

SUPPORT U LTD

England & Wales · Charity number 1145334

Details

Status	Registered
Legal form	Charitable company
Company number	07708702
Registered	2012-01-09
Register	View on the Charity Commission register

Contact

Address	12 Stoke Mill Close Guildford Surrey GU1 1QZ
Phone	01183219111
Website	http://www.supportu.org.uk

Activities

Objects: (1) THE PROMOTION OF EQUALITY AND DIVERSITY PARTICULAR IN RELATION TO LESBIAN, GAY, BISEXUAL AND TRANSGENDER PERSONS (IN PARTICULAR BUT NOT EXCLUSIVELY THOSE RESIDENT IN READING) FOR THE BENEFIT OF THE PUBLIC BY:(A) THE ELIMINATION OF DISCRIMINATION ON THE GROUNDS OF GENDER OR SEXUAL ORIENTATION;(B) ADVANCING EDUCATION AND RAISING AWARENESS IN EQUALITY AND DIVERSITY;(C) PROMOTING ACTIVITIES TO FOSTER UNDERSTANDING BETWEEN PEOPLE FROM DIVERSE BACKGROUNDS;(D) CULTIVATING A SENTIMENT IN FAVOUR OF EQUALITY AND DIVERSITY.(2) TO PROMOTE SOCIAL INCLUSION FOR THE PUBLIC BENEFIT BY WORKING WITH PEOPLE IN READING WHO ARE SOCIALLY EXCLUDED ON THE GROUNDS OF THEIR SEXUAL ORIENTATION OR GENDER RE-ASSIGNMENT TO RELIEVE THE NEEDS OF SUCH PEOPLE AND ASSIST THEM TO INTEGRATE INTO SOCIETY. (3) TO RELIEVE THE CHARITABLE NEEDS OF LESBIAN, GAY, BISEXUAL AND TRANSGENDER PERSONS (IN PARTICULAR BUT NOT EXCLUSIVELY THOSE RESIDENT IN READING) BY THE PROVISION OF A CENTRE TO OFFER ADVICE AND SUPPORT.

Activities: To provide a safe place for people to discuss LGBT related issues and to offer opportunities to socialise with LGBT people. We have established our advice and support services through the drop in centre, which is integral to providing a holistic approach to supporting the needs of the Reading and surrounding area's Lesbian, Gay, Bisexual and Transgender communities

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Human Rights/religious Or Racial Harmony/equality Or Diversity
- **Who:** Children/young People, Elderly/old People, Other Defined Groups, The General Public/mankind

Geography

- Bracknell Forest
- Reading
- Slough
- West Berkshire
- Wokingham

Finances

Period end	Income	Expenditure	Assets	Employees
2025-01-31	£49,665	£141,023	-	-
2024-01-31	£247,649	£203,624	-	-
2023-01-31	£247,649	£203,624	-	-
2022-01-31	£238,415	£168,854	-	-
2021-01-31	£237,037	£159,856	-	-

Trustees

Name	Role	Appointed
Laurence Jenkins		2024-03-22
Meike Imberg		2025-11-14
Milly Zina Moses		2025-09-24
Rebecca Wilde		2025-09-29

SUPPORT U LTD

England & Wales - Charity number 1145334

Accounts



Annual report for the year ending 31.1.2025

Structure, Governance and Management

The organisation is a charitable company limited by guarantee, incorporated on 18 July 2011 and registered as a charity on 9 January 2012. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

All members of the Board of Trustees give their time voluntarily and receive no benefits from the charity.

The Board of Trustees has been further strengthened, and this will continue into 2025, recruiting expertise as identified by a skills audit of existing Trustees. The Charity continues to operate an open-ended Trustee recruitment program for new individuals to apply to join the Trustee Board, utilising local advertisement methods (such as Reading Voluntary Action) and website-based advertisements.

When recruiting, potential Trustees are requested to complete an application form which is presented to the trustees and CEO. The trustees are permitted to scrutinise applications to ensure that the new trustees bring value and input to the Board for the benefit of the charity. If the application is approved, the trustee is invited to attend an interview with 2 trustees and the CEO. If they are successful, they are then given a formal induction by the CEO and are expected to complete E-Learning training sessions which include courses on Safeguarding and Management before commencing trustee duties. Furthermore, each trustee is required to attend a training course which covers the essential elements of the Trustee Role and is provided by our local authority-approved provider.

Purpose and Aims

Our charity's purposes as set out in the objects contained in the company's memorandum of association are to:

- The promotion of equality and diversity particularly in relation to lesbian, gay, bisexual and transgender persons (in particular but not exclusively those residents in Reading) for the benefit of the public by:
 - the elimination of discrimination on the grounds of gender or sexual orientation;
 - advancing education and raising awareness in equality and diversity;
 - promoting activities to foster understanding between people from diverse backgrounds;

- cultivating a sentiment in favour of equality and diversity.
- To promote social inclusion for the public benefit by working with people in Reading who are socially excluded on the grounds of their sexual orientation or gender re-assignment to relieve the needs of such people and assist them to integrate into society.
- To relieve the charitable needs of lesbian, gay, bisexual and transgender persons (in particular but not exclusively those residents in Reading) by the provision of a centre to offer advice and support.

The overall aim for the charity is to provide a safe place for people to discuss LGBT related issues and to offer opportunities to socialise with LGBT people.

Ensuring our work delivers our aims

Each year, we assess our goals, objectives, and actions. This evaluation examines our accomplishments and the results of our efforts over the past 12 months, gauging the effectiveness of key activities and the advantages they've provided to the specific groups we exist to support.

Moreover, this review guarantees the continued alignment of our goals, objectives, and activities with our stated mission. When evaluating our aims and objectives and charting our future initiatives, we consult the Charity Commission's general guidance on public benefit. Specifically, the Board of Trustees evaluates how planned activities will further the aims and objectives they've established.

Our work

2024 was another challenging year for Support U during which there was significant change within the organisation. The Trustee Board was refreshed bringing in expertise in finance, safeguarding and HR. A new Chair was appointed in October 2024

Funding for many of the paid roles came to an end which led to a refocus of activities to ensure that the organisation remained viable and sustainable. Emphasis was placed on running funded group activity whilst a vision for the future of the organisation was agreed. Activities such as the helpline and counselling was suspended during this process and has not been restarted.

A part time interim CEO managed day to day activities, liaising with funders and stakeholders and supporting staff and volunteers.

Activities were reduced alongside financial and operational capacity. All changes to activities were agreed with funders and stakeholders.

This year was focused on stabilising the organisation, identifying future direction. We want to express our deep appreciation for the unwavering dedication of our volunteers and staff, without whom none of our services would be possible. We value the understanding and feedback from our service users as we adapt our services to support more people.

In conclusion, despite challenges, increasing client needs, and financial constraints, our trustee board remains impressed and immensely proud of the organization's achievements year after year. We remain committed to delivering best-in-class support to our service users.

Financial Review

Financial Stability and Cost Management:

Maintaining steady funding through reliable revenue sources like grants and donations allows the organization to meet its financial needs and plan future projects. At the same time, managing expenses carefully ensures resources are used wisely and programs that benefit the community most are prioritized. Strategic budgeting and ongoing financial oversight help balance investment in essential services with efficient administration and operations. This strategy supports organizational sustainability and flexibility in responding to changing needs and challenges.

Staffing and Wage Structure:

Support U operated on a minimum staff level as a result of ongoing budgetary restrictions. A review of volunteer capacity and capability was undertaken to ensure they were able to work safely and effectively. Support U is committed to providing support to all staff and volunteers and recognising their contribution to the services delivered. Support U remains committed to offering a transparent and equitable wage structure whilst investing in staff development to ensure the team is capable of supporting people effectively.

Principal Funding Sources: A Year in Review

Currently Support U is primarily funded from its Grants and donations.

Future Plans and Commitments

Support U is committed to becoming a sustainable organisation with diverse revenue sources and broader outreach to the LGBTQIA+ community. For 2025/26, our focus is on providing safe, inclusive services while reducing reliance on project grants by growing business income and fundraising. We are also reviewing costs to ensure sustainable growth and financial health. Our charity remains dedicated to diversity, sustainability, and supporting all members of the LGBTQIA+ community as we pursue a more inclusive future.

Reserves Policy

The Board of Trustees regularly reviews funds and reserves for sound financial planning. The Charity's "Financial Expenditure" policy guides consistent management of resources, forming part of onboarding for new staff and trustees. The Board of Trustees assesses reserve requirements based on key risks, maintaining unrestricted funds at 3–6 months of core spending. With increased committed expenditure, the reserves policy was updated to £80,000 for this financial period to ensure sufficient working capital and continuity in case of reduced funding. The Board will consider adjusting activities and spending if necessary.

Company registration number: 07708702
Charity registration number: 1145334

**SUPPORT U LIMITED
TRUSTEES' REPORT AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 JANUARY 2025**

Support u Limited Contents

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Support u Limited
Company No. 07708702
Trustees' Report For The Year Ended 31 January 2025

The trustees present their report and the financial statements for the year ended 31 January 2025.

Objectives and Activities

Aims and Objectives

During the 2024/25 financial year, Support U delivered community-based wellbeing and inclusion groups for adults and young people. These sessions provided a safe and supportive space for individuals to connect, explore personal challenges, and build confidence. The groups were focused on emotional wellbeing, inclusion, and comm/unity connection through semi-structured group sessions, workshops, and peer support.

Public Benefit

Our charity's purposes as set out in the objects contained in the company's memorandum of association are to:

- The promotion of equality and diversity particularly in relation to lesbian, gay, bisexual and transgender persons (in particular but not exclusively those residents in Reading) for the benefit of the public by:
 - the elimination of discrimination on the grounds of gender or sexual orientation;
 - advancing education and raising awareness in equality and diversity;
 - promoting activities to foster understanding between people from diverse backgrounds;
 - cultivating a sentiment in favour of equality and diversity.
 - To promote social inclusion for the public benefit by working with people in Reading who are socially excluded on the grounds of their sexual orientation or gender re-assignment to relieve the needs of such people and assist them to integrate into society.
 - To relieve the charitable needs of lesbian, gay, bisexual and transgender persons (in particular but not exclusively those residents in Reading) by the provision of a centre to offer advice and support.
- The overall aim for the charity is to provide a safe place for people to discuss LGBT related issues and to offer opportunities to socialise with LGBT people.

The trustees confirm that they have complied with the requirements of Section 17 of the Charities Act 2011 to have due regard to the Charity Commission's guidance on public benefit.

Achievements and Performance

Chairs report and future plans

The climate for the LGBT+ community has been significantly affected through recent legal, health, funding and social issues.

As a result, we have to innovate and re-think many of our services.

During the course of this period, the new Chair has carried out an operational review which has instigated a range of changes and initiatives to improve impact and build sustainability. The new plan which has been developed with all the Trustees and takes account of community feedback will begin to take effect during the following financial year.

Some of the noteworthy changes will include:

A focus on sustainability – with diversified efforts to remove the reliance on large bids which have become increasingly scarce and competitive.

A retrenchment towards a new operational team that has the skills and enthusiasm to deliver many of our new plans
Innovation around the work and services we deliver – helping us change attitudes and build resilience for our community (as well as being 'present' for people during times of difficulty)

Creating more streamlined processes and IT core 'tools' to help us simplify and build robustness into our core delivery

To improve safeguarding at every level of the charity

To improve governance by recruiting new Trustees, ensuring they have the development needing to improve governance and innovate around the needs of the wider community

Ensuring our 'educational' work continues and creates the capacity for external organisations and bodies to become more inclusive and supporting, whatever the prevailing culture

Making sure we are more visible and continue to celebrate some of the fine work that the charity has delivered over the past number of years

We are confident that these changes will ensure we remain relevant and at the heart of our community for the coming years.

Support u Limited
Trustees' Report (continued)
For The Year Ended 31 January 2025

Reference and Administrative Details

Trustees

Mr Laurence Jenkins (appointed 22/03/2024)
Ms Gillian Russell - Chair (appointed 12/09/2024)
Ms Zoe Grant (appointed 13/06/2025)
Mr Kenneth Pennington (appointed 22/03/2024)

Charity Number

1145334

Company Number

07708702

Principal Address

9 Greyfriars Road
Reading
Berkshire
RG1 1NU

Independent Examiner

Rachel Eden FCMA
Holy Brook Associates Ltd
Curious Lounge
Reading
Berkshire
RG11NH

Support u Limited
Trustees' Report (continued)
For The Year Ended 31 January 2025

Statement of Trustees' Responsibilities

The trustees (who are also the directors of Support u Limited for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statement unless they are satisfied that they 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 the 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 judgments and accounting estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

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

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Small Company Rules

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

The trustees' report was approved by the board of trustees and signed on its behalf by:

Mr Laurence Jenkins

Trustee

20/11/2025

Support u Limited
Independent Examiner's Report to the Trustees of Support u Limited
For The Year Ended 31 January 2025

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 January 2025.

Responsibilities and Basis of Report

As the charity 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.

Rachel Eden FCMA
20/11/2025
Curious Lounge
Reading
Berkshire
RG11NH

Support u Limited
Statement of Financial Activities (including Income and Expenditure Account)
For The Year Ended 31 January 2025

				2025	2024
		Unrestricted funds	Restricted funds	Total funds	Total funds
	Notes	£	£	£	£
INCOME AND ENDOWMENTS FROM:					
Donations and legacies	3	734	47,723	48,457	165,011
Other trading activities	4	461	-	461	1,150
Investments	5	747	-	747	606
		<u>1,942</u>	<u>47,723</u>	<u>49,665</u>	<u>166,767</u>
EXPENDITURE ON:					
Raising funds		(1)	-	(1)	-
Charitable activities:					
Charitable Activity		(119,702)	(21,320)	(141,022)	(183,984)
		<u>(119,703)</u>	<u>(21,320)</u>	<u>(141,023)</u>	<u>(183,984)</u>
NET EXPENDITURE		<u>(117,761)</u>	<u>26,403</u>	<u>(91,358)</u>	<u>(17,217)</u>
NET MOVEMENT IN FUNDS		<u>(117,761)</u>	<u>26,403</u>	<u>(91,358)</u>	<u>(17,217)</u>
RECONCILIATION OF FUNDS:					
Total funds brought forward		163,342	63,895	227,237	244,453
TOTAL FUNDS CARRIED FORWARD	14	<u>45,581</u>	<u>90,298</u>	<u>135,879</u>	<u>227,236</u>

The notes on pages 8 to 12 form part of these financial statements.

