



In Charley's Memory

Making Mental Health Matter

Trustee's Report 2023/24



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Our Trustees

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Chair

Jack Millier
Vice Chair

Rob Fountain

Jo Reeves
Founder

Pauline West

Roger West

Tessa Munt

Ben Shillaker

Doug Plume

WELCOME

Welcome to our Trustees' annual report and financial accounts for 2023/24. We have developed an agile, resilient organisation that continues to meet the needs of our community.

This year has seen the launch of our most ambitious community project to date, with a weekly programme of support taking place in five secondary schools across the county. With the support of the Hinkley Point C Community Fund and Avon and Somerset Police Crime Prevention we were able to launch in September 2023.



A word from our CEO

This past year has been incredibly special for In Charley's Memory (ICM). Winning the Somerset Business Award was completely unexpected but deeply meaningful. We always strive to be the best we can be, and receiving such recognition validated the hard work of every team member.

Another highlight has been the launch of our school's project—a project I am passionate about which is designed to reconnect us with the heart of our communities. Early intervention for young people is essential in preventing more serious mental health challenges. We understand that traditional counselling may not suit every young person, so being able to offer alternative support has allowed us to reach more individuals. The positive response from schools has already shown encouraging results, including children reengaging with their education.

Dawn Carey
CEO, In Charley's Memory



OUR HIGHLIGHTS

In March 2023 we received the wonderful news that we had been awarded the Somerset Business Awards Charity of the Year award.

The Somerset Community Foundation continues to support our projects and in August 2023 we were awarded a large grant on behalf of the Hinkley Point Community Fund to re-establish our schools project on a larger and more structured scale.



Trustee Pauline West & CEO Dawn Carey at the Somerset Business Awards

We continued to build on our relationships with the universities and we are delighted to report that in the last year we worked with over 60 qualifying counselling students.

We started our evening provision in collaboration with Open Mental Health to provide low cost evening counselling sessions for those aged 18 and over.

With funding from the National Lottery, we have been able to attend multiple training courses this year that have proved beneficial to the growth of ICM by developing staff skills and improving governance.

We also received funding from The National Lottery - Awards for All at the end of the financial year. This was granted for the development of a sensory room to provide an accessible and comfortable environment for person centered therapy for those with additional needs.



Community Fundraising

2023/24

We had a number of brave people take on various challenges for us over the course of the year.



Skydivers

Two of our former service users decided to skydive to raise money for ICM over the summer. They raised just over £1600 between them and we are in awe of the bravery of these two young women.

Ultramarathon

Local men James Smith and Chris Jarvis took on a gruelling Ultramarathon in our honour, 100km around Somerset! They raised over £1500 and we are grateful to have them as friends of ICM.



Three Peaks Challenge

Dean Saunders raised an incredible £985 and a team made up of local businesspeople raised another £800 by climbing the Three Peaks in under 24 hours.

Our community

We are incredibly grateful that our community raised nearly £5500 over the course of the year. As well as the challenges above, we had people selling crafts, donating profits and asking for donations instead of gifts at birthdays and events.



Aims and Objectives of the board

- To raise awareness and the profile of mental health issues through social media campaigns, online presence, forums, and educational visits to schools, colleges and workplaces.

- To provide counselling support services to people of any age, but principally focusing on early intervention with young people.

- Fundraise and campaign to both further our services and contribute to the wider national and international campaign on mental health awareness.

In shaping our objectives for the year and planning our activities the trustees have considered the Charity Commission Guidance on public benefit, including the guidance "public benefit: running a charity (PB2).

Primarily ICM's charitable activities focus on the provision of accessible affordable and effective Mental Health Support, at our core is children and young people (CYP) aged 11-25. We do not have a catchment area but will support CYP who are able to engage in our services weekly. We also continue to work with those over the age of 25 who have need of our counselling services, any monies raised from this activity go directly towards our core costs.

This activity will invariably impact the community in that it will reduce anti-social behavior, family and community cohesion and increase social inclusion.

The strategies used to achieve the charity's aims and objectives are.

- One-to-One unlimited counselling at our offices in Highbridge.

- Delivering a programme of assemblies to local comprehensive schools raising awareness of mental health and how you can improve your own mental health. This includes what is "normal" for example increased stress around exam time.

- Mental health awareness sessions at businesses operating locally such as EDF.

Structure, governance and management

1. Our Trustees are drawn from a variety of health, education and social care backgrounds and a review of skills has highlighted where additional training is required. Governance reviews and training are a high priority for us as we mature as a charity. With the growth of In Charley's Memory we continue to ensure all board members are competent in leading In Charley's Memory forward and supporting the CEO and the staff team. We will be working closely with SPARK to ensure this is completed.
2. This year we aim to adopt the Founders Board. Its primary function will be to act as a permanent continuous presence of those significant to charity. They will meet annually with the Board of Trustees to offer advice, opinions, and other relevant contributions to the creative and strategic direction of the charity. The trustees will produce an annual report for the founder's board. Members of the Founders' Board will not hold the same voting rights.
3. Our Board members serve a term of three years, they are allowed to continue but in order to do so they have to be re-elected.
4. The board of trustees administer the Charity. The board of trustees meets at a minimum of four times a year. A CEO is employed to oversee the day to day running of the charity, within prescribed limits for matters finance related. The CEO is supported by a named Trustee and they meet regularly outside of the board meetings.
5. Risk Management is currently managed by the CEO, and reviewed by the board on a regular basis. Risk management is recorded in a live document that is updated as and when we begin new projects.

For 2023/24 our operational goals were

After the successful development of our office space in 2022, our focus for 2023/24 was external community engagement and diversifying our services through different approaches and collaborative partnerships.

1

Community

To develop and enhance the school project to provide consistent and measurable support by providing drop-ins, solution focused short interventions, parent and teacher support workshops, assemblies and small group work with students.

2

Services

To engage with our service users, see what else they feel we could offer them and introduce different ideas and support services that fit within our fundamental principle of unlimited bespoke support. Expand our opening hours into evenings as a starting point.

3

Collaboration

To collaborate with other organisations to ensure joined up working and enable us to provide the best type of support for the young people in our area. We are looking to form links with organisations that can take on our clients when counselling is no longer what they need or if it becomes clear that it isn't the right approach for them. Organisations can expand on the good progress made with our 1:1 intervention and support them to develop independence and social skills.

