

## **FIRST STEP**

**Leicester, Leicestershire & Rutland  
Charitable Incorporated Organisation**

**Registered Number: 1165062**

**Trustees Report and Accounts  
for the year ended 31<sup>st</sup> March 2021**

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## **FIRST STEP**

### **Leicester, Leicestershire & Rutland**

#### **Trustees' annual report**

#### **for the year ended 31 March 2021**

The trustees present their annual report and independently examined financial statements for the year ending March 31<sup>st</sup> 2021.

<b>Charity name:</b>	First Step Leicester, Leicestershire and Rutland
<b>Charity registration number:</b>	1165062
<b>Registered office and operational address:</b>	Alliance House, 6 Bishop Street, Leicester, LE1 6AF
<b>Trustees:</b>	Mick Studley (Chair) Uliana Brilliantova (Treasurer) Alan Curtis (Vice-Chair) – Resigned 13/01/21 Andrea Cave Daniel Nerini (Appointed 2 <sup>nd</sup> September 2020) Mark Evans (Appointed 14 <sup>th</sup> October 2020) Kirandip Gill (Appointed 14 <sup>th</sup> October 2020)
<b>Staff:</b>	Cas Beckett, Lisa Wan, Fred Rennie
<b>Bankers:</b>	Lloyds Bank, High Street Leicester (309497) Branch
<b>Independent examiner:</b>	Paula Wilson, MAAT 2 Hickman Road, Galley Common, Nuneaton, CV10 9NQ

### **Structure, Governance and Management**

First Step, Leicester, Leicestershire & Rutland was registered as a Charitable Incorporated Organisation, charity number 1165062, on 6<sup>th</sup> January 2016. The organisation operates under the rules of its constitution adopted on 6<sup>th</sup> January 2016.

Overall management of the charity is the responsibility of the board of trustees who are elected by members. Day to day activity is managed and carried out by paid staff and volunteers.

One third of trustees retire by rotation every year and can stand for re-election with no limit on terms. Existing trustees can co-opt additional trustees but these must stand for election at the next AGM. Methods of recruitment and appointment of Trustees are set out in the Constitution and the Trustee Recruitment Policy and Procedure. This includes identifying the additional skills and/or capacity required by the board and proactively seeking suitable candidates through networks and advertising on websites such as Reach Volunteering. Short-listed candidates are interviewed to explore their fit to the ethos and values of the organisation and to clarify the skills, experience and capacity they can add to the board.

## **FIRST STEP**

### **Leicester, Leicestershire & Rutland**

### **Trustees' annual report continued**

### **for the year ended 31 March 2021**

All trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed are set out in note 7 to the accounts.

The Board of Trustees meet six weekly, the Service Manager attends all meetings. The Agenda for every meeting will have a standing item of Financial Update and any additional information can be requested by the external accountant. At present the board has six members from a variety of backgrounds relevant to the work of the charity.

#### **Administrative Information**

First Step is located within the ground floor premises of Alliance House, 6 Bishop Street, Leicester, LE1 6AF. We have 3 counselling rooms and a reception area within this area. The property is leased.

We are open on Mondays to Thursdays 9am – 8pm to ensure that we provide a service which can be accessed by all, those that have shift patterns, work commitments or may be reliant on a lift from their supporters.

#### **Aims & Objectives**

First Step Leicester, Leicestershire and Rutland's charitable objectives, as set out in the constitution are:

1. The relief of the physical and mental sickness of young persons and adult males in need by reason of sexual abuse, in particular by the provision of counselling and support.
2. The relief of the physical and mental sickness of supporters of male survivors of sexual abuse resident in Leicester Leicestershire and Rutland by the provision of support, information and advice.
3. To advance the education of the public in the subject of all matters related to the sexual abuse of men.

We work out our charitable aims through our mission and strategic objectives:

#### Mission Statement:

**First Step empowers men to move forward from the negative impact sexual abuse has had on their lives.**

#### Strategic Objectives:

**To enable more male survivors to take the first step in addressing the sexual abuse they experienced.**

## **FIRST STEP**

### **Leicester, Leicestershire & Rutland**

#### **Trustees' annual report continued**

#### **for the year ended 31 March 2021**

**To empower more male survivors of sexual abuse to rebuild their emotional wellbeing, self-esteem and confidence.**

**To support partners, family members and friends to understand their own needs, enabling them to better support the survivor.**

**To challenge UK society to accept that sexual violence also happens to males.**

Each year, the trustees review the Charity's objectives and activities to ensure they continue to reflect First Step's aims. In carrying out this review the trustees have considered the Charity Commission's general guidance on public benefit.

