



**TRUSTEE REPORT**  
**PERIOD ENDING 31<sup>st</sup> 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 <sup>th</sup> April 2024)
Timothy Harris	Trustee (Resigned 6 <sup>th</sup> April 2024)
Arad Reisberg	Trustee (Resigned 29 <sup>th</sup> 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

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Gillian Russell - Chairperson  
29<sup>th</sup> 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
		£	£	£	£
<b>Income</b>					
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
<b>Total Income</b>		<b>56,669</b>	<b>110,098</b>	<b>166,767</b>	<b>247,649</b>
<b>Expenditure</b>	5	79,770	103,937	183,926	203,624
<b>Net Income/(Expenditure)</b>		<b>(23,320)</b>	<b>6,161</b>	<b>(17,159)</b>	<b>44,024</b>
<b>Other Recognised gains and losses</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Net movement in funds</b>		<b>(23,320)</b>	<b>6,161</b>	<b>(17,159)</b>	<b>44,024</b>
<b>Total funds brought forward</b>		<b>186,787</b>	<b>57,734</b>	<b>244,521</b>	<b>200,538</b>
<b>Total Funds carried forward</b>		<b>163,508</b>	<b>63,895</b>	<b>227,361</b>	<b>244,521</b>

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

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 29<sup>th</sup> November 2024 and signed on their behalf

Gillian Russell

**Director and Trustee 29<sup>th</sup> 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 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.

#### **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
	£	£	£	£
<b>2. Donations and Grants</b>				
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
	<b>54,922</b>	<b>109,898</b>	<b>164,767</b>	<b>230,523</b>
<b>3. Fees and Charges</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Training + Development Services	-	-	-	2,925
Consultancy	950	-	950	650
Other trading activities	-	200	200	315
	<b>950</b>	<b>200</b>	<b>1,150</b>	<b>3,890</b>
<b>4. Supplementary Income</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Interest and Investments	606	-	606	53
Other Income	192	-	192	459
	<b>797</b>	<b>-</b>	<b>797</b>	<b>512</b>

	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
	<b>79,990</b>	<b>103,937</b>	<b>183,926</b>	<b>203,624</b>

## 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 **31<sup>st</sup> 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: 29<sup>th</sup> 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