

Charity registration number: 1171878

The Intercom Trust

Annual Report and Financial Statements
for the Year Ended 31 March 2024

The Intercom Trust
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The Intercom Trust

Reference and Administrative Details

Trustees	Simon Hill (Chair)
	Jana Funke (Treasurer)
	Helen Casson
	Halle Sian Fowler
	Adam Jackson
	Philip Evans Richards
	Kaye Stevenson
	Michael Singleton
Secretary	Adam Jackson
Charity Registration Number	1171878
Principal Office	PO Box 285
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	EX4 3ZT
Independent Examiner	Thompson Jenner LLP
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Bankers	CAF Bank Ltd
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Trustees Report

The trustees present their report and the financial statements for the year ended 31 March 2024. The trustees who served during the year and up to the date of this report are set out on page 1.

Structure, Governance, and Management

Key powers of the Trustees (from the Deed of Trust, section 5):

1. To co-operate with voluntary and statutory agencies and other organisations and associations operating in furtherance of the Objects or of similar purposes and to exchange information and advice with them;
2. To establish or support any charitable trusts, associations or institutions formed for any of the charitable purposes included in the Objects;
3. To act as a focus and resource for other agencies and organisations who in the opinion of the trustees share all or some of these Objects or else contribute to their fulfilment;
4. To improve the sense of community amongst isolated and vulnerable lesbians, gay men, bisexuals and trans+ people, to broaden their access to mainstream services on the level of full equality with other members of the public, and to enable them to create new structures of self-help;
5. To work by all lawful educational and charitable means towards the eradication of homophobic and transphobic violence, prejudice and discrimination from private, public and corporate life;
6. To facilitate, encourage and publicize lesbian, gay, bisexual and trans+ communal and cultural activities in all fields including but not limited to the arts, sport and leisure activities;
7. To support families whose members include lesbian, gay, bisexual or trans+ people.

As a community-led organisation, responsive to community needs, Intercom's principal activities under the Constitution are centred on issues that related to social isolation, crime and community safety, equal access to services, and young people's needs. Community consultation is mainstreamed throughout all services. The primary activities are (1) providing direct help for individuals in need, (2) developing the local and sub-regional community by the provision of infra-structure support services for other community-led organisations, and (3) partnerships, consultancy and training for a wide range of organisations in the public and other sectors.

Intercom's primary area of benefit is the South West. (Currently our primary activities are focused on Cornwall and Devon). The governing document also allows Intercom to act at a regional or national level provided that such action brings a direct benefit to LGBT+ people in the primary area.

Charitable Objects

The Objectives of Intercom are:

1. To relieve the needs of lesbian gay bisexual and trans+ people and others who are in need on account of discrimination suffered in relation to sexual orientation or gender identity in such ways as are charitable at law;
2. To promote human rights (as set out in the European Convention of Human Rights and subsequent legislation, case determinations, conventions and declarations) by raising awareness of human rights issues, promoting public support for human rights, obtaining redress for the victims of human rights abuse, and contributing to the sound administration of human rights law;
3. To advance the education of the public in relation to all aspects of discrimination and other disadvantage suffered by reason of being lesbian gay bisexual or trans+.

Organisational Structure

The Board of Trustees meet every six-eight weeks and (except for any reserved items) staff are welcome to attend and speak. The Chief Executive Officer, Andy Hunt, is normally present at all meetings. Andy Hunt has held the role of Advisor to the Trustees since September 2017. The CEO is responsible to the Board of Trustees through Simon Hill, the Chair of Trustees, who is his line-manager.

His responsibilities, through a devolved authority policy are as follows:

1. All activities and operations of Intercom.
2. Ensuring compliance with funding agreements and other obligations.
3. Budgeting and use of human, financial and capital resources.
4. Defining, and implementing, Intercom strategy and policy within limits defined from time to time by the Board of Trustees.
5. Strategic development of Intercom.
6. Delivery of Intercom's partnership and infrastructure services.

Trustees

Appointment

Trustees are appointed by vote of the Board of Trustees, following a recruitment and selection process that matches the skills, experience and qualifications of candidates with the needs of Intercom and the requirements for charity trustees. The recruitment process is administered and supervised by the Chair of the Board of Trustees.

Induction and Training

Prospective trustees attend Trustees' meetings as observers, and then apply to become Trustees, giving an account of how their knowledge, skills and experience match Intercom's formal Trustee Core Skills document. Trustees are provided with induction and training days that cover the aims, values, operations and history of Intercom, and the responsibilities of charitable trustees.

Changes to Trustees 2023 – 2024

There have been no changes to trustees during this year.

Staffing

Management

The Management team consists of:

- Andy Hunt, CEO
- Julia Boas, Deputy CEO
- Paul Dawson, Office Manager

Andy Hunt, the CEO, has operational responsibility for all other services and is Intercom's nominated officer with responsibility for implementing and developing Intercom policies, supported by the Deputy CEO. In parts of this role, he is also supported by Helen Casson (fostering social worker with Action for Children) who is the Trustee with safeguarding responsibilities and Caldicott Guardian. Paul Dawson, the Office Manager, and Julia Boas, the Deputy CEO, work to the CEO.

Practitioners

Once again, the Trustees thank all staff for their loyalty, commitment, dedication, and their professionalism and skills.

In April 2023 the **Help, Support, and Advocacy (HSA)** team consisted, of seven full-time and two part-time LGBT+ Practitioners, based in our central office in Exeter and our off-site offices in Plymouth and Truro.

The support team consists of:

- Vickie Rossiter-White – Full time Devon Senior LGBT+ Practitioner
- Debbie Ley – Full time Plymouth & Cornwall Senior LGBT+ Practitioner
- Steve Cannon – Full time Cornwall LGBT+ Practitioner & Trainer
- Zoe Powell – Full time Devon LGBT+ Practitioner
- Sarah Greyer – Part time Plymouth LGBT+ Practitioner & Trainer
- Izzy Gee – Full time Devon LGBT+ Practitioner
- Jane Davison- Full time LGBT+ Practitioner
- Zoe Copeland - Part time Plymouth LGBT+ Practitioner
- Carla Coward - Full time Devon LGBT+ Practitioner
- Orion Boundy- full time helpline worker

The Open Project Full-time Schools Workers are Hollie Wright (Devon) and Sadie Long (Cornwall).

Young and Yourself Cornwall LGBTQ Youth Group is coordinated by Hanna Toms, part-time. Hanna is supported by Sheena Harvey who is our senior Youth Worker and Wren Eley as Peer Support Worker. The group also employs sessional youth workers.

Safer Rainbow - Helen Brown - Full time Safer Rainbow Devon Senior IDVA, we also support Row Barber (employed by First Light) the Cornwall Safer Rainbow IDVA.

Counselling Service provision - Barbara Appleby - part time Counselling & Volunteer Coordinator.

Office administrator – Tom Gibbs – Full time Administrator

Changes to the Team 2023-2024

We were very sad to lose a valued and loved member of the team this year. Sarah Greyer was ill for a period of time and passed away peacefully in the autumn. She had contributed so much to Intercom over recent years and is still missed by many.

We said a fond farewell to Zoe Powell and a hello and welcome to Sy Baber, Harry Nutt, and Alice Bowden to the HSA team. As a result of the expansion of the team, we promoted Vickie Rossiter (now White) to HSA Manager to co-ordinate the service.

The start of the new Family Pride service resulted in the secondment of Izzy Gee to become its Senior LGBT+ Family Practitioner and the recruitment of Mel Bouyer and Abi Roberts as LGBT+ Family Practitioners.

We also recruited Mia Dendy into a new role as part-time Mental Health In-Reach Youth Worker in Devon. And employed Sheena Harvey (our YAY senior Youth Worker) an extra 0.5FTE to provide support to Mental Health Hubs in Colleges in Cornwall.