4

Learning

To develop the strengths of our team with training and CPD.

Recruit new members to the board so it better reflects the needs of a growing charity.

To learn from our service users and staff by involving them in the development of the services at ICM.

Connections and learning

Escapeline

We have received training from Escapeline, a local charity who specialise in helping young people in the grips of county lines. Lisa is creating a screening tool to help our counsellors identify potential victims or those vulnerable to exploitation. If we feel we may have someone affected, Lisa will then consult with us to help support that young person within our setting.

Reflect, Renew, Recover

Jamie has joined the Spark working group, Appropriately Funded, as part of their RRR work. This has formed excellent links with other organisations such as We Hear You, Arc Inspire and Ark at Egwood.

Somerset Council

Dawn and Jamie have attended LCN meetings with Somerset Council and forged collaborative relationships with two of our Connect Somerset Champions from Sedgemoor and Bridgwater. We have also joined the Early Help Network which meets quarterly.

Spark

We have attended some Spark training events including Five Ways to Wellbeing training, and asked to attend others that were subsequently cancelled. We have also attended two VCSFE Assemblies.

Open Mental Health

We were recently invited to take part in an alliance bid for an NHS contract by Open Mental Health. We are part of a small group who have put in a joint bid to create a mental health hub for 11-25 year olds. We will know the outcome of the bid in the next couple of months.

Collective Discovery

Jamie attends regular peer support with Collective Discovery who help support organisations to involve youth in the work.

Somerset Chamber of Commerce

Jamie has joined a charity training scheme with the Somerset Chamber which is focused around expert members of the chamber providing training to charities over the course of four sessions. The next session is focused on finance.

Somerset Activity Sports Partnership - SASP

We have developed new links with the team at SASP so we can refer young people to their activity programmes. This is particularly helpful for signposting students at school.

About the young people we have supported

In those aged 25 and under



14 years old

highest presenting age group in females, followed by 13.

14 years old

highest presenting age group in males followed by 15.

We are currently supporting young people who are on waiting lists for

CAMHS

SWEDA

SARSAS

66%

of service users are female

This is not unexpected. Unfortunately there is still stigma surrounding men and boys accessing support or help. The perception that this shows weakness is entrenched through generations.

Presenting issues

As always there is a wide range of presenting issues but some topics we are starting to see a rise in are

friendships and self harm in females,

self harm and body image in males

both girls and boys are experimenting with vaping at a higher level than previously seen and there is a significant issue regarding gaming and the effect that has on self care and sleep.

33%

require 12 sessions or more

27%

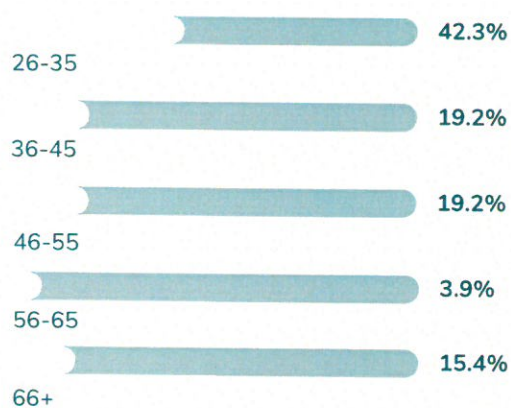
drop out having had 6 or fewer sessions. See page 13 for further information.

About the adults we have supported

In those aged 26 and over



Men by age group



Women by age group



We are currently supporting adults who are on waiting lists for

NHS TALKING THERAPIES

SWEDA

SARSAS

Presenting issues

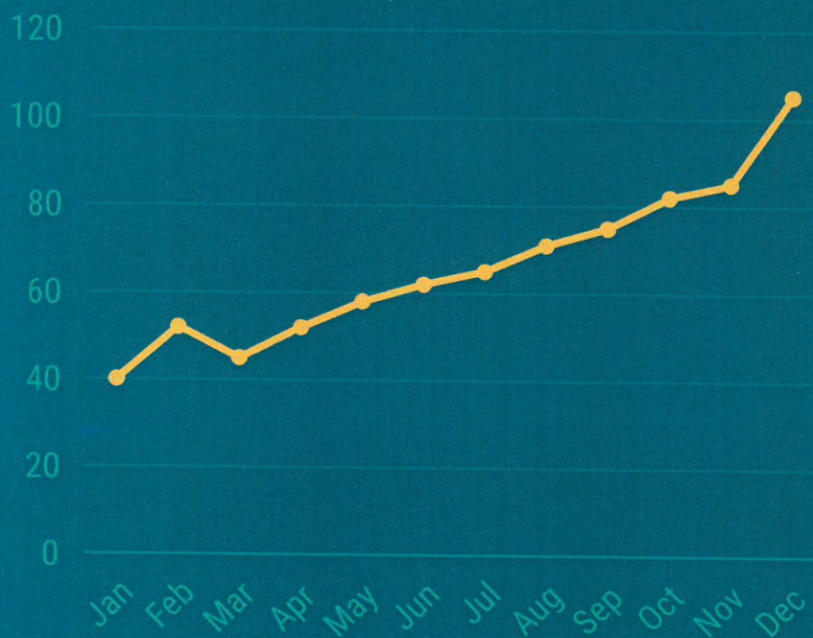
We have seen a large increase on clients who are over 26, as you can see from the graph above the 46-55 age group in both men and women is an emerging need in our community. Based on what we already understand about our community and the current economics of the UK, we assume that the cost of living crisis has heaped pressure on working adults and there are signs of loneliness and isolation in our older male clients. We will be monitoring this demographic with a view to confirming what it is that has increased the need for our service.

Unfortunately, the need for our service has increased to an all time high, at the time of writing we had a waiting list of 112 people with a near 50/50 split between under and over 16s. Fortunately, new processes implemented by the new leadership team mean that our waiting time is still between 6-14 weeks depending on flexibility.

This is down to more focus being put on the attendance of clients and more frequent reviews of the therapeutic benefit for longer term clients.

WAITING LIST AND TIMES

Number of people on the waiting list in 2023



112

Peak number of clients on the waiting list

9

weeks is the average wait time between assessment and first counselling session

7

amount of DNAs in December 2023, our lowest on record.

