



Trustees' Annual Report for the period

Period start date			Period end date		
Day	Month	Year	Day	Month	Year
01	04	2020	31	03	2021

Section A Reference and administration details

Charity name **South Yorkshire Chaplaincy & Listening Service**

Other names charity is known by

Registered charity number (if any) **1174021**

Charity's principal address **Alpha House**

10 Carver Street

Sheffield

Postcode **S1 4FS**

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Anthony Pedder	Chair		
2	Peter Birtles		Until 04/06/2020	
3	Roger Dyson			
4	Chris Booth			
5	Jonathan Dunning			
6	Kelly Griffiths		From 07/01/2021	
7	Delroy Hall			
8	Jan Hedge			
9	Rachel Medina		From 07/01/2021	
10	Andrew Walker			
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year
N/A	

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address
N/A		

Name of chief executive or names of senior staff members (Optional information)

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Section B Structure, governance and management

Description of the charity's trusts

Type of governing document
(eg. trust deed, constitution)

CIO Foundation Constitution

How the charity is constituted
(eg. trust, association, company)

CIO

Trustee selection methods
(eg. appointed by, elected by)

By resolution of the charity Trustees (paragraph 10 of constitution)

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

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Section C Objectives and activities

Summary of the objects of the charity set out in its governing document

The relief and prevention of physical and mental hardship suffered by individuals inside and outside of the workplace through the provision of listening and chaplaincy services through South Yorkshire.

The provision of confidential pastoral care and support to individuals inside and outside of the workplace suffering difficulties in their everyday life throughout South Yorkshire.

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

Services provided by the charity benefit those members of the public who engage with those organisations through whom the charity works, which, in the view of the Trustees, complies with the guidance issued by the Charity Commission on public benefit.

Chaplaincy services were provided at a range of organisations including Public Services, Engineering, Health Care, Sports Clubs and Schools.

Listening Services were provided at a Community College, a Medical Centre, a Community Project, Schools, Businesses and Hospital.

Training has also been provided on Listening Skills and other well-being related subjects to enable some of those organisations to strengthen the support given to those individuals within their care. This has included Listening to Loss, Anxiety, Children and Loss, Grief Awareness, Handling Difficult Conversations.

Additional details of objectives and activities (Optional information)

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

Summary of the main achievements of the charity during the year

This financial year was obviously a difficult one with COVID-restrictions and lockdown. Despite this we were able to continue all our chaplaincy and listening services, albeit in adapted formats, as well as increase the number of Partner Organisations we worked with (at the year end this totalled 37 organisations). Our staff and volunteers worked creatively carrying out phone calls, zoom meetings, sending of cards, texts and emails, and careful face-to-face visits either outside or with PPE and following safety protocols.

Our Hospice Chaplains responded to call-out requests, providing support for 12 families, in addition to delivering a memorial service, and leading a reflection at a virtual Light Up a Life service. We also provided zoom Listening support for hospice staff during the height of the pandemic.

We launched a full-time Listening service for a Primary Care Network (PCN) in Sheffield, for patients experiencing life challenges. Appointment numbers increased from 30 to 100 per month during the time period leading to other PCN's expressing interest in our service.

Most of the Sports Clubs closed their doors to visitors, or closed their doors completely, during lockdown, with creativity needed from our Chaplains to continue with their support. They rose to the challenge, making hundreds of supportive phone calls, sending emails, voice messages, cards and carrying out outside visits where they could.

The impact on businesses and Fire Service was felt by all, and both our Chaplaincy and Listening services were welcomed, again via telephone, zoom and outside visits.

Our schools support continued, mainly by phone or zoom, but visiting schools as and when possible. Almost 100 supportive chaplaincy phone calls were made across the year and 120 1-hour listening appointments provided. During this period, we also introduced Safeguarding Listening Support for those responsible for safeguarding and pastoral care within a school, to provide a safe space for staff to offload the emotional impact of dealing with difficult family situations on a regular basis.

Our pilot Sibling Listening Service for primary aged children continued when it could, generating positive feedback from staff, carers and children accessing the service.

We continued to raise awareness of the need to provide listening support in organisations as a way of preventing and relieving hardship, and providing support to people facing difficulties in their lives. This included the training activities outlined the previous section, plus the provision of fully-funded training films on aspects of supportive listening: Effective Listening, Listening to Grief, Listening to Anxiety, Creating a Listening Culture.

