

REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 OCTOBER 2020
FOR
SUPPORTING NEONATAL USERS &
GRADUATES (SNUG) LTD

Barretts
Chartered Accountants &
Chartered Tax Advisers
22 Union Street
Newton Abbot
Devon
TQ12 2JS

SUPPORTING NEONATAL USERS &
GRADUATES (SNUG) LTD

CONTENTS OF THE FINANCIAL STATEMENTS
for the Year Ended 31 October 2020

	Page
Report of the Trustees	1 to 5
Independent Examiner's Report	6
Statement of Financial Activities	7
Balance Sheet	8 to 9
Notes to the Financial Statements	10 to 14

SUPPORTING NEONATAL USERS &
GRADUATES (SNUG) LTD (REGISTERED NUMBER: 08752179)

REPORT OF THE TRUSTEES
for the Year Ended 31 October 2020

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 October 2020. The trustees have adopted the provisions of 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).

OBJECTIVES AND ACTIVITIES

Objectives and aims

The charity's objects are to promote and preserve good health among parents of babies who have been cared for in neonatal hospitals in Devon in particular but not exclusively by providing counselling, support, information, advice and signposting service to such parents.

REPORT OF THE TRUSTEES
for the Year Ended 31 October 2020

OBJECTIVES AND ACTIVITIES

Significant activities

INTRODUCTION

In October 2019 The National Lottery made an investment in SNUG and in doing so, they have invested in the lives and wellbeing of hundreds of babies, new parents and volunteers across Devon. Little did we know embarking on year 1 of The Neonatal Pathways Project, the challenges that awaited us with the onset of the Global Pandemic.

We have been simply overwhelmed by the generosity of volunteers, stakeholders and staff who have all dedicated an incredible amount of time working with us to meet the needs of neonatal families during such challenging times.

The subsequent pages of this report will describe the adjustments SNUG made to outputs in response to COVID-19, identify our key learning points and explain how we use these to shape changes in 2021.

VOLUNTEERS

Our Volunteer base has always been at the beating heart of SNUG and this year has been no exception. 2020 saw us recruit two part time volunteer coordinators who have worked incredibly hard to recruit, train and support a group of 7 peer supporters.

Each of the members of this team have shown a high level of commitment to the organisation, working from home one day a week, they have been online and on the end of the phone to respond to families in crisis.

Alongside supervisory sessions, coordinators have hosted weekly stand up meetings for volunteers online. This helps to facilitate peer learning and reduce the isolation that comes from working from home. In the summer of 2020 we arranged a team day for peer supporters and trustees. We were delighted with the turn out and it was a great opportunity to reinforce what we had achieved as a team throughout lock down one.

In a recent survey designed by the external evaluation service recruited by SNUG, volunteers were asked what they liked about volunteering for SNUG. The recurring theme was 'Giving something back'. The responses we received were not only a testament to the generous nature of recruits but reminded us what a lifeline the service was to them in their own time of need.

INCREASING ACCESS TO SOLUTION FOCUSED ONE TO ONE SUPPORT (OUTREACH SERVICE)

"The best thing is being able to talk to others who are going through or had been through the same thing"

Support from a peer, able to identify with the issues and challenges, can bring huge relief to parents in hospital. Whether it's a shoulder to cry on, practical advice/parenting support or linking families to additional help in their community, the peer specialist outreach team is on hand to help.

The Royal Devon and Exeter hospital houses a large Neonatal Unit. Over year one of the lottery funded project they admitted 371 babies into their care. The emergence of COVID-19 and lockdown restrictions have undoubtedly had a significant impact on the way we were able to deliver this service. (access to the hospital to provide 1:2:1 support was not possible due to essential health and safety sanctions).

SNUG and the RDE responded quickly and collaboratively to the needs of families, with partnership leads working together to ensure that the demand for family support was met during this turbulent period.

Nursing staff took on the responsibility of referring to new families whilst SNUG set up an online care coordination system to subsidise the face to face outreach service that would usually operate in hospital.

SNUG were aware that the community response to COVID-19 had resulted in many services being either non-operational or functioning with reduced/subsidised services. In response we created 'Prep for home' documents for families outlining what they could expect from local services on discharge from the hospital.

Another focus over 2020 has been reaching families at the earliest possible stage. We are delighted to have begun stakeholder discussions with neighbouring hospitals (North Devon and Plymouth) who have worked with us to set up referral routes for families living in Exeter, East and Mid Devon.

REPORT OF THE TRUSTEES
for the Year Ended 31 October 2020

OBJECTIVES AND ACTIVITIES

External evaluators Clarity identified that our reach to families belonging to Black or Ethnic minority groups could be disproportionate compared to the local population. This has prompted us to examine our current processes for engaging families in hospital and now (with full access to the ward) to review the amount of time and resource being invested in to achieving a fair and equitable service.

