

REGISTERED COMPANY NUMBER: 08752179 (England and Wales)
REGISTERED CHARITY NUMBER: 1171443

REPORT OF THE TRUSTEES AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 OCTOBER 2021
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

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for the Year Ended 31 October 2021

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SUPPORTING NEONATAL USERS &
GRADUATES (SNUG) LTD

REPORT OF THE TRUSTEES
for the Year Ended 31 October 2021

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 2021. 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.

SUPPORTING NEONATAL USERS &
GRADUATES (SNUG) LTD

REPORT OF THE TRUSTEES
for the Year Ended 31 October 2021

OBJECTIVES AND ACTIVITIES

Significant activities

INTRODUCTION

There's no question that when something as profound as a global pandemic happens everyone is affected. In turn, when something affects everyone invariably it's the most vulnerable in society who will be impacted upon the most.

Parents of sick and preterm babies who are already at significant risk of postnatal depression and post-traumatic stress have faced an array of complex challenges during the post-pandemic period.

The experiences, stories and concerns they've shared with us go beyond their own response to trauma, extending to fears about their children's wellbeing, dashed hopes for their children's futures and increasingly low levels of social confidence.

The team of SNUG staff and volunteers have gone above and beyond over this past year to ensure continuity of care and support for families remains their top priority. Through our projects and initiatives we are able to adapt quickly and meet needs as the world emerges from the peak of the pandemic.

Craig Bowden
Chair of Trustees

VOLUNTEERS

This year has been an exciting year for SNUG as we've welcomed 8 new faces into our peer support volunteer workforce. Volunteers, both old and new, continue to be our community's most valuable resource; their kindness, commitment and generosity, acting as a guiding light for families during a time of heightened vulnerability.

We are proud of our volunteers and proud of the sense of unity we have seen among the teams this year.

At the end of 2020 we collated the views of prospective volunteers' and stakeholders. We wanted to further understand how we could improve our training programme to support the volunteer learning journey and enhance best practice. We set out a clear plan for improvements based on the comments received, pledging to deliver a longer, more gradual programme, affording greater opportunities for peers to 'story share' and increased awareness of the value and benefits of structured supervision sessions. We also said we would offer 'incentives' to motivate volunteer participation.

In January this year, we delivered on these goals and built upon them too, holding a series of eight focus groups. We brought together ex-service users, previous trainees, peer supporters and peer supervisors to construct a brand new training programme that sought to address the identified needs.

It is with thanks to the funders at The National Lottery Community Fund that we were able to develop six new learning modules, combining ten years of implementation experience with learner contributions; incorporating the research carried out by the University of Exeter, recommendations cited by the Journal of Perinatology and the core principles of the Health Education England mental health peer support framework. The course was so successful, that all eight of the new course participants went on to secure peer support roles within our Devon community.

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

2021 saw the long anticipated return of face-to-face support for families in Neonatal Units. Colleagues at the Royal Devon & Exeter (RDE) hospital were the first to welcome us back, pro-actively overcoming governance challenges to end remote working and ensure that peer supporters could return to the clinical setting at the soonest opportunity.

The fifteen hours 'cotside' time that we have allocated to the RDE per week has reinvigorated our service, allowing us to increase our offer of early informal support.

As we may expect, there have been significant changes regarding the way families are cared for in hospitals with staff having to strike a careful balance between supporting family visitation and keeping babies, staff and their parents safe.

ONLINE AND COMMUNITY GROUPS

Our online support service continues to be a thriving hub for families. Expertly led by a group of dedicated volunteers, this contemporary approach to engaging families has been well utilised throughout 2021.

OBJECTIVES AND ACTIVITIES

Feedback from our external evaluations organisation Clarity has shone a light not only on our 'active engagers' but on our 'quiet readers'. It is thought those who do not 'reach out directly' may also take something valuable from knowing that others struggle too, with more assertive members acting as a source of reassurance for our more reserved clients. The number of non-birthing partners accessing this support has been significantly lower than that of mothers. This year we have taken significant steps to address this, working both with the Royal Devon & Exeter hospital and external evaluators. Feedback has resulted in solid plans to improve our offer with the promise to develop a more bespoke service to this cohort. A volunteer has been recruited to set up an online support group for partners. It is anticipated that this will be helpful particularly in the early days, when often mothers are too fragile to take on many of the caring responsibilities, in particular with regard to caring for older siblings at home and keeping the wider family network updated who are also impacted upon, emotionally, during such difficult circumstances. We are interested and excited to see the launch of this in January 2022.

