



Trustees' Annual Report for the period

From	Period start date			To	Period end date		
	Day 31	Month 10	Year 2022		Day 31	Month 10	Year 2023

Section A

Reference and administration details

Charity name	SEND unlocked
Other names charity is known by	
Registered charity number (if any)	1192229
Charity's principal address	2 New Mills Yard NORWICH Postcode NR3 3AH

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	Malcolm Jones	Chair		
2	Fern Chantelle Carter		From 8/2/23	
3	Angela Bedford		From 15/1/23	
4	Darren Burton		From 3/2/23	
5	Jason Hassam		From 31/1/23	
6	Matthew Moxon		Resigned 27/3/23	
7	Serena Jamieson		Resigned 27/3/23	
8				
9				
10				
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

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address
CEO	Polly Elworthy	26 Albert Street, Holt, Norfolk NR25 6HY

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 Constitution
How the charity is constituted (eg. trust, association, company)	Charitable Incorporated Organisation (CIO)
Trustee selection methods (eg. appointed by, elected by)	By Appointment

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.

At SEND unlocked we believe in a robust programme of Governance Risk Management & Compliance.

Section C Objectives and activities

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

FOR THE PUBLIC BENEFIT TO RELIEVE THE NEEDS OF THOSE WITH SPECIAL EDUCATIONAL NEEDS AND DISABILITIES, THEIR CARERS AND FAMILIES, TO ASSIST THEM IN ACCESSING THE SUPPORT THEY NEED WHETHER THAT IS FOR EDUCATION, SOCIAL CARE, MENTAL AND PHYSICAL HEALTHCARE OR ANY OTHER SUPPORT SERVICES AND TO COLLATE RESEARCH ON THE SECTOR TO PROMOTE TRANSPARENCY AND IMPROVEMENT OF SERVICE DELIVERY, BY ANY MEANS AS THE TRUSTEES DETERMINE.

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)

Each year we review our aims, objectives and activities. This review looks at what we achieved and the outcomes of our work in the previous 12 months. The review looks at the success of each key activity and the benefits they have brought to the families we exist to support. The review also helps us ensure our aim, objectives and activities remained focused on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aim and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

The focus of our work

At SEND Unlocked our purpose is to provide a service with a free central point of access to promote relevant information, support and tools for the use of families and carers with a family member with SEND which will empower them to access the services they need. These include but are not limited to, educational support, social care, healthcare as well as other charitable or statutory services available in their area for the public benefit.

The charities purpose is:

- to provide information for the user to identify statutory support available which is relevant to the users own requirements and geographical location for the public benefit.
- to provide information to support users to navigate process and provide supporting tools which will improve their chances of accessing the correct type of support services for their family for the public benefit.
- to promote and provide access to other supporting organisations, including but not limited to, charitable, employment or educational services, in the users geographical location which may be able to provide support and opportunities that until now they are unaware exists, for the public benefit.
- to promote the importance of mental and physical health of those with SEND as well as that of family members and carers who are working and living with family members with SEND, for the public benefit.
- to provide family members and carers with a safe and secure forum where they are able to meet others going through similar trials, where they can build support networks and learn from others experience, for the public benefit.
- to provide a platform where users can have their say on current issues which are affecting their families for the public benefit.
- to promote transparency of information, process and service across the sector to advance and improve user experience and improved support service delivery for the public benefit.

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.

N/A

Summary of the main achievements of the charity during the year

In our second year as a registered Charity, SEND unlocked operational delivery of services has been outstanding.

So many of our clients have struggled for many years. At SEND unlocked we aim to show them that their opportunity to make positive life changes through taking control of their support are our priority, supporting them towards independence and their families to thrive.

The cost of living crisis is rolling on, impacting fundraising, service delivery and increasing difficulties for families throughout the country.

We are a small team, and are working to maximise on the number of people we are able to support.

To that end, our focus has been on development of our services to ensure they are delivered with a Client First approach. We redesigned and launched our new website to make it easier for clients to locate and access SEND unlocked, and launched our new app to ensure families can access the information easily even without access to computers.