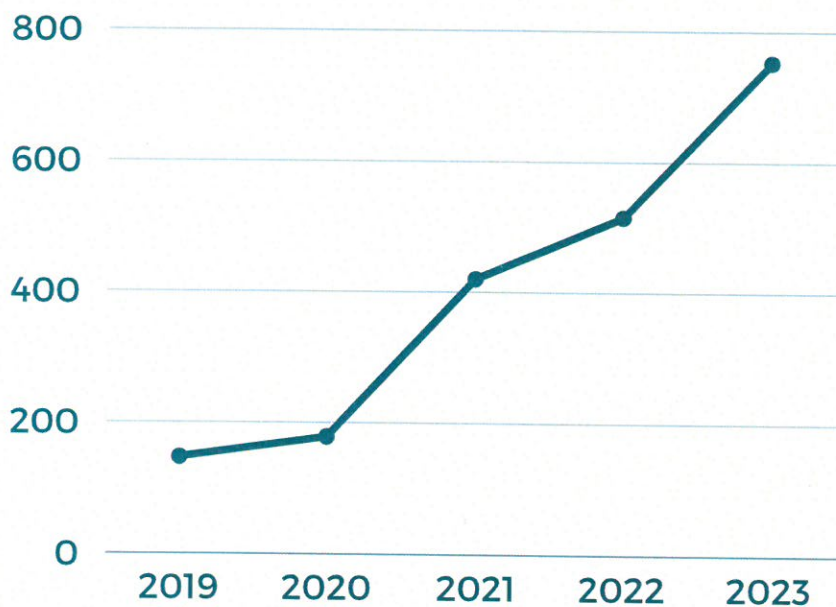
2022 saw our longest waiting times; up to twenty weeks at times over the summer, this was generally for people waiting for quite specific appointments but this does not fit with our ethos of early intervention. A subsequent change in policy in May 2023 and a new leadership direction has had a positive effect on this. By being stricter with cancellations and DNAs we are able to move people through the service more efficiently which is beneficial for both the client and organisation. Client DNAs are down to 2.5% from a high of 6% in February and cancellations are down to 11% from a high of 20% in April. Client attendance was consistently averaging over 75% by the last quarter of 2023, in line with the targets we set in May, with an overall average for the year at 78%.

Our goals for attendance and waiting lists in 2024/25 will be

- Waiting lists to be kept below 9 weeks in most cases.
- Attendance rates to be consistently above 75% with the eventual aim being over 80%.

SERVICE USERS & WEEKLY CLIENTS

Unique service users per year



190

Peak number of clients per week (including schools)

16

average amount of sessions attended

750

amount of unique service users in 2023 (including schools)

In 2023 ICM completed **5218** unique interventions.

What our clients are saying

"I am really grateful for ICM, financially I have been able to afford therapy , which I wouldn't have been able to do with other services. I felt safe and able to be my self, my counsellor has been amazing and has been a massive part in my journey and i'm thankful for the tools she has taught me."

"It's been amazing & I feel so glad that I was sent here - my mental health has improved since being here"

"I felt so comfortable with Lily from the moment we met, she made me feel understood, heard, safe. Lily offered me coping strategies, talking therapies and offered me lots of resources to take home to read. I have been able to make positive changes to myself & life with the help of Lily."

I absolutely loved my time with Sophie. She helped me understand mine and my partners learning difficulties and what I can do to understand his and mine and how to help myself and him."

"Thank you for your help, I am so glad I decided to seek professional help. I feel much better placed to manage my feelings/relationship with my daughter going forwards."

"Michelle listened to everything I had to say and understood me and gave me suggestions that helped me find solutions to my problems."

"Thank you Sophie for helping me through everything."

"I feel ICM has been helpful and helped me to get to where I need to be mentally, I feel happy and content with my time at ICM."

Just want to say a massive thank you to Manou and all the staff! From the day I started to the day I finished everything has been for the better and i've never been happier. Manou made my time with ICM amazing and loved improving myself with the best guidance. Thank you so much for everything."

Case study

Client A. Female age 17 upon leaving the service.

Client A presented in summer 2022 with significant difficulties around truancy, EBSA (Emotional Based School Avoidance) and anger. She was a very committed client attending 53 sessions over the course of 61 weeks only missing a handful of sessions for illness or otherwise. She had made significant developments with her attendance at school and by the time she left us she had just started an apprenticeship with Hinkley Point.

How people use our service

At the end of 2023 scrutinised the data we have on our discharged clients for the year. We had discharged 299 clients during 2023.

It was found that the majority of users still require between 12-20 sessions so we are confident in our ethos of not limiting sessions. The new approach to attendance and payments has increased commitment and consistency so the clients seem to be moving through the service more efficiently.

Only 8.4% of our clients stay with us for over 20 sessions, but we feel that this is likely to represent the proportion of our clients who present with the most serious long term issues and those we may be 'holding' for other organisations.

We have identified a trend with young boys under 16 (in particular aged 11 and 12) who either do not attend at all after the assessment, or only attend for fewer than six sessions. There are a variety of reasons that this could be the case but we feel that it is likely due to under developed emotional intelligence and social skills in comparison to females in this age group. And that generally, the idea of chatting about feelings with a grown up is not what they want, parents are misinterpreting common (but very challenging) adolescent hormonal changes and behaviors as something that requires an intervention. One of the main things that comes up in almost every case in boys under 16 is gaming, they don't always acknowledge it as a problem, but it is clear from the outside that it is causing friction in their relationships and definitely having a negative effect on their sleep and wellbeing.

We are exploring ideas as to what may be more beneficial for this group, it is clear that some parents need support with boys of this age. We are having some training on Young Gaming and Gambling from GamCare in January and then we will look to advertise our first Parental Support webinar/group.

In addition, we are looking to create a system where we contact people on the waiting list to confirm they still wish to be seen, as some young males may have already told their parents that this is not something they wish to pursue. Therefore we can remove them from the waiting list and provide a signposting pack for parents to try alternatives like Somerset Activity Sports Partnership or invite them to our Parental Support sessions.

Solution Focused Brief Therapy

As part of our school project we have introduced short term interventions for the first time. We are offering three SFBT sessions per week, per school with the teachers and wellbeing staff making the referrals for pupils. As part of our early intervention initiative, we are helping students draw on their own resources and resilience to overcome issues at school. Below is an overview of the theory behind SFBT.