As of March 2024 we had:

- 2.75 FTE Management
- 1 FTE Administrator
- 0.8 FTE Counselling & Volunteer Co-Ordinator
- 1 FTE HSA Manager
- 8 FTE HSA Staff
- 3 FTE Family Pride Staff
- 1.8 FTE Open Project Staff
- 1 FTE Safer Rainbow Staff
- 1.2 FTE YAY Youth Group Staff
- 0.5 FTE MH In-Reach Staff
- 0.5 FTE MH College Hub Staff

Staff welfare has continued to be a priority for us this year. This year has been particularly challenging and difficult for all our staff but especially staff with lived experience of being trans or non-binary due to the continued hostility and negative media coverage regarding trans rights and healthcare within the UK. This has not been helped by some of our politicians who have weaponised gender identities. We have provided more support and clinical supervision and therapy for members of our team than we have ever had to. We would like to sincerely thank all our team for coming together and being extremely supportive of each other given the extent of hostility we have faced. We are immensely grateful for the dedicated and professional staff team and volunteers we have and we want to support



them to flourish in their roles, recognising that the past few years have posed unprecedented professional and personal challenges for all.

The Intercom Trustee team has remained static, and we would like to take this opportunity to thank them for their hard work and dedication. The trustees continue to meet regularly to provide oversight and support to the management team.

Premises

We have settled into our extended premise in Exeter and the premise is being utilised as intended and needed. We need bigger premises in Truro and are actively seeking funding for this. We've also settled in well to our office in Plymouth and the space is working well for us and our clients. We maintain our three Offices: in Exeter, Plymouth, and Truro.

Overview of the Year

Intercom Trust is a community-led charity that provides help, support, and advocacy to LGBT+ people of all ages across the Devon, Cornwall Plymouth and Torbay, including their loved-ones and the professionals who work with them. The overall aim of our charity is to help make the Southwest a better place to live for people with diverse sexual orientations and gender identities.

Intercom has had another successful, challenging, year between April 2023 and March 2024. It is hard to put a positive spin on the social, economic, and political climate over this last year. The national cost-of-living crisis alongside emboldened socially conservative narratives has and still continues to be very challenging for Intercom its staff, volunteers and clients. The anti-trans rhetoric/hate has been amplified both locally and nationally through government and local anti-trans activists. We continue to work hard on a local and National level to combat this divisive and destructive narrative.

We have continued to experience ever-increasing volume, severity, and complexity of need in those who seek our support. Clients continue to present to us with highly complex needs, including much more severe mental health problems, housing and cost of living problems, and are more often victims of crime and school bullying. This is particularly true for the young people we support and trans and non-binary clients.

The charity has done the best we can to adapt and grow to meet these needs, in particular focusing on those who we have previously struggled to reach (LGBT+ people experiencing domestic abuse) and young people, who are often feeling understandably distressed by political narratives and media mythmaking about their gender identities.

Intercom's staff and volunteers resiliently push on to provide support and understanding, to respectfully challenge prejudice and discrimination and bridge divides. We have yet again expanded our reach and developed our service offering.

During the year we have successfully developed the Safer Rainbow domestic abuse service, substantially grown our LGBTQ+ school-safe-space Open Project and our Low-cost Counselling service, as well as piloted several diverse social and support groups.

- We have started and developed a new service (Family Pride) to support LGBT+ Families, improving family networks and family / partner cohesion.
- We have continued to contribute to NHS One Devon, domestic violence, and young people's strategic development.
- We have increased our overall capacity and skills as a staff team, via continued development of grant income for our services.

As a charity, we have also needed to cover significantly increased running costs, support our staff to meet their personal living costs and their CPD and support needs, and continue to secure ongoing service funding in a context of decreasing funds available.

To compound administrative and morale challenges, the government and media support for diversity that was prevalent in previous decades has dropped away and we must now manage a continued shift in political and social attitudes towards a more divisive and polarising approach to equality. Alongside other LGBT+ charities, we are aware that there are individuals and groups who are taking action to prevent our work supporting our trans+ communities. We must now spend more time advocating for LGBT+ rights and focusing on publicity and reputation management in anticipation of the challenges in the months and years ahead.

Headlines

Our activities over the year included:

- 2603 one-to-one or family support sessions (face-to-face or video or phone) (2840)
- 872 counselling sessions (face-to-face or over video or phone) (687)
- 1858 phone calls, 10444 emails, and 5525 text messages (2960, 11243, 4694)
- 522 LGBT+ Lunchtime Schools Groups (526)
- 62 YAY Youth Groups (61)
- 9 Gender Identity Family Days (21)
- 27 Family Pride Events
- 20 College Support Groups
- 36 Other support Groups

In total we supported 3498 people in the 2023 - 2024 year (last year 3227):

- 375 people accessed our confidential Helpline support (608)
- 525 people accessed our 1-1 Support & Advocacy service (583)
- 106 people received low / no-cost counselling (79)
- 71 people accessed our domestic abuse and sexual violence service (41)
- 140 people (39 families) accessed our new Family Pride support service
- 142 people (41 families) were supported through Family Pride Events
- 1982 pupils were supported through LGBT+ Lunchtime Schools Groups (2052)
- 76 were supported through YAY Youth Groups and activities (95)

Our Detail

Helpline, Support and Advocacy (HSA)

Our primary service, HSA, continues to provide the core of our 1-1 support across Devon and Cornwall for LGBT+ people and their loved ones.

Our **Confidential Helpline** has remained busy; fielding queries, requests for help, providing listening and emotional support over phone and email. Calls have decreased over this period as we have introduced a new referral pathway on our new website. This is often the first point of contact for people looking for information or support and is the key route into our other services.

We continue to provide 1-1 support across Devon and Cornwall, and we remain an accessible service by LGBT+ Practitioners traversing the counties to ensure clients are met. We work both in-person and online and while online appointments are an option, we continue to recognize the importance of face-to-face interactions.

The support needs that we often work with clients on are:

- Supporting those who have experienced discrimination or prejudice, including bullying, hate crimes and/or hate incidents. This could be in school, within the community or in the workplace.
- Supporting those who are isolated to link in with community groups and to address the barriers which may be faced when accessing other services.
- Supporting those who continue to be on long NHS waiting lists.
- Providing clients with a safe space where they can share how they feel about their identity.
- Supporting those who are struggling with their mental health alongside gender identity and/or sexual orientation.

"Thanks for EVERYTHING , The difference people like you have made in my world over the past months is evident to me . And it's the best Christmas gift of all being well in my mind, my body and soul" – Client feedback

Over the last 12 months the transgender and non-binary community have been facing increasingly challenging times and as a result of this we have had an increase of demand for our services. Clinical Gender Identity services with waiting list for adults at roughly 8 years just for an assessment and with the closure of the Tavistock and Portman YP service. As a result of this we have had an increase of demand and complexity of our services. We continue to hold waiting lists for our 1-1 support however we strive to support those on the waiting lists via the helpline if needed.

Counselling Service

The increased demand on our services over the past year has also been reflected in more need for our **Low/No-Cost Counselling Service** through which we can provide more therapeutic support. We have been able to provide counselling support to many of our service users by utilising student and volunteer counsellors.

As a result of the increasing demand for our counselling service we are now recruiting two cohorts of student counsellors. We recruited and inducted 27 students 23-24, providing over 560 sessions to 106 clients.

We also have qualified counsellors/volunteers, this enables our more complex clients to access our safe space therapy.