#### **COVID-19 and First Step service delivery**

We sought and secured funding from the Big Lottery to undertake structural alterations to our rooms whilst we were closed in order to prepare for and meet the guidance laid down by the Government. Two of the existing counselling rooms were knocked through to make one room and another room was extended into the corridor to provide another larger room. Whilst this reduced the number of counselling rooms to 3 the feedback from clients is that they feel much larger and safer in respect of distance between client and counsellor. Because of the need to balance the number of staff and clients on the premises at the same time, we have not suffered from the loss of a room and we have maintained robust risk assessments weekly.

In addition to this, the landlord installed a new ventilation system for the new rooms to ensure that there is adequate fresh air in the rooms.

In order to deliver services safely this has required flexibility within the staff team to minimise the risk of us being ill at the same time. This required some staff to work from home for a short while.

The Trustees agreed to extend our core service of face-to-face counselling to include remote counselling as during Covid this had become an essential element of our delivery due to people's inability or anxiety about returning face to face. It also enables those with chronic health conditions who would not normally be able to access our city centre services to have the same opportunity of 26 weeks of remote working. This is offered through zoom.

There are some occasions where telephone counselling has been the only option for some clients but, where this has been required, we have been able to provide it.

We surveyed both the clients and the counsellors about the forced transition to remote working and we received both positive and negative responses.

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"Its working very well. It does feel like I am having a private informal chat and it is comfortable being able to have my sessions at home"

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## **FIRST STEP**

### **Leicester, Leicestershire & Rutland**

#### **Trustees' annual report continued**

#### **for the year ended 31 March 2021**

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*"I would have no problem doing either. I'm happy to continue on Zoom, but if its preferable to be in a face to face situation that would be fine too".*

*"Initially this did slow things down. Telephone is completely different from face-to-face. I had to sit in the van. I was worried what my kids would hear. When we moved to zoom that felt slightly better".*

*"It was difficult. I was worried that my wife could hear even though she was downstairs. And you don't have any reflection time".*

*"I don't like talking down the phone and zoom now. Cannot wait to go back to face to face".*

*"I prefer the face to face counselling as it gives me time away from work to go through my issues. As I am working from home at the moment I have to go straight back to working after. Not the same".*

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#### **Face-to-face working during Covid**

From August 2020, having held the most vulnerable clients remotely, and with all alterations completed to ensure safe distancing and safety, we undertook a risk assessment and implemented a rota for staff in order to begin to offer face-to-face sessions.

The risk assessments were undertaken every week with not all members of staff being present on the same day and everyone following the guidance from government. This continued to increase week on week with a preference for face-to-face sessions.

#### **Emotional Support worker – new role**

We recruited to the new role of Emotional Support worker and we developed a robust system providing clients with 6 sessions of emotional support. As with counselling the clients are contracted and the sessions run exactly like the counselling sessions with the same boundaries in place.

The post was a direct result of the increase in complexity of clients, often being referred by Mental Health Trusts or other professionals at a point of crisis.

During assessment it can become clear that the survivor may have a range of complex needs or are dealing with complicated life issues, which would prevent them from accessing counselling at this point in time.

These may include:

In the midst of a crisis; homelessness; recent suicide attempts; current or recent misuse of drugs or alcohol; complex/multiple mental health diagnoses; receiving support from many different agencies; difficulty being in a room with someone else; struggling to attend sessions regularly; history of committing violent crimes.

## **FIRST STEP**

### **Leicester, Leicestershire & Rutland**

### **Trustees' annual report continued**

### **for the year ended 31 March 2021**

We understand that these things happen and the support sessions are there to offer an anchor and a chance to talk, to provide opportunities to access resources, strategies for coping and practical support.

Clients are informed at assessment that this has been the decision reached by the assessor and we have additional information which we share about what emotional support is to support them in understanding our decision. Funding from the Big Lottery has enabled us to provide a range of useful resources which clients can take away.

After the emotional support sessions were completed the Emotional Support Worker has the opportunity to suggest that the client is suitable for counselling. In this instance the client will move onto the waiting list for counselling.

Monitoring of this new role has shown it to be of enormous benefit and it has reduced the number of clients who may not come back after their first session of counselling. By building in clear expectations at all stages the clients, even those in crisis, receive access to the services.

