemic.

Shropshire and Telford Asperger's Carers Support group provide additional support for carers and family of those attending the Hub and we work closely with them to provide full family support whilst appreciating the independence of adults from their parents. They provide significant input from experts by experience to the overall development of our service

Reporting to the Shropshire Autism Partnership Board allows us to pass on comments and issues that are raised and share our learning with commissioners and other stakeholders locally.

We provide pre-diagnostic support for people accessing the NHS adult autism diagnostic pathway in Shropshire, however due to commissioning issues the rate of diagnostic appointments simply did not meet the demand within Shropshire. We are providing advocacy to support requests for a diagnostic referral and both pre-and post-diagnostic support and short-term urgent support for those with immediate needs. We continue to work with partners across our network to provide specialist appointment sessions via the Hub.

As well as advice partners we look to work with organisations providing opportunities for activities that we can encourage Hub users to attend, knowing that there is support for their difficulties and appropriate adjustments will be made to allow them to participate equally.

The Hub Goals (developed with users and partners):

- To be a source of impartial and reliable information and advice about autism and services in Shropshire.
- To create an inclusive environment where individuals feel safe and welcomed.

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- To offer support to any adult resident in Shropshire; pre-and post-diagnosis – clinical and non-clinical, and carers.
- To bring together services offering support, increasing accessibility and breaking down barriers.
- To provide opportunities for life enhancing development and the achievement of ambitions.
- To develop networking opportunities for individuals on the autism spectrum, and the opportunity to develop new friendships.
- To encourage professional networks and promote awareness of the autism spectrum among services.
- To encourage individuals to work together as a group to ensure the Hub continues to grow and develop.

Key achievements during the year

Despite the restrictions on larger group sessions, we successfully adapted the delivery of the Hub and continued to meet its goals.

- 18 new Hub registrations.
- 30 BBO participants active during the year, a total significantly affected by Covid . Many of our participants struggle to engage with online options or telephone support. Therefore, we developed a facebook page specifically for BBO and interacted via text and messenger as well as completing outdoor activities when we were. We introduced wellbeing activities because levels of anxiety increased and remain high.
- Successful mental health support mitigated high levels of anxiety and reduced crisis interventions.
- We have maintained pre-existing strong relationships with users and have built new ones. The Hub is seen as a trusted environment where it is safe to share difficulties and ask for help whatever the nature of the problem. This connection enables us to use our links with other local organisations to provide support where our users would not have approached them directly or with organisations that they were not aware of. Although this has been hampered by Covid restrictions in terms of regular visible contact, we have been able to provide additional advocacy support for some users who have needed to interact with medical or diagnostic services where they were only offered online or telephone access to the service. We have provided an option to access via our premises with support in a familiar environment which has been very successful.

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TRUSTEES' REPORT
FOR THE YEAR ENDED 30 JUNE 2021

- Our developing link with The Hive, a local Arts and young peoples' venue in Shrewsbury, proved invaluable during lockdown. Together we supported some of our members to access online activities. Our combined input has a significant effect on the outcomes of individuals we support.

Regular Partners in provision include:

Shropshire and Telford Asperger's Carers Support
Care First Floating Support service
Autism West Midlands
Enable, employment and volunteering support
West Mercia Police

Louise House Café

Ongoing Covid restrictions saw the complete closure of our café, firstly as a result of government restrictions but ongoing due to its location within our building, also shared with NHS services providing critical support to vulnerable people.

As a result we have reviewed the café area, using the space to benefit our participants until such time as we can return to normal group sessions.

We will use the space more as a training venue to manage limited numbers, provide placement activities to support our BBO project and develop a "Calm Café" setting for small groups of individuals with autism, and potentially other vulnerable groups as we go through the winter.

Staff and volunteer development

We are proud of the quality standards we have achieved; to maintain them, all staff and volunteers are trained and supported. Our regular team meetings provide opportunities for knowledge sharing as well as planning, but we also operate an "open door" policy for staff and volunteers to raise concerns or input ideas. Staff share updates by email, provide feedback on file reviews and will arrange a separate one to one meeting for issues of particular importance.