Student Feedback

What brought me to Intercom Trust was a desire to help the community of which I am a part, and also because I had heard very good things about the work of the Trust and in what high esteem it is held. I had been to a CPD event at Iron Mill College where a trans woman gave a very interesting and personal talk on their journey and spoke highly of Intercom. I took a leaflet and contacted the Trust very shortly after in the hope that a placement space would be available. Happily, for me, one was! I am very pleased to be working for the Trust and remain certain that the great work it does is invaluable, and indeed vital, to the local LGBTQ+ community and its allies.

Safer Rainbow Service

We have continued to focus on the development of the **Safer Rainbow Service**, in collaboration with Torbay Domestic Abuse Service (TDAS) in Devon and FirstLight in Cornwall, funded by Ministry of Justice.

Helen continues to lead on the Safer Rainbow Project as senior IDVA and ISVA which is a shame sensitive trauma informed domestic abuse and violence service supporting LGBT+ victims and survivors across Devon, including Plymouth and Torbay. Since August of 2023 the project has expanded its offer to include support for victims of sexual abuse and violence, including supporting clients reporting to the police and through the

Safer Rainbow

Supported **71** LGBT+ survivors of domestic abuse and/or sexual violence

court process. The Safer Rainbow Project worked with in excess of 70 individual clients during the last year.

In addition to 121 support, we compiled and piloted an "Empowerment & Recovery following Domestic Abuse" 8-week face-2-face group programme which was well attended and based in Exeter. This has now developed into a monthly ongoing themed group for Safer Rainbow clients at differing stages of recovery from their domestic abuse experiences. We now plan to roll out the 8-week group programme across other areas of Devon later this year.

'Helen is approachable, warm and friendly. She has a non-judgemental approach to her work which makes her very well suited to the IDVA role. She understands what we want and how we feel she can help. She goes above and beyond to try to do whatever it is we need doing. Helen offers emotional support regularly and acts as a voice of motivation during this very dark time. She has tried to enable us as a family to fully benefit from what Intercom can offer'

Working with Young People and with Schools

Young and Yourself (YAY) Youth Group

Our **LGBTQ+ Youth Groups, Young and Yourself**, in Cornwall have continued to provide a higher amount of groups again this year compared to pre- 2023 providing consistent in person support.

We continue to run weekly in person groups for 13 -17-year-olds, with a programme of activities, space to create social networks and issue-based workshops make up our term time offering, this is supplemented with partnership work with TATE St Ives, Attune and The National Trust. Swim groups and walking groups as well as a holiday programme for the summer including an adventure residential with BF Adventure.

Additional funding from CCF meant that we could run fortnightly in person groups for 18 -25-year-olds. These have been based around mental health support conversations, well-being walks and mindfulness photography. Whilst this group was set up to continue support for existing members of YAY we have been pleased that new young people have found us and have started attending these sessions reducing social isolation.

Giving me opportunities to interact with other queer young people, and do activities that I couldn't do otherwise

Open Project

Our **Schools Group service** has continued to provide a much-needed safe space for students, we have seen a reduction in social isolation, an increase in confidence and self-acceptance, also some students have been attending school when they have been otherwise absent so they can attend the group. We have had disclosures of bullying and harassment that had not been discussed with anyone else that we have reported and had really good outcomes from. One of these outcomes was that the student went on from being suffering from low moods and not engaging in school because of bullying who now is getting involved in several clubs and has been in drama performances in school because of the issues he was facing being dealt with.

We have also hosted facilitators groups to speak with them about issues that have arisen in groups when we have not been attending, the new draft school's guidance and looking at ideas for the futures of groups, this has led onto more training and a creation of a 'Support Group Guide' for schools.

Feedback about the groups and the impact on students has been overwhelmingly positive and we have found more schools keen to participate in the offer despite limited resources.

This work continues to be complimented by our Support and Advocacy service described earlier, which enables us to provide further practical and emotional support on a 1-1 basis for those who are really struggling.

We held our annual **LGBTQ+ School Gatherings** in July 2023. The theme this year was careers and being LGBTQ+ in the workplace. This involved having fun and engaging workshops, a variety of inspirational speakers and space for more than 400 students from several schools to come together over the course of four days, in Devon and Cornwall

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College Hubs Cornwall

Our mental health worker, Sheena, working in partnership with Young People Cornwall provides weekly support one day a week in Truro college and another in Penwith college, providing one 2 one support and lunch time groups for LGBTQ+ students in these colleges, she supported 43 young people over the year.

Open Project

Supported over **1982** young people with **522** LGBTQ+ Schools Groups

Now supporting **30 of the 32** secondary schools in Cornwall and **35 of the 52** schools in Devon to provide this crucial safe space.

Rainbow Flag Award

Since joining the **Rainbow Flag Award** as the local delivery partner for Devon and Cornwall in September 2021 we have had 36 schools sign up across the region. This includes 7 primary schools, 25 secondary schools, 2 grammar schools, 1 independent school and 1 college.

After an initial sign up of 13 schools in 2021/2022, and a very successful sign up of 17 schools across the 2022/2023 financial year, there was a significant drop off with only 6 schools signing up in 2023/2024.

Overall, we have had a nominal and anticipated drop off rate of 9 schools over the first 3 years, which is within the average drop off rate across our respective delivery partners in other areas.

Unfortunately, 2023/24 has been a challenging year and we were only able to run a cohort of 3 schools in May 2023. May is historically always a smaller cohort as schools are busy with examination timetables and cannot always allow staff time out to attend the training day nor find sufficient time for them to cascade this training to their wider school team in a timely manner.

During this year 6 schools were successful in completing the full award. A further 2 schools narrowly missed out on achieving the full award – however they are expected to achieve this early within the next year (24/25).

We are hopeful that a further 5 or 6 schools from the previous year's cohorts will successfully achieve the full award in the next review period, with 4 schools taking advantage of the extension process offered.

There is an ongoing rhetoric of uncertainty or lack of clarity for staff not fully understanding their responsibilities for LGBT+ inclusion. This uncertainty has increased since the draft government's Transgender Guidance for Schools was announced, which has unnerved staff and made them fearful of supporting transgender students.

Of the schools that have achieved the award to date the reported impacts have included:

- School reporting systems for incidents and bullying have been updated to record and quantify LGBT+ phobic and LGBT+ related bullying separately to other phobic incidents. This has given staff and governors a clearer indication of the issues that young people in their schools are experiencing and allows them to respond accordingly.
- Increased confidence in staff challenging LGBT+ phobia as soon as it happens and having clear, robust behaviour policies to follow which inform appropriate sanctions and identify learning points for students who have displayed phobic behaviours.
- Parents of LGBT+ students feel that their child's school experience has been significantly improved because the young person feels safe and respected in school.

- LGBT+ families, students and staff are able to have a voice and inform policy changes within the school to support them to be more LGBT+ inclusive.
- LGBT+ students or students with LGBT+ family members/friends feeling safe around their peers, increased sense of feeling equal and accepted.
- Staff and students becoming more aware of their unconscious bias and language, supporting them to use gender neutral language and use LGBT+ appropriate terminology.
- Informing students about difference and improving LGBT+ visibility across the curriculum and for LGBT+ not just being spoken about in PHSE.
- Increased opportunities to include LGBT+ significant dates into the school calendar and celebrate difference.

Intercom Trust continue to proudly support and embrace the ethos of the Rainbow Flag Award and look forward to supporting its delivery to schools across Devon and Cornwall.

Developing Services

Family Pride

A key development this year has been the creation of the Family Pride service. After successfully gaining funding from the DWP for a pilot project to reduce parental conflict, family practitioners were employed for Plymouth and Cornwall and a Devon LGBT+ practitioner was seconded into the role of project lead. The Gender Identity families days previously provided have been expanded and rebranded into Family Pride Events. The events are open to any family with an LGBT+ member, whether adult or young person. This has boosted attendance, as has an increased variety of activities and locations of events.