Support u Limited
Comparative Statement of Financial Activities (including Income and Expenditure
Account)
For The Year Ended 31 January 2025

				2024
		Unrestricted	Restricted	Total
	Notes	funds	funds	funds
		£	£	£
INCOME AND ENDOWMENTS FROM:				
Donations and legacies	3	54,913	110,098	165,011
Other trading activities	4	1,150	-	1,150
Investments	5	606	-	606
		56,669	110,098	166,767
EXPENDITURE ON:				
Charitable activities:				
Charitable Activity		(183,984)	-	(183,984)
NET EXPENDITURE		(23,378)	6,161	(17,217)
NET MOVEMENT IN FUNDS		(23,378)	6,161	(17,217)
RECONCILIATION OF FUNDS:				
Total funds brought forward		186,719	57,734	244,453
TOTAL FUNDS CARRIED FORWARD	14	163,341	63,895	227,236

The notes on pages 8 to 12 form part of these financial statements.

Support u Limited
Balance Sheet
As At 31 January 2025

				2025	2024
		Unrestricted	Restricted	Total	Total
	Notes	funds	funds	funds	funds
		£	£	£	£
FIXED ASSETS					
Tangible Assets	10	660	-	660	2,669
		660	-	660	2,669
CURRENT ASSETS					
Debtors	11	216	-	216	4,185
Cash at bank and in hand		136,830	90,298	138,395	221,107
		137,046	90,298	138,611	225,292
Creditors: Amounts Falling Due Within One Year	12	(92,125)	-	(3,392)	(725)
NET CURRENT ASSETS (LIABILITIES)		44,921	90,298	135,219	224,567
TOTAL ASSETS LESS CURRENT LIABILITIES		45,581	90,298	135,879	227,236
NET ASSETS		45,581	90,298	135,879	227,236
FUNDS OF THE CHARITY					
Restricted Funds				90,298	63,895
Unrestricted Funds				45,581	163,341
TOTAL FUNDS	14			135,879	227,236

For the year ending 31 January 2025 the charitable company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the charitable company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

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

On behalf of the board

Mr Laurence Jenkins

Trustee
20/11/2025

The notes on pages 8 to 12 form part of these financial statements.

Support u Limited

Notes to the Financial Statements

For The Year Ended 31 January 2025

1. General Information

Support u Limited is a company limited by guarantee, incorporated in England & Wales, registered number 07708702 and registered charity number 1145334. The registered office is .

2. Accounting Policies

2.1. Basis of Preparation of Financial Statements

The financial statements 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 charitable company is a Public Benefit Entity as defined by FRS 102.

2.2. Incoming Resources

Income is included in the accounts once the charity has entitlement, the amount can be measured with sufficient reliability and there is the probability of receipt.
 Earned income is included in the period in which the service is provided, if any performance conditions attached have been met or are fully within the control of the charity.
 Donations are included when given, together with an estimate of the related gift aid due thereon.
 Donated services are included in the accounts when received at the value of the gift to the charity provided the value of the gift can be measure reliably. The equivalent amount is recognised as an expense under the appropriate category. Legacies are included when the date of probate is ascertained and the amount receivable can be reliably estimated. Income which is subject to conditions that the charity has yet to fulfil, or which is specifically for use in a future accounting period, is treated as deferred income.

2.3. Resources Expended

Expenditure is included on an accruals basis when incurred, that is when a legal or constructive obligation arises, and includes related irrecoverable VAT. Future liabilities are included at the best estimate of the amount required to settle them. Future liabilities are included at the best estimate of the amount required to settle them.

2.4. Tangible Fixed Assets and Depreciation

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

Plant & Machinery	33%
Computer Equipment	33%

2.5. Cash and Cash Equivalents

Cash and cash equivalents are basic financial assets and include cash in hand and deposits held at call with banks, other short-term highly liquid investments that mature in no more than three months from the date of acquisition and are readily convertible to a known amount of cash with insignificant risk of change in value, and bank overdrafts.

3. Income from Donations and Legacies

	Unrestricted funds	Restricted funds	2025 Total funds
	£	£	£
Donations and gifts	734	-	734
Grants	-	47,723	47,723
	<u>734</u>	<u>47,723</u>	<u>48,457</u>

Support u Limited
Notes to the Financial Statements (continued)
For The Year Ended 31 January 2025

	Unrestricted funds	Restricted funds	2024 Total funds
	£	£	£
Donations and gifts	5,113	-	5,113
Grants	49,800	110,098	159,898
	<u>54,913</u>	<u>110,098</u>	<u>165,011</u>

4. Income from Other Trading Activities

	2025 Unrestricted funds	2024 Unrestricted funds
	£	£
Income from other trading activities	<u>461</u>	<u>1,150</u>

5. Investment Income

	2025 Unrestricted funds	2024 Unrestricted funds
	£	£
Interest on short-term deposits	<u>747</u>	<u>606</u>

6. Net Income/(Expenditure)

The net expenditure is stated after charging/(crediting):

	2025 £	2024 £
Depreciation of tangible fixed assets - owned	<u>2,009</u>	<u>2,542</u>

7. Independent Examiner's Remuneration

	2025 £	2024 £
Independent examination of the financial statements	300	300
Other assurance services	2,645	1,550
Tax advisory services	-	-
Other financial services	-	-
	<u>2,945</u>	<u>1,850</u>

All figures exclude VAT

Support u Limited
Notes to the Financial Statements (continued)
For The Year Ended 31 January 2025

8. Staff Costs

Staff costs were as follows:

	2025	2024
	£	£
Wages and salaries	34,714	110,817
Social security costs	1,291	1,895
Other pension costs	3,805	3,116
	<u>39,810</u>	<u>115,828</u>

No employees received employee benefits (excluding employer pension costs) for the reporting period of more than £60,000.

9. Average Number of Employees

Average number of employees during the year was: 2 (2024: 5)

10. Tangible Assets

	Plant & Machinery	Computer Equipment	Total
	£	£	£
Cost			
As at 1 February 2024	1,523	11,549	13,072
As at 31 January 2025	<u>1,523</u>	<u>11,549</u>	<u>13,072</u>
Depreciation			
As at 1 February 2024	1,100	9,303	10,403
Provided during the period	423	1,586	2,009
As at 31 January 2025	<u>1,523</u>	<u>10,889</u>	<u>12,412</u>
Net Book Value			
As at 31 January 2025	<u>-</u>	<u>660</u>	<u>660</u>
As at 1 February 2024	<u>423</u>	<u>2,246</u>	<u>2,669</u>

11. Debtors

	2025	2024
	£	£
Due within one year		
Other debtors	<u>216</u>	<u>4,185</u>

12. Creditors: Amounts Falling Due Within One Year

	2025	2024
	£	£
Trade creditors	726	508
Taxation and social security	1,151	3,129
Accruals and deferred income	1,515	(2,912)
	<u>3,392</u>	<u>725</u>

Support u Limited
Notes to the Financial Statements (continued)
For The Year Ended 31 January 2025

13. Pension Commitments

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.

During the year the charge to the statement of financial activities in respect of defined contribution schemes was £3,805 (2024: £3,116).

At the balance sheet date contributions of £NIL were due to the fund and are included in creditors.

14. Movement in Funds

	As at 1 February 2024	Income	Expenditure	As at 31 January 2025
	£	£	£	£
Unrestricted funds				
General:				
General unrestricted fund	163,342	1,942	(119,703)	45,581
Restricted funds				
Make Some Noise	16,935	12,500	(14,379)	15,056
National Lottery Community Fund	46,960	35,223	(6,941)	75,242
Total restricted funds	63,895	47,723	(21,320)	90,298
Total funds	227,237	49,665	(141,023)	135,879

	As at 1 February 2023	Income	Expenditure	As at 31 January 2024
	£	£	£	£
Unrestricted funds				
General:				
General unrestricted fund	186,719	56,669	(80,047)	163,341
Restricted funds				
NHS/Involve	431	17,000	(17,431)	-
Active Communities	1,546	4,002	(5,548)	-
Make Some Noise	-	30,000	(13,065)	16,935
National Lottery Community Fund	55,757	59,096	(67,893)	46,960
Total restricted funds	57,734	110,098	(103,937)	63,895
Total funds	244,453	166,767	(183,984)	227,236

15. Transactions with Trustees

None of the trustees received any remuneration or any other benefits from an employment with the charity or a related entity during the current or previous year.

No trustee expenses have been incurred.

Support u Limited
Notes to the Financial Statements (continued)
For The Year Ended 31 January 2025

16. Related Party Disclosures

There have been no related party transactions in the reporting period that require disclosure.

17. Company limited by guarantee

The company is limited by guarantee and has no share capital.

Every member of the company undertakes to contribute to the assets of the company, in the event of a winding up, such an amount as may be required not exceeding £1.

Rachel Eden
Holy Brook Associates Ltd
Curious Lounge, 1st Floor Pinnacle Building
Tudor Road
Reading
RG1 1NH

29 November 2025

The Trustees
Support U

Dear Trustees,

RE your Independent Examination

I hope this letter finds you well. As the Independent Examiner for your charity, I am pleased to present my observations following my examination of your financial statements and trustees' annual report alongside the formal examination report.

I have now completed the Independent Examination of your accounts for 2025 and have attached it to this letter. This letter is not part of my report, and nothing in this letter constitutes financial advice, but as a small charity, I believe you may find it helpful to have some additional comments.

As you have had a number of changes in your trustees and management over the last year I would recommend you ensure both existing and new trustees have a good understanding of your financial responsibilities.

I would recommend you use the Charity Commission resources as a good place to start, as some of them are very easy to access – for example, “5-minute guide” videos that are a free resource and a good starting point for helping you to be aware of areas you may wish to receive additional support on.

Secondly, that you work to develop your financial controls, I recommend that you review the recommended policies and procedures that the Charity Commission expects ‘most’ charities to have.

I would also recommend you discuss with a bookkeeping colleague the processes to keep your financial records up to date, and how you will pass information to ensure prompt and accurate record keeping

Finally, I would urge you to work to complete your accounts more promptly for the year ending January 2026. This will enable you to deal in a considered way with queries and also to enable you to provide prompt information to interested parties regarding your financial performance.

Thank you for trusting me with your Independent Examination, and I wish you well in your work.

Yours sincerely,



Rachel Eden

Rachel Eden, FCMA (Fellow of the Chartered Institute of Management Accountants)
Holy Brook Associates.

SUPPORT U LTD

England & Wales - Charity number 1145334

Accounts



TRUSTEE REPORT
PERIOD ENDING 31st JANUARY 2024

SUPPORT U LTD

Report of the Management Committee for the period ended 31 January 2024

The Management Committee presents its directors' report and financial statements for the period ended 31 January 2024.

Reference and Administrative Information

Charity Name: Support U Ltd

Charity registration number: 1145334

Company registration number: 07708702

Registered Office and operational address: 9 Greyfriars Road
Reading,
Berkshire.
RG1 1NU

Management Committee

Gillian Russel	Chairperson
Roxanne Potts	Chairperson (Resigned 5 th April 2024)
Timothy Harris	Trustee (Resigned 6 th April 2024)
Arad Reisberg	Trustee (Resigned 29 th February 2024)
Laurence Jenkins	Trustee
Kenneth Pennington	Trustee
Emily Mitchell	Trustee

Independent Examiner – Rachel Eden, Holy Brook Associates, Curious Lounge, 1st Floor, Pinnacle Building, Tudor Road, Reading, England, RG1 1NH.

Bankers –

-- Metro Bank PLC, 201 Broad St, Reading, Berkshire RG1 7QA



Structure, Governance and Management

The organisation is a charitable company limited by guarantee, incorporated on 18 July 2011 and registered as a charity on 9 January 2012. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

All members of the Management Committee give their time voluntarily and receive no benefits from the charity.

The Management Committee has been reestablished following a restructure of the organisation to strengthen and focus on the sustainability of the organisation as a whole and currently consists of 4 members. The Committee still believes there are opportunities to diversify and expand the group and as such will secure an additional committee member in the next financial period. The Charity continues to operate an open-ended Trustee recruitment program for new individuals to apply to join the Trustee Board, utilising local advertisement methods (such as Reading Voluntary Action) and website-based advertisements.

When recruiting, potential Trustees are requested to complete an application form which is presented to the trustees and CEO. The trustees are permitted to scrutinise applications to ensure that the new trustees bring value and input to the Board for the benefit of the charity. If the application is approved, the trustee is invited to attend an interview with 2 trustees and the CEO. If they are successful, they are then given a formal induction by the CEO and are expected to complete E-Learning training sessions which include courses on Safeguarding and Management before commencing trustee duties. Furthermore, each trustee is required to attend a training course which covers the essential elements of the Trustee Role and is provided by our local authority-approved provider.

Purpose and Aims

Our charity's purposes as set out in the objects contained in the company's memorandum of association are to:

- The promotion of equality and diversity particularly in relation to lesbian, gay, bisexual and transgender persons (in particular but not exclusively those residents in Reading) for the benefit of the public by:
 - the elimination of discrimination on the grounds of gender or sexual orientation;
 - advancing education and raising awareness in equality and diversity;
 - promoting activities to foster understanding between people from diverse backgrounds;
 - cultivating a sentiment in favour of equality and diversity.
- To promote social inclusion for the public benefit by working with people in Reading who are socially excluded on the grounds of their sexual orientation or gender re-assignment to relieve the needs of such people and assist them to integrate into society.
- To relieve the charitable needs of lesbian, gay, bisexual and transgender persons (in particular but not exclusively those residents in Reading) by the provision of a centre to offer advice and support.