ONLINE AND COMMUNITY GROUPS

Our moderated private facebook group has been the platform that unites families together between hospital/home for nine years. Unsurprisingly this year, in the absence of face to face support it has been utilized more than ever before. As a well-established group with many long term members; families have been able to access round the clock support from their peers 24 hours a day as well as facilitated volunteer support (Mon-fri 9-5pm)

FACE TO FACE GROUPS

Face to face support groups have been difficult to manage this year, with ever changing government legislation and varying levels of public confidence.

During the first six months of TNNP, groups were well attended and catered for all parents who had babies under the age of two. After the first lock down, when restrictions eased we were only able to offer support to up to six families at a time in our COVID secure setting.

We had to think creatively about how we could deliver a fair and equal service moving forward, in view of the government restrictions and increasing demand.

Identifying and prioritising families was no easy feat; coordinators took the decision to run a 'rolling' programme, offering a block of six sessions to six new families every six weeks.

As well as providing support during these sessions and allowing new parents the opportunity to develop lasting friendships with their peers, we have added some structure to the programme; delivering some of the educational components that help parents get through the first few months. This is something we hope to build on further during 2021 alongside reviewing provisions for older members and having more embedded referral routes should members need additional support.

We engaged stakeholders in the design of a 'Prep for home' document outlining what families could expect in terms of support from local services. The feedback received by stakeholders was very positive. The document itself was an excellent example of how local care providers can work together to meet the needs of the neonatal population.

We are determined to build on this work throughout year 2 and are looking to explore new ways that we can connect our neonatal families with partner services.

The introduction of the new rolling programme will provide new opportunities for stakeholders to interact with families and increase their knowledge of local support.

It is with thanks to The National Lottery that we have been able to explore many different modes of communication throughout the pandemic. Stakeholders, Volunteers and Project workers have responded readily to the emerging needs of clients and we look forward to working with them further throughout 2021 building on the key learning points that we have identified. Thank you for taking the time to read this report and for your commitment to the wellbeing of Neonatal families in Devon.

Leanna Wakely
Service Manager & Chief Executive Officer

Public benefit

The trustees have had regard to the guidance issues by the Charity Commission on public benefit. We do not charge for our services, much of our service is volunteer driven and delivered for the benefit of others.

REPORT OF THE TRUSTEES
for the Year Ended 31 October 2020

FINANCIAL REVIEW

Financial position

The charity has a stable financial position for the duration of the lottery funded project.

Significant investment will be made in the year 2020/21 to recruit specialists to support the charity to be self-sustaining at the end of the three year funded project.

SNUG are working with external evaluators 'Clarity' and closely with their funding officer at the national lottery to explore more consistent funding streams.

Reserves policy

In normal times, taking into account the risk, sustainability and the variability of SNUG's income, the Board of Trustees has established a understanding whereby the unrestricted funds held by the charity should be 2 month operating costs. We appreciate this needs to be increased and should be higher. We hold reserves to pay remaining salary costs should any remaining restricted funding need to be returned to the funding organization. The charity does not currently have a reserves policy but understands the implementation of one would be beneficial and ensure further security. The board will seek professional advice on how to establish this.

Going concern

The charity is very reliant on grant income and is now looking at strategy to enable sustainability at the end of the three year grant currently in place from The National Lottery Community Fund.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, Articles of Association, adopted on 14th July 2015 and amended by Special Resolution on 13th January 2017.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

08752179 (England and Wales)

Registered Charity number

1171443

Registered office

Stephens & Scown
Curzon House
Southernhay West
Exeter
Devon
EX1 1RS

Trustees

Dr L Boddy (appointed 15.5.20)

C Bowden Chair

Ms C F Carlton

Ms R S Wilkins Secretary

Independent Examiner

Ian Barrett FCA FCIE

Barretts

Chartered Accountants &

Chartered Tax Advisers

22 Union Street

Newton Abbot

Devon

TQ12 2JS

Approved by order of the board of trustees on 21 July 2021 and signed on its behalf by:

REPORT OF THE TRUSTEES
for the Year Ended 31 October 2020

C Bowden - Trustee

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
SUPPORTING NEONATAL USERS &
GRADUATES (SNUG) LTD**

Independent examiner's report to the trustees of Supporting Neonatal Users & Graduates (SNUG) Ltd ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 October 2020.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

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

Ian Barrett FCA FCIE
Barretts
Chartered Accountants &
Chartered Tax Advisers
22 Union Street
Newton Abbot
Devon
TQ12 2JS

26 July 2021

SUPPORTING NEONATAL USERS &
GRADUATES (SNUG) LTD

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
for the Year Ended 31 October 2020

	Notes	Unrestricted fund £	Restricted fund £	2020 Total funds £	2019 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		14,038	121,667	135,705	13,825
EXPENDITURE ON					
Charitable activities					
Charity		2,379	85,971	88,350	17,370
Other		2,070	-	2,070	-
Total		4,449	85,971	90,420	17,370
NET INCOME/(EXPENDITURE)		9,589	35,696	45,285	(3,545)
Transfers between funds	9	4,286	(4,286)	-	-
Net movement in funds		13,875	31,410	45,285	(3,545)
RECONCILIATION OF FUNDS					
Total funds brought forward		5,858	-	5,858	9,403
TOTAL FUNDS CARRIED FORWARD		19,733	31,410	51,143	5,858