*"Really enjoyed the event we attended with our 12 month old, was great meeting other families and connecting with other same sex couples with children a similar age to our son. [The event] was well organised and I really missed these type of events as part of our community, not having this sort of thing before that was so easy to access and so welcoming." -
Feedback from an attendee of a Family Pride Event*

We have also provided more in-depth support to families where there may be conflict or the risk of conflict developing. We have provided support around communication as well as mediation sessions for parents where appropriate. We have also supported families with stressors that cause conflict, including helping families navigate the Early Help process and access wider support.

"An invaluable service, whose support for both my child and me has made a huge positive changes to our life. They allowed us to not feel alone, and

*normalise this experience in our lives that not many people have. We felt listened to and understood. I have nothing but praise for the service." –
 Feedback from a client receiving family practitioner support.*

Further developments are underway for the provision of couples/co-parent counselling and online sessions for parents on various topics which may lead to family conflict or distress.

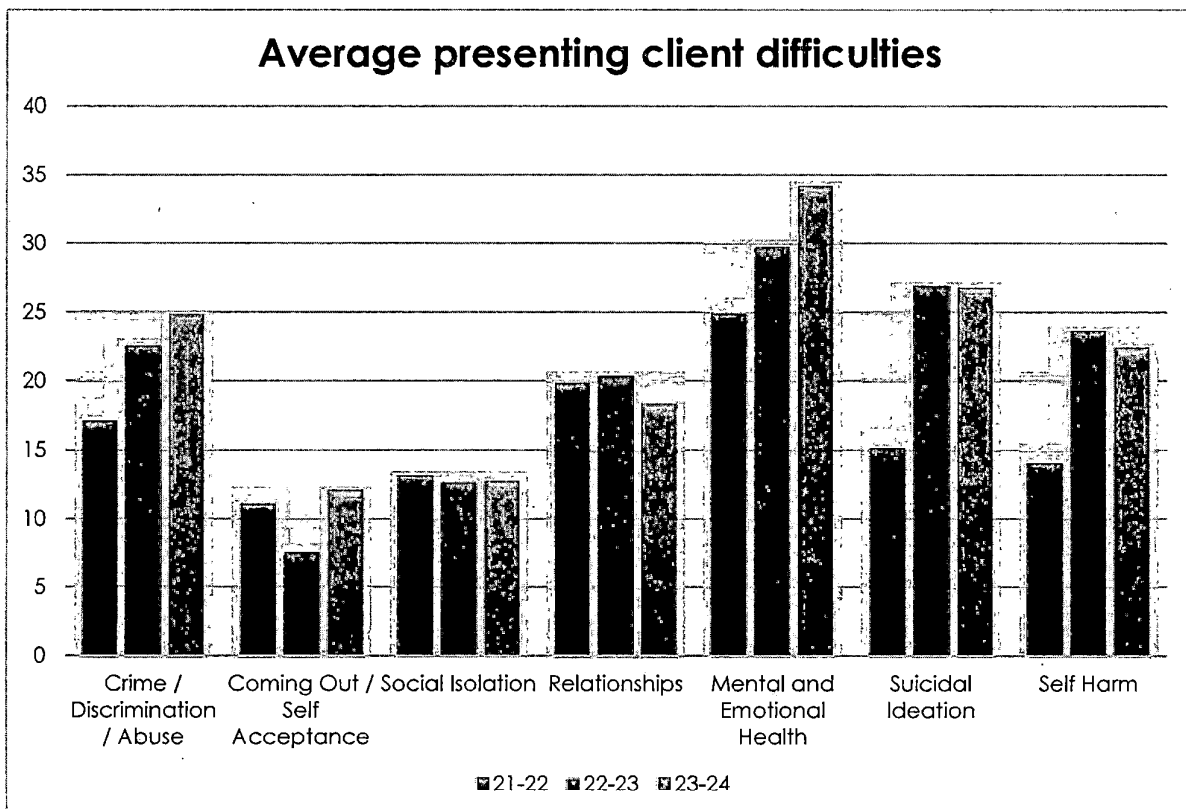
Additional Mental Health Support initiatives

We continue to provide support to deliver the In Reach Service

We continue to work closely with Young Devon to deliver the In-Reach Service where those aged between 13-17 who have been admitted to a ward due to concerns for their mental health have a specialist youth worker. We recruited a new staff member for the role of LGBT+ In reach worker at the start of the year, the commissioners, young patients and hospitals all report positive outcomes.

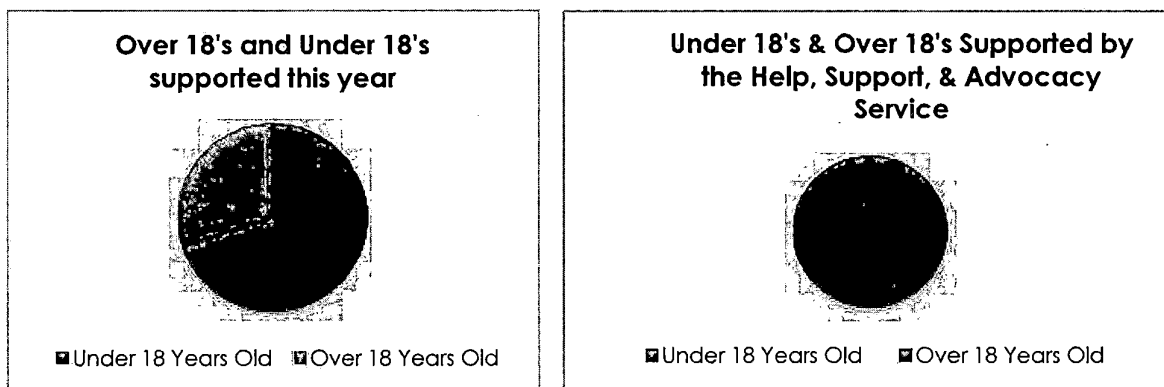
What people were struggling with

The chart below illustrates the most common difficulties that our Helpline, Support, and Advocacy clients presented with. In comparison to the previous years, social isolation and relationship difficulties have slightly reduced and suicidal ideation and self-harm appear to have plateaued (although still at a concerningly high level). However, crime, discrimination and abuse as well as overall mental and emotional health difficulties continue to rise.



Demographics and diversity

The significant growth of our school groups in recent years has resulted in approximately 70% of those we support being under the age of 18. Additionally, around 40% of the individuals we assisted through our helpline and support and advocacy services were also under 18.



Where data was collected (we do not record some participant demographics from our group work), as we found last year, approximately 65% of our clients identified as transgender or non-binary (including genderqueer and gender fluid identities), while an additional 15% reported that they were questioning their gender identity.

Similarly, approximately 34% of our clients identified as gay or lesbian (↓), and another 19% as bisexual, 11% (↑) as pansexual, 11% (↑) as heterosexual, 4% (↓) as asexual, and a further 21% (↑) in another way.