In addition, and as part of, providing the above services we delivered the following training events, developing the skills of our volunteers and of individuals within partner organisations, as well as individuals from other community groups, to enhance their ability to support others who are experiencing difficulties. Whilst we were unable to deliver face to face training, we adapted our courses, purchased a zoom account and delivered our training programmes on line.

8 people trained in chaplaincy skills

29 people trained in level 1 listening skills

30 people trained in level 2 listening skills

32 people trained in level 3 listening skills

8 people trained in Enhanced Listening skills

These courses are additional to those delivered to Partner Organisations and at external workshops outlined in Section C.

We also provided Enhanced Listening skills training, and Children and Loss Grief Awareness training, for our volunteers as part of their Continuous Professional Development.

Finally, we supported a group of churches to launch a Listening Service for their local community in the north of the city, as a response to the pressures of COVID-19.

Section E**Financial review**

Brief statement of the charity's policy on reserves

To build reserves where possible in order to cover contingencies, building on the low level of reserves we have been able to create so far.

Details of any funds materially in deficit

None

Further financial review details (Optional information)

You may choose to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

We are grateful to the Trusts and individual Donors who have given funding this year to enable us to continue and grow our services. Also to a growing number of our Partner Organisations who have been able to make financial contributions towards the costs of the services provided for them.


Grants have been awarded from Garfield Weston Foundation, SYCF Covid Emergency Fund, South Yorkshire Community Foundation Community Grants Programme, Cullens Company Charitable Trust, Sheffield Evangelical Trust, Facey Family Foundation, Souter Charitable Trust and HM Government's Coronavirus Community Support Fund in partnership with The National Lottery Community Fund.

Section F**Other optional information****Section G****Declaration**

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)





Full name(s)

Anthony Pedder

Andrew Walker

Position (eg Secretary, Chair, etc)

Chair

Trustee

Date

30/01/2022

South Yorkshire Chaplaincy & Listening Service

Charity No. 1174021

Trustees' Report and Unaudited Accounts

31 March 2021

South Yorkshire Chaplaincy & Listening Service
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Independent Examiner's Report to the trustees of South Yorkshire Chaplaincy & Listening Service

I report to the trustees on my examination of the accounts of South Yorkshire Chaplaincy & Listening Service for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the related notes.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011('the Act'). The trustees consider that an audit is not required for this year under the Charities Act 2011, s.144(2) (the 2011 Act) and that an independent examination is needed.

I report in respect of my examination of the charity'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

I have completed my examination. I can 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:

- the accounting records were not kept in respect of the charity as required by section 130 of the Act; or
- the accounts do not accord with those records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I 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.

Mr Adam Claydon
F.M.A.A.T.
Peach Wilkinson Ltd
78 Cross Hill
Ecclesfield
Sheffield

S35 9TU
30 January 2022

South Yorkshire Chaplaincy & Listening Service
Statement of Financial Activities
for the year ended 31 March 2021

		Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
	Notes				
Income and endowments from:					
Donations and legacies	3	10,113	-	10,113	8,630
Other trading activities	4	48,261	-	48,261	29,600
Other	5	58,327	3,187	61,514	20,527
Total		116,701	3,187	119,888	58,757
Expenditure on:					
Raising funds	6	-	-	-	8,138
Other	7	90,313	2,317	92,630	42,526
Total		90,313	2,317	92,630	50,664
Net gains on investments		-	-	-	-
Net income		26,388	870	27,258	8,093
Transfers between funds		-	-	-	-
Net income before other gains/(losses)		26,388	870	27,258	8,093
Other gains and losses					
Net movement in funds		26,388	870	27,258	8,093
Reconciliation of funds:					
Total funds brought forward		21,226	129	21,355	13,262
Total funds carried forward		47,614	999	48,613	21,355

South Yorkshire Chaplaincy & Listening Service
Balance Sheet

at 31 March 2021

Charity No. 1174021

	2021 £	2020 £
Current assets		
Cash at bank and in hand	48,613	21,355
	<u>48,613</u>	<u>21,355</u>
Net current assets	48,613	21,355
Total assets less current liabilities	48,613	21,355
Net assets excluding pension asset or liability	48,613	21,355
Total net assets	<u>48,613</u>	<u>21,355</u>

The funds of the charity

Restricted funds	9		
Restricted income funds		999	129
		<u>999</u>	<u>129</u>
Unrestricted funds	9		
General funds		47,614	21,226
		<u>47,614</u>	<u>21,226</u>
Reserves	9		
Total funds		<u>48,613</u>	<u>21,355</u>

Approved by the trustees on 30 January 2022

And signed on their behalf by:



T. Pedder
Trustee
30 January 2022

1 Accounting policies

Basis of preparation

The financial statements have been prepared in accordance with Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011.

