

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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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

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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".

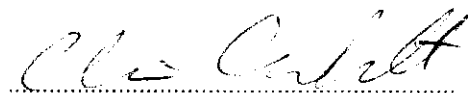
Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that 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 on14/12/25..... 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*

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				
Unrestricted funds				127,884	106,216
Restricted funds				20,709	11,787
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.

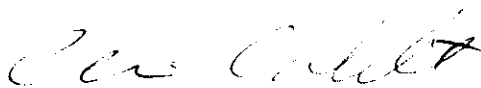
The members have not required the company to obtain an audit of its financial statements for the year ended 30 June 2025 in accordance with Section 476 of the Companies Act 2006.

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
	11	12
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	204,660	14,405	219,065
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	106,216	11,787	118,003

7. TANGIBLE FIXED ASSETS

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

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

8. STOCKS

	2025 £	2024 £
Stocks	20	150

9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Provision for Doubtful Debts	(2,750)	-
Other debtors	7,332	3,304
	<u>4,582</u>	<u>3,304</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>43,983</u>	<u>37,007</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 movement in funds £	Transfers between funds £	At 30.6.25 £
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>106,216</u>	<u>23,408</u>	<u>(1,740)</u>	<u>127,884</u>
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>11,787</u>	<u>7,182</u>	<u>1,740</u>	<u>20,709</u>
TOTAL FUNDS	<u>118,003</u>	<u>30,590</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

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.