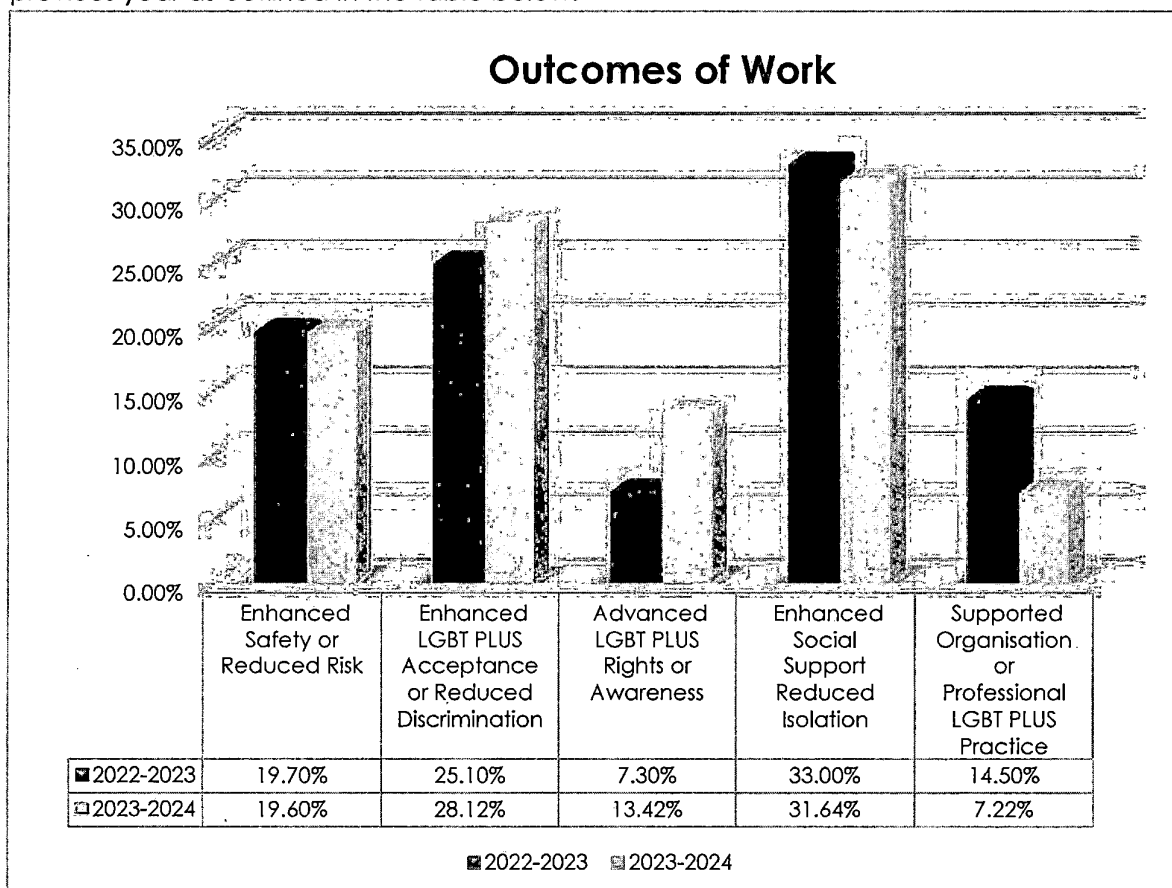
We are dedicated to offering support and care that inclusively acknowledges individuals with intersectional identities. Currently, approximately 89% to 90% of our clients identify as White British, while the remaining clients represent a diverse range of racial and ethnic backgrounds. This distribution aligns closely with ONS statistics for the region; however, we remain focused on enhancing our accessibility for all individuals.

Approximately 20% of our clients have disclosed additional access needs. We recognize that a significant portion of these individuals are on the autism spectrum. We are committed to exploring new methods to ensure that we provide a welcoming environment for our neurodiverse clients.

Outcomes and Satisfaction

Throughout this year, our work has seen a continued focus on reducing isolation, with an increased trend of promoting LGBT+ acceptance and reducing discrimination which has been a significant concern in light of the prevailing political and social climate. Our work around enhancing safety and reducing risk has continued in a manner consistent with the

previous year as outlined in the table below.



Client feedback

We routinely seek feedback regarding our services to ensure we are always listening to the needs of the LGBT+ communities we serve. We invited clients, family members, and professionals to share their experiences, and we are delighted to report that we received a perfect score of **5/5 stars** for the quality of our services.

As a result of our support:

- **79%** clients reported that they are **more comfortable with their sexual orientation**
- **79%** clients reported that they are **more comfortable with their gender identity**
- **95%** clients reported that they **feel less isolated / more connected** to LGBT+ positive people and spaces
- **74%** clients reported that they **feel safer**
- **79%** clients reported that their **self-esteem and confidence has improved**

Improvements that were supported by the feedback offered by clients, family members and other professionals:

"Intercom have been really great and helping me through the domestic abuse that I suffered. I don't think I could have done it without you. Thank you from the bottom of my heart."

"Intercom has been amazing in helping me understand who I am, my past and my future. I have been able to process events that have impacted negatively on my life. I have gained a new outlook on life and have a good, compassionate relationship with myself."

"My referral to Intercom was for my teenage trans boy and Intercom worked with the whole family supporting and advising, never pushing too far and consistently being there when and how we needed them. They suggested counselling for me and I have found this and the subsequent support invaluable."

Professionals feedback

We ask professionals we provide support to or work in partnership with to provide regular feedback on our services to ensure that we remain attentive to the needs of the LGBT+ communities we serve. This feedback helps us identify how we can best support professionals in enhancing their understanding and approaches to supporting members of the LGBT+ communities in their roles. We are pleased to report that we received a rating of **4.5/5** stars for the quality of services we provide from these professionals.

As a result of our support:

- **93%** of professionals we have worked with **feel their own confidence as a professional working with LGBT+ people has improved**
- **75%** of professionals have seen **clients become more comfortable with their Sexual Orientation**
- **75%** of professionals have seen **clients become more comfortable with their Gender Identity**

- **79%** of professionals have said that **their organisation or service has improved the way they work with LGBT+ people**
- **75%** of professionals have seen **their clients' school-life/ work-life and attendance improve**

Professional's feedback:

"There is always something to learn, which is why I find your knowledge and understanding so helpful."

"Every person from Intercom that I have worked with has been amazing. Their knowledge and support are invaluable. They have been a fantastic support to our LGBT+ students."

Please see our feedback video found at <https://www.intercomtrust.org.uk/> for further information.

Consultancy and Training

We have consistently worked to enhance and improve our training programs in recent years, and our evaluations indicate that we are making a significant impact. Our approach is characterised by warmth and openness, combined with an informative and reflective approach. Professionals who participate in our CPD-accredited training have reported notable improvements in their knowledge and confidence regarding LGBT+ issues, with 93% of attendees affirming this enhancement in their ability to support LGBT+ individuals.

"It was helpful to hear from someone closely involved with young people and the issues they face. Also good to hear from someone not from a University/education background to get a different perspective"

"The training provided by Intercom with very insightful into the history of LGBTQ issues and the ongoing issues today, and how they can affect students we work with."

Quality and Governance

We pride ourselves in offering the highest quality of services we can and so have continued to focus on enhancing our systems, structures, and staff over the past year.

We prioritise the safety and wellbeing of those we serve. We both participate in and sometimes instigate appropriate safeguarding procedures where needed and we work collaboratively with other agencies to this end. All staff members have successfully completed at least Level 3 Safeguarding Young People and Vulnerable Adults training, with managers achieving Level 5. Additionally, we conduct regular refresher courses and relevant discussions on these topics.

Intercom is dedicated to fostering collaborative partnerships that extend beyond our support for individuals, professionals, and services. We engage proactively at structural and strategic levels within local, regional, and national contexts. We actively represent the diverse needs and voices of our LGBT+ communities at regional Safeguarding Reference Groups, Domestic Violence boards, and in various Voluntary Sector and Equalities partnership groups.

We remain committed to undertaking the activities required to meet NHS Information Governance standards. This commitment has been a fundamental aspect of our technological advancements over the past year as we enhance our methods for recording our activities and their impact, while prioritising security and confidentiality in our sensitive work.

We are striving to achieve a three-year accreditation for Investors in People and are dedicated to fostering a workplace culture that is safe, healthy and engaging for our staff.