The overall aim for the charity is to provide a safe place for people to discuss LGBT related issues and to offer opportunities to socialise with LGBT people.

Ensuring our work delivers our aims

Each year, we assess our goals, objectives, and actions. This evaluation examines our accomplishments and the results of our efforts over the past 12 months, gauging the effectiveness of key activities and the advantages they've provided to the specific groups we exist to support.

Moreover, this review guarantees the continued alignment of our goals, objectives, and activities with our stated mission. When evaluating our aims and objectives and charting our future initiatives, we consult the Charity Commission's general guidance on public benefit. Specifically, the Management Committee evaluates how planned activities will further the aims and objectives they've established.

Our Work

The 2023 – 2024 period saw a significant change within the organisation as we underwent a restructure of the organisation.

January – March 2023 was focused on reviewing the structure of the organisation and ensuring that strong governance, policies and procedures were in place as well as reviewing our staffing structure.

We then moved onto implementing those changes, working with the local communities, funders and stakeholders to ensure a smooth transition and think about the direction of Support U.

We were able to appoint a Groups Manager to oversee our Social and Wellbeing Community groups. This enabled us to deliver groups in Bracknell and Wokingham including:

The Mix – for anyone 18+

Pride Circle – for families whether a child/young person or adult/guardian identifies as part of the community.

In August 2024 we held a Pride Picnic event, which provided a safe space for members of the community to come together and celebrate.

In terms of governance, the trustee board had significant turnover and has concentrated on appointing new trustees and a new chairperson to ensure the future of Support U and strong governance.

We want to express our deep appreciation for the unwavering dedication of our volunteers and staff, without whom none of our services would be possible. We value the understanding and feedback from our service users as we adapt our services to support more people.

In conclusion, despite challenges, increasing client needs, and financial constraints, our trustee board remains impressed and immensely proud of the organization's achievements year after year. We remain committed to delivering best-in-class support to our service users.

Financial Review

Financial Diversification and Operational Challenges:

Financial diversification and operational challenges are critical considerations for Support U. We have been focused on diversifying funding sources—specifically grants and community fundraising to ensure financial stability and reduces reliance on a single income stream. However, securing diverse funding can be particularly challenging due to potential donor hesitancy or limited resources for outreach in a competitive non-profit landscape. Additionally, operational challenges such as limited staffing and volunteers, burnout, and the need for specialized programs to address the diverse needs within the LGBTQ+ community further strain resources. Navigating these complexities requires strategic planning, innovative fundraising approaches, and fostering strong partnerships to sustain and grow their essential work.

Financial Stability and Cost Management:

Ensuring a steady flow of funding through consistent revenue streams, such as grants and donations, helps the organization meet its financial obligations and plan for future initiatives. At the same time, careful management of expenses is crucial to allocate resources efficiently and prioritise programs that directly support the community. Balancing investment in impactful services with maintaining administrative and operational efficiency requires strategic budgeting and ongoing financial oversight. This approach enables the organisation to remain sustainable while adapting to evolving needs and challenges.

Staffing and Wage Structure:

Towards the end of the year, funding challenges were identified for the forthcoming budget year and so a plan to change the staffing structure and reduce overall numbers was established. This plan was successfully executed early in the 2024/25 year. A restrictive budget presented challenges in offering competitive wages, leading to staff burn out and difficulty attracting talent. As part of their restructure Support U is dedicated to striking a balance between fair compensation and financial constraints to ensure we attract the right talent and foster a supportive work environment.

Support U also relies on volunteers, making it important to provide training and recognition to maintain motivation and engagement. Developing a transparent and equitable wage structure while investing in staff development ensures a committed and capable team to advance the organisation's mission.

Principal Funding Sources: A Year in Review

Currently Support U is primarily funded from its Grants and donations.

Future Plans and Commitments

In the upcoming periods, Support U is focused on ensuring the sustainability of the organisation, we are committed to diversifying our revenue streams and expanding our outreach to a broader spectrum of the LGBTQIA+ community. Our primary aim for 2024/25 is to ensure that we are a sustainable organisation providing safe and inclusive services to the LGBTQIA+ community.

We are actively working towards reducing our dependence on project grant funding, which has been a cornerstone of our financial support. As part of this strategy, we are exploring avenues to increase our business revenues, and fundraising thereby enhancing our financial sustainability.

In tandem with these efforts, we are persistently scrutinizing our cost structure, carefully reviewing expenditures to ensure we can grow our impact at a sustainable pace. This fiscal prudence is essential for the longevity of our mission.

In summary, our charity is resolute in its commitment to diversity, sustainability, and ensuring that all members of the LGBTQIA+ community find a safe and supportive space within our organisation. We look forward to the opportunities and challenges that lie ahead as we work toward a brighter and more inclusive future.

Reserves Policy

Each year, the Management Committee continues to review our available funds and reserves to ensure sound financial planning within the organisation. Following the introduction of the Charity's "Financial Expenditure" policy which incorporated several of our approaches, rules and policies on expenditure and commitments, the trustees have been reviewing the financial position of the charity in a more robust and comprehensible way whilst ensuring regular governance of the charity's funds. This document also forms part of the onboarding process for all new employees, volunteers and trustees to ensure that we all operate in a consistent and proactive manner when it comes to use of funds and reserves. The Management Committee therefore examined the charity's requirements for reserves considering the main risks to the

organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be between 3 and 6 months of the core funding expenditure. Given that ongoing committed expenditure has increased in the last successive periods, the Management Committee have reviewed the reserves policy during this financial period up to £80,000. The reserves are needed to meet the working capital requirements of the charity and the Management Committee are confident that at this level they would be able to continue the current activities of the charity in the event of a significant drop in funding. In the short term the Management Committee continues to consider the extent to which existing activities and expenditure could be curtailed, should such circumstances arise.

Financial Position at year end: £227,361

Approved on behalf of the trustees

Gillian Russell - Chairperson
29th November 2024

SUPPORT U LIMITED

STATEMENT OF FINANCIAL ACTIVITIES (incorporating Income and Expenditure account) FOR THE YEAR ENDED 31 January 2024

	Note	Unrestricted Funds	Restricted Funds	Total 2024	Total 2023
		£	£	£	£
Income					
Donations and Grants	2	54,922	109,898	164,820	243,247
Business Services Income	3	950	200	1,150	3,890
Supplementary Income	4	797	-	797	512
Total Income		56,669	110,098	166,767	247,649
Expenditure	5	79,770	103,937	183,926	203,624
Net Income/(Expenditure)		(23,320)	6,161	(17,159)	44,024
Other Recognised gains and losses		0	0	0	0
Net movement in funds		(23,320)	6,161	(17,159)	44,024
Total funds brought forward		186,787	57,734	244,521	200,538
Total Funds carried forward		163,508	63,895	227,361	244,521

There are no recognised gains and losses other than those passing through the income and expenditure account. All income and expenditures are in respect of the charitable company's continuing activities.

SUPPORT U LIMITED

BALANCE SHEET AS AT 31 JANUARY 2024

	Note	2023		2022	
		£	£	£	£
Fixed Assets					
Tangible Assets	8		2,670		4,504
			2,670		4,504
Current Assets					
Debtors	9	8,112		-	
Bank and Cash		221,106		242,214	
		229,218		242,214	
Creditors: amounts due within one year	10	4,310		2,156	
Net Current Assets			224,692		240,059
Total assets less current liabilities			227,361		244,563
Creditors: Amounts falling due after more than one year			-		-
Total Net Assets			227,361		244,563
Represented by:					
Restricted Funds	11		63,895		57,733
Unrestricted Funds			163,508		126,829
Designated Funds	15		-		60,000
Total Funds			227,361		244,562

For the period ending 31 January 2024 the company was entitled to exemption from audit under section 477 of the Companies Act 2006. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these financial statements under the requirements of the Companies Act 2006.

The Trustees acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with section 386 of the Act and for preparing financial statements that give a true and fair view of the state of affairs of the company as at the end of its financial year and of its profit or loss for the 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 accounts, so far as applicable to the company.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime within Part 15 of the Companies Act 2006 and with the Financial Reporting Standards for Smaller Entities (effective April 2008).

The financial statements were approved by the trustees on 29th November 2024 and signed on their behalf

Gillian Russell

Director and Trustee 29th November 2024

SUPPORT U LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE PERIOD ENDED 31 JANUARY 2024

1 Accounting Policies

The principal accounting policies adopted, judgements and key sources of estimation and uncertainty in the preparation of the financial statements are as follows.

a Basis of preparation

The accounts are prepared in accordance with the accounting regulations set out under the Charities Act 2011, and with Accounting and Reporting by Charities: Statement of Recommended Practice (SORP2015), issued by the Charity Commission; with the Companies Act 2006 and the Financial Reporting Standard 102.

The charity meets the definition of a public benefit entity as defined by FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value, unless otherwise stated below.

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

b Funds

Restricted funds are funds which must be used in accordance with specific restrictions imposed by the donor or the terms of a specific appeal. Expenditure which meets this criteria is drawn from the fund. Unrestricted funds are those funds which can be used for any purpose in furtherance of the charitable objects. Unrestricted funds include designated funds where the trustees have, at their discretion, temporarily set aside resources for a specific purpose.

c Income

Income is included in the accounts once the charity has entitlement, the amount can be measured with sufficient reliability and there is the probability of receipt.

Earned income is included in the period in which the service is provided, if any performance conditions attached have been met or are fully within the control of the charity.

Donations are included when given, together with an estimate of the related gift aid due thereon.

Donated services are included in the accounts when received at the value of the gift to the charity provided the value of the gift can be measured reliably. The equivalent amount is recognised as an expense under the appropriate category.

Legacies are included when the date of probate is ascertained and the amount receivable can be reliably estimated.

Income which is subject to conditions that the charity has yet to fulfil, or which is specifically for use in a future accounting period, is treated as deferred income.

d Expenditure

Expenditure is included on an accruals basis when incurred, that is when a legal or constructive obligation arises, and includes related irrecoverable VAT. Future liabilities are included at the best estimate of the amount required to settle them. Future liabilities are included at the best estimate of the amount required to settle them.

e Pensions

The charity makes contributions to an employer defined contribution scheme for eligible employees, which are included in the accounts when they become payable.

SUPPORT U LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE PERIOD ENDED 31 JANUARY 2024

	Unrestricted Funds	Restricted Funds	Total 2024	Total 2023
	£	£	£	£
2. Donations and Grants				
Grants:				
Berkshire Healthcare NHS Foundation Trust		17,000	17,000	40,000
People's Health Trust		3,802	3,802	11,522
Make Some Noise		30,000	30,000	-
Thames Valley Police/MOJ			-	43,418
Lloyds Bank Foundation	50,000		50,000	2,250
The National Lottery Community Fund		59,096	59,096	57,915
NHS Charities Together			-	3,500
Department for Work and Pensions			-	8,384
Donations:				
Gifts in Kind: Software	-	-	-	60,677
Individual Donations	4,922	-	4,922	15,581
Gift Aid				0
	54,922	109,898	164,767	230,523
3. Fees and Charges	£	£	£	£
Training + Development Services	-	-	-	2,925
Consultancy	950	-	950	650
Other trading activities	-	200	200	315
	950	200	1,150	3,890
4. Supplementary Income	£	£	£	£
Interest and Investments	606	-	606	53
Other Income	192	-	192	459
	797	-	797	512

	Unrestricted Funds	Restricted Funds	Total 2024	Total 2023
5. Expenditure	£	£	£	£
Accountancy Fees	770	2,216	2,986	831
Activities Expenses	-	1,828	1,828	6,081
Advertising & Marketing	8	1,820	1,827	2,064
Bank Charges and Interest	254	-	254	181
Business Rates	-	-	-	98
Cost of Goods sold and direct expenses	653	113	766	-
Company Filing Costs				63
Consultancy & Professional Fees	11,908	2,390	14,298	2,063
Consumables	37	-	-	-
Cost of Goods Sold	-	-		14
Depreciation Expense	2,542	-	2,542	3,306
Direct Expenses				200
Employee Benefits & Pension	1,448	1,669	3,116	3,136
Employee Wages and Salaries	55,006	55,811	110,817	93,270
Employer National Insurance	- 972	2,867	1,895	-
Fundraising Costs	-	-	-	75
Insurance	-	693	693	1,051
IT Software and Consumables	1,525	1,299	2,824	62,732
Office Stationery	-	-	-	140
Postage and Delivery	3	25	29	-
Recruitment Expense	-	965	965	-
Rent	3,013	29,080	32,093	22,145
Repairs & Maintenance	-	-	905	905
Subscriptions	2,344	2,348	4,693	1,206
Subsistence	689	426	1,115	996
Telephone and Internet	346	-	346	915
Training	182	375	557	1,183
Travel	233	12	245	971
	79,990	103,937	183,926	203,624

6. Staff Costs

The charity had an average number of 5 (2023: 5) employees. No employee received employee benefits (excluding employer pension costs) of more than £60,000.

7. Trustee's remuneration and expenses

The trustees did not receive any remuneration during the year. No trustees received payment (2023 – none) in respect of reimbursement of various receipted expenditure incurred on behalf of the charity.

8. Tangible Fixed Assets

	Computer Equipment	Office Equipment	Total
	£	£	£
Cost at 1 February 2023	10,841	1,523	12,364
Additions	708	-	-
Disposals	-	-	-
Cost at 31 January 2024	11,549	1,523	13,073
Depreciation at 1 February 2023	7,268	592	7,861
Disposals	-	-	-
Charge for year	2,035	508	2,542
Depreciation at 31 January 2024	7,268	592	10,403
Net Book Value at 31 January 2024	2,247	423	2,670
Net Book Value at 31 January 2023	2,550	1,439	3,989

9. Debtors

	2023 £	2022 £
Income due	3,802	-
Prepayments	216	-
VAT	4,094	1,990
	-	2,244

10. Creditors: Amounts falling due within one year

	2023 £	2023 £
Sundry creditors	508	2,436
Accruals	890	400
American Express		1,301
Taxation and Social Security	3,129	-
	4,526	4,188

11. Restricted Funds

	Note	Funds 01-Feb-23 £	Incoming Resources £	Resources Expended £	Funds 31-Jan-24 £
NHS/Involve	A	431	17,000	17,431	-
Active Communities	B	1,546	4,002	5,435	-
National Lottery Community Fund	C	55,757	59,096	67,893	46,960
Make Some Noise	D	-	30,000	13,065	16,935
Total		57,733	110,098	103,937	63,895

12. Lease Commitments

The charity had a lease for its premises due to end in June 2024 with an annual rent of £26,700 (2023 - rent payable quarterly at the rate of £26,400 per annum on a rolling basis).