Change in basis of accounting or to previous accounts

There has been no change to the accounting policies (valuation rules and method of accounting) since last year and no changes have been made to accounts for previous years.

Fund accounting

Unrestricted funds	These are available for use at the discretion of the trustees in furtherance of the general objects of the charity.
Designated funds	These are unrestricted funds earmarked by the trustees for particular purposes.
Revaluation funds	These are unrestricted funds which include a revaluation reserve representing the restatement of investment assets at their market values.
Restricted funds	These are available for use subject to restrictions imposed by the donor or through terms of an appeal.

Income

Recognition of income	Income is included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to, and virtually certain to receive, the income and the amount of the income can be measured with sufficient reliability.
Income with related expenditure	Where income has related expenditure the income and related expenditure is reported gross in the SoFA.
Donations and legacies	Voluntary income received by way of grants, donations and gifts is included in the the SoFA when receivable and only when the Charity has unconditional entitlement to the income.
Tax reclaims on donations and gifts	Income from tax reclaims is included in the SoFA at the same time as the gift/donation to which it relates.
Donated services and facilities	These are only included in income (with an equivalent amount in expenditure) where the benefit to the Charity is reasonably quantifiable, measurable and material.
Volunteer help	The value of any volunteer help received is not included in the accounts.
Investment income	This is included in the accounts when receivable.
Gains/(losses) on revaluation of fixed assets	This includes any gain or loss resulting from revaluing investments to market value at the end of the year.
Gains/(losses) on investment assets	This includes any gain or loss on the sale of investments.

Notes to the Accounts

Expenditure

Recognition of expenditure	Expenditure is recognised on a cash basis. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.
Expenditure on raising funds	These comprise the costs associated with attracting voluntary income, fundraising trading costs and investment management costs.
Expenditure on charitable activities	These comprise the costs incurred by the Charity in the delivery of its activities and services in the furtherance of its objects, including the making of grants and governance costs.
Grants payable	All grant expenditure is accounted for on an actual paid basis plus an accrual for grants that have been approved by the trustees at the end of the year but not yet paid.
Governance costs	These include those costs associated with meeting the constitutional and statutory requirements of the Charity, including any audit/independent examination fees, costs linked to the strategic management of the Charity, together with a share of other administration costs.
Other expenditure	These are support costs not allocated to a particular activity.

Taxation

The charity is exempt from tax on its charitable activities.

Freehold investment property

Investment properties are measured initially at cost and subsequently at fair value at each balance sheet date and are not depreciated. All gains or losses are taken to the Statement of Financial Activities as they arise.

Stocks

Stock is included at the lower of cost or net realisable value. Donated items of stock are recognised at fair value which is the amount the charity would have been willing to pay for the items on the open market.

Trade and other debtors

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

Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other short-term highly liquid investments with original maturities of three months or less and bank overdrafts. In the statement of financial position, bank overdrafts are shown within borrowings or current liabilities. In the Statement of Cash Flows, cash and cash equivalents are shown net of bank overdrafts that are repayable on demand and form an integral part of the company's cash management.

Trade and other creditors

Short term creditors are measured at the transaction price. Other creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Notes to the Accounts

Research and development

Expenditure on research and development is written off in the year in which it is incurred.

Foreign currencies

Monetary assets and liabilities denominated in currencies other than the functional currency of the charity are translated at the rates of exchange prevailing at the end of the reporting period.

Transactions in currencies other than the functional currency of the charity are recorded at the rate of exchange on the date that the transaction occurred.

All exchange differences are taken into account in arriving at net income/expenditure.

Leased assets

Where the charity enters into a lease which entails taking substantially all the risks and rewards of ownership of an asset, the lease is treated as a finance lease.

Leases which do not transfer substantially all the risks and rewards of ownership to charity are classified as operating leases.

Assets held under finance leases are initially recognised as assets of the charity at their fair value at the inception of the lease or, if lower, at the present value of the minimum lease payments. The corresponding liability to the lessor is included in the balance sheet date as a finance lease obligation.

Lease payments are apportioned between finance expenses and reduction of the lease obligation so as to achieve a constant rate of interest on the remaining balance of the liability. Finance expenses are recognised immediately, unless they are directly attributable to qualifying assets, in which case they are capitalised in accordance with the charity's policy on borrowing costs.