Financial Review

The Trustees confirm that these accounts comply with requirements of relevant statute law, the Constitution of Intercom, and the appropriate edition of the Charity Commissioners' Statements of Recommended Practice. The relatively low level of donations from members of the public continues to reflect the fact that the great majority of our services-users and supporters are not themselves financially secure. We are grateful to all who have given what they can, whether in financial support or in hours of time, to support Intercom's work among the largest vulnerable community in the peninsula.

Reserves

Intercom has no permanent endowment and has never been in a position to build up significant long-term reserves. The balance of restricted funds carried forward each year is in accordance with funders' expectations and agreed work plans, and covers scheduled expenditure in the short or medium-term future. The balance of unrestricted funds carried forward is to protect Intercom against becoming vulnerable to any short-term funding gap; the Trustees aim to achieve a position where there is an unrestricted reserve able to cover three months' operating expenses, in case of need, and for the purpose of generating investment income. We are of the opinion that we reached the three-month reserve in 2022-2023. The intention is to raise the value of this reserve in line with the growth of the organisation over time.

Grant making policy

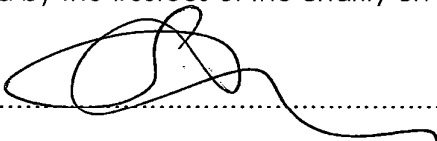
From donations received we are providing direct help for individuals in need, maintained by payroll giving and other donations from members of the public, now by Virgin Giving and by occasional small grants.

The Prudence de Villiers Memorial Fund is a restricted fund for supporting Pride events and community development in Plymouth.

Risk Exposure

The Trustees and CEO are continuously assessing Intercom's exposure to risk. An organisational risk register is reviewed regularly to manage risks. Expenditure, workplace activities and projections for work and budgeting are all managed on a day to-day basis so as to minimise all medium and long-term risks, being particularly careful to ensure that Intercom is at all times basing its future budgets for expenditure on income that is definitely assured. The major barrier to Intercom's development continues to be the difficulty of matching the public demand for services across the service area with funding that would enable us to develop the needed capacity. However developments over this year and last year continue to be very encouraging.

Approved by the trustees of the charity on 5/11/24 And signed on its behalf by:



Simon Hill (Chair)

Trustee

The Intercom Trust

Statement of Trustees' Responsibilities

The trustees are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

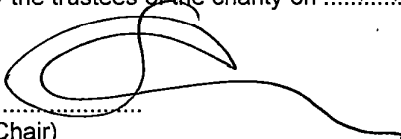
The law applicable to charities requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008, and the provisions of the constitution. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the trustees of the charity on 5/11/24 and signed on its behalf by:


.....
Simon Hill (Chair)
Trustee

The Intercom Trust

Independent Examiner's Report to the trustees of The Intercom Trust

I report to the trustees on my examination of the accounts of The Intercom Trust for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity trustees of The Intercom Trust 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 The Intercom Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.


Independent examiner's statement

Since The Intercom Trust's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of Association of Chartered Certified Accountants, which is one of the listed bodies.

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 Intercom Trust 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 accounting requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination.

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



.....
David Tucker FCCA
Association of Chartered Certified Accountants

1 Colleton Crescent
Exeter
Devon
EX2 4DG

Date: 5/11/24.....

The Intercom Trust

Statement of Financial Activities for the Year Ended 31 March 2024

	Note	Unrestricted £	Restricted £	Total 2024 £
Income and Endowments from:				
Donations and legacies	2	48,525	-	48,525
Charitable activities	3	55,920	774,246	830,166
Investment income	4	3,970	-	3,970
Total income		<u>108,415</u>	<u>774,246</u>	<u>882,661</u>
Expenditure on:				
Raising funds		-	(937)	(937)
Charitable activities	6, 7	<u>(72,336)</u>	<u>(836,685)</u>	<u>(909,021)</u>
Total expenditure		<u>(72,336)</u>	<u>(837,622)</u>	<u>(909,958)</u>
Net income/(expenditure)		36,079	(63,376)	(27,297)
Gross transfers between funds		<u>(227)</u>	<u>227</u>	<u>-</u>
Net movement in funds		35,852	(63,149)	(27,297)
Reconciliation of funds				
Total funds brought forward		<u>242,340</u>	<u>74,592</u>	<u>316,932</u>
Total funds carried forward	18	<u><u>278,192</u></u>	<u><u>11,443</u></u>	<u><u>289,635</u></u>

The Intercom Trust

Statement of Financial Activities for the Year Ended 31 March 2024 (continued)

Prior Year Comparative

	Note	Unrestricted funds £	Restricted funds £	Total 2023 £
Income and Endowments from:				
Donations and legacies	2	47,632	-	47,632
Charitable activities	3	64,570	560,119	624,689
Investment income	4	1,256	-	1,256
Total Income		<u>113,458</u>	<u>560,119</u>	<u>673,577</u>
Expenditure on:				
Raising funds		(1,670)	-	(1,670)
Charitable activities	6, 7	<u>(139,573)</u>	<u>(555,441)</u>	<u>(695,014)</u>
Total Expenditure		<u>(141,243)</u>	<u>(555,441)</u>	<u>(696,684)</u>
Net (expenditure)/income		(27,785)	4,678	(23,107)
Gross transfers between funds		<u>23,275</u>	<u>(23,275)</u>	<u>-</u>
Net movement in funds		(4,510)	(18,597)	(23,107)
Reconciliation of funds				
Total funds brought forward		<u>246,850</u>	<u>93,189</u>	<u>340,039</u>
Total funds carried forward	18	<u><u>242,340</u></u>	<u><u>74,592</u></u>	<u><u>316,932</u></u>

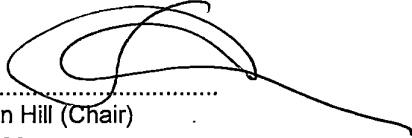
The Intercom Trust

(Registration number: 1171878)
Balance Sheet as at 31 March 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	13	411	703
Current assets			
Debtors	14	39,182	44,407
Cash at bank and in hand	15	<u>286,715</u>	<u>279,464</u>
		325,897	323,871
Creditors: Amounts falling due within one year	16	<u>(36,673)</u>	<u>(7,642)</u>
Net current assets		<u>289,224</u>	<u>316,229</u>
Net assets		<u>289,635</u>	<u>316,932</u>
Funds of the charity:			
Restricted income funds			
Restricted funds	18	11,443	74,592
Unrestricted income funds			
Unrestricted funds		<u>278,192</u>	<u>242,340</u>
Total funds	18	<u>289,635</u>	<u>316,932</u>

For further details and analysis of the Unrestricted Reserve balance, please refer to Note 18 on Page 37 of the accounts.

The financial statements on pages 24 to 41 were approved by the trustees, and authorised for issue on 5/11/24 and signed on their behalf by:


.....
Simon Hill (Chair)
Trustee

The Intercom Trust

Cash Flow Statement for the Year Ended 31 March 2024

	Note	2024 £	2023 £
Cash flows from operating activities			
Net cash expenditure		(27,297)	(23,107)
Adjustments to cash flows from non-cash items			
Depreciation	8	292	292
Investment income	4	(3,970)	(1,256)
		(30,975)	(24,071)
Working capital adjustments			
Decrease in debtors	14	5,225	55,048
Increase/(decrease) in creditors	16	11,784	(2,662)
Increase in deferred income		17,247	-
Net cash flows from operating activities		3,281	28,315
Cash flows from investing activities			
Interest receivable and similar income	4	3,970	1,256
Net increase in cash and cash equivalents		7,251	29,571
Cash and cash equivalents at 1 April		279,464	249,893
Cash and cash equivalents at 31 March		286,715	279,464
Reconciliation of net cash flow to movement in net funds			
Increase in cash		7,251	29,571
Net funds at 1 April 2023		279,464	249,893
Net funds at 31 March 2024		286,715	279,464

All of the cash flows are derived from continuing operations during the above two periods.