The notes form part of these financial statements

BALANCE SHEET
31 October 2020

	Notes	Unrestricted fund £	Restricted fund £	2020 Total funds £	2019 Total funds £
FIXED ASSETS					
Tangible assets	6	3,903	-	3,903	836
CURRENT ASSETS					
Debtors	7	5,602	-	5,602	-
Cash at bank		<u>65,860</u>	<u>31,410</u>	<u>97,270</u>	<u>5,382</u>
		<u>71,462</u>	<u>31,410</u>	<u>102,872</u>	<u>5,382</u>
CREDITORS					
Amounts falling due within one year	8	(55,632)	-	(55,632)	(360)
NET CURRENT ASSETS		<u>15,830</u>	<u>31,410</u>	<u>47,240</u>	<u>5,022</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>19,733</u>	<u>31,410</u>	<u>51,143</u>	<u>5,858</u>
NET ASSETS FUNDS	9	<u>19,733</u>	<u>31,410</u>	<u>51,143</u>	<u>5,858</u>
Unrestricted funds				19,733	5,858
Restricted funds				<u>31,410</u>	-
TOTAL FUNDS				<u>51,143</u>	<u>5,858</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 October 2020.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 October 2020 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each 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 financial statements, so far as applicable to the charitable company.

BALANCE SHEET - continued
31 October 2020

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

The financial statements were approved by the Board of Trustees and authorised for issue on 21 July 2021 and were signed on its behalf by:

C Bowden - Trustee

NOTES TO THE FINANCIAL STATEMENTS
for the Year Ended 31 October 2020

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 20% on cost
Computer equipment	- 33% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 31 October 2020

2. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2020	2019
	£	£
Depreciation - owned assets	<u>2,070</u>	<u>-</u>

3. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 October 2020 nor for the year ended 31 October 2019.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 October 2020 nor for the year ended 31 October 2019.

4. STAFF COSTS

The average monthly number of employees during the year was as follows:

	2020	2019
	1	-
Garden Manager	<u>1</u>	<u>-</u>

No employees received emoluments in excess of £60,000.

5. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted fund £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	13,825	-	13,825
EXPENDITURE ON			
Charitable activities			
Charity	17,370	-	17,370
NET INCOME/(EXPENDITURE)	<u>(3,545)</u>	<u>-</u>	<u>(3,545)</u>
RECONCILIATION OF FUNDS			
Total funds brought forward	9,403	-	9,403
TOTAL FUNDS CARRIED FORWARD	<u><u>5,858</u></u>	<u><u>-</u></u>	<u><u>5,858</u></u>

NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 31 October 2020

6. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 November 2019	-	836	836
Additions	<u>2,605</u>	<u>2,532</u>	<u>5,137</u>
At 31 October 2020	<u>2,605</u>	<u>3,368</u>	<u>5,973</u>
DEPRECIATION			
Charge for year	<u>668</u>	<u>1,402</u>	<u>2,070</u>
NET BOOK VALUE			
At 31 October 2020	<u>1,937</u>	<u>1,966</u>	<u>3,903</u>
At 31 October 2019	<u>-</u>	<u>836</u>	<u>836</u>

7. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2020 £	2019 £
Other debtors	<u>5,602</u>	<u>-</u>

8. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2020 £	2019 £
Trade creditors	9,159	-
Accruals and deferred income	42,438	-
Accrued expenses	<u>4,035</u>	<u>360</u>
	<u>55,632</u>	<u>360</u>

9. MOVEMENT IN FUNDS

	At 1.11.19 £	Net movement in funds £	Transfers between funds £	At 31.10.20 £
Unrestricted funds				
General fund	5,858	9,589	4,286	19,733
Restricted funds				
Lottery	-	35,696	(4,286)	31,410
TOTAL FUNDS	<u>5,858</u>	<u>45,285</u>	<u>-</u>	<u>51,143</u>

9. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	14,038	(4,449)	9,589
Restricted funds			
Lottery	121,667	(85,971)	35,696
TOTAL FUNDS	<u>135,705</u>	<u>(90,420)</u>	<u>45,285</u>

Comparatives for movement in funds

	At 1.11.18 £	Net movement in funds £	At 31.10.19 £
Unrestricted funds			
General fund	9,403	(3,545)	5,858
TOTAL FUNDS	<u>9,403</u>	<u>(3,545)</u>	<u>5,858</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	13,825	(17,370)	(3,545)
TOTAL FUNDS	<u>13,825</u>	<u>(17,370)</u>	<u>(3,545)</u>

10. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 October 2020.

This document was delivered using electronic communications and authenticated in accordance with the registrar's rules relating to electronic form, authentication and manner of delivery under section 1072 of the Companies Act 2006.