Face-to-face support within groups has had a steady uptake this year benefiting 64 unique individuals. We have tried to strike a balance between keeping families' safe and meeting the demand for in-person community support. In the earlier stages of 2021 our focus was on 'building networks' among small groups, offering a rolling programme for families leaving the Neonatal Unit. This offer has been enhanced by working together with Health Visiting Services to ensure families can access infant feeding advice, with a member of the Health Visiting team visiting the group once every six weeks to offer bespoke advice to families. This offer emerged from Health Visiting Services interacting with our 'Parent Panel' where families expressed that they felt anxious about the conflicting health advice around this topic.

WHAT NEXT?

The great challenge now is striking the balance between promoting best practice and accountability whilst fostering open and collaborative relationships. We know that achieving this will take time and SNUG will need a stable and independent workforce to ensure that there is strong alignment between our charitable objectives and the work that will need to be done to create lasting change.

Funding from The National Lottery Community Fund has enabled us to take great strides towards building strong foundations throughout the course of year two. However, we are concerned that pressure on mental health services to develop 'hot and urgent pathways' is imminent.

Moving forward, beyond The Neonatal Pathways project SNUG sees a need to continue our work with stakeholders to ensure that 'lived experience' becomes the vehicle through which changes are inspired.

Draft plans for 2022 include:

- Increasing the capacity and quality of service user engagement, supporting the health and social care system to achieve its long term aims for voices to be instrumental to the development of local services.
- Potentially increasing our offer for training to 'lived experience volunteers' both within the areas of advocacy and peer support.
- Independent supervision of experienced volunteers within clinical settings and an expanded offer to healthcare professionals to support safe implementation.
- Professional facing training on working with parent panels.

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.

FINANCIAL REVIEW

Financial position

The charity has a stable financial position for the duration of the lottery funded project. The CEO and trustee board are working closely together identifying a number of diverse income streams including building relationships with trusts and foundations.

Lottery funding is secure for a further year, with proactive conversations around continuation of elements of our current Neonatal Pathways Project and the introduction of new initiatives, especially around supporting fathers and under represented communities.

SNUG continue to work with external evaluators 'Clarity' and closely with their funding officer at the National Lottery.

SUPPORTING NEONATAL USERS &
GRADUATES (SNUG) LTD

REPORT OF THE TRUSTEES
for the Year Ended 31 October 2021

FINANCIAL REVIEW

Reserves policy

In normal times, taking into account the risk, sustainability and the variability of SNUG's income, the Board of Trustees has established an 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
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 15 July 2022 and signed on its behalf by:



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 2021.

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

18 July 2022

**SUPPORTING NEONATAL USERS &
GRADUATES (SNUG) LTD**

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
for the Year Ended 31 October 2021**

	Notes	Unrestricted fund £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		2,341	85,876	88,217	135,705
Other trading activities	2	3,570	-	3,570	-
Total		5,911	85,876	91,787	135,705
EXPENDITURE ON					
Charitable activities					
Charity		1,407	78,353	79,760	88,350
Other		2,094	-	2,094	2,070
Total		3,501	78,353	81,854	90,420
NET INCOME		2,410	7,523	9,933	45,285
Transfers between funds	10	910	(910)	-	-
Net movement in funds		3,320	6,613	9,933	45,285
RECONCILIATION OF FUNDS					
Total funds brought forward		19,733	31,410	51,143	5,858
TOTAL FUNDS CARRIED FORWARD		23,053	38,023	61,076	51,143

The notes form part of these financial statements

SUPPORTING NEONATAL USERS &
GRADUATES (SNUG) LTD

BALANCE SHEET
31 October 2021

	Notes	Unrestricted fund £	Restricted funds £	2021 Total funds £	2020 Total funds £
FIXED ASSETS					
Tangible assets	7	2,719	-	2,719	3,903
CURRENT ASSETS					
Debtors	8	3,612	-	3,612	5,602
Cash at bank		21,959	38,023	59,982	97,270
		<u>25,571</u>	<u>38,023</u>	<u>63,594</u>	<u>102,872</u>
CREDITORS					
Amounts falling due within one year	9	(5,237)	-	(5,237)	(55,632)
NET CURRENT ASSETS		<u>20,334</u>	<u>38,023</u>	<u>58,357</u>	<u>47,240</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>23,053</u>	<u>38,023</u>	<u>61,076</u>	<u>51,143</u>
NET ASSETS		<u>23,053</u>	<u>38,023</u>	<u>61,076</u>	<u>51,143</u>
FUNDS	10				
Unrestricted funds				23,053	19,733
Restricted funds				38,023	31,410
TOTAL FUNDS				<u>61,076</u>	<u>51,143</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 October 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 October 2021 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.