13. Related Party Transactions

There were no related party transactions during this year.

14. Volunteers

Volunteers are used for supporting our key areas of work where it is most needed. Without the kind donation of their time, the charity would be unable to provide its core services and support the public in the effective way it has done to date.

15. Designated Funds

The charity had been operating a specific targeted fundraising effort towards new space from which to operate in the mid to long term. The trustees had designated £60,000 towards the capital costs of a new space. Although not restricted in nature, the purpose was defined for this specific funding objective. However following the restructure the trustees have determined that these funds are not required for this specific purpose and have released this designation. This is reflected in the accounts.



CHARITY COMMISSION
FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Report to the trustees/
members of

Support U Ltd

On accounts for the year
ended

31 January 2024

Charit
y no (if
any)

1145334

Responsibilities and
basis of report

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended **31st January 2024**.

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

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

**Independent
examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed: *Rachel Eden*

Date: 29th November 2024

Name: Rachel Eden

Relevant professional
qualification

FCMA (Fellow of the Chartered Institute of Management Accountants)

Address:

Curious Lounge, Tudor Road, Reading, RG1 1NH

SUPPORT U LTD

England & Wales - Charity number 1145334

Accounts



TRUSTEE REPORT
PERIOD ENDING 31st JANUARY 2023

SUPPORT U LTD

Report of the Management Committee for the period ended 31 January 2023

The Management Committee presents its directors' report and financial statements for the period ended 31 January 2023.

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Charity registration number: 1145334

Company registration number: 07708702

Registered Office and operational address: 9 Greyfriars Road
Reading,
Berkshire.
RG1 1NU

Management Committee

Mr A Stonehill-Brooks	Chairperson	
Mr D Fender	Trustee	(Resigned 15 th Dec 2022)
Mr T Harris	Trustee	
Miss A Henley	Trustee	(Resigned 23 rd Jan 2023)
Mr M Lawrence	Trustee	
Miss Roxanne Potts	Treasurer	
Mr William Goldsmith	Trustee	

Independent Examiner – Rachel Eden, Holy Brook Associates, Curious Lounge, 1st Floor, Pinnacle Building, Tudor Road, Reading, England, RG1 1NH.

Bankers – Barclays Bank PLC, 90-93 Broad Street, Reading RG1 2AP
-- Metro Bank PLC, 201 Broad St, Reading, Berkshire RG1 7QA

Structure, Governance and Management

The organisation is a charitable company limited by guarantee, incorporated on 18 July 2011 and registered as a charity on 9 January 2012. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

All members of the Management Committee give their time voluntarily and receive no benefits from the charity.

The Management Committee has expanded to include new members to strengthen the governance and diversity model of the Charity but has also seen several resignations from long term trustees. The Committee still believes there are opportunities to diversify and expand the group and as such will secure an additional committee member in the next financial period focused on Inclusion and Belonging. The Charity continues to operate an open-ended Trustee recruitment program for new individuals to apply to join the Trustee Board, utilizing local advertisement methods (such as Reading Voluntary Action) and website-based advertisements.

When recruiting, potential Trustees are requested to complete an application form which is presented to the chair of trustees. The chair of trustees is permitted to scrutinise applications to ensure that the new trustees bring value and input to the Board for the benefit of the charity. If the application is approved, the trustee is invited to attend the next scheduled meeting to get a better understanding of the roles and responsibilities of a trustee before committing to the role. At this meeting, the candidate is provided with the Charity Commission's CC3 "The Essential Trustee What you need to know" guide and talked through the main tasks completed by the Trustee Board. Every trustee is then given a formal induction by a member of the Trustees and is expected to complete E-Learning training sessions which include courses on Safeguarding and Management before commencing trustee duties. Furthermore, each trustee is required to attend a training course which covers the essential elements of the Trustee Role and is provided by our local authority-approved provider.

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Moreover, this review guarantees the continued alignment of our goals, objectives, and activities with our stated mission. When evaluating our aims and objectives and charting our future initiatives, we consult the Charity Commission's general guidance on public benefit. Specifically, the Management Committee evaluates how planned activities will further the aims and objectives they've established.

Our Work

The 2022-2023 period marked a significant milestone for our charity as we secured our first Government Grant in partnership with the Police Crime Commissioning (PCC) and the Ministry of Justice (MOJ) to provide support for victims of domestic abuse and sexual violence within the LGBT+ community.

This achievement required extensive training for our dedicated caseworkers and the establishment of robust mechanisms and frameworks to ensure the efficient operation of caseworkers, maintain reporting structures, and safeguard individuals facing domestic abuse situations. This journey has been an incredible transformation for our charity, enabling us to offer dedicated support in new areas.

In June 2022, Support U introduced our new service provision to the community and the wider Voluntary and Community Sector (VCS). During the quieter months of December and early January, our frontline team and administrative support staff realigned our service delivery. This restructuring included the introduction of a triage team responsible for handling incoming calls, online chats, and emails. This allowed our caseworkers to focus exclusively on client support, including the development of personalized plans and mental health assistance during challenging times.

In August 2022, Support U secured funding from The National Lottery to develop support mechanisms specifically for individuals identifying as LGBT+, people of colour, and refugees. This three-year project began with the recruitment of our first caseworker, who was tasked with understanding the unique needs of these communities. In the subsequent months, we embarked on a search for a project officer and a trustee to further support this initiative. They are now in place and working on the project.

Throughout the 2022/23 period, we responded to a total of 6,078 inquiries, consisting of 2,693 emails, chats, and social messages, as well as 3,836 phone calls. This represents an 11% increase compared to the previous year. The complexity and diversity of queries continued to grow, prompting us to invest in the training and development of our staff and volunteers, especially in emerging areas.

The establishment of the triage team resulted in a reduced waiting list for caseworkers, relieving the mental strain on our team members and enabling them to help more individuals without feeling overwhelmed.

Despite these changes, we maintained our core services, including peer-to-peer support groups, dedicated phone lines, chat, and email support, and counselling. We discontinued our befriending service due to decreased demand, which we attributed to its necessity during the COVID years to combat isolation. Similarly, we suspended 1:1 support for young people (13-18 years) due to the need for specialist caseworkers and limited capacity. However, we continued to offer youth groups for peer-to-peer support and provided referrals to appropriate services in the UK. We remain committed to seeking funding for supporting young people, schools, and parents in the upcoming financial year.

Our business and education service provisions were scaled back during this period as part of our ongoing efforts to enhance our future service delivery.

In terms of governance, the trustee board concentrated on appointing specialized individuals with expertise lacking to diversify the board, with a particular focus on People of Colour. By the end of the year, we had added two new trustees, strengthening our leadership team.

We want to express our deep appreciation for the unwavering dedication of our volunteers and staff, without whom none of our services would be possible. We value the understanding and feedback from our service users as we adapt our services to support more people.

In conclusion, despite challenges, increasing client needs, and financial constraints, our trustee board remains impressed and immensely proud of the organization's achievements year after year. We remain committed to delivering best-in-class support to our service users.

Financial Review

Financial Diversification and Operational Challenges:

In the beginning of the year, our charity remained committed to diversifying our funding sources, recognizing the need to enhance our effectiveness in core operations. This became particularly crucial as we confronted uncertainties stemming from the ongoing pandemic and the escalating cost of living. Additionally, the increasing rental rates within the business sector presented challenges in securing new premises. To address these challenges, the board decided to invest in staff training focused on change management and mentoring.

Financial Stability and Cost Management:

With the acquisition of new grants, along with anticipated funding beyond this report's end date, we were able to secure sufficient funding to maintain our current premises. Throughout the year, we exercised vigilance in managing core expenses. This approach allowed us to effectively control rent and maintenance costs while ensuring we met essential requirements. While our current setup represented a cost-effective interim solution, we recognize that it may not be sustainable in the long term. As such, addressing this issue will remain a top priority in the upcoming financial year, and we anticipate an increase in our building-related costs.

Staffing and Wage Structure:

Regarding staffing, we made personnel changes only when specific funding was secured for those roles. As the year concluded, we set a goal to enhance our wage structure in response to the cost-of-living crisis. We are committed to ensuring that all staff members earn above the Real Living Wage. This commitment will persist in our ongoing efforts to support our dedicated team and align with our mission.

In conclusion, while the past year presented financial and operational challenges, our charity remained resilient and adaptable. We managed to secure necessary funding, control costs, and support our staff through these challenges. Looking ahead, we are well-positioned to continue our mission with financial stability.

Principal Funding Sources: A Year in Review

In the face of persistent challenges that emerged at the outset of the financial year, including the aftermath of COVID-19 and the escalating cost of living crisis, the charity has made significant strides in securing funding. Furthermore, there has been a modest increase in donations.

The enhanced support from these funding channels has necessitated additional investments to meet the growing demands and requirements of our expanded resources.

This combination of factors has allowed the charity to achieve a key objective set by the board: the diversification and strengthening of our unrestricted funding sources. This strategic shift in our funding mix has enabled us to expand our offerings, including specialized services such as those related to domestic violence provisions.

Future Plans and Commitments

In the upcoming periods, our charity remains committed to the path of diversifying our revenue streams and expanding our outreach to a broader spectrum of the LGBT+ community. Our primary aim for 2023/24 is to ensure that representation and resources are in place to make it abundantly clear that we are a safe and inclusive space for all.

We are actively working towards reducing our dependence on project grant funding, which has been a cornerstone of our financial support. As part of this strategy, we are exploring avenues to increase our business revenues, thereby enhancing our financial sustainability.

In tandem with these efforts, we are persistently scrutinizing our cost structure, carefully reviewing expenditures to ensure we can grow our impact at a sustainable pace. This fiscal prudence is essential for the longevity of our mission.

One ongoing challenge we are tackling is the search for new premises that align with the charity's operational needs. Thanks to the generosity of donations and our success in securing grants, we are now confident that we will find a suitable solution in the coming financial year. This move will provide the necessary foundation for our continued growth and service expansion.

In summary, our charity is resolute in its commitment to diversity, sustainability, and ensuring that all members of the LGBT+ community find a safe and supportive space within our organization. We look forward to the opportunities and challenges that lie ahead as we work toward a brighter and more inclusive future.

Reserves Policy

Each year, the Management Committee continues to review our available funds and reserves to ensure sound financial planning within the organisation. Following the introduction of the Charity's "Financial Expenditure" policy which incorporated several of our approaches, rules and policies on expenditure and commitments, the trustees have been reviewing the financial position of the charity in a more robust and comprehensible way whilst ensuring regular governance of the charity's funds. This document also forms part of the onboarding process for all new employees, volunteers and trustees to ensure that we all operate in a consistent and proactive manner when it comes to use of funds and reserves. The Management Committee therefore examined the charity's requirements for reserves considering the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be between 3 and 6 months of the core funding expenditure. Given that ongoing committed expenditure has increased in the last successive periods, the Management Committee have reviewed the reserves policy during this financial period up to £80,000. The reserves are needed to meet the working capital requirements of the charity and the Management Committee are confident that at this level they would be able to continue the current activities of the charity in the event of a significant drop in funding. In the short term the Management Committee continues to consider the extent to which existing activities and expenditure could be curtailed, should such circumstances arise.

In the past year, we endeavoured to secure a permanent office space, but were unable to do so due to budget constraints, preventing us from meeting the current market demands. Our CEO has made extensive efforts to find a suitable location, yet we have still been unsuccessful. With the current premise contract due to expire and costs continuing to increase in the rental market we have allocated £60,000 beyond our



reserves policy to fund refurbishments once we secure a premise. Additionally, we have then had to further utilise the remaining unreserved funds to procure essential resources that were no longer funded by TVPCC, that we know are crucial for our continued operations.

Financial Position at year end: £244,563

Approved on behalf of the trustees

Roxanne Potts - Chairperson
4th October 2023

SUPPORT U LIMITED

STATEMENT OF FINANCIAL ACTIVITIES (incorporating Income and Expenditure account) FOR THE YEAR ENDED 31 January 2023

	Note	Unrestricted Funds	Restricted Funds	Total 2023	Total 2022
		£	£	£	£
Income					
Donations and Grants	2	126,892	116,355	243,247	230,523
Business Services Income	3	3,890	0	3,890	7,891
Supplementary Income	4	512	-	512	-
Total Income		131,294	116,355	247,649	238,415
Expenditure	5	124,878	78,747	203,624	168,854
Net Income/(Expenditure)		6,416	37,608	44,024	69,560
Other Recognised gains and losses		0	0	0	0
Net movement in funds		6,416	37,608	44,024	69,560
Total funds brought forward		180,413	20,126	200,538	130,978
Total Funds carried forward		186,829	57,734	244,563	200,538

There are no recognised gains and losses other than those passing through the income and expenditure account. All income and expenditures are in respect of the charitable company's continuing activities.

SUPPORT U LIMITED

BALANCE SHEET AS AT 31 JANUARY 2023

	Note	2023	2022
		£	£
Fixed Assets			
Tangible Assets	8	4,504	3,989
		4,504	3,989
Current Assets			
Debtors	9	-	2,244
Bank and Cash		242,214	199,517
		242,214	201,761
Creditors: amounts due within one year	10	2,156	5,211
Net Current Assets		240,059	196,550
Total assets less current liabilities		244,563	200,538
Creditors: Amounts falling due after more than one year		-	-
Total Net Assets		244,563	200,538
Represented by:			
Restricted Funds	11	57,733	20,125
Unrestricted Funds		126,829	120,413
Reserved Funding	15	60,000	60,000
Total Funds		244,562	200,538

For the period ending 31 January 2023 the company was entitled to exemption from audit under section 477 of the Companies Act 2006. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these financial statements under the requirements of the Companies Act 2006.