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 March 2024

1 Accounting policies

The charity is a Charitable Incorporated Organisation (CIO) under the Charities Act.

The address of its registered office is:

PO Box 285

Exeter

Devon

EX4 3ZT

Statement of compliance

The financial statements have been prepared in accordance with 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) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

Basis of preparation

The Intercom Trust meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The financial statements are prepared in sterling, which is the functional currency of the charity.

Going concern

The financial statements have been prepared on a going concern basis.

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

Income and endowments

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Donations and legacies

Donations and legacies are recognised on a receivable basis when receipt is probable and the amount can be reliably measured.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

Investment income

Investment income is recognised on a receivable basis.

Charitable activities

Income from charitable activities includes income recognised as earned (as the related goods or services are provided) under contract.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Raising funds

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Governance costs

These include the costs attributable to the Charity's compliance with constitutional and statutory requirements, including audit, strategic management and Trustees' meetings and reimbursed expenses.

Government grants

The Coronavirus Job Retention Scheme grant has been credited to other income so as to match the grant to the underlying eligible furloughed staff expenditure to which it relates.

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

Tangible fixed assets

Individual fixed assets costing £50 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Fixtures, fittings and equipment	25% straight line basis

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objects of the Charity.

Designated funds are resources set aside from unrestricted funds for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations

The Charity operates a defined contribution pension scheme. Contributions are charged in the SOFA as they become payable in accordance with the rules of the scheme.

2 Income from donations and legacies

	Unrestricted funds General £	Total funds £
Donations and legacies; Donations from individuals	48,525	48,525
Total for 2024	48,525	48,525
Total for 2023	47,632	47,632

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

3 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total funds £
Grant income	-	673,642	673,642
Service level agreements	-	84,691	84,691
Training and consultancy income	572	15,913	16,485
Other charitable activity income	43,028	-	43,028
Use of premises	12,320	-	12,320
Total for 2024	<u>55,920</u>	<u>774,246</u>	<u>830,166</u>
Total for 2023	<u>64,570</u>	<u>560,119</u>	<u>624,689</u>

4 Investment income

	Unrestricted funds General £	Total funds £
Interest receivable and similar income; Interest receivable on bank deposits	3,970	3,970
Total for 2024	<u>3,970</u>	<u>3,970</u>
Total for 2023	<u>1,256</u>	<u>1,256</u>

5 Expenditure on raising funds

a) Costs of generating donations and legacies

	Direct costs £	Total costs £
Costs of generating donations and legacies	937	937
Total for 2024	<u>937</u>	<u>937</u>
Total for 2023	<u>1,670</u>	<u>1,670</u>

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

6 Expenditure on charitable activities

	Activity undertaken directly £	Activity support costs £	Total expenditure £
Provision of LGBT+ community resource	33,485	866,957	900,442
Total for 2023	<u>21,737</u>	<u>666,036</u>	<u>687,773</u>

£68,514 (2023: £134,875) of the above expenditure was attributable to unrestricted and £831,928 (2023: £552,898) to restricted.

In addition to the expenditure analysed above, there are also governance costs of £8,579 (2023: £7,241) which relate directly to charitable activities. See note 7 for further details. An additional £60 (2023: £72) relates to bank fees.

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

7 Analysis of governance and support costs

Support costs allocated to charitable activities

	Basis of allocation	Information technology £	Staff costs £	Administration costs £	Premises costs including depreciation £	Total funds £
Provision of LGBT+ community resource	ABCD	35,835	700,104	59,285	71,733	866,957
Total for 2023		<u>30,183</u>	<u>532,181</u>	<u>52,756</u>	<u>50,916</u>	<u>666,036</u>

Basis of allocation

Reference	Method of allocation
A	For information technology 100% of the costs incurred
B	For human resources based on activity in terms of time taken
C	For administration costs 100% of the costs incurred
D	For premises costs 100% of the costs incurred

Governance costs

	Unrestricted funds General £	Restricted funds £	Total funds £
Independent examiner fees			
Examination of the financial statements	3,780	-	3,780
Marketing and publicity	42	4,757	4,799
Total for 2024	<u>3,822</u>	<u>4,757</u>	<u>8,579</u>
Total for 2023	<u>4,698</u>	<u>2,543</u>	<u>7,241</u>

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

8 Net incoming/outgoing resources

Net outgoing resources for the year include:

	2024 £	2023 £
Depreciation of fixed assets	<u>292</u>	<u>292</u>

9 Trustees remuneration and expenses

During the year the charity made the following transactions with trustees:

Simon Hill (Chair)

£275 (2023: £Nil) of expenses were reimbursed to Simon Hill (Chair) during the year.

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any other benefits from the charity during the year.

10 Staff costs

The aggregate payroll costs were as follows:

	2024 £	2023 £
Staff costs during the year were:		
Wages and salaries	610,076	463,956
Social security costs	49,772	37,831
Pension costs	27,396	21,755
Other staff costs	<u>12,860</u>	<u>8,639</u>
	<u>700,104</u>	<u>532,181</u>

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year was as follows:

	2024 No	2023 No
Service delivery	<u>25</u>	<u>20</u>

21 (2023 - 20) of the above employees participated in the Defined Contribution Pension Schemes.

Contributions to the employee pension schemes for the year totalled £27,396 (2023 - £21,755).

No employee received emoluments of more than £60,000 during the year

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

During the year the charity made the following transactions with key management personnel:

Key Management Personnel

The Key Management Personnel received remuneration of £105,479 (2023: £99,436)

11 Independent examiner's remuneration

	2024 £	2023 £
Examination of the financial statements	<u>3,780</u>	<u>4,099</u>

12 Taxation

The charity is a registered charity and is therefore exempt from taxation.

13 Tangible fixed assets

	Furniture and equipment £	Total £
Cost		
At 1 April 2023	<u>14,013</u>	<u>14,013</u>
At 31 March 2024	<u>14,013</u>	<u>14,013</u>
Depreciation		
At 1 April 2023	13,310	13,310
Charge for the year	<u>292</u>	<u>292</u>
At 31 March 2024	<u>13,602</u>	<u>13,602</u>
Net book value		
At 31 March 2024	<u>411</u>	<u>411</u>
At 31 March 2023	<u>703</u>	<u>703</u>

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

14 Debtors

	2024 £	2023 £
Trade debtors	33,889	39,410
Prepayments	2,293	1,924
Other debtors	3,000	3,073
	<u>39,182</u>	<u>44,407</u>

15 Cash and cash equivalents

	2024 £	2023 £
Cash on hand	2,065	1,311
Cash at bank	284,650	278,153
	<u>286,715</u>	<u>279,464</u>

16 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	6,365	4,614
VAT grant repayable	6,098	-
Other creditors	3,855	28
Accruals	3,108	3,000
Deferred income	17,247	-
	<u>36,673</u>	<u>7,642</u>

17 Pension and other schemes

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £27,396 (2023 - £21,755).