Solution-focused brief therapy (SFBT) is a strength-based approach to psychotherapy based on solution-building rather than problem-solving. Unlike other forms of psychotherapy that focus on present problems and past causes, SFBT concentrates on how your current circumstances and future hopes. SFBT was developed in the 1970s and 1980s by husband and wife Steve de Shazer and Insoo Kim Berg at the Brief Family Therapy Center in Milwaukee, Wisconsin.

Unlike many traditional forms of psychotherapy, SFBT is not based on any single theory. It's not focused on the past (such as a client's childhood) or insight into your problems.

Techniques

SFBT is an approach that falls under the umbrella of constructive therapies. Constructivism posits that people are meaning makers and are ultimately the creators of their own realities. The SFBT therapist believes that change in life is inevitable. Because someone creates their own reality, they may as well change for the better.

In SFBT, the therapist is a skilled conversation facilitator. They do not present themselves as an expert but instead comes from a "not-knowing" point of view.

Drawing upon the client's expertise in themselves, the therapist uses a variety of techniques and questions to demonstrate their strengths, resources, and desires. With the focus shifted to what is already working in a client's life, and how things will look when they are better, more room opens up for the solutions to arrive.

SFBT doesn't stress about the problems but instead spotlights possible solutions.

What SFBT Can Help With?

SFBT is best when a client is trying to reach a goal or overcome a particular problem. It can stand alone as a therapeutic intervention, or it can be used along with other therapy styles. It's used to treat people of all ages and a wide range of issues including addiction, child behavioral problems, and relationship problems.

This form of therapy is typically not used to treat major psychiatric conditions such as psychosis and schizophrenia.

Benefits of SFBT

The major advantage of SFBT is its brevity. SFBT is a form of "brief therapy," typically lasting between 3-8 sessions.

Instead of digging into old wounds, more time is spent focusing on resolutions, which makes SFBT great for people who have a specific goal in mind and just need a little help reaching it.

Effectiveness

Research shows that SFBT can effectively:

- Decrease addiction severity and trauma symptoms
- Decrease marital issues and marital burnout in women
- Improve classroom behavioral problems in children with special education needs
- Reduce externalising behavioral problems, including conduct disorder, and conflict management
- Reduce internalising behavioral problems, such as depression, anxiety, and self-esteem

SFBT can be just as effective (sometimes even more so) than other evidence-based practices, such as cognitive behavioral therapy (CBT) and interpersonal psychotherapy.

SFBT has been identified by our team as a suitable early and short term intervention for students within schools. We offer three consecutive sessions over the course of three weeks, each session last 50 minutes and is structured using scaling questions, miracle questions and exemption questions. So far we have had good success and the students who are suited to the programme are responding well.

SFBT Case study, year 9 female, Chilton Trinity School, written by Vicky Green

"The client was referred for SFBT as they were increasingly missing more and more classes. When we first met, the client was truanting most of their lessons. It was difficult to track down the client for sessions and in the beginning, they missed a total of three sessions over four weeks as they simply couldn't be located.

When we met for our second session of SFBT, three weeks after our initial meeting, the client was feeling frustrated with their behaviour and demonstrated a willingness and desire for change. Through the exploration of what was going well and with the use of the miracle question, they were able to identify the reason why they had been avoiding classes. From this, we were then able to explore possible actionable solutions, drawing on her own internal resources, that might make going to classes easier.

When we met for our final session of SFBT, the client explained that in the last nine days, they had been to every single one of their lessons. They were feeling more confident; had begun to rebuild trusting relationships with teachers and friends that had previously broken down; and was enjoying school with a score of 9/10 on the self-assessment scale.

The client was incredibly proud of herself and her progress and was enthusiastic about continuing to show up for herself. She was exploring the idea of seeking support from ICM so she could continue to make wise choices for herself and I am always pleased to hear from her when she comes to the drop in or when I see her around the school."

SCHOOL SUPPORT PACKAGE

Term one report

We have always had a working relationship with local secondary schools through our mental health 'pupil ambassador scheme'. At the beginning of 2023 we were approached by multiple schools telling us that they were dealing with mental health issues in pupils at a volume that was beyond their remit, and it was further compounded by the impacts of 'County lines' recruitment becoming widespread. This came at a time following a big increase in our operational capacity, which was immediately filled, and we knew we needed to do something to stem the flow. These circumstances resulted in the development of our outreach Schools Support Programme: a whole school approach that works with not only pupils but parents and teachers as well. We launched this programme at the beginning of the 23/24 school year in 5 regional secondary schools. Engagement escalated at pace and we have a delivery team of 5 counsellors providing 45 hours of support per week.

Drop-in



110 UNIQUE INTERVENTIONS

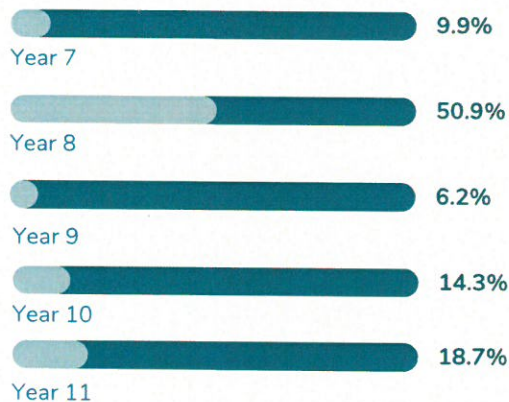
Sep - Dec

Signposted

16

students to external services

Engagement by year group



82%

of attendees are female

This is not unexpected. Unfortunately there is still stigma surrounding men and boys accessing support or help. The perception that this shows weakness is entrenched through generations.

Presenting issues

There has been a wide range of issues being brought to the drop in. Some we would consider a normal part of adolescence and students who just needed to vent for a few minutes. The top presenting issues we would consider to fall in this category are **friendship issues & exam stress**.

However, there are a few issues that seem to be more common and may require some additional support, in the form of workshops or parental engagement. The issues we have identified are **anxiety, disordered eating and self harm**.

2

Safeguarding procedures initiated.

Solution focused sessions



79 SESSIONS

Sep - Dec

Engagement (attending all three sessions)



Suitability of referral



*there is still work that can be done even when SFBT is not appropriate, but it is more therapeutic and may not yield obvious 'results'.