The notes form part of these financial statements

SUPPORTING NEONATAL USERS &
GRADUATES (SNUG) LTD

BALANCE SHEET - continued
31 October 2021

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 15 July 2022 and were signed on its behalf by:

C Bowden - Trustee

NOTES TO THE FINANCIAL STATEMENTS
for the Year Ended 31 October 2021

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.

**SUPPORTING NEONATAL USERS &
GRADUATES (SNUG) LTD**

**NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 31 October 2021**

2. OTHER TRADING ACTIVITIES

	2021	2020
	£	£
Fundraising events	3,570	-

3. NET INCOME/(EXPENDITURE)

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

	2021	2020
	£	£
Depreciation - owned assets	2,094	2,070

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 October 2021 nor for the year ended 31 October 2020.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 October 2021 nor for the year ended 31 October 2020.

5. STAFF COSTS

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

	2021	2020
CEO/Service manager	1	1
Volunteer coordinators	2	-
	3	1

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

6. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	14,038	121,667	135,705
EXPENDITURE ON			
Charitable activities			
Charity	2,379	85,971	88,350
Other	2,070	-	2,070
Total	4,449	85,971	90,420
NET INCOME	9,589	35,696	45,285

SUPPORTING NEONATAL USERS &
GRADUATES (SNUG) LTD

NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 31 October 2021

6. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted fund £	Restricted funds £	Total funds £
Transfers between funds	4,286	(4,286)	-
Net movement in funds	13,875	31,410	45,285
RECONCILIATION OF FUNDS			
Total funds brought forward	5,858	-	5,858
TOTAL FUNDS CARRIED FORWARD	19,733	31,410	51,143

7. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 November 2020	2,605	3,368	5,973
Additions	-	910	910
At 31 October 2021	2,605	4,278	6,883
DEPRECIATION			
At 1 November 2020	668	1,402	2,070
Charge for year	669	1,425	2,094
At 31 October 2021	1,337	2,827	4,164
NET BOOK VALUE			
At 31 October 2021	1,268	1,451	2,719
At 31 October 2020	1,937	1,966	3,903

8. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Other debtors	3,468	5,602
Prepayments	144	-
	3,612	5,602

**SUPPORTING NEONATAL USERS &
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NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 31 October 2021

9. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Trade creditors	1,622	9,159
Accruals and deferred income	3,615	42,438
Accrued expenses	-	4,035
	5,237	55,632

10. MOVEMENT IN FUNDS

	At 1.11.20 £	Net movement in funds £	Transfers between funds £	At 31.10.21 £
Unrestricted funds				
General fund	19,733	2,410	910	23,053
Restricted funds				
Lottery	31,410	6,923	(310)	38,023
Norman Family Trust	-	600	(600)	-
	31,410	7,523	(910)	38,023
TOTAL FUNDS	51,143	9,933	-	61,076

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	5,911	(3,501)	2,410
Restricted funds			
Lottery	84,876	(77,953)	6,923
Norman Family Trust	1,000	(400)	600
	85,876	(78,353)	7,523
TOTAL FUNDS	91,787	(81,854)	9,933

**SUPPORTING NEONATAL USERS &
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NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 31 October 2021

10. MOVEMENT IN FUNDS - continued

Comparatives for 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>

Comparative 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>

11. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 October 2021.

**SUPPORTING NEONATAL USERS &
GRADUATES (SNUG) LTD**

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
for the Year Ended 31 October 2021

	2021 £	2020 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	2,284	1,372
Grants	85,876	134,067
Other revenue	57	266
	88,217	135,705
Other trading activities		
Fundraising events	3,570	-
Total incoming resources	91,787	135,705
EXPENDITURE		
Charitable activities		
Wages	62,420	39,027
Pensions	1,279	807
Insurance	210	210
Postage and stationery	142	424
Advertising	107	2,229
Staff training	-	381
Rent	4,410	1,260
General office set up	212	1,222
Broadband IT	-	518
IT software and consumables	620	914
General expenses	394	577
Travel	328	540
Subscriptions	339	338
Consulting	2,999	4,475
Interest paid	-	21
Website costs	-	7,310
Direct expenses	324	2,793
Room hire	-	800
Sessional costs	1,353	22,499
	75,137	86,345
Other		
Fixtures and fittings	669	668
Computer equipment	1,425	1,402
	2,094	2,070
Support costs		
Governance costs		
Accountancy and legal fees	4,623	2,005

This page does not form part of the statutory financial statements

SUPPORTING NEONATAL USERS &
GRADUATES (SNUG) LTD

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
for the Year Ended 31 October 2021

	2021 £	2020 £
Total resources expended	<u>81,854</u>	<u>90,420</u>
Net income	<u>9,933</u>	<u>45,285</u>

This page does not form part of the statutory financial statements