The Trustees acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with section 386 of the Act and for preparing financial statements that give a true and fair view of the state of affairs of the company as at the end of its financial year and of its profit or loss for the 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 accounts, so far as applicable to the company.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime within Part 15 of the Companies Act 2006 and with the Financial Reporting Standards for Smaller Entities (effective April 2008).

The financial statements were approved by the trustees on 2nd October 2023 and signed on their behalf

Roxanne Potts
Director and Trustee

SUPPORT U LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE PERIOD ENDED 31 JANUARY 2023

1 Accounting Policies

The principal accounting policies adopted, judgements and key sources of estimation and uncertainty in the preparation of the financial statements are as follows.

a Basis of preparation

The accounts are prepared in accordance with the accounting regulations set out under the Charities Act 2011, and with Accounting and Reporting by Charities: Statement of Recommended Practice (SORP2015), issued by the Charity Commission; with the Companies Act 2006 and the Financial Reporting Standard 102.

The charity meets the definition of a public benefit entity as defined by FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value, unless otherwise stated below. The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

b Funds

Restricted funds are funds which must be used in accordance with specific restrictions imposed by the donor or the terms of a specific appeal. Expenditure which meets this criteria is drawn from the fund. Unrestricted funds are those funds which can be used for any purpose in furtherance of the charitable objects. Unrestricted funds include designated funds where the trustees have, at their discretion, temporarily set aside resources for a specific purpose.

c Income

Income is included in the accounts once the charity has entitlement, the amount can be measured with sufficient reliability and there is the probability of receipt.

Earned income is included in the period in which the service is provided, if any performance conditions attached have been met or are fully within the control of the charity.

Donations are included when given, together with an estimate of the related gift aid due thereon.

Donated services are included in the accounts when received at the value of the gift to the charity provided the value of the gift can be measured reliably. The equivalent amount is recognised as an expense under the appropriate category.

Legacies are included when the date of probate is ascertained and the amount receivable can be reliably estimated.

Income which is subject to conditions that the charity has yet to fulfil, or which is specifically for use in a future accounting period, is treated as deferred income.

d Expenditure

Expenditure is included on an accruals basis when incurred, that is when a legal or constructive obligation arises, and includes related irrecoverable VAT. Future liabilities are included at the best estimate of the amount required to settle them. Future liabilities are included at the best estimate of the amount required to settle them.

e Pensions

The charity makes contributions to an employer defined contribution scheme for eligible employees, which are included in the accounts when they become payable.

SUPPORT U LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE PERIOD ENDED 31 JANUARY 2023

	Unrestricted Funds	Restricted Funds	Total 2023	Total 2022
	£	£	£	£
2. Donations and Grants				
Grants:				
Heritage Lottery Fund	-	-	-	5,698
Berkshire Healthcare NHS Foundation Trust	40,000	-	40,000	2,000
University of Reading	-	-	-	4,410
People's Health Trust		11,522	11,522	21,187
Reading Borough Council	-	-	-	27,143
Thames Valley Police/MOJ	-	43,418	43,418	42,980
LGBT Consortium/NET	-	-	-	75
Lloyds Bank Foundation	2,250	-	2,250	29,999
Architectural Heritage Fund	-	-	-	7,941
The National Lottery Community Fund	-	57,915	57,915	-
Berkshire Community Foundation	-	-	-	4,353
NHS Charities Together	-	3,500	3,500	3,500
Sovereign Housing	-	-	-	1,415
Department for Work and Pensions	8,384	-	8,384	5,022
Donations:				
Gifts in Kind: Software	60,677	-	60,677	60,015
Individual Donations	15,581	-	15,581	14,785
Gift Aid	-	-	0	-
	126,892	116,355	243,247	230,523
3. Fees and Charges	£	£	£	£
Training + Development Services	2,925	-	2,925	4,905
Consultancy	650	-	650	2,430
Other trading activities	315	-	315	556
	3,890	0	3,890	7,891
4. Supplementary Income	£	£	£	£
Interest and Investments	53	-	53	-
Other Income	459	-	459	-
	512	0	512	0

	Unrestricted Funds	Restricted Funds	Total 2023	Total 2022
5. Expenditure	£	£	£	£
Accountancy Fees	-	831	831	420
Activities Expenses	3,602	2,478	6,081	1,043
Advertising & Marketing	1,460	603	2,064	1,719
Bank Charges and Interest	181	-	181	22
Business Rates	-	98	98	255
Cleaning & Waste Disposal	-	-	-	630
Company Filing Costs	13	50	63	48
Consultancy & Professional Fees	1,303	760	2,063	2,295
Consumables	-	-	-	230
Cost of Goods Sold	14	-	14	277
Depreciation Expense	3,306	-	3,306	2,013
Direct Expenses	200	-	200	200
Employee Benefits & Pension	510	2,626	3,136	939
Employee Wages and Salaries	32,385	60,884	93,270	74,113
Fundraising Costs	75	-	75	1,320
Insurance	1,051	-	1,051	1,395
IT Software and Consumables	61,132	1,600	62,732	59,890
Office Stationery	96	44	140	39
Postage and Delivery	-	-	-	33
Rent	16,640	5,505	22,145	11,318
Repairs & Maintenance	905	-	905	525
Subscriptions	956	251	1,206	1,171
Subsistence	74	922	996	649
Telephone and Internet	60	855	915	1,884
Training	633	550	1,183	3,732
Travel	282	689	971	986
Utilities	-	-	-	1,708
	124,878	78,747	203,624	168,854

6. Staff Costs

The charity had an average number of 5 (2022: 5) employees. No employee received employee benefits (excluding employer pension costs) of more than £60,000.

7. Trustee's remuneration and expenses

The trustees did not receive any remuneration during the year. No trustees received payment (2022 – one trustee: £615.72) in respect of reimbursement of various receipted expenditure incurred on behalf of the charity.

8. Tangible Fixed Assets

	Computer Equipment	Office Equipment	Total
	£	£	£
Cost at 1 February 2022	7,020	1,523	8,543
Additions	3,821	-	3,821
Disposals	-	-	-
Cost at 31 January 2023	10,841	1,523	12,364
Depreciation at 1 February 2022	4,470	85	4,555
Disposals	-	-	-
Charge for year	2,798	508	3,306
Depreciation at 31 January 2023	7,268	592	7,861
Net Book Value at 31 January 2023	3,573	931	4,504
Net Book Value at 31 January 2022	2,550	1,439	3,989

9. Debtors

	2023	2022
	£	£
Fees due	-	2,244
VAT	-	-
	-	2,244

10. Creditors: Amounts falling due within one year

	2023	2022
	£	£
Sundry creditors	2,436	4,749
Accruals	400	380
American Express	1,301	112
VAT	(1,982)	(29)
	2,156	5,211

11. Restricted Funds

	Note	Funds 01-Feb-22	Incoming Resources	Resources Expended	Funds 31-Jan-23
		£	£	£	£
NHS Charities Together	A	1,364	3,500	4,433	431
Active Communities	B	3,036	11,522	13,012	1,546
National Lottery Community Fund	C	-	57,915	2,158	55,757
Thames Valley Police/MOJ	D	15,725	43,418	59,143	-
Total		20,125	116,355	78,747	57,733

- NHS Charities Together provided much needed funding during the Covid Crisis to sustain critical infrastructure related to our counselling and support provisions
- This fund is from People's Health Trust and is used for the purposes of running our networking and social services to an expanded coverage area which includes our popular peer-to-peer support groups. This project is ongoing.

- C. The National Lottery Community fund, Reaching Communities stream has provided strong financial support to enable the charity to build and resource provisions for LGBT+ People of Colour and Refugees. This project has started this year.
- D. Thames Valley Police (from MOJ) provided core funding costs for the direct setup and delivery of a specialist LGBT+ Domestic and Sexual Violence support service. This project has now ended, and all funds depleted.

12. Lease Commitments

The charity has a lease for its premises with rent payable quarterly at the rate of £26,400 per annum on a rolling basis until September 2023.

13. Related Party Transactions

There were no related party transactions during this year.

14. Volunteers

The past financial year has seen a decline in people being able to volunteer, mostly due to the cost of living and the need to work and forfeit volunteering. Luckily the staff have been able to support the areas that once were primary volunteers. Our volunteers are used for supporting our key areas of work where it is mostly needed approximately 15 individuals. These volunteers donate their time to ensure our service users receive the care they need in the moment of need. With over 1,057 hours donated by the team they are the backbone to the charity's operations (market value of over £28,000). Without the kind donation of their time, the charity would be unable to provide its core services and support the public in the effective way it has done to date.

15. Reserved Funding

The charity has been operating a specific targeted fundraising effort towards new space from which to operate in the mid to long term. This funding has been set aside as £60,000 towards the capital costs of a new space as we come to the end of our current leased premises, and although not restricted in nature, the purpose was defined for this specific funding objective.





Section A

Independent Examiner's Report

Report to the trustees/
members of

SUPPORT U LTD

On accounts for the year
ended

31 JANUARY 2023

Charity no

1145334

Set out on pages

1-3

Respective
responsibilities of
trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent
examiner's statement

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent
examiner's statement

In connection with my examination, no material matters have come to my attention which gives me cause to believe that in, any material respect,:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have have come across no other matters other than that disclosed below 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.

Signed:

Date:

30th October 2023

Name:

Rachel Eden

Relevant professional qualification(s) or body (if any):	Chartered Institute of Management Accountants
Address:	Holy Brook Associates
	Curious Lounge, 1st Floor, Pinnacle Building, Tudor Road, Reading
	RG1 1NH

Section B	Disclosure
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I was unable to fully verify the balances of two figures due to lack of documentation. However I came across no reason in my review of the available documentation gives me cause to believe that in, any material respect, these figures did not accord with the accounting records.

Give here details of any items that the examiner wishes to disclose.

SUPPORT U LTD

England & Wales - Charity number 1145334

Accounts



TRUSTEE REPORT
PERIOD ENDING 31st JANUARY 2022

SUPPORT U LTD

Report of the Management Committee for the period ended 31 January 2022

The Management Committee presents its directors' report and financial statements for the period ended 31 January 2022.

Reference and Administrative Information

Charity Name: Support U Ltd

Charity registration number: 1145334

Company registration number: 07708702

Registered Office and operational address: 9 Greyfriars Road
Reading,
Berkshire.
RG1 1NU

Management Committee

Mr A Stonehill-Brooks	Chairperson	
Mr D Fender	Trustee	
Mr T Harris	Trustee	
Miss A Henley	Trustee	
Mr M Lawrence	Trustee	
Miss Roxanne Potts	Treasurer	(Appointed 8 th June 2021)
Mr William Goldsmith	Trustee	(Appointed 21 st September 2021)

Independent Examiner – Rachel Eden, Holy Brook Associates, Curious Lounge, 1st Floor, Pinnacle Building, Tudor Road, Reading, England, RG1 1NH.

Bankers – Barclays Bank PLC, 90-93 Broad Street, Reading RG1 2AP
-- Metro Bank PLC, 201 Broad St, Reading, Berkshire RG1 7QA

Structure, Governance and Management

The organisation is a charitable company limited by guarantee, incorporated on 18 July 2011 and registered as a charity on 9 January 2012. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

All members of the Management Committee give their time voluntarily and received no benefits from the charity.

The Management Committee has expanded to include new members in order to strengthen the governance model of the Charity and now consists of 7 members. The Committee still believes there are opportunities to diversify and expand the group and as such will secure an additional committee member in the next financial period focused on Inclusion and Belonging. The Charity continues to operate an open-ended Trustee recruitment program for new individuals to apply to join the Trustee Board, utilising local advertisement methods (such as Reading Voluntary Action) and website-based advertisements.

When recruiting, potential Trustees are requested to complete an application form which is presented to the chair of trustees. The chair of trustees is permitted to scrutinise applications to ensure that the new trustees bring value and input to the Board for the benefit of the charity. If the application is approved, the trustee is invited to attend the next scheduled meeting to get a better understanding of the roles and responsibilities of a trustee before committing to the role. At this meeting, the candidate is provided with the Charity Commission's CC3 "The Essential Trustee What you need to know" guide and talked through the main tasks completed by the Trustee Board. Every trustee is then given a formal induction by a member of the Trustees and is expected to complete E-Learning training sessions which include courses on Safeguarding and Management before commencing trustee duties. Furthermore, each trustee is required to attend a training course which covers the essential elements of the Trustee Role and is provided by our local authority-approved provider.

Purpose and Aims

Our charity's purposes as set out in the objects contained in the company's memorandum of association are to:

- The promotion of equality and diversity particularly in relation to lesbian, gay, bisexual and transgender persons (in particular but not exclusively those resident in Reading) for the benefit of the public by:
 - the elimination of discrimination on the grounds of gender or sexual orientation;
 - advancing education and raising awareness in equality and diversity;
 - promoting activities to foster understanding between people from diverse backgrounds;
 - cultivating a sentiment in favour of equality and diversity.
- To promote social inclusion for the public benefit by working with people in Reading who are socially excluded on the grounds of their sexual orientation or gender re-assignment to relieve the needs of such people and assist them to integrate into society.
- To relieve the charitable needs of lesbian, gay, bisexual and transgender persons (in particular but not exclusively those resident in Reading) by the provision of a centre to offer advice and support.

The overall aim for the charity is to provide a safe place for people to discuss LGBT related issues and to offer opportunities to socialise with LGBT people.

Ensuring our work delivers our aims

We review our aims, objectives and activities each year. This review looks at what we achieved and the outcomes of our work in the previous 12 months. The review looks at the success of each key activity and the benefits they have brought to those groups of people we are set up to help.

The review also helps us ensure our aim, objectives and activities remained focused on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aim and objectives and in planning our future activities. In particular, the Management Committee consider how planned activities will contribute to the aims and objectives they have set.