SCHOOL SUPPORT PROGRAMME REPORT

Continued

Review

Across the schools, at least 60% of students referred in for SFBT have engaged exceptionally well. The other 40% engaged in therapeutic chat but were less willing to work towards desired outcomes and goals.

Students who were struggling to go to lessons and stay in class have turned things around to a point where they are either going to ALL of their lessons now or have made wise choices for themselves to go to 'important' lessons. We see this as a real win!

Students presenting with generalised anxiety reported lower levels of anxiety at the end of their three sessions and demonstrated a willingness and a desire to continue using the tools and resources they learnt in sessions.

Some of the students sent for SFBT haven't been ideal candidates. For example, students who already have some support in place (a tutor, counsellor, peer mentor to talk to for example) will not necessarily benefit. These are students who seem to just want to offload but have no real desire to work towards desired outcomes and goals. The team consider that they may need to adapt to a more directive form of therapy to help this cohort, but the intervention will still have benefits.

Generally speaking, the focus ought to be on school related issues for students referred to SFBT. The reason for this, is that we can work with things within their proximity of control. If a student has significant issues at home, they may not be a good candidate for SFBT. The focus needs to be primarily in empowering them to use their inner strength and resources to make positive changes in school (which is likely to then have a positive impact in other areas of their life).

The Drop In has been great although, seems to have slowed down at some of the schools towards the end of the term. At all schools, we have seen students returning each week to 'check in' and share details about their week. I also have students who use the service as a one off to voice worries and concerns about both school and home life. A lot of students who come together which has been great for encouraging peer support and the highlighting the importance of talking about their mental health.

Parent engagement

213 responses

We had a brilliant amount of responses to our parent survey and we have evaluated the concerns raised by the parents. Our first online parent support group will be a Parental Empowerment Workshop, focusing on general wellbeing and a few issues that have been raised by parents in the survey.

Teacher engagement

60 responses

We had a brilliant amount of responses to our teacher survey and we have evaluated the concerns raised by the teachers. Our first teacher online support group will focus on Signposting and self care. A lack of knowledge about where to signpost CYP was highlighted as an issue in the survey.

Focus for 2024/25

Continue to provide the drop ins and solution focused sessions weekly.

Host our first parent and teacher workshops in January, email invitation and digital flyer to be provided.

Facilitate a listening exercise for children with challenging behaviour, those who consistently are asked to leave lessons and whose relationships with teachers have broken down.

There seems to be a willingness to attend the drop ins in groups so it may be worth considering some group work particularly around female friendships in years 7/8.

Focus subjects for parent engagement

Your teen and you (January)

Neurodiversity support and signposting session

Disordered eating

Anxiety and Intrusive thoughts

Ambassador Programme 2023/24

The ambassador programme has been match funded by The Listening Fund. The Listening Fund have teamed up with Collective Discovery who are undertaking the learning and research from the fund. Jamie has been attending education and peer support sessions hosted by Collective Discovery, for support on the inclusion of youth in the development and future of ICM.

Recruitment and Interviews

One of team members Sophie, has taken on the role as the Ambassador Lead, she is their contact point for any questions about safeguarding and signposting. The applicants were brought in for interviews with Sophie and Jamie and they all did really well and showed passion and enthusiasm for supporting their peers. They had many good ideas which we are hoping to support them to implement at their schools and in the community. We were delighted to receive applications and offer positions to two former service users.

Safeguarding & Five ways to wellbeing

We invited our ambassadors in for a training evening where we talked about safeguarding, we also shared with them the training we had received from Spark on Five Ways to Wellbeing. Our ambassadors felt this training gave them confidence to share these wellbeing ideas with their peers so they can support them to take a step towards building resilience.

Youth forum

Our ambassadors have kindly agreed to become part of our Youth Forum. We will get together in person or online once a quarter to discuss the needs of their peers, they will review ideas of ours and help us shape the service. Their first involvement will be to review our new website drafts and provide feedback on that. Two of ambassadors are no longer at school and are on apprenticeship schemes, they will be the link between the Youth Forum and our board of trustees and they will be asked to come and report some of the themes that have been identified in our forum meet ups. We have two ex-service users already, and we will look to recruit additional service users going forward.

Things we have learned

Clients respond better to firmer policies and arrangements

Our Lead Counsellor has introduced firmer policies around attendance and paying for missed appointments. This has resulted in much better attendance with a steady increase month on month towards the end of the year and DNAs are at an all time low. Previously there has been a tendency to stick to 'what we've always done' but in 2024 we will be quicker to try new approaches with clients and not be afraid to make changes for the benefit and sustainability of the organisation.

People will pay more to come after work

Our long campaigned for evening appointments have been very popular and even at the £25 price point, clients are still attending for around 12 sessions or more. At the moment we have a small waiting list and we will monitor this closely to see if there is a need to expand to another evening.

That young boys don't always engage as well as we thought

Data gathered over the year from our discharged clients showed us that boys aged 11 & 12 don't engage well with our service. The ones that do engage, they present overwhelmingly with issues around gaming and subsequent poor sleep and body image issues. In 2024 we will look to introducing a support group for parents of boys this age with a focus on gaming and body image.

Our clients are presenting with more diverse issues than ever

We have a list of presenting issues (coded for data collection) which currently stands at 49. All 49 issues have presented at ICM in the last month and 42 have presented in the schools. We will attach this coded list for your reference.

Our clients don't just come to us because we are low cost

We have very few clients who now apply for our hardship funds (free sessions) and many parents who have chosen us because they value the safety assured by an organisation, rather than a private counsellor. Word of mouth from friends and family is still our number one route to self referral.

Our adult male client base is growing

The cost of living crisis is starting to affect our clients with financial anxiety and pressure becoming more common place. It is clear that there is more awareness of our service in this age group now and we will be looking to make links with male focused support services to be able to signpost to alternative provisions when appropriate. Our evening provision has been popular with this group.

Statutory Services and other providers don't know much about us

Dawn and Jamie have attending many meetings with commissioners, council workers, other charity leaders and the NHS, to make them aware of our services and make connections for future collaborations and contracts.