#### **Systems and infrastructure**

Thanks to a Lloyds ENABLE grant First Step now has a new case management system (Lamplight) in place from February 2021. This allows us to record all contacts with clients and provides us with the ability to source data as required for different funders.

In line with the development and implementation of Lamplight we have changed our outcome forms. Previously we conducted a PHQ9 and GAD7 but from February 2021 we implemented the Short Warwick Edinburgh Well-Being Scale (SWEMWBS). This has been well received by the clients and counsellors. It is conducted at the first/second session and then at every 6<sup>th</sup> session.

The ENABLE grant has also provided us with training with Quickbooks and this allows us to provide financial information at every Trustee meeting and we have moved to on-line banking.

#### **External Evaluation**

An external evaluation of First Step was conducted by 3 Worlds Consulting covering April 2019 to March 2021. It was a complete evaluation of every element of our service and she was able to speak to staff, clients, counsellors, clinical supervisors and other partners about their thoughts.

Recommendations from this report were considered in the development of the next Strategic Plan for 2022-2025.

## FIRST STEP

### Leicester, Leicestershire & Rutland

### Trustees' annual report continued

### for the year ended 31 March 2021

For the year 1<sup>st</sup> April 2020 – 31<sup>st</sup> March 2021 we provided the following:

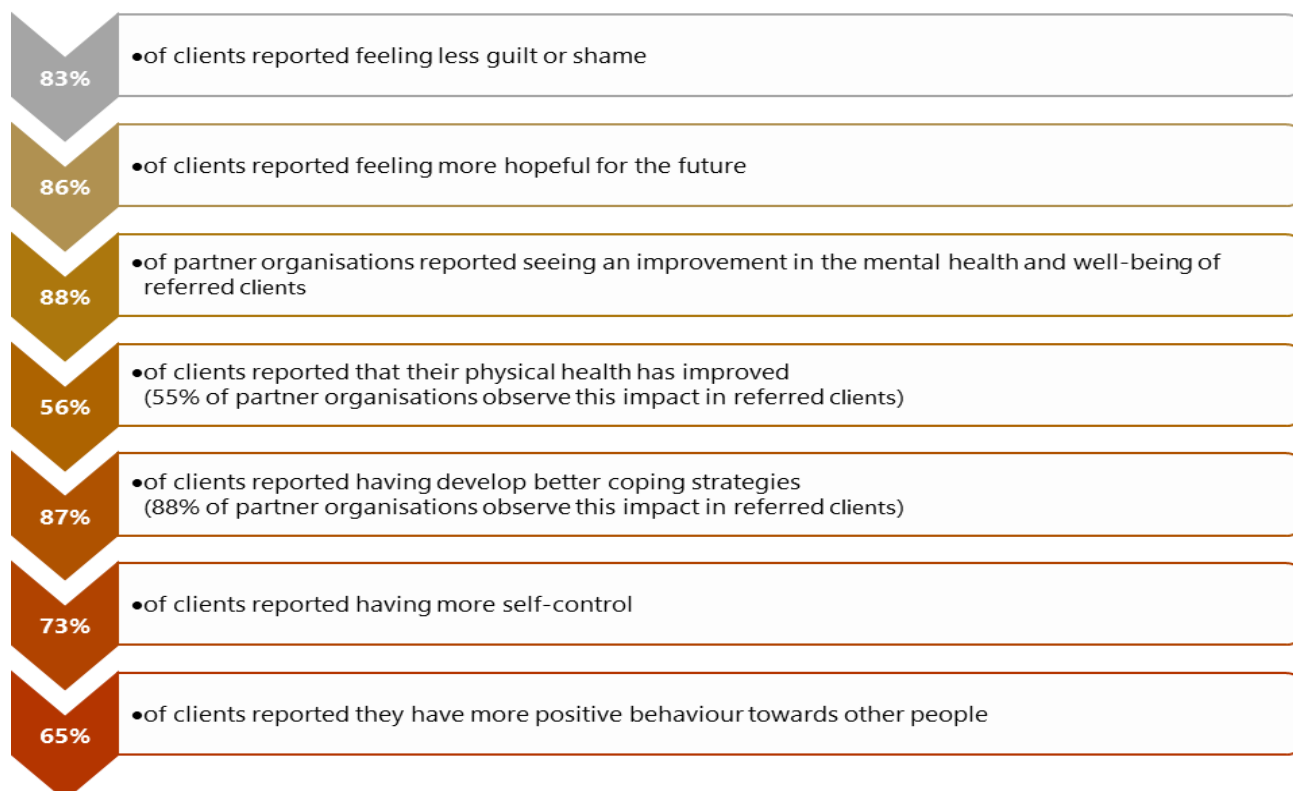
**125** individuals received assessment  
**173** unique individuals received counselling/support  
**2,739** counselling/emotional support sessions delivered

Feedback from clients has been positive and reaffirms the value of the services we provide.