Our Work

Following the very difficult year experienced within the COVID pandemic, the charity, its volunteers, and staff have worked incredibly hard to ensure continued support during and post lockdowns. From online delivery, to in person peer-to-peer support groups, we have seen increased numbers of service users interacting with our provisions and accessing dedicated caseworker support for extended periods.

The charity has therefore committed to further investments in retaining more caseworkers in paid positions to meet this demand. The team have stepped up immensely to support a wide array of requests and in some cases, very distressing and emotional situations for our service users.

The technological investments required to sustain the increased service provisions are also reflected in our cost base, alongside very kind donations from a variety of software providers including Zendesk, Microsoft, AWS, Salesforce and PeopleHR who deliver our ticketing system, operating systems, web hosting infrastructure, sales, and HR systems respectively.

During this period, our specially trained expert caseworkers have supported and responded to 3,385 calls and 2,156 emails/chats/social messages equating to 5,541 queries across the year. This represents an increase Year-on-Year of 22.94%. Queries continue to expand in need and complexity, with the charity continuing to develop and enhance its onboarding/training scheme for its staff and volunteers. A noticeable investment was made in continuing to train and develop individual team members, primarily in areas that are new or developing for the charity.

Throughout the year, our core service provisions have been maintained to include peer-to-peer support groups, dedicated phonelines/chat/email for 1:1 support and counselling. We have also seen the launch of the telephone-based befriending service and preparations for our new LGBT+ Domestic Abuse and Sexual Violence service. This new service, funded by the Thames Valley Police and Crime Commissioner and the MOJ, aims to assist LGBT+ victims of Domestic Abuse and Sexual Violence through the process of seeking support, progressing (or not) with the criminal justice system, whilst providing both independent and institutional advocacy. Our practitioners work with survivors to form individualised safety and support plans, with the intention to minimise/reduce risks and harms, uphold and represent the concerns, wishes, and needs of the survivor, continuously prioritising our client's safety. This service is due to launch in the next year.

Our business and education service provisions have been noticeably reduced during this financial period, which is directly a result of continued lockdowns and businesses focusing on working from home environments. The charity aims to refresh and relaunch these services going into the new financial year, to ensure that LGBT+ individuals have their voices heard, recognised and supported in the work and educational sectors.

A number of key projects have completed during this period, including our heritage-based project supported by the National Lottery Heritage Fund. Despite the challenges faced by the pandemic, the team were able to successfully launch and complete the project to the original specified plan, with minimal disruption, adapting some of the delivered content to online resources so that the legacy of this project and the voices of individuals it has uncovered can continue ongoing.

In relation to the ongoing governance of the charity, it has been a critical focus of the trustee board to identify additional specialist individuals to enhance the board through the appointment of new trustees. With this dedicated focus, we have been able to strengthen our board further with specialists in Finance and Education, bring the total number of board members to 7. The trustees will continue to identify 1 further trustee with demonstrated expertise in diverse intersectional LGBT+ groups to enable us to ensure our services meet the needs of all parts of the LGBT+ communities.

Each year, we aim to recognise the endless support demonstrated by our volunteers and staff in the delivery of our service provisions. Simply put, the charity would not be able to continue to provide any of our services to members of the public without this team's unwavering dedication. Feedback from service users continues to be extremely strong with outstanding comments of appreciation being very normal from our client groups.

Overall, the trustee board continues to be impressed and incredibly proud of all the work that this organization is able to achieve year-on-year, and despite setbacks, increasing client needs and ever challenging financial squeezing, always enables our service users to receive the best-in-class support that we have become known for.

Financial Review

The charity entered this year with a clear focus – diversify our funding streams to become more effective within our core operations. This was particularly important as we entered the year with so many unknowns due to the pandemic. We also had an additional burden of trying to secure new premises as our tenancy came to an end in August 2021. Given the challenges we faced, the board decided to invest in staff training and marketing. Investing in staff training and marketing supported us in securing more grant funding whilst also driving an increase donations from the general public. As a result of this combined success the charity is now able to hold an adequate level of reserves, alongside a reasonable amount to try and secure new premises.

Whilst unrestricted income has increased, we were incredibly vigilant with core cost expenditure throughout the year. We found it particularly hard to find an office solution within budget. However, we were able to secure a low-cost temporary option. This allowed us to keep rent and maintenance costs low whilst ensuring the basic requirements were met. Whilst this was a very low-cost option, it wasn't an option available to us in the long term. This will continue to be a priority in the next financial year therefore we can expect to see an increase in our building costs in the next financial period. Throughout our search for new office space we have also seen an increase in the market which made securing office space a real challenge. As we come to the end of the financial year we now feel that we have a reasonable amount of funding to help us secure a new office should we need it. In terms of staff costs, we only made personnel changes when additional funding was secured for that particular role.

Principle funding sources

Despite the ongoing challenges that were presented at the start of the financial year post COVID, the charity

has had increasing success in our funding applications and increased level of donations. This was due to our service offering of specialist LGBT+ Domestic and Sexual Violence support services. Two of our staff members were enrolled on specialist courses which allowed us to generate more funds, which in turn has increased our level of impact.

As a result of the uplevelling of these funding sources, we have also seen an increase in our associated costs as we meet the additional needs that are required with multiple new resources.

Through this combination, the charity has been able to fulfill the ambition of the board to build further on these unrestricted funding sources to enable us to have a better funding mix and offer specialist services such as those for domestic violence provisions.

Plans for future periods

The charity will continue on its journey to diversify its revenue streams, namely through decreasing its reliance on project grant funding and increasing business revenues. We are continuing to reduce our cost basis and review items of expenditure to ensure we grow our impact at a sustainable level. We are still yet to find new premises that fulfil the charity's needs but through the generous donations and our success in securing grants we are confident that we can now find a solution in the next financial year.

We have received dedicated support from Lloyds Bank Foundation to enable the charity to focus on its development needs, which includes work on awareness and financial stability.

Reserves Policy

Each year, the Management Committee continues to review our available funds and reserves to ensure sound financial planning within the organisation. Following the introduction of the Charity's "Financial Expenditure" policy which incorporated a number of our approaches, rules and policies on expenditure and commitments, the trustees have been reviewing the financial position of the charity in a more robust and comprehensible way whilst ensuring regular governance of the charity's funds. This document also forms part of the onboarding process for all new employees, volunteers and trustees to ensure that we all operate in a consistent and proactive manner when it comes to use of funds and reserves. The Management Committee therefore examined the charity's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be between 3 and 6 months of the core funding expenditure. Given that ongoing committed expenditure has increased in the last successive periods, the Management Committee have reviewed the reserves policy during this financial period up to £80,000. The reserves are needed to meet the working capital requirements of the charity and the Management Committee are confident that at this level they would be able to continue the current activities of the charity in the event of a significant drop in funding. In the short term the Management Committee continues to consider the extent to which existing activities and expenditure could be curtailed, should such circumstances arise.

Financial Position at year end: £200,538

Approved on behalf of the trustees



Andrew Stonehill-Brooks - Chairperson
10th October 2022

SUPPORT U LIMITED

STATEMENT OF FINANCIAL ACTIVITIES (incorporating Income and Expenditure account) FOR THE YEAR ENDED 31 January 2022

	Note	Unrestricted Funds	Restricted Funds	Total 2022	Total 2021
		£	£	£	£
Income					
Donations and Grants	2	144,864	85,659	230,523	222,989
Business Services Income	3	7,891	-	7,891	14,049
Total Income		152,756	85,659	238,415	237,037
Expenditure	4	58,767	110,088	168,854	159,856
Net Income/(Expenditure)		93,989	-24,429	69,560	77,181
Other Recognised gains and losses		-	-	-	-
Net movement in funds		93,989	-24,429	69,560	77,181
Total funds brought forward		86,423	44,554	130,978	53,798
Total Funds carried forward		180,413	20,126	200,538	130,978

There are no recognised gains and losses other than those passing through the income and expenditure account. All income and expenditures are in respect of the charitable company's continuing activities.

SUPPORT U LIMITED

BALANCE SHEET AS AT 31 JANUARY 2022

	Note	2022	2021
		£	£
Fixed Assets			
Tangible Assets	7	3,989	3,931
		<u>3,989</u>	<u>3,931</u>
Current Assets			
Debtors	8	2,244	1,180
Bank and Cash		199,517	126,580
		<u>201,761</u>	<u>127,760</u>
Creditors: amounts due within one year	9	5,211	713
		<u>5,211</u>	<u>713</u>
Net Current Assets		196,550	127,047
Total assets less current liabilities		<u>200,538</u>	<u>130,978</u>
Creditors: Amounts falling due after more than one year		-	-
		<u>-</u>	<u>-</u>
Total Net Assets		<u>200,538</u>	<u>130,978</u>
Represented by:			
Restricted Funds	10	20,125	44,554
Unrestricted Funds		120,413	26,423
Reserved Funding	14	60,000	60,000
Total Funds		<u>200,538</u>	<u>130,977</u>

For the period ending 31 January 2022 the company was entitled to exemption from audit under section 477 of the Companies Act 2006. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these financial statements under the requirements of the Companies Act 2006.

The Trustees acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with section 386 of the Act and for preparing financial statements that give a true and fair view of the state of affairs of the company as at the end of its financial year and of its profit or loss for the 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 accounts, so far as applicable to the company.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime within Part 15 of the Companies Act 2006 and with the Financial Reporting Standards for Smaller Entities (effective April 2008).

The financial statements were approved by the trustees on 20th September 2022 and signed on their behalf



Andrew Stonehill-Brooks
Director and Trustee

SUPPORT U LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE PERIOD ENDED 31 JANUARY 2022

1 Accounting Policies

The principal accounting policies adopted, judgements and key sources of estimation and uncertainty in the preparation of the financial statements are as follows.

a Basis of preparation

The accounts are prepared in accordance with the accounting regulations set out under the Charities Act 2011, and with Accounting and Reporting by Charities: Statement of Recommended Practice (SORP2015), issued by the Charity Commission; with the Companies Act 2006 and the Financial Reporting Standard 102.

The charity meets the definition of a public benefit entity as defined by FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value, unless otherwise stated below.

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

b Funds

Restricted funds are funds which must be used in accordance with specific restrictions imposed by the donor or the terms of a specific appeal. Expenditure which meets this criteria is drawn from the fund. Unrestricted funds are those funds which can be used for any purpose in furtherance of the charitable objects. Unrestricted funds include designated funds where the trustees have, at their discretion, temporarily set aside resources for a specific purpose.

c Income

Income is included in the accounts once the charity has entitlement, the amount can be measured with sufficient reliability and there is the probability of receipt.

Earned income is included in the period in which the service is provided, if any performance conditions attached have been met or are fully within the control of the charity.

Donations are included when given, together with an estimate of the related gift aid due thereon.

Donated services are included in the accounts when received at the value of the gift to the charity provided the value of the gift can be measured reliably. The equivalent amount is recognised as an expense under the appropriate category.

Legacies are included when the date of probate is ascertained and the amount receivable can be reliably estimated.

Income which is subject to conditions that the charity has yet to fulfil, or which is specifically for use in a future accounting period, is treated as deferred income.

d Expenditure

Expenditure is included on an accruals basis when incurred, that is when a legal or constructive obligation arises, and includes related irrecoverable VAT. Future liabilities are included at the best estimate of the amount required to settle them. Future liabilities are included at the best estimate of the amount required to settle them.

e Pensions

The charity makes contributions to an employer defined contribution scheme for eligible employees, which are included in the accounts when they become payable.

SUPPORT U LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE PERIOD ENDED 31 JANUARY 2022

	Unrestricted Funds	Restricted Funds	Total 2022	Total 2021
2. Donations and Grants	£	£	£	£
Grants:				
Heritage Lottery Fund	-	5,698	5,698	30,360
Berkshire Healthcare NHS Foundation Trust	2,000	-	2,000	-
University of Reading	4,410	-	4,410	-
People's Health Trust		21,187	21,187	10,783
Reading Borough Council	27,143	-	27,143	-
Marsh Christian Trust	-	-	0	300
Thames Valley Police/MOJ	-	42,980	42,980	22,598
LGBT Consortium/NET	75	-	75	9,500
Metro Charity/Comic Relief	-	-	0	9,535
Lloyds Bank Foundation	30,000	-	30,000	20,000
Architectural Heritage Fund	-	7,941	7,941	-
Lloyds Bank Foundation/DCMS	-	-	0	24,572
The National Lottery Fund	-	-	0	7,647
Berkshire Community Foundation	-	4,353	4,353	2,535
NHS Charities Together	-	3,500	3,500	-
Sovereign Housing	1,415	-	1,415	-
Department for Work and Pensions	5,022	-	5,022	-
Donations:				
Gifts in Kind: Software	60,015	-	60,015	52,756
Individual Donations	14,785	-	14,785	32,403
Gift Aid	-	-	0	-
	144,864	85,659	230,523	222,989
3. Fees and Charges	£	£	£	£
Training + Development Services	4,905	-	4,905	2,654
Consultancy	2,430	-	2,430	9,885
Other trading activities	556	-	556	1,510
	7,891	0	7,891	14,049

	Unrestricted funds	Restricted Funds	Total 2022	Total 2021
4. Expenditure				
Accountancy Fees	-	420	420	350
Activities Expenses	-	1,043	1,043	814
Advertising & Marketing	-	1,719	1,719	251
Bank Charges and Interest	22	-	22	-13
Business Rates	-	255	255	159
Cleaning & Waste Disposal	-	630	630	1663
Company Filing Costs	-	48	48	13
Consultancy & Professional Fees	-	2,295	2,295	2,475
Consumables	-	230	230	463
Cost of Goods Sold	277	-	277	173
Depreciation Expense	-	2,013	2,013	-
Direct Expenses	-	200	200	-
Employee Benefits & Pension	-	939	939	1209
Employee Wages and Salaries	-	74,113	74,113	57,835
Fundraising Costs	-	1,320	1,320	-
Insurance	-	1,395	1,395	833
IT Software and Consumables	58,468	1,422	59,890	56,128
Office Stationery	-	39	39	191
Postage and Delivery	-	33	33	217
Recruitment Expenses	-	-	0	0
Rent	-	11,318	11,318	27,528
Repairs & Maintenance	-	525	525	162
Subscriptions	-	1,171	1,171	3,114
Subsistence	-	649	649	176
Telephone and Internet	-	1,884	1,884	1997
Training	-	3,732	3,732	534
Travel	-	986	986	405
Utilities	-	1,708	1,708	1,408
	58,767	110,088	168,854	158,085

5. Staff Costs

The charity had an average number of 5 (2021: 5) employees. No employee received employee benefits (excluding employer pension costs) of more than £60,000.