All staff combine homeworking with appointments in the office or off site when needed and we will continue to manage this flexibility for the foreseeable future in line with our risk assessments.

All staff complete continuous professional development using both accredited training and regular online updates and research papers.

Casework staff have completed additional welfare benefit training with Social Welfare Training based in Birmingham, with online training now making this an easier option.

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FOR THE YEAR ENDED 30 JUNE 2021

Autism training for Hub staff is continuous as new research is undertaken and understanding is increased on an ongoing basis. We access updates from the National Autistic Society, Research Autism, Autistica and other accredited organisations.

We recruited additional staff during lockdown, however we have seen a significant reduction in the numbers of active volunteers as the pandemic progressed. Key issues were personal health concerns as well as caring responsibilities for other family members. As we recruit many of our volunteers as experts by experience most have health or disability issues themselves. As part of our recent evaluation 50% of volunteers are planning to return to volunteer as soon as they felt safe to do so.

The last year has been hugely challenging for our staff and volunteers.

Much of what we consider to be the most positive aspects of our service, ease of access, and friendly approachable and relaxed delivery options, have been strained by the impact of lockdowns and limitations on our normal sessions.

As always, our staff have been incredibly flexible, meeting the challenges of such an unprecedented situation with enthusiasm and care for the people we support.

We have continued to work with some of our volunteers remotely, and we thank all of them for their willingness to do this when they were able, but really look forward to returning to something nearer normal with small group sessions and activities that our volunteers can support in person. We really do appreciate the time they give to us and value all of their contributions to making A4U what it is.

FINANCIAL REVIEW

We are fortunate that the impact of Covid 19 on our income has been limited.

Our key contracts have not been affected due to the nature of our work and we have continued to provide advice, advocacy, training and support throughout the pandemic, although via different delivery methods. We have also been able to access additional funding courtesy of Covid specific support to meet additional costs including PPE, improve IT infrastructure to manage homeworking, complete an evaluation of the service to support future planning and cover the additional costs of operating in different ways.

As for many charities fundraising activity was reduced during the year, however we are fortunate that this is not our primary income stream and we have consciously tried to

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TRUSTEES' REPORT
FOR THE YEAR ENDED 30 JUNE 2021

spread our sources of funding as broadly as possible. We continued to receive donations from individuals although event fundraising had to stop.

We work closely with our funders who have been very supportive and understand the importance of continuity of our work with the client groups we serve.

Reserves Policy

We have seen a further increase in reserves this year due to work in progress and additional unexpected funding to support the ongoing management of the pandemic.

The Board regularly reviews the level of reserves that are required to ensure that they are adequate to fulfil our continuing obligations. We have been able to exceed our target of 3 months operating costs on current projects, however future larger scale developments in provision linked to NHS funding will increase risk and require increased working capital to manage.

The free reserves of the charity at the year end were £57,146 (2020: £47,097).

FUTURE PLANS

- All services are continuing to be replanned and reassessed as government guidelines change and the impact of Covid continues to be felt.
- We are reviewing post Covid development opportunities that meet our objects and enhance services for our client group.
- We have completed an expression of interest which has been accepted for NHS England Innovation funding to provide support for adult individuals currently on the waiting list for an autism diagnosis in Shropshire. This is a 12 month pilot initially to look at development of an indicative passport including a sensory profile that will support people accessing a range of services to help explain their needs.
- Develop the café space as a training venue with enhanced placement activity and provide a “calm café” for people on the autism spectrum.
- We will continue our commitment to develop high quality standards of advice and advocacy and explore all possible options with partners to ensure continued provision of preventative services in Shropshire.
- We will consider succession planning for Building Better Opportunities and other time limited funding.

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TRUSTEES' REPORT
FOR THE YEAR ENDED 30 JUNE 2021

TRUSTEES RESPONSIBILITY STATEMENT

The trustees (who are also the directors of A4U 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), including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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

Approved by order of the board of trustees on 2nd December 2021 and signed on its behalf by:



Mrs C Crackett - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
A4U

Independent examiner's report to the trustees of A4U ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 30 June 2021.

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 statement

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 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.