***“Obviously I was a nervous wreck. But the whole place from entering the building made me feel very welcome My thoughts were going a hundred miles an hour in my head, but I was made to feel at ease. Once I started going I felt I was listened to. I was working through my issues, working out what was in my head, talking it out. Sometimes I felt I didn’t want to go, but that was what was going on in my own headspace, nothing negative about them.”***

***“It allowed me to open and let things out. Before I knew it, after a few months, I poured a lot of stuff out that I didn’t think I would ... Once I got all the surface stuff out, I realised there was a lot more underlying issues around relationships with my parents and siblings. There were truth and openness issues. We started to dig away at the root, expose a lot that needed to be brought to the surface. It was a long journey. Lots of things have now been resolved and understood”.***

When questioned about key changes in relation to mental health and well-being clients provided the following information:



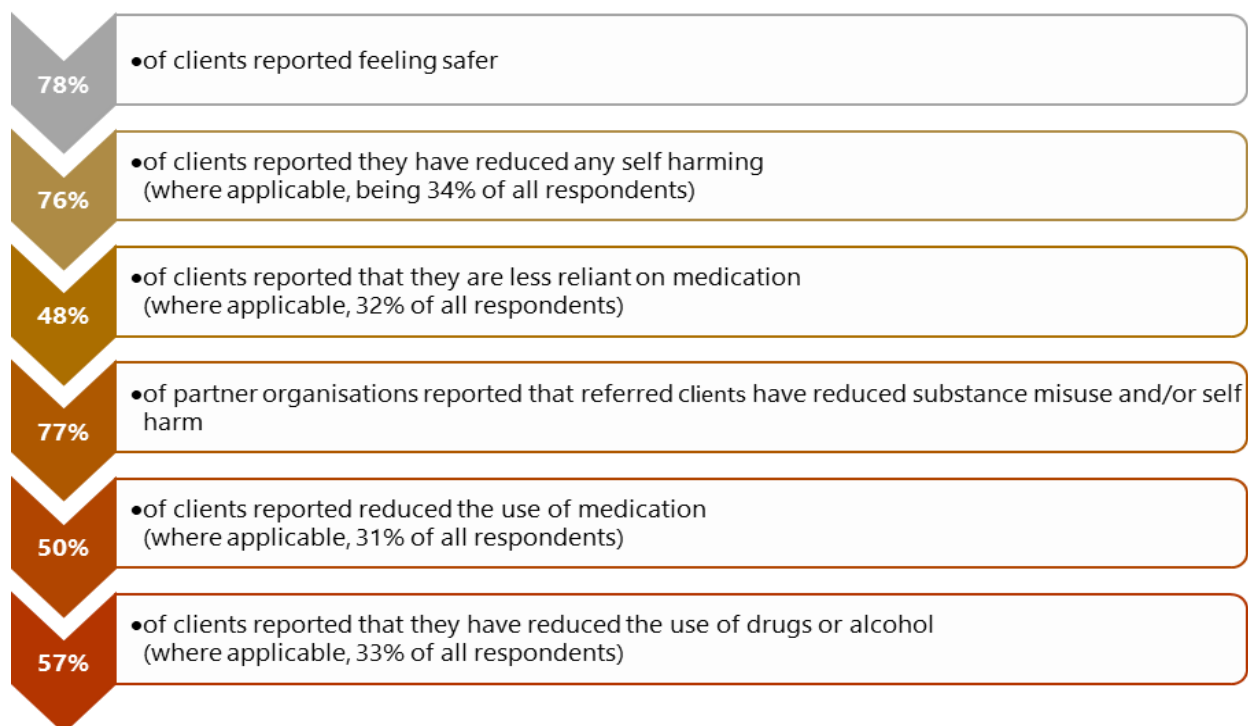
## FIRST STEP

### Leicester, Leicestershire & Rutland

### Trustees' annual report continued

### for the year ended 31 March 2021

The following outcomes were clients feedback in relation to increased safety:



#### The Charity's policy on reserves

The Trustees believe the minimum level of reserves should be the equivalent of three months operating costs calculated and reviewed annually.