Assets held under finance leases are depreciated in the same way as owned assets.

Operating lease payments are recognised as an expense on a straight-line basis over the lease term.

In the event that lease incentives are received to enter into operating leases, such incentives are recognised as a liability. The aggregate benefit of incentives is recognised as a reduction of rental expense on a straight-line basis.

Pension costs

The charity operates a defined contribution plan for its employees. A defined contribution plan is a pension plan under which the charity pays fixed contributions into a separate entity. Once the contributions have been paid the charity has no further payments obligations. The contributions are recognised as expenses when they fall due. Amounts not paid are shown in accruals in the balance sheet. The assets of the plan are held separately from the charity in independently administered funds.

Receipt of donated goods, facilities and services

All donated goods, facilities and services received are recognised within incoming resources and expenditure at an estimate of the value to the charity.

2 Statement of Financial Activities - prior year

	Unrestricted funds 2020 £	Total funds 2020 £
Income and endowments from:		
Donations and legacies	8,630	8,630
Other trading activities	29,600	29,600
Other	20,527	20,527
Total	58,757	58,757
Expenditure on:		
Raising funds	8,138	8,138
Other	42,726	42,726
Total	50,864	50,864
Net income	7,893	7,893
Net income before other gains/(losses)	7,893	7,893
Other gains and losses:		
Net movement in funds	7,893	7,893
Reconciliation of funds:		
Total funds brought forward	13,262	13,262
Total funds carried forward	21,155	21,155

3 Income from donations and legacies

	Unrestricted £	Total 2021 £	Total 2020 £
Regular Gifts	6,316	6,316	5,260
One-Off Gifts	3,797	3,797	1,725
	-	-	1,645
	10,113	10,113	8,630

4 Income from other trading activities

	Unrestricted £	Total 2021 £	Total 2020 £
Training	1,605	1,605	4,957
SCC Contract	17,500	17,500	24,643
PCN Salaries	11,686	11,686	-
Partnership	17,470	17,470	-
	48,261	48,261	29,600

South Yorkshire Chaplaincy & Listening Service
Notes to the Accounts

5 Other income

	Unrestricted	Restricted	Total 2021	Total 2020
	£	£	£	£
Porter PCN	5,250	-	5,250	16,318
Funding	48,539	3,187	51,726	1,375
Rent Contribution	1,980	-	1,980	2,834
Other	2,558	-	2,558	-
	<u>58,327</u>	<u>3,187</u>	<u>61,514</u>	<u>20,527</u>

6 Expenditure on raising funds

	Total 2021	Total 2020
	£	£
<i>Costs of generating voluntary income</i>		
Regular Gifts	-	860
One-Off Gifts	-	413
	-	6,865
	<u>-</u>	<u>8,138</u>

7 Other expenditure

	Unrestricted	Restricted	Total 2021	Total 2020
	£	£	£	£
Employee costs	72,785	894	73,679	27,459
Premises costs	10,569	-	10,569	6,433
General administrative costs	5,351	1,423	6,774	8,634
Legal and professional costs	1,608	-	1,608	-
	<u>90,313</u>	<u>2,317</u>	<u>92,630</u>	<u>42,526</u>

8 Staff costs

Salaries and wages	70,033	27,459
	<u>70,033</u>	<u>27,459</u>

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

9 Movement in funds

	At 1 April 2020	Incoming resources (including other gains/losses) £	Resources expended £	At 31 March 2021 £
Restricted funds:				
Restricted income funds:				
	129	3,187	(2,317)	999
<i>Total</i>	<u>129</u>	<u>3,187</u>	<u>(2,317)</u>	<u>999</u>
Unrestricted funds:				
General funds	21,226	116,701	(90,313)	47,614
Revaluation Reserves:				
Total funds	<u>21,355</u>	<u>119,888</u>	<u>(92,630)</u>	<u>48,613</u>

10 Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total £
Net current assets	47,614	999	48,613
	<u>47,614</u>	<u>999</u>	<u>48,613</u>

11 Reconciliation of net debt

	At 1 April 2020 £	Cash flows £	At 31 March 2021 £
Cash and cash equivalents	21,355	27,258	48,613
	<u>21,355</u>	<u>27,258</u>	<u>48,613</u>
Net debt	<u>21,355</u>	<u>27,258</u>	<u>48,613</u>