C Moelwyn-Williams

C Moelwyn-Williams
BSc FCA
TCA (Shrewsbury) LLP
Third Floor
21 St Mary's Street
Shrewsbury
Shropshire
SY1 1ED

Date: *16th December 2021*

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**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 30 JUNE 2021**

	Notes	Unrestricted fund £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		40,380	-	40,380	75,991
Charitable activities					
General		88,341	67,024	155,365	92,482
Other trading activities	2	-	-	-	18,255
Investment income	3	-	-	-	9
Other income		21	-	21	-
Total		128,742	67,024	195,766	186,737
EXPENDITURE ON					
Charitable activities					
General		118,693	63,199	181,892	166,396
NET INCOME		10,049	3,825	13,874	20,341
RECONCILIATION OF FUNDS					
Total funds brought forward		47,097	-	47,097	26,756
TOTAL FUNDS CARRIED FORWARD		57,146	3,825	60,971	47,097

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

A4U (REGISTERED NUMBER: 04381722)

STATEMENT OF FINANCIAL POSITION
30 JUNE 2021

	Notes	Unrestricted fund £	Restricted funds £	2021 Total funds £	2020 Total funds £
CURRENT ASSETS					
Debtors	9	16,564	-	16,564	17,233
Cash at bank		<u>53,586</u>	<u>8,530</u>	<u>62,116</u>	<u>33,400</u>
		70,150	8,530	78,680	50,633
CREDITORS					
Amounts falling due within one year	10	(17,709)	-	(17,709)	(3,536)
		<u>52,441</u>	<u>8,530</u>	<u>60,971</u>	<u>47,097</u>
NET CURRENT ASSETS					
		<u>52,441</u>	<u>8,530</u>	<u>60,971</u>	<u>47,097</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>52,441</u>	<u>8,530</u>	<u>60,971</u>	<u>47,097</u>
NET ASSETS		<u>52,441</u>	<u>8,530</u>	<u>60,971</u>	<u>47,097</u>
FUNDS	11				
Unrestricted funds				57,146	47,097
Restricted funds				<u>3,825</u>	<u>-</u>
TOTAL FUNDS				<u>60,971</u>	<u>47,097</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 30 June 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 30 June 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that 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 charitable company as at the end of each financial year and of its surplus or deficit 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 charitable company.

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

The financial statements were approved by the Board of Trustees and authorised for issue on 2 December 2021 and were signed on its behalf by:



Mrs C Crackett - Trustee

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Financial reporting standard 102 - reduced disclosure exemptions

The charitable company has taken advantage of the following disclosure exemptions in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows;
- the requirement of paragraph 3.17(d);
- the requirements of paragraphs 11.42, 11.44, 11.45, 11.47, 11.48(a)(iii), 11.48(a)(iv), 11.48(b) and 11.48(c);
- the requirements of paragraphs 12.26, 12.27, 12.29(a), 12.29(b) and 12.29A;
- the requirement of paragraph 33.7.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Taxation

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

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

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

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

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NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2021

2. OTHER TRADING ACTIVITIES

	2021	2020
	£	£
Café Income	-	17,114
Contributions to Premises	<u>-</u>	<u>1,141</u>
	<u>-</u>	<u>18,255</u>

3. INVESTMENT INCOME

	2021	2020
	£	£
Deposit account interest	<u>-</u>	<u>9</u>

4. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2021	2020
	£	£
Depreciation - owned assets	<u>-</u>	<u>904</u>

5. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 30 June 2021 nor for the year ended 30 June 2020.

Trustees' expenses

There were no trustees' expenses paid for the year ended 30 June 2021 nor for the year ended 30 June 2020.

6. STAFF COSTS

The average monthly number of employees during the year was as follows:

	2021	2020
General	<u>9</u>	<u>9</u>

No employees received emoluments in excess of £60,000.