On 31<sup>st</sup> March 2021, free reserves amounted to £46,251 representing 4.4 months of annual expenditure.

Signed on behalf of the charity's trustees:

*Mick Studley*

Signed:

Date: 14.12.2021

M. Studley, Chair



# **Independent examiner's report to the trustees of**

## **FIRST STEP**

### **Leicester, Leicestershire & Rutland**

#### **for the year ended 31 March 2021**

I report on the accounts of First Step, Leicester, Leicestershire and Rutland for the year ended 31 March 2021, which are set out on pages 10 to 14.

#### **Respective responsibilities of trustees and examiner**

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

#### **Basis of independent examiner's statement**

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

#### **Independent examiner's statement**

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 130 of the 2011 Act; and
- to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Signed

Date: 14.12.2021

Paula Wilson, MAAT

# FIRST STEP

## Leicester, Leicestershire & Rutland

### Statement of Financial activities

For the year ended 31 March 2021

		Unrestricted Funds	Restricted Funds	2021 Total Funds	2020 Total Funds
	Note	£	£	£	£
<b>Incoming resources</b>					
Grants	2	-	226,868	226,868	168,047
Other Income		4,404	-	4,404	5,437
<b>Total incoming resources</b>		<b>4,404</b>	<b>226,868</b>	<b>231,271</b>	<b>173,484</b>
<b>Resources expended</b>					
Salaries, NI	6	2,020	76,743	78,763	62,136
Sessional Workers		-	3,757	3,757	6,987
Rent & Room Hire		-	13,356	13,356	15,573
Training		-	2,643	2,643	6,591
Volunteer Expenses		-	2,220	2,220	7,163
Staff Expenses		-	568	568	804
Insurance		-	1,011	1,011	975
Promotion		18	5,752	5,770	405
Office Costs		191	18,824	19,015	9,574
Professional fees (clinical)		-	16,965	16,965	14,853
Premises Maintenance		-	8,855	8,855	2,973
Trustee Expenses	7	-	-	-	354
Consultancy and Evaluation		-	17,142	17,142	-
Accounts & Independent Examination	8	384	-	384	350
Service User Activities & Resources		-	102	102	2,515
Bought in Counsellors		-	24,788	24,788	-
Miscellaneous Expenses		18	944	962	1,197
Professional Fees		-	625	625	4,643
Therapists for Young People		-	5,360	5,360	-
PPE		-	1,099	1,099	-
Bank Charges		-	314	314	-
<b>Total resources expended</b>		<b>2,630</b>	<b>201,069</b>	<b>203,699</b>	<b>137,092</b>
<b>Net incoming/(outgoing) resources</b>		<b>1,773</b>	<b>25,798</b>	<b>27,572</b>	<b>36,391</b>
Transfers between funds		-	-	-	-
Funds b/f	5	44,478	54,445	98,923	62,532
<b>Total funds carried forward</b>		<b>46,251</b>	<b>80,245</b>	<b>126,495</b>	<b>98,923</b>

## FIRST STEP

### Leicester, Leicestershire & Rutland

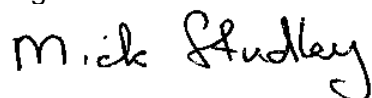
#### Balance sheet

at 31 March 2021

	Note	£	2021 £	£	2020 £
<b>Current assets</b>					
Cash at bank and in hand			124,488	96,125	
Debtors				-	
Prepayments	3	4,020		3,250	
Total current assets			128,508		99,375
<b>Liabilities</b>					
Creditors:					0
amounts falling due within one year	4		(2,014)		(452)
Net Current Assets					
<b>Net Assets</b>			<b>126,495</b>		<b>98,923</b>
<b>The funds of the charity</b>					
Unrestricted income funds	5		46,251		44,478
Restricted income funds	5		80,245		54,445
<b>Total funds</b>			<b>126,495</b>		<b>98,923</b>

These financial statements are accepted on behalf of the charity by:

Signed



M Studley, Chair

Dated: 14.12.2021

## **FIRST STEP**

### **Leicester, Leicestershire & Rutland**

#### **Notes to the accounts**

#### **for the year ended 31 March 2021**

##### **1. Accounting policies**

###### **Basis of the preparation of the accounts**

These financial statements have been prepared under the historical cost convention and in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and with the Charities Act.