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

18 Funds

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Unrestricted funds					
<i>General</i>					
Unrestricted income fund	82,782	37,564	(1,927)	(227)	118,192
<i>Designated</i>					
Reserves	160,000	-	-	-	160,000
Open Project	(442)	70,851	(70,409)	-	-
	<u>159,558</u>	<u>70,851</u>	<u>(70,409)</u>	<u>-</u>	<u>160,000</u>
Total unrestricted funds	<u>242,340</u>	<u>108,415</u>	<u>(72,336)</u>	<u>(227)</u>	<u>278,192</u>
Restricted funds					
Big Lottery Fund	-	333,343	(333,672)	-	(329)
Children In Need Fund	1,225	33,320	(34,424)	-	121
Cornwall College Hub	20,000	-	(20,000)	-	-
Cornwall Community Foundation - YAY	-	4,158	(497)	-	3,661
Devon ICS	-	65,187	(65,210)	23	-
Garfield Weston	23,139	-	(23,140)	1	-
Health Education Peers Supporters	12,872	-	(12,870)	(2)	-
Intercom Training	-	12,928	(12,937)	9	-
Prudence de Villiers Fund	937	-	(937)	-	-
Kernow ICS	-	49,800	(49,791)	(9)	-
MOJ LGBT IDVA	5,400	84,691	(82,519)	-	7,572
Rainbow Flag Award	-	2,985	(2,987)	2	-
Reducing Parental Conflict - Family Pride	-	124,828	(133,576)	-	(8,748)
Tudor Trust	-	47,000	(37,834)	-	9,166
Victim Support	-	20,900	(21,103)	203	-
Young Devon In-Reach	11,019	(4,894)	(6,125)	-	-
Total restricted funds	<u>74,592</u>	<u>774,246</u>	<u>(837,622)</u>	<u>227</u>	<u>11,443</u>
Total funds	<u>316,932</u>	<u>882,661</u>	<u>(909,958)</u>	<u>-</u>	<u>289,635</u>

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
Unrestricted funds					
<i>General</i>					
Unrestricted income fund	86,850	77,150	(80,687)	(531)	82,782
<i>Designated</i>					
Reserves	160,000	-	-	-	160,000
Open Project	-	36,308	(60,556)	23,806	(442)
	<u>160,000</u>	<u>36,308</u>	<u>(60,556)</u>	<u>23,806</u>	<u>159,558</u>
Total unrestricted funds	<u>246,850</u>	<u>113,458</u>	<u>(141,243)</u>	<u>23,275</u>	<u>242,340</u>
Restricted					
Big Lottery Fund	228	243,577	(243,909)	104	-
Children In Need Fund	-	33,320	(32,095)	-	1,225
Clothworkers	1,840	-	(1,847)	7	-
Cornwall College Hub	-	20,000	-	-	20,000
Devon ICS	-	65,187	(65,276)	89	-
Garfield Weston	-	30,000	(6,861)	-	23,139
Health Education Peers Supporters	-	21,970	(9,098)	-	12,872
Open Project	23,806	-	-	(23,806)	-
Prudence de Villiers Fund	957	-	(20)	-	937
Kernow ICS	(110)	49,800	(49,831)	141	-
LGBT Consortium Helplines	-	4,641	(4,641)	-	-
MOJ LGBT IDVA	49,950	7,950	(52,650)	150	5,400
NHS Charities Together COMF	15,518	6,050	(21,560)	(8)	-
Norman Family Charitable Trust	1,000	-	(1,002)	2	-
Tudor Trust	-	33,334	(33,338)	4	-
Victim Support	-	20,000	(20,040)	40	-
Warm Spaces	-	4,290	(4,292)	2	-
Young Devon In-Reach	-	20,000	(8,981)	-	11,019
	<u>93,189</u>	<u>560,119</u>	<u>(555,441)</u>	<u>(23,275)</u>	<u>74,592</u>
Total restricted funds	<u>93,189</u>	<u>560,119</u>	<u>(555,441)</u>	<u>(23,275)</u>	<u>74,592</u>
Total funds	<u>340,039</u>	<u>673,577</u>	<u>(696,684)</u>	<u>-</u>	<u>316,932</u>

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

The specific purposes for which the funds are to be applied are as follows:

Unrestricted funds comprise those funds which the trustees are free to use in accordance with the charitable objectives.

Reserves

An unrestricted fund specifically designated to protect Intercom against becoming vulnerable to any short-term funding-gap and is created to cover 3 months running costs or redundancies in the absence of other funding.

Open Project (designated from unrestricted)

Within our unrestricted funds we have a funding pot we have designated towards our Open Project which provides LGBT+ safe spaces in schools across Devon and Cornwall.

Big Lottery Fund

The Big Lottery Fund is a five-year restricted grant (3 of 5 complete), to support Intercom's Helpline Advocacy and Support services for individuals in need across Cornwall, Devon, Plymouth and Torbay.

Children in Need

This is a three-year restricted fund (2 of 3 completed) to support the running and staffing costs of Young and Yourself, YAY, our Cornwall LGBTQ+ Youth Groups.

Devon ICS

This NHS funding supports the provision of our Help Support and Advocacy service in Devon.

Garfield Weston Fund

This one-off grant is supporting our work in Help, Support, and Advocacy.

Kernow ICS

This NHS funding supports the provision of our Help Support and Advocacy service in Cornwall.

MOJ LGBT IDVA

This SLA enables us to provide a specialist LGBT+ Domestic Violence service (Safer Rainbow) in Devon and support the service in Cornwall, funded by Ministry of Justice through Torbay Council.

Tudor Trust

This was a three-year restricted fund (3 of 3 completed) to significantly contribute to the core costs of running the charity.

Victim Support

This year-on-year grant supports us to provide support to LGBT+ victims of crime across Devon and Cornwall.

Warm Spaces

This grant from Devon County Council supported us to provide warm space drop-ins over the winter. It is now completed.

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

Clothworkers

This capital grant enabled us to furnish our new Plymouth office to ensure a good welcome for clients. It is now completed.

Cornwall College Hub

This funding, provided by Kernow ICS via Cornwall Young People, enables us to provide specialist LGBT+ youth worker support to some Colleges in Cornwall.

Cornwall Community Foundation - YAY

A grant to provide an 18-25 youth group in Cornwall.

Health Education Peers Supporters

This grant enabled us to train and support Peer Supporters in our Cornwall Youth Group, YAY.

Intercom Training

We provide LGBT+ training to various organisations throughout the year. The money raised from this goes into our General Unrestricted pot.

LGBT Consortium Helplines

This was the last grant, provided through NET, to support networking and collaboration between a consortium of LGBT+ helplines across the country. It is now completed.

Norman Family Charitable Trust

This grant enabled us to provide a series of supportive community groups. It is now completed.

Prudence de Villiers Fund

This fund comprises the assets of the former charity Plymouth Pride Event, which were transferred to Intercom under the terms of the dissolution of Plymouth Pride Event. The fund's purpose is to assist and support local community-led Pride and similar events in Plymouth.

Rainbow Flag Award

We are part of a national consortium of LGBT+ agencies providing consultancy and training to schools.

Reducing Parental Conflict - Family Pride

Is funded by the DWP to work with LGBT+ families in reducing parental and family conflict. Providing a range of Family Days, as well as couples counselling, parenting support and family relationship support.

Young Devon In-Reach

This funding enabled us to employ a part-time youth worker to provide mental health support to young LGBT+ people on hospital wards throughout Devon.

19 Related party transactions

There were no related party transactions in the year.

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

20 Analysis of net assets between funds

	Unrestricted funds		Restricted funds	Total funds at 31 March 2024
	General	Designated		
	£	£	£	£
Tangible fixed assets	398	-	13	411
Current assets	123,179	166,001	36,717	325,897
Current liabilities	(19,426)	-	(17,247)	(36,673)
Total net assets	<u>104,151</u>	<u>166,001</u>	<u>19,483</u>	<u>289,635</u>

	Unrestricted funds		Restricted funds	Total funds at 31 March 2023
	General	Designated		
	£	£	£	£
Tangible fixed assets	582	-	121	703
Current assets	89,842	159,558	74,471	323,871
Current liabilities	(7,642)	-	-	(7,642)
Total net assets	<u>82,782</u>	<u>159,558</u>	<u>74,592</u>	<u>316,932</u>