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NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2021

7. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES	Unrestricted fund £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	75,991	-	75,991
Charitable activities			
General	92,482	-	92,482
Other trading activities	18,255	-	18,255
Investment income	<u>9</u>	<u>-</u>	<u>9</u>
Total Income	186,737	-	186,737
EXPENDITURE ON Charitable activities			
General	<u>166,396</u>	<u>-</u>	<u>166,396</u>
NET INCOME	20,341	-	20,341
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>26,756</u>	<u>-</u>	<u>26,756</u>
TOTAL FUNDS CARRIED FORWARD	<u><u>47,097</u></u>	<u><u>-</u></u>	<u><u>47,097</u></u>
8. TANGIBLE FIXED ASSETS			
COST			Office equipment £
At 1 July 2020 and 30 June 2021			<u>5,892</u>
DEPRECIATION			
At 1 July 2020 and 30 June 2021			<u>5,892</u>
NET BOOK VALUE			
At 30 June 2021			<u>-</u>
At 30 June 2020			<u>-</u>
9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR			
		2021	2020
		£	£
Other debtors		14,676	17,233
Prepayments		<u>1,888</u>	<u>-</u>
		<u>16,564</u>	<u>17,233</u>

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NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2021

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Trade creditors	2,251	-
Social security and other taxes	1,153	-
Other creditors	475	-
Accruals and deferred income	<u>13,830</u>	<u>3,536</u>
	<u>17,709</u>	<u>3,536</u>

11. MOVEMENT IN FUNDS

	At 1.7.20	Net movement	At
	£	in funds	30.6.21
		£	£
Unrestricted funds			
General fund	47,097	10,049	57,146
Restricted funds			
Carers Grant	-	3,825	3,825
	<u>-</u>	<u>3,825</u>	<u>3,825</u>
TOTAL FUNDS	<u>47,097</u>	<u>13,874</u>	<u>60,971</u>

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	128,742	(118,693)	10,049
Restricted funds			
BBO	39,054	(39,054)	-
Carers Grant	5,020	(1,195)	3,825
DPO	17,950	(17,950)	-
Infection Control	<u>5,000</u>	<u>(5,000)</u>	<u>-</u>
	<u>67,024</u>	<u>(63,199)</u>	<u>3,825</u>
TOTAL FUNDS	<u>195,766</u>	<u>(181,892)</u>	<u>13,874</u>

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NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2021

11. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.7.19 £	Net movement in funds £	At 30.6.20 £
Unrestricted funds			
General fund	26,756	20,341	47,097
	<u> </u>	<u> </u>	<u> </u>
TOTAL FUNDS	<u>26,756</u>	<u>20,341</u>	<u>47,097</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	186,737	(166,396)	20,341
	<u> </u>	<u> </u>	<u> </u>
TOTAL FUNDS	<u>186,737</u>	<u>(166,396)</u>	<u>20,341</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.7.19 £	Net movement in funds £	At 30.6.21 £
Unrestricted funds			
General fund	26,756	30,390	57,146
Restricted funds			
Carers Grant	-	3,825	3,825
	<u> </u>	<u> </u>	<u> </u>
	<u> </u>	<u> </u>	<u> </u>
TOTAL FUNDS	<u>26,756</u>	<u>34,215</u>	<u>60,971</u>

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NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 30 JUNE 2021

11. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	315,479	(285,089)	30,390
Restricted funds			
BBO	39,054	(39,054)	-
Carers Grant	5,020	(1,195)	3,825
DPO	17,950	(17,950)	-
Infection Control	<u>5,000</u>	<u>(5,000)</u>	<u>-</u>
	<u>67,024</u>	<u>(63,199)</u>	<u>3,825</u>
TOTAL FUNDS	<u>382,503</u>	<u>(348,288)</u>	<u>34,215</u>

The BBO fund relates to the funding received in advance of expenditure for our Building Better Opportunities project funded by the European Social Fund and the National Lottery Community Fund.

The Carers Grant fund was received from Shropshire Council to support Covid related activity and also development of work with Shropshire and Telford Asperger's Carers Support Group.

The Disabled Persons Organisation (DPO) Emergency fund provided time limited Covid grant monies to support our work with disabled people.

12. EMPLOYEE BENEFIT OBLIGATIONS

The charitable company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charitable company in an independently administered fund. The pension cost charge represents contributions payable by the charitable company to the fund and amounted to £3,350 (2020: £6,485). Contributions totalling £475 (2020: £nil) were payable to the fund at the balance sheet date.

13. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 30 June 2021.