###### **Incoming resources**

All material incoming resources have been included on a receivable basis – i.e. they are included if the date receivable falls within the period covered by these accounts.

###### **Resources expended**

These have been analysed using a natural classification.

##### **2. Grants & donations**

	<b>2021</b>	<b>2020</b>
	£	£
Henry Smith	40,000	40,000
Big Lottery	57,996	48,441
Ministry of Justice - Adult	39,000	39,000
Ministry of Justice - YP	21,000	16,500
Ministry of Justice - Covid	10,084	-
Ministry of Justice - Uplift	30,000	-
Lloyds Bank Foundation - Covid	7,860	-
PCC Preventative	9,500	-
PCC Therapeutic	6,250	-
Weslyan	-	8,666
Lloyds Enable	-	14,940
Leicestershire & Rutland Nursing Association	-	500
Donations/Fees	-	5,437
	<b>221,690</b>	<b>173,484</b>

# FIRST STEP

## Leicester, Leicestershire & Rutland

### Notes to the accounts (continued)

### for the year ended 31 March 2021

#### 3. Prepayments

	2021	2020
	£	£
LCC Rent	3,250	3,250
Microsoft Online Services	569	-
Insurance	202	-
	<u>4,020</u>	<u>3,250</u>

#### 4. Creditors

	2021	2020
	£	£
Sundry Creditors	1560	40
Pension	104	61
Accounts & IE	350	350
	<u>2,014</u>	<u>451</u>

#### 5. Movements in funds

	Opening balance 01.04.20 £	Incoming resources £	(Resources expended) £	Transfers between fund	Closing balance 31.03.21 £
<b>Unrestricted funds</b>	<u>44,478</u>	<u>4,403</u>	<u>(2,630)</u>	<u>-</u>	<u>46,251</u>
	<b>44,478</b>	<b>4,403</b>	<b>(2,630)</b>	<b>-</b>	<b>46,251</b>
<b>Restricted funds</b>					
Henry Smith	-	40,000	(18,604)	-	21,396
National Lottery	28,376	57,996	(52,535)	-	33,837
Ministry of Justice - Adult	-	39,000	(36,000)	-	3,000
Ministry of Justice - YP	4,927	21,000	(18,034)	-	7,893
Ministry of Justice - Uplift	-	30,000	(30,000)	-	-
Ministry of Justice - Covid	-	10,084	(10,084)	-	-
Weslyan	8,389	-	(4,002)	-	4,387
Lloyds Foundation Enable	12,754	-	(11,685)	-	1,069
Leicestershire Police	-	4,628	938	-	5,566
Lloyds Bank Covid Grant	-	7,860	(6,497)	-	1,363
PCC Preventative	-	9,500	(9,500)	-	-
PCC Therapeutic	-	6,250	(5,067)	-	1,183
UAVA	-	550	-	-	550
	<u>54,445</u>	<u>226,868</u>	<u>(201,069)</u>	<u>-</u>	<u>80,244</u>
<b>Total Funds</b>	<u><b>98,923</b></u>	<u><b>231,271</b></u>	<u><b>(203,699)</b></u>	<u><b>-</b></u>	<u><b>126,495</b></u>

## **FIRST STEP**

### **Leicester, Leicestershire & Rutland**

#### **Notes to the accounts (continued)**

#### **for the year ended 31 March 2021**

##### **6. Staff Costs and numbers**

	<b>2021</b>	<b>2020</b>
	£	£
Wages	78,763	62,304
	<b><u>78,763</u></b>	<b><u>62,304</u></b>

No employee received emoluments of more than £60,000.

The average weekly number of employees during the year was 2.2 full time equivalent (2020; 2.2).

##### **7. Trustees' remuneration, benefits and expenses**

No trustees received any expenses (2020: £353.99) during the year.

##### **8. Independent examination and accountancy services**

During the period, the cost of the examination and accountancy services was £350.

##### **9. Glossary of terms**

Creditors:	These are amounts owed by the charity, but not paid during the accounting period.
Debtors:	These are amounts owed to the charity, but not received in the accounting period.
Prepayments:	These are services that the charity has paid for in advance, but not used during the accounting period.
Restricted funds:	These are funds given to the charity, subject to specific restrictions set by the donor, but still within the general objects of the charity.