Parents need help too

A survey conducted as part of the school project was completed by over 200 parents from the area (not the parents of a service user). What we learned from this was that there are gaps in understanding around what services are available, what can be done to support at home and what is a normal part of adolescence. According to some of our colleagues in the teaching profession, many parents feel mental wellbeing is something that should be dealt with at school, but we feel parents are a child's best resource and if we can support them to support their children then we may be able to create another avenue for early intervention. Our parent empowerment workshops will be online in an anonymous format and all parents from our five project schools and parents of all under 18s who use our service will be invited to attend.

Our staff are really happy but we could make a few small tweaks to make them even happier

Our staff survey showed that staff feel supported and included and that they are proud to work for ICM. Some staff have highlighted small issues which we will look to try and alleviate, they feel communication from the senior leadership team could be better so we will be introducing quarterly strategy meetings to involve them more in the development of the service.

Our staff have lots of great ideas and skills and we are going to utilise them

Our staff and volunteers have lots of additional skills which we are hoping to use to expand our service. We have staff who work additionally in crisis teams, domestic violence and female offending, addiction and relationship counselling.

Some clients respond well to goals and targets

With firmer boundaries and policies having been set by the new lead, it has enabled counsellors to encourage more focus with clients. We no longer allow clients to become unreliable and this brings about more timely endings and work towards those using more solution focused approaches.

Goals and plans for 2024/25

Our main focus for 2024 is 'before & after'.

Now that we have established ourselves at this capacity, we will be turning our focus to what we can do to stop young people from needing to come to us in the first place. At the moment this takes the form of the outreach work of our schools project and our parent engagement work. The next important step is to work out what we can offer our service users once they no longer need counselling and where we may be able to support those young people in the future. We will be exploring post-counselling support groups and drop-ins. Also, catch up sessions at pre determined intervals after counselling is completed and developing a mentor scheme or trying to establish a formal pathway with existing mentoring charities in the area.

Support group for Mental First First Aiders

As we have developed links with local businesses we have met with many Mental Health First Aiders and most recently a group of HR representatives from the Devon and Somerset Law Society. They have raised the issue of Mental Health First Aiders using the HR departments as support/supervision and how this breaches confidentiality and creates a conflict of interest. We will be exploring the idea of a support groups for these people and that will be an additional income stream.

Training programmes

We are having a Child Safeguarding Course accredited which we hope will be the first in a set of ICM accredited courses, that we can provide to staff of other organisations and individuals.

Men's mental health

We have just been awarded a small grant to focus on awareness raising of our service and for signposting by Stepladder Project. We will providing small mirror decals for barbershops in the surrounding area that will direct to a designated web page for men's mental health on our website. We will also be designing an online resource for barbers to access so they can understand what services are in the area. We are working closely on this project with a young barbershop owner from Burnham on Sea.

Website development and our online presence

Our website is currently under development to create a more youthful feel and to add resources so young people use it more as a resource then just a referral portal. We also feel that we can better articulate what types of therapies and support we offer so that we don't project an image of only providing stereotypical counselling. An increased online presence will follow after this work is complete.

SELF GENERATED INCOME

Client payments per month and compared to 2023/24



£2832

average monthly income
from client donations in
2022/23

£4151

average monthly income
from client contributions in
2023/24

£3750

income generated so far
from school counsellors

At the start of 2023 Jamie asked the board to consider changing the wording from donation to charge or fee to enable us to be stricter about non-payment for appointments. While this was unanimously supported by the trustees, it also required the counselling lead at the time to be much stricter on attendance rates. While we did make these changes, the pace was quite slow and only really came into proper effect when Mike Tapper took over (April 2023). However we can see the results of these new policies in the year on year increase of on average £1319 per month. The evening provision has been met with enthusiasm and we have a small waiting list for these appointments.

Other

We have two school counsellor posts in place as of January 2024 providing a cashflow of around £20k per year with a modest profit of £5500. We expect our second contract to increase after the February half term.

Fundraising approach

Our community is still actively supportive but the team do not have the capacity to prioritise this funding stream. We have been lucky enough to be invited to attend some small fundraising events that have been held on our behalf, for example a charity darts evening, The Devon and Somerset Law Society annual dinner and a team building day with Ammacus Law.

As part of plans for 2024 and developing our online presence, we will be advertising and recruiting a team of community volunteers that we can call on to attend small events in the community for us.

Grants are still a priority for us but we will be looking at a new blend of in house grant writing and outsourcing. This is an issue currently under review and at present, ICM does not engage any third-party agencies in undertaking fundraising activities for us.

We are still reliant on grants and external funding but, we will be looking to achieve another 30% increase on client donations for 2024, taking us to £60k per year with other planned revenue streams detailed on the previous page.

TRUSTEE REPORT & ACCOUNTS

2023/24

Reference and administrative details			
Charity number 1160805			
Registered office and operational address	Unit 6, Brue Way Highbridge TA9 4AW		
Trustees who served during the year and up until the date of this report were as follows	Martyn Ellis Chair Jack Millier Vice Chair	Jo Reeves Pauline West Rob Fountain Ben Shillaker	Roger West Tessa Munt Doug Plume
Key Personnel	Dawn Carey	CEO	
Bankers	HSBC UK BANK PLC Taunton		
Accountants & Examiners	Marlott Accountants Ltd	57 Church Street Fordingbridge Hampshire SP6 1BB	

The board of trustees presents its report and audited financial statements for the period 1 March 2023 to 29 February 2024. Reference and administrative information set out on page one forms part of this report. The financial statements comply with the Charities Act 2011, the Memorandum of Articles and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Registered Charity No 1160805

Report of the Trustees and
Unaudited Financial Statements
For the year ended 29th February 2024
for
In Charley's Memory

In Charley's Memory

In Charley's Memory

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Financial review

Finance 2023-24

Total income for the period was £299,118 (2022-23: £258,014), and expenditure £293,915 (2022-23: £223,865). From this the surplus for the period was £5,203 (2022-23: £34,149).

Reserves policy

The Trustees have set a reserves policy which requires sufficient reserves to be retained equivalent to at least three months forward expenditure. The total reserves held at 29th February 2024 were £113,179 (2022-23: £107,976). Average monthly expenditure was £24,500 so the total reserves were equivalent to about 4½ months expenditure.

Going concern

As stated above reserves at 29th February 2024 were £113,179. The Trustees consider this level of reserves, together with the additional grant income confirmed in 2024 to be sufficient to meet the cost of delivering the charitable objectives for the next twelve months and that the Charity is therefore a going concern.