6. Trustee's remuneration and expenses

The trustees did not receive any remuneration during the year. One trustee received a total of £615.72 (2020 – one trustee: £201.65) in respect of reimbursement of various receipted expenditure incurred on behalf of the charity.

7. Tangible Fixed Assets

	Computer Equipment £	Office Equipment £	Total £
Cost at 1 February 2021	6,473	-	6,473
Additions	547	1,523	2,070
Disposals	-	-	-
Cost at 31 January 2022	7,020	1,523	8,543
Depreciation at 1 February 2021	2,542	-	2,542
Disposals	-	-	-
Charge for year	1,928	85	2,013
Depreciation at 31 January 2022	4,470	85	4,555
Net Book Value at 31 January 2022	2,550	1,439	3,989

8. Debtors

	2022 £	2021 £
Fees due	2,244	420
VAT	-	760
	2,244	1,180

9. Creditors: Amounts falling due within one year

	2022 £	2021 £
Sundry creditors	4,749	713
Accruals	380	-
American Express	112	-
VAT	(29)	-
	5,211	713

10. Restricted Funds

	Note	Funds 01-Feb-21 £	Incoming Resources £	Resources Expended £	Funds 31-Jan-22 £
AHF Viability Fund	A	0	7,941	7,941	0
NHS Charities Together	B	0	3,500	2,136	1,364
Active Communities	C	-1,466	21,187	16,685	3,036
National Lottery Heritage Fund	D	19,843	5,698	25,541	0
Thames Valley Police/MOJ	E	2,040	42,980	29,295	15,725
LGBT Consortium/NET	F	6,019	0	6,019	0
Metro Charity/Comic Relief	G	7,872	0	7,872	0
Lloyds Bank Foundation/DCMS	H	10,246	0	10,246	0
Berkshire Community Foundation	I	0	4,353	4,353	0
Total		44,554	85,659	110,088	20,125

- A. AHF provided funding to explore the viability of purchasing a heritage building for the use of the LGBT+ community.
- B. NHS Charities Together provided much needed funding during the Covid Crisis to sustain critical infrastructure related to our counselling and support provisions
- C. This fund is from People's Health Trust and is used for the purposes of running our networking and social services to an expanded coverage area which includes our popular peer-to-peer support groups. This project is ongoing.
- D. Heritage Lottery Fund provides funding for the charity to carry out research and providing learning materials in relation to finding LGBT lives affected by The Labouchere Amendment. Remaining funds have now been depleted and the project is completed.
- E. Thames Valley Police (from MOJ) provided core funding costs for the direct setup and delivery of a specialist LGBT+ Domestic and Sexual Violence support service. This project is ongoing for an extended period.

- F. LGBT Consortium/National Emergencies Trust provided funding to enable us to deliver part of our direct support to LGBT+ persons during the covid-19 pandemic. Funding has been depleted and this project has been completed.
- G. Metro Charity/Comic Relief funding was provided to continue to provide our chat, email and telephone service during the pandemic, making sure we are here in core hours across the working day. Funding has been depleted and this project has been completed.
- H. Lloyds Bank Foundation provided funding for core costs as part of the Dept Culture Media and Sport's campaign to enable small charities to deliver much needed support during the pandemic. Funding has been depleted and this project has been completed.
- I. This funding was provided to enable short term recovery from the economic impact from lockdowns. The funding was depleted.
- J. Berkshire Community Foundation kindly provided a cash grant to carry out research on the impacts to LGBT+ people of colour within the local area in order to secure long term provisions catered to their needs.

11. Lease Commitments

The charity has a lease for its premises with rent payable quarterly at the rate of £26,400 per annum on a rolling basis until February 2023.

12. Related Party Transactions

There were no related party transactions during this year.

13. Volunteers

Our primary front-line services are run by our volunteer base of approximately 15 individuals. These volunteers donate their time to ensure our service users receive their care they need in the moment of need. With over 2300 hours donated by the team they are the backbone to the charity's operations (market value of over £62,000). Without the kind donation of their time, the charity would be unable to provide its core services and support the public in the effective way it has done to date.

14. Reserved Funding

The charity has been operating a specific targeted fundraising effort towards new space from which to operate in the mid to long term. This funding has been set aside as £60,000 towards the capital costs of a new space as we come to the end of our current leased premises, and although not restricted in nature, the purpose was defined for this specific funding objective.



CHARITY COMMISSION
FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Report to the trustees/
members of

Support U Ltd

On accounts for the year
ended

31 January 2022

Charity no
(if any)

1145334

Set out on pages

1-3

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended **31st January 2022**.

Responsibilities and
basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

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

Independent
examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:

Date:

18th October 2022

Name:

Rachel Eden

Relevant professional
qualification(s) or body
(if any):

Chartered Institute of Management Accountants

Address:

Holy Brook Associates,

Curious Lounge, 1st Floor, Pinnacle Building, Tudor Road, Reading

RG1 1NU

Section B

Disclosure

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

SUPPORT U LTD

England & Wales - Charity number 1145334

Accounts



TRUSTEE REPORT
PERIOD ENDING 31st JANUARY 2021

SUPPORT U LTD

Report of the Management Committee for the period ended 31 January 2021

The Management Committee presents its directors' report and financial statements for the period ended 31 January 2021.

Reference and Administrative Information

Charity Name: Support U Ltd

Charity registration number: 1145334

Company registration number: 07708702

Registered Office and operational address: 15 Castle Street,
Reading,
Berkshire.
RG1 7SB

Management Committee

Mr A Stonehill-Brooks	Chairperson	
Mr D Fender	Trustee	
Mr T Harris	Trustee	
Miss A Henley	Trustee	(Appointed 18 th August 2020)
Mr M Lawrence	Trustee	
Mr S Chandler-Wilde	Trustee	(Resigned 6 th May 2020)

Independent Examiner – Rachel Eden, Holy Brook Associates, Curious Lounge, 1st Floor, Pinnacle Building, Tudor Road, Reading, England, RG1 1NH.

Bankers – Barclays Bank PLC, 90-93 Broad Street, Reading RG1 2AP
-- Metro Bank PLC, 201 Broad St, Reading, Berkshire RG1 7QA

Structure, Governance and Management

The organisation is a charitable company limited by guarantee, incorporated on 18 July 2011 and registered as a charity on 9 January 2012. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

All members of the Management Committee give their time voluntarily and received no benefits from the charity.

The Management Committee has expanded to include new members in order to strengthen the governance model of the Charity and now consists of 5 members following the resignation and replacement of 1 existing member. The Committee still believes there are opportunities to diversify and expand the group and as such will secure an additional 3 committee members in the next financial period. The Charity operates an open-ended Trustee recruitment program for new individuals to apply to join the Trustee Board, utilising local advertisement methods (such as Reading Voluntary Action) and website-based advertisements.

When recruiting, potential Trustees are requested to complete an application form which is presented to the chair of trustees. The chair of trustees is permitted to scrutinise applications to ensure that the new trustees bring value and input to the Board for the benefit of the charity. If the application is approved, the trustee is invited to attend the next scheduled meeting to get a better understanding of the roles and responsibilities of a trustee before committing to the role. At this meeting, the candidate is provided with the Charity Commission's CC3 "The Essential Trustee What you need to know" guide and talked through the main tasks completed by the Trustee Board. Every trustee is then given a formal induction by a member of the Trustees and is expected to complete E-Learning training sessions which include courses on Safeguarding and Management before commencing trustee duties. Furthermore, each trustee is required to attend a training course which covers the essential elements of the Trustee Role and is provided by our local authority-approved provider.

Purpose and Aims

Our charity's purposes as set out in the objects contained in the company's memorandum of association are to:

- The promotion of equality and diversity particularly in relation to lesbian, gay, bisexual and transgender persons (in particular but not exclusively those resident in Reading) for the benefit of the public by:
 - the elimination of discrimination on the grounds of gender or sexual orientation;
 - advancing education and raising awareness in equality and diversity;
 - promoting activities to foster understanding between people from diverse backgrounds;
 - cultivating a sentiment in favour of equality and diversity.
- To promote social inclusion for the public benefit by working with people in Reading who are socially excluded on the grounds of their sexual orientation or gender re-assignment to relieve the needs of such people and assist them to integrate into society.
- To relieve the charitable needs of lesbian, gay, bisexual and transgender persons (in particular but not exclusively those resident in Reading) by the provision of a centre to offer advice and support.

The overall aim for the charity is to provide a safe place for people to discuss LGBT related issues and to offer opportunities to socialise with LGBT people.

Ensuring our work delivers our aims

We review our aims, objectives and activities each year. This review looks at what we achieved and the outcomes of our work in the previous 12 months. The review looks at the success of each key activity and the benefits they have brought to those groups of people we are set up to help.

The review also helps us ensure our aim, objectives and activities remained focused on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aim and objectives and in planning our future activities. In particular, the Management Committee consider how planned activities will contribute to the aims and objectives they have set.

Our Work

This year has been a challenging and complex one by any standards. The charity, its volunteers, staff and service users have had to weather a global pandemic, terrorist incident and economic shutdown. As a result of the government enforced shut down periods, we had to quickly shift our services to an online delivery model only. The charity had robust infrastructure setup thanks to its continued investment from organisations like Berkshire Community Foundation, in securing best-in-class systems, which helped us to make this shift with less complications than those faced by other organisations.

Despite the above challenges, the team has stepped up to deliver one of the strongest years to date from a service user, financial and awareness perspective. I am proud of the success stories in this report that we have collectively delivered when faced with the distressing and ever-changing incidents.

During this period, the charity has supported and responded to 3,001 calls and 1,506 emails/chats/social messages equating to 4,507 queries across the year. Queries continue to expand in need and complexity, with the charity building a more thorough and robust onboarding/training scheme for its volunteers.

In June 2020, the Reading Community was devastated by a terrorist attack in Forbury Gardens that tragically resulted in 3 lives being lost. Joe, James and David were well respected members of the local community, and their loss impacted the whole town. Our team were commissioned by Thames Valley Police to step up and deliver much needed support for the trauma that this attack had on our community. We quickly onboarded 2 paid members of staff to cover our support phone lines, chat, email, and social media messaging solutions from 10am to 6pm each day. This provision enabled members of the public, media and local organisations to access the support they needed when they needed it.

After an initial period of 3 months, the Charity focused its unrestricted funding to continue with the dedicated paid staff model, as we had demonstrated the impact that this resource had provided to the Thames Valley and its continued need for sustainable and consistent availability. The charity was able to secure this solution for another extended period thanks to funding from Metro Charity (on behalf of Comic Relief) and LGBT Consortium (on behalf of National Emergencies Trust). We therefore continued to provide the dedicated resource with a slight increase in the operating hours from 10am to 7pm.

Alongside our core frontline support provisions, we were delighted to continue our peer-to-peer support groups as a result of our continued partnership with People's Health Trust. These groups, though delivered online, continued to provide much needed social interaction to people that would otherwise be completely socially isolated during the pandemic shutdowns. Our service users really valued this connectivity, and clearly are excited to get back to face to face meetings as soon as safe to do so.

We also continued to deliver thought provoking consulting and training solutions to business across the region with a focus on building awareness of the LGBT+ Community's needs in the workplace and in public

sector, stamping out LGBT+phobia and of course generating sustainable income for the charity to continue its much-needed frontline provisions.

The latest heritage program in association with the National Lottery Heritage Fund, titled “Broken Futures” continued during this financial year. As a result of the pandemic, the original delivery plan was placed on hold with agreement from NLHF, and outcomes adjusted to meet the changing world that we live in. Whilst this meant that most provisions needed to be completed online, we still saw significant interest in this from our volunteers and the wider public partnering with other key organisations such as Berkshire Records Office, Reading University and the MERL. The project will culminate in an online display, walking tours and research/education resources for the public over the next year.

From an organisational and governance perspective, the charity continued to focus on increasing our diversified trustee board with the addition of Alyssa to the committee. However, Simon did need to step away from the organisation due to personal reason, therefore the charity continues to operate with 5 trustees. We have additional trustee applications in the pipeline with the intention to increase the board to a maximum of 8 over the next financial period.

Despite the continued lockdown periods, the charity has retained its building as part of its ongoing lease commitments. The board of trustees are completing an assessment of our future needs for property over the next 5-year period, as our lease is due to end in June 2021. The board is open to acquiring the Castle Street location, but only if this is feasible and viable and as such the viability study outcomes will determine this alongside suitable alternative rental properties. A decision on our future property needs is to be made in the first trustee meeting of the new financial year.

It goes without saying that we could not deliver what we do without the generous and selfless support of our volunteers who continue to be the biggest asset to the charity and provide thousands of hours to the cause throughout the year. Their dedication, support, empathy, knowledge and sheer determination have ensured our service provision has continued and supported every query despite the economical and biological factors we have faced.

Overall, the charity has had a solid delivery, strong financial improvement and dramatic shift in resources available to our service users over the past year. We are proud of what has been achieved, and with the development help from Lloyds Bank Foundation, we are excited to see what we build next.

Financial Review

The charity entered the year with extraordinary pressure on its finances as a result of very little success in securing grant funding in the previous financial year to contribute to the core costs of the organization and whilst most funding received this financial year was for project related costs, core cost recovery was also possible. With the additional burden the charity, on direction from the Trustee Board, had to identify alternative income streams. As a result, the charity was able to increase its revenue from fundraising efforts and advance our business services to generate much needed funds to run its core operations.

Principle funding sources

The charity has had strong increases in both Business-Related income and Grants Income as a result of the extra resources required by our communities in the wake of the pandemic and terrorist incident.