South Yorkshire Chaplaincy & Listening Service

Statement of Cash flows

for the year ended 31 March 2021

	2021 £	2020 £
Cash flows from operating activities		
Net income per Statement of Financial Activities	27,258	7,893
Adjustments for:		
Dividends, interest and rents from investments	(61,514)	(20,527)
Net cash used in operating activities	<u>(34,256)</u>	<u>(12,634)</u>
Cash flows from investing activities		
Dividends, interest and rents from investments	61,514	20,527
Net cash from investing activities	<u>61,514</u>	<u>20,527</u>
Net cash from financing activities	<u>-</u>	<u>-</u>
Net increase in cash and cash equivalents	27,258	7,893
Cash and cash equivalents at the beginning of the year	21,355	13,462
Cash and cash equivalents at the end of the year	<u>48,613</u>	<u>21,355</u>
Components of cash and cash equivalents		
Cash and bank balances	48,613	21,355
	<u>48,613</u>	<u>21,355</u>

South Yorkshire Chaplaincy & Listening Service
Detailed Statement of Financial Activities
for the year ended 31 March 2021

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Income and endowments from:				
Donations and legacies				
Regular Gifts	6,316	-	6,316	5,260
One-Off Gifts	3,797	-	3,797	1,725
	-	-	-	1,645
	<u>10,113</u>	<u>-</u>	<u>10,113</u>	<u>8,630</u>
Other trading activities				
Training	1,605	-	1,605	4,957
SCC Contract	17,500	-	17,500	24,643
PCN Salaries	11,686	-	11,686	-
Partnership	17,470	-	17,470	-
	<u>48,261</u>	<u>-</u>	<u>48,261</u>	<u>29,600</u>
Other				
Porter PCN	5,250	-	5,250	16,318
Funding	48,539	3,187	51,726	1,375
Rent Contribution	1,980	-	1,980	2,834
Other	2,558	-	2,558	-
	<u>58,327</u>	<u>3,187</u>	<u>61,514</u>	<u>20,527</u>
Total income and endowments	116,701	3,187	119,888	58,757
Expenditure on:				
Costs of generating donations and legacies				
Regular Gifts	-	-	-	860
One-Off Gifts	-	-	-	413
	-	-	-	6,865
	<u>-</u>	<u>-</u>	<u>-</u>	<u>8,138</u>
Total of expenditure on raising funds	-	-	-	8,138
Employee costs				
Salaries/wages	69,139	894	70,033	27,459
Staff training	3,646	-	3,646	-
	<u>72,785</u>	<u>894</u>	<u>73,679</u>	<u>27,459</u>
Premises costs				
Rent	9,506	-	9,506	4,680
Rates	359	-	359	751
Light, heat and power	704	-	704	1,002
	<u>10,569</u>	<u>-</u>	<u>10,569</u>	<u>6,433</u>

South Yorkshire Chaplaincy & Listening Service

Detailed Statement of Financial Activities

General administrative costs,
including depreciation and
amortisation

Equipment repairs and maintenance	-	-	-	3,183
General insurances	1,004	-	1,004	439
Information and publications	400	950	1,350	-
Software, IT support and related costs	684	-	684	371
Stationery and printing	1,224	-	1,224	829
Subscriptions	490	-	490	-
Sundry expenses	829	473	1,302	3,092
Telephone, fax and broadband	720	-	720	720
	<u>5,351</u>	<u>1,423</u>	<u>6,774</u>	<u>8,634</u>
Legal and professional costs				
Accountancy and bookkeeping	600	-	600	-
Other legal and professional costs	1,008	-	1,008	-
	<u>1,608</u>	<u>-</u>	<u>1,608</u>	<u>-</u>
Total of expenditure of other costs	<u>90,313</u>	<u>2,317</u>	<u>92,630</u>	<u>42,526</u>
Total expenditure	<u>90,313</u>	<u>2,317</u>	<u>92,630</u>	<u>50,664</u>
Net gains on investments	-	-	-	-
Net income	<u>26,388</u>	<u>870</u>	<u>27,258</u>	<u>8,093</u>
Net income before other gains/(losses)	<u>26,388</u>	<u>870</u>	<u>27,258</u>	<u>8,093</u>
Other Gains	-	-	-	-
Net movement in funds	<u>26,388</u>	<u>870</u>	<u>27,258</u>	<u>8,093</u>
Reconciliation of funds:				
Total funds brought forward	21,226	129	21,355	13,262
Total funds carried forward	<u>47,614</u>	<u>999</u>	<u>48,613</u>	<u>21,355</u>