Donations and Grants

The Charity has received various grants and donations during the year. The Trustees would like to put on record their thanks to the grant givers and donors, many of whom prefer to remain anonymous. However we are particularly grateful The National Lottery Reaching Communities Fund, Hinkley Point C Community Fund and Somerset Community Foundation for their financial assistance.

Restatement of 2022-23

The published accounts for 2022-23 contained some errors, particularly with recording fixed assets, which are considered material. These errors have been corrected in these accounts and the following changes made:

Errors identified in 2022-23 accounts	Category	2022-23 amount published	restated 2022-23 amount reported in 2023-24 accounts
		£	£
Fixed assets not identified and recognised	Tangible fixed assets	4,450	39,158
	Expenses	(4,450)	(39,158)
Fixed asset depreciation not identified and recognised	Tangible fixed assets	-	(5,002)
	Expenses	-	5,002
Closing liabilities	Creditors and accruals	-	(2,637)
	Expenses	-	2,637
Accounts not split between restricted and unrestricted	closing reserves restricted	-	(36,681)
	closing reserves unrestricted	-	36,681

In Charley's Memory

Approval

Approved by order of the Trustees on 10th December 2024



Trustee

Martyn Ellis



Trustee

Jack Millier

Independent Examiner's Report to the Trustees of In Charley's Memory

Independent Examiner's Report to the Trustees of In Charley's Memory

I report to the charity trustees on my examination of the accounts of In Charley's Memory (the Charity) for the year ended 29th February 2024.

Responsibilities and basis of report

As the charity trustees of the Charity, 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 Charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all 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 giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Charity as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do 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 confirm that there are no other matters to which attention should be drawn to enable a proper understanding of the accounts to be reached.



Tracey Cheetham

ACMA

10th December 2024

Financial Statements and Notes to the Accounts

Statement of Financial Activities for the year ended 29th February 2024

Statement of Financial Activities					
	Notes	Unrestricted funds	Restricted funds	Total 2023-24	Total 2022-23 restated
		£	£	£	£
Incoming resources					
Income and endowments from:					
Donations and legacies	3	83,987	154,825	238,812	222,498
Charitable activities	3	60,306	-	60,306	35,516
Other trading activities		-	-	-	-
Investments		-	-	-	-
Separate material item of income		-	-	-	-
Other		-	-	-	-
Total		144,293	154,825	299,118	258,014
Resources expended					
Expenditure on:					
Raising funds	4	388	639	1,027	2,022
Charitable activities	4	227,653	53,579	281,232	216,132
Separate material item of expense	4	-	-	-	-
Other	4	10,536	1,120	11,656	5,711
Total		238,577	55,338	293,915	223,865
Net income/(expenditure) before investment gains/(losses)					
		(94,284)	99,487	5,203	34,149
Net gains/(losses) on investments		-	-	-	-
Net income/(expenditure)		(94,284)	99,487	5,203	34,149
Net movement in funds		(94,284)	99,487	5,203	34,149
Reconciliation of funds:					
Total funds brought forward		144,657	(36,681)	107,976	73,827
Total funds carried forward		50,373	62,806	113,179	107,976

In Charley's Memory

Balance Sheet at 29th February 2024

Balance sheet					
	Notes	Unrestricted funds	Restricted funds	Total 2023-24	Total 2022-23 restated
		£	£	£	£
Fixed assets					
Intangible assets		-	-	-	-
Tangible assets	6	25,784	-	25,784	34,156
Total fixed assets		25,784	-	25,784	34,156
Current assets					
Cash at bank and in hand	9	30,240	62,806	93,047	76,457
Total current assets		30,240	62,806	93,047	76,457
Creditors					
Amounts falling due within one year	8	5,651	-	5,651	2,637
Net current assets/(liabilities)		24,589	62,806	87,396	73,820
Total assets less current liabilities		50,373	62,806	113,179	107,976
Total net assets or liabilities		50,373	62,806	113,179	107,976
Funds of the Charity					
Restricted income funds	10	-	62,806	62,806	(36,681)
Unrestricted funds	10	50,373	-	50,373	144,657
Total funds		50,373	62,806	113,179	107,976

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the Statement of Recommended Practice (FRS 102) for Charities.

These financial statements were approved by the Board of Trustees and authorised for issue on 10th December 2024 and were signed on its behalf by:

Trustee

Marilyn Ellis

Trustee

Sach Millier

In Charley's Memory

Notes to the Financial Statements for the year ended 29th February 2024

1. Legal Form

- 1.1 In Charley's Memory is a registered Charity.

2. Accounting Policies

- 2.1 Basis of preparing the financial statements.

The financial statements have been prepared in accordance with the Charities SORP 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).

In Charley's Memory meets the definition of a public benefit entity under FRS 102.

The accounts present a true and fair view and the accounting policies adopted are those outlined in note 2.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

- 2.2 Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. It is the opinion of the Trustees that the level of reserves, expected levels of income and expenditure and plans in place means that it remains appropriate to use the going concern basis.

- 2.3 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received, and the amount of income receivable can be measured reliably.

Grants are included in the statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to donations received under gift aid or deeds of covenant is recognised at the time of the donation.

Fees receivable and charges for service are recognised in the period in which the service has been provided.

Legacies are included in the SOFA when receipt is probable, that is, when there has been grant of probate, the executors have established that there are sufficient assets in the estate and any conditions attached to the legacy are either within the control of the charity or have been met.

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on an assessment of the time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.5 Tangible fixed assets and depreciation

Tangible fixed assets costing £500 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition are included in the measurement of cost.

Depreciation is charged to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives. Depreciation is charged from the month after acquisition.

Depreciation is provided on the following basis:

Leasehold buildings	Straight line over 10 years (10% on cost less residual value) or to expiry date of lease if shorter
Fixtures and fittings	Straight line over 5 years (20% on cost less residual value)
Computer equipment	Straight line over 3 years (33% on cost less residual value)

2.6 Debtors

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

2.7 Cash at bank and in hand

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

2.8 Liabilities and provisions

Liabilities are recognised when there is an obligation at the balance sheet date because of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the statement of financial activities as a finance cost.