As a result of the uplevelling of these funding sources, we have also seen an increase in our associated costs

as we meet the additional needs that are required with multiple new resources.

Alongside this income generation, the charity has worked hard to increase our direct donations from the public which has seen a substantial increase as a result of some large one-off donations. It is the ambition of the board to build further on these unrestricted funding sources over the next financial period to enable us to have a better funding mix.

Plans for future periods

As the charity continues on its journey to diversify its revenue streams, namely through decreasing its reliance on project grant funding and increasing business revenues, we are continuing to reduce our cost basis and review items of expenditure in the long term. This includes a review of our property expenditure which continues to be one of our largest cost bases.

We have received dedicated support from Lloyds Bank Foundation to enable the charity to focus on its development needs, which includes work on awareness and financial stability.

Reserves Policy

Each year, the Management Committee continues to review our available funds and reserves to ensure sound financial planning within the organisation. Following the introduction of the Charity's "Financial Expenditure" policy which incorporated a number of our approaches, rules and policies on expenditure and commitments, the trustees have been reviewing the financial position of the charity in a more robust and comprehensible way whilst ensuring regular governance of the charity's funds. This document also forms part of the onboarding process for all new employees, volunteers and trustees to ensure that we all operate in a consistent and proactive manner when it comes to use of funds and reserves. The Management Committee therefore examined the charity's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be between 3 and 6 months of the core funding expenditure. Given that ongoing committed expenditure has increased in the last successive periods, the Management Committee have reviewed the reserves policy during this financial period up to £30,000. The reserves are needed to meet the working capital requirements of the charity and the Management Committee are confident that at this level they would be able to continue the current activities of the charity in the event of a significant drop in funding. In the short term the Management Committee continues to consider the extent to which existing activities and expenditure could be curtailed, should such circumstances arise.

Financial Position at year end: £130,979

Approved on behalf of the trustees



Andrew Stonehill-Brooks - Chairperson

10th March 2021

SUPPORT U LIMITED

STATEMENT OF FINANCIAL ACTIVITIES (incorporating Income and Expenditure account) FOR THE YEAR ENDED 31 January 2021

	Note	Unrestricted Funds	Restricted Funds	Total 2020	Total 2019
		£	£	£	£
Income					
Donations and Grants	2	105,459	117,530	222,989	138,189
Business Services Income	3	14,049	0	14,049	8,961
Total Income		119,508	117,530	237,037	147,150
Expenditure	4	53,940	105,916	159,856	121,339
Net Income/(Expenditure)		65,567	11,614	77,181	25,811
Other recognised gains and losses		-	-	-	-
Net movement in funds		65,567	11,614	77,181	25,811
Total funds brought forward		20,856	32,942	53,798	27,987
Total Funds carried forward		86,423	44,556	130,979	53,798

There are no recognised gains and losses other than those passing through the income and expenditure account. All income and expenditures are in respect of the charitable company's continuing activities.

SUPPORT U LIMITED

BALANCE SHEET AS AT 31 JANUARY 2021

	Note	2020	2019
		£	£
Fixed Assets			
Tangible Assets	7	3,931	5,316
		<u>3,931</u>	<u>5,316</u>
Current Assets			
Debtors	8	1,180	2,348
Bank and Cash		126,580	20,802
		<u>127,760</u>	<u>23,150</u>
Creditors: amounts due within one year	9	713	-479
		<u>127,047</u>	<u>22,671</u>
Net Current Assets			
Total assets less current liabilities		130,978	27,987
Creditors: Amounts falling due after more than one year		0	-
		<u>130,978</u>	<u>27,987</u>
Total Net Assets			
Represented by:			
Restricted Funds	10	44,554	11,635
Unrestricted Funds		26,423	16,352
Reserved Funding	14	60,000	-
		<u>130,977</u>	<u>27,987</u>
Total Funds			

For the period ending 31 January 2021 the company was entitled to exemption from audit under section 477 of the Companies Act 2006. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these financial statements under the requirements of the Companies Act 2006.

The Trustees acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with section 386 of the Act and for preparing financial statements that give a true and fair view of the state of affairs of the company as at the end of its financial year and of its profit or loss for the 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 accounts, so far as applicable to the company.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime within Part 15 of the Companies Act 2006 and with the Financial Reporting Standards for Smaller Entities (effective April 2008).

The financial statements were approved by the trustees on 9th March 2021 and signed on their behalf



Andrew Stonehill-Brooks
Director and Trustee

SUPPORT U LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE PERIOD ENDED 31 JANUARY 2019

1 Accounting Policies

The principal accounting policies adopted, judgements and key sources of estimation and uncertainty in the preparation of the financial statements are as follows.

a Basis of preparation

The accounts are prepared in accordance with the accounting regulations set out under the Charities Act 2011, and with Accounting and Reporting by Charities: Statement of Recommended Practice (SORP2015), issued by the Charity Commission; with the Companies Act 2006 and the Financial Reporting Standard 102.

The charity meets the definition of a public benefit entity as defined by FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value, unless otherwise stated below.

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

b Funds

Restricted funds are funds which must be used in accordance with specific restrictions imposed by the donor or the terms of a specific appeal. Expenditure which meets this criteria is drawn from the fund. Unrestricted funds are those funds which can be used for any purpose in furtherance of the charitable objects. Unrestricted funds include designated funds where the trustees have, at their discretion, temporarily set aside resources for a specific purpose.

c Income

Income is included in the accounts once the charity has entitlement, the amount can be measured with sufficient reliability and there is the probability of receipt.

Earned income is included in the period in which the service is provided, if any performance conditions attached have been met or are fully within the control of the charity.

Donations are included when given, together with an estimate of the related gift aid due thereon.

Donated services are included in the accounts when received at the value of the gift to the charity provided the value of the gift can be measured reliably. The equivalent amount is recognised as an expense under the appropriate category.

Legacies are included when the date of probate is ascertained and the amount receivable can be reliably estimated.

Income which is subject to conditions that the charity has yet to fulfil, or which is specifically for use in a future accounting period, is treated as deferred income.

d Expenditure

Expenditure is included on an accruals basis when incurred, that is when a legal or constructive obligation arises, and includes related irrecoverable VAT. Future liabilities are included at the best estimate of the amount required to settle them. Future liabilities are included at the best estimate of the amount required to settle them.

e Pensions

The charity makes contributions to an employer defined contribution scheme for eligible employees, which are included in the accounts when they become payable.

SUPPORT U LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE PERIOD ENDED 31 JANUARY 2021

	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
2. Donations and Grants				
Grants:				
Heritage Lottery Fund	-	30,360	30,360	37,950
Albert Hunt Trust	-	-	-	1,000
People's Health Trust	-	10,783	10,783	8,479
People's Postcode Trust	-	-	-	15,647
Marsh Christian Trust	300	-	300	-
Thames Valley Police/MOJ	-	22,598	22,598	-
LGBT Consortium/NET	-	9,500	9,500	-
Metro Charity/Comic Relief	-	9,535	9,535	-
Lloyds Bank Foundation	20,000	-	20,000	-
Lloyds Bank Foundation/DCMS	-	24,572	24,572	-
The National Lottery Fund	-	7,647	7,647	-
Berkshire Community Foundation	-	2,535	2,535	-
Donations:				
Gifts in Kind: Software	52,756	-	52,756	54,883
Individual Donations	32,403	-	32,403	17,839
Gift Aid	-	-	-	2,391
	105,459	117,530	222,989	138,189
3. Fees and Charges	£	£	£	£
Training + Development Services	2,654	-	2,654	3,135
Consultancy	9,885	-	9,885	4,000
Other trading activities	1,510	-	1,510	1,826
	14,049	0	14,049	8,961
4. Expenditure	£	£	£	£
Accountancy Fees	300	350	650	493
Activities Expenses		814	814	823
Advertising & Marketing		251	251	1,220
Bank Charges and Interest	-13		-13	24
Business Rates	159		159	697
Cleaning & Waste Disposal		1,663	1,663	489
Company Filing Costs		13	13	53
Consultancy & Professional Fees	348	2,127	2,475	1,200
Consumables		463	463	161
Cost of Sales	173		173	-
Employee Wages and Salaries		57,835	57,835	16,387
Employer's Pension		1,209	1,209	211
Insurance		833	833	1,322
IT Equipment Depreciation		1,472	1,472	2,975
IT Software and Consumables	52,756	3,372	56,128	55,717
Office Equipment Depreciation			0	2,462
Office Stationery		191	191	283
Postage and Delivery	217		217	5
Recruitment Expenses			0	216
Rent		27,528	27,528	27,528
Repairs & Maintenance		162	162	-
Subscriptions		3,114	3,114	1,250
Subsistence		176	176	1,719
Telephone and Internet		1,997	1,997	949
Training		534	534	499
Travel		405	405	1,799
Utilities		1,408	1,408	2,857
	53,940	105,916	159,856	121,339

5. Staff Costs

The charity had an average number of 5 (2019: 3) employees. No employee received employee benefits (excluding employer pension costs) of more than £60,000.

6. Trustee's remuneration and expenses

The trustees did not receive any remuneration during the year. One trustee received a total of £201.65 (2020 – one trustees: £420.70) in respect of reimbursement of various receipted expenditure incurred on behalf of the charity.

7. Tangible Fixed Assets

	Computer Equipment	Office Equipment	Total
	£	£	£
Cost at 1 February 2020	3,557	-	3,557
Additions	4,095	-	4,095
Disposals	1,179	-	1,179
Cost at 31 January 2021	6,473	-	6,473
Depreciation at 1 February 2020	1,070	-	1,070
Disposals	-	-	-
Charge for year	1,472	-	1,472
Depreciation at 31 January 2021	2,542	-	2,542
Net Book Value at 31 January 2021	3,931	-	3,931
Net Book Value at 31 January 2020	2,487	-	2,487

8. Debtors

	2020	2019
	£	£
Fees due	420	162
VAT	760	864
	1,180	1,026

9. Creditors: Amounts falling due within one year

	2020	2018
	£	£
Sundry creditors	713	495
NIC Payable	-	-
PAYE Payable	-	-
Pensions Payable	-	-
	713	495

10. Restricted Funds

	Note	Funds 01/02/2020	Incoming Resources	Resources Expended	Funds 31/01/2021
		£	£	£	£
Albert Hunt Trust	A	160	-	160	-
People's Postcode Lottery	B	6,527	-	6,527	-
Active Communities	C	2,801	10,783	15,050	-1,466
National Lottery Heritage Fund	D	23,452	30,360	33,969	19,843
Thames Valley Police/MOJ	E	-	22,598	20,559	2,040
LGBT Consortium/NET	F	-	9,500	3,481	6,019
Metro Charity/Comic Relief	G	-	9,535	1,663	7,872
Lloyds Bank Foundation/DCMS	H	-	24,572	14,326	10,246
The National Lottery Fund	I	-	7,647	7,647	-
Berks Community Foundation	J	-	2,535	2,535	-
Total		32,940	117,530	105,915	44,554

- A. Albert Hunt Trust kindly provided funding to make some small equipment purchases to improve the efficiency of the charity and its operations. Funds have been depleted.
- B. People's Postcode Lottery provided funds to operate our school outreach program in the Reading and surrounding areas. Project has concluded.
- C. This fund is from People's Health Trust and is used for the purposes of running our networking and social services to an expanded coverage area which includes our popular peer-to-peer support groups. The outstanding balance owed will be collected in the next financial year following completion of the mid-term report. This project is ongoing.
- D. Heritage Lottery Fund provides funding for the charity to carry out research and providing learning materials in relation to finding LGBT lives affected by The Labouchere Amendment. Remaining funds to be depleted in 2021.
- E. Funding provided by Thames Valley Police/MOJ was provided to deliver support to victims of crime, specifically related to the terrorist incident that occurred in Forbury Gardens. The funding will be utilised in 2021.
- F. LGBT Consortium/National Emergencies Trust provided funding to enable us to deliver part of our direct support to LGBT+ persons during the covid-19 pandemic. Funding will be utilised in the first part of 2021.
- G. Metro Charity/Comic Relief funding was provided to continue to provide our chat, email and telephone service during the pandemic, making sure we are here in core hours across the working day. Funding will be utilised in the first part of 2021.
- H. Lloyds Bank Foundation provided funding for core costs as part of the Dept Culture Media and Sport's campaign to enable small charities to deliver much needed support during the pandemic. Remaining funds will be utilised in the first part of the 2021.
- I. This funding was provided to enable short term recovery from the economic impact from lockdowns. The funding was depleted.
- J. Berkshire Community Foundation kindly provided a cash grant to purchase much needed equipment to enable remote working and online delivery of our services. There is no balance remaining.

11. Lease Commitments

The charity has a lease for its premises with rent payable quarterly at the rate of £27,528 per annum on a rolling basis until June 2021.

12. Related Party Transactions

There were no related party transactions during this year.

13. Volunteers

Our primary front-line services are run by our volunteer base of approximately 30 individuals. These volunteers donate their time to ensure our service users receive their care they need in the moment of need. With over 4500 hours donated by the team they are the backbone to the charity's operations (market value of over £100,000). Without the kind donation of their time, the charity would be unable to provide its core services and support the public in the effective way it has done to date.

14. Reserved Funding

The charity has been operating a specific targeted fundraising effort towards new space from which to operate in the mid to long term. This funding has been set aside as £60,000 towards the capital costs of a new space as we come to the end of our current leased premises, and although not restricted in nature, the purpose was defined for this specific funding objective.



CHARITY COMMISSION
FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Report to the trustees/
members of

Support U Ltd

On accounts for the year
ended

31st January 2021

Charity no
(if any)

1145334

Set out on pages

1-2

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended **31st January 2020**.

Responsibilities and
basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

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

Independent
examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:

Date:

9th September 2021

Name:

Rachel Eden

Relevant professional
qualification(s) or body
(if any):

ACMA (Chartered Institute of Management Accountants)

Address:

Holy Brook Associates,

Curious Lounge, 1st Floor, Pinnacle Building, Tudor Road

Reading, RG1 1NU

Section B

Disclosure

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.