



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.