2.9 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.10 Finance leases and hire purchase

Assets obtained under hire purchase contracts and finance leases are capitalised as tangible fixed assets. Assets acquired by finance lease are depreciated over the shorter of the lease term and their useful lives. Assets acquired by hire purchase are depreciated over their useful lives. Finance leases are those where substantially all of the benefits and risks of ownership are assumed by the Charity. Obligations under such agreements are included in creditors, net of the finance charge allocated to future periods. The finance element of the rental payment is charged to the Statement of financial activities so as to produce a constant periodic rate of charge on the net obligation outstanding in each period.

2.11 Operating leases

Rentals paid under operating leases are charged to the statement of financial activities on a straight line basis over the lease term.

2.12 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated by the Trustees for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds, if material and unless specifically excluded by donors, are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Note 3		Analysis of income			
		2023-24			2022-23 restated
		Unrestricted funds	Restricted funds	Total funds	Total funds
				£	£
Analysis					
Donations and legacies	Donations and gifts	20,244	-	20,244	20,238
	Grants	63,743	154,825	218,568	202,260
	Other	-	-	-	-
	Total	83,987	154,825	238,812	222,498
Charitable activities	Fundraising	6,453	-	6,453	1,530
	Client contributions	49,819	-	49,819	33,986
	Other	4,034	-	4,034	-
	Total	60,306	-	60,306	35,516
TOTAL INCOME		144,293	154,825	299,118	258,014

Note 4 Analysis of expenditure				
	2023-24			2022-23 restated
Analysis	Unrestricted funds	Restricted funds	Total funds	Total funds
Expenditure on raising funds:	£	£	£	£
Fundraising expenses	388	639	1,027	2,022
Total expenditure on raising funds	388	639	1,027	2,022
Expenditure on charitable activities:				
Delivery of counselling and wellbeing support to young people	227,653	53,579	281,232	216,132
	-	-	-	-
Total expenditure on charitable activities	227,653	53,579	281,232	216,132
Other				
Accounts Inspection	910	1,120	2,030	709
Depreciation	9,626	-	9,626	5,002
Total other expenditure	10,536	1,120	11,656	5,711
TOTAL EXPENDITURE	238,577	55,338	293,915	223,865

Note 4.1 Details of certain items of expenditure		
Fees for preparation and examination of the accounts		
	2023-24	2022-23 restated
	£	£
Independent examiner's fees	2,030	409
Other fees (for example: financial advice, consultancy, training)	-	300

In Charley's Memory

Note 5 Paid employees

5.1 Staff Costs

	2023-24 £	2022-23 £
Salaries and wages	215,483	151,846
Social security costs	8,208	3,323
Pension costs	3,166	4,900
Other employee benefits	-	-
Total staff costs	226,857	160,069

5.2 Average head count in the year

The parts of the charity in which the employees work

	2023-24 Number	2022-23 Number
Fundraising	1	1
Charitable Activities	9	6
Governance	-	-
Other	4	4
Total	14	11

Note 6 Tangible fixed assets

6.1 Cost or valuation

	Leasehold Improvements £	Computer Equipment £	Fixtures, fittings and equipment £	Total £
At 01 March 2023 (restated)	33,808	2,614	2,736	39,158
Additions	-	-	1,254	1,254
Disposals	-	-	-	-
At 28 February 2024	33,808	2,614	3,990	40,412

6.2 Depreciation and impairments

At 01 March 2023 (restated)	4,057	557	388	5,002
Disposals	-	-	-	-
Depreciation	8,114	871	641	9,626
At 28 February 2024	12,171	1,428	1,029	14,628

6.3 Net book value

At 01 March 2023 (restated)	29,751	2,057	2,348	34,156
At 28 February 2024	21,637	1,186	2,961	25,784

In Charley's Memory

Note 7 Analysis of creditors

	Amounts falling due within one year		Amounts falling due after more than one year	
	2023-24 £	2022-23 restated £	2023-24 £	2022-23 £
Trade creditors	-	-	-	-
Accruals and deferred income	1,700	-	-	-
Taxation and social security	2,155	2,637	-	-
Other creditors	1,796	-	-	-
Total	5,651	2,637	-	-

Note 8 Cash at bank and in hand

	2023-24 £	2022-23 £
Short term cash investments (less than 3 months maturity date)	-	-
Short term deposits	-	-
Cash at bank and on hand	93,047	76,457
Other	-	-
Total	93,047	76,457

Note 9 Charity funds

9.1 Details of material funds held and movements during 2023-24

* Key: PE - permanent endowment funds; EE - expendable endowment funds; R - restricted income funds, including special trusts, of the charity; and UR - unrestricted funds

Fund names	Type PE, EE R or UR *	Purpose and Restrictions	Fund balances brought forward £	Income £	Expenditure £	Fund balances carried forward £
National Lottery Community Fund	R	The development of ICM to provide counselling to young people aged 11-25	(46,681)	100,250	(55,338)	(1,769)
Open Mental Health - Evening	R	To provide support in evenings (over 18s)	10,000	-	-	10,000
Awards for All - Sensory Room	R	Sensory Room development	-	16,991	-	16,991
Hinkley PC	R	Counselling support	-	37,584	-	37,584
			-	-	-	-
Other funds	UR		144,657	144,293	(238,577)	50,373
Total Funds			107,976	299,118	(293,915)	113,179

In Charley's Memory

Note 9 Charity funds (cont)						
9.2 Details of material funds held and movements during 2022-23						
* Key: PE - permanent endowment funds; EE - expendible endowment funds; R - restricted income funds, including special trusts, of the charity; and UR - unrestricted funds						
Fund names	Type PE, EE R or UR *	Purpose and Restrictions	Fund balances brought forward £	Income £	Expenditure £	Fund balances carried forward £
National Lottery Community Fund	R	The development of ICM to provide counselling to young people aged 11-25	-	129,156	(175,837)	(46,681)
Open Mental Health - Evening	R	To provide support in evenings (over 18s)	-	10,000	-	10,000
			-	-	-	-
Other funds	UR		73,827	118,858	(48,028)	144,657
Total Funds			73,827	258,014	(223,865)	107,976

Note 10 Transactions with trustees and related parties

Note 10.1 One trustee was reimbursed £286 for purchases on items incurred on behalf of the Charity. Other than this the Charity has no transactions with related parties.

Note 10.2 None of the trustees have been paid any remuneration or received any other benefits from an employment with the charity or a related entity.