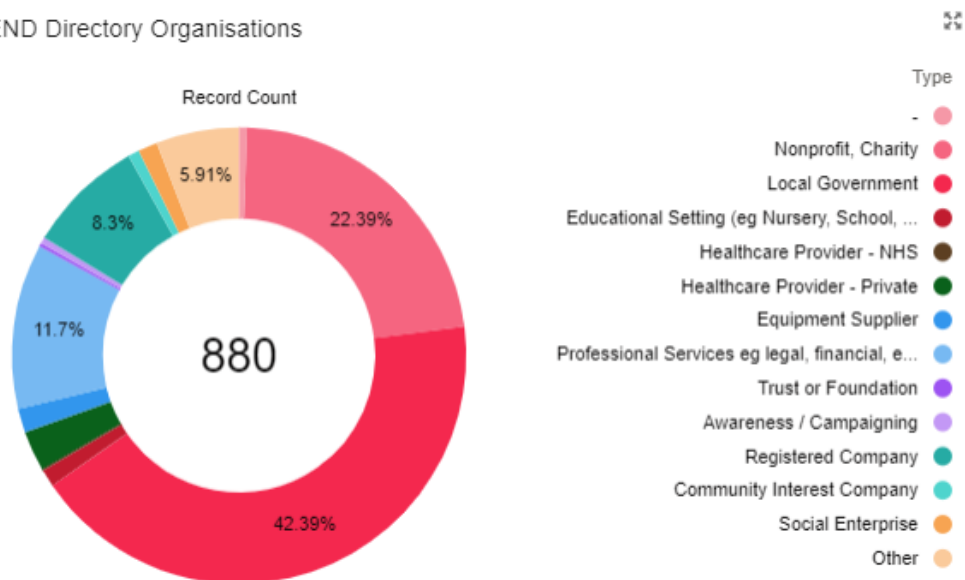
- We continued our work with partners across the SEND sector to take referrals for support from them. These include but are not limited to:
 - Norfolk County Council
 - NANSA
 - Aung Htet
- We continued our programme to research and sign up organisations offering support.
- We continued our work to research services and implemented an information update programme to support organisations to keep the data held on them up to date on the app.
- Our CEO was invited to speak at the NANSA Neurodiversity Festival and the app was launched at the event.
- Our CEO was invited to speak at an event at The Royal Society of Medicine Ladies Evening

New App Launch March 23



This year sign up has slowed due to difficulties with marketing but we now have 880 organisations signed up to the platform.

All SEND Directory Organisations



Section E

Financial review

Brief statement of the charity's policy on reserves

The Charity's target policy on reserves is to hold 6-months operational costs and 3 months administrative expenditure in the event of a wind down situation. At the end of the current financial year 20% of the total income will be allocated to the Reserve Account in compliance with Charity Commission policy and guideline from the Institute of Chartered Accountants of England & Wales(ICAEW)

Details of any funds materially in deficit

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.

Fundraising Risk Overview:

Over the past year, our charity has primarily relied on in-kind support from our technical partner, which, while generous, has not provided the financial liquidity needed for operational costs. Consequently, all staff have transitioned to volunteer status, and due to the lack of financial resources, our marketing efforts have been significantly curtailed. This has not only limited our outreach but also our ability to engage with potential donors or expand our service offerings.

Section F

Other optional information

Looking Ahead:

In the forthcoming year, it is imperative that we vigilantly monitor all available funding opportunities. This includes grants, sponsorships, and exploring new partnerships. We must undertake a thorough and honest assessment of our charity's financial viability. This assessment will guide us in deciding whether we can sustain our operations or if we need to consider scaling back, restructuring, or potentially ceasing our activities. The outcome of this assessment will directly influence our capacity to serve our mission and ensure the continuity of our work for the benefit of our community.

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)

Malcolm Jones

Position (eg Secretary, Chair, etc)

Chair

Date

18/12/2024

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Statement of Financial Activities

Year ended 31st October 2023

		2023		2022	
	Note	Unrestricted funds £	Restricted funds £	Unrestricted Total funds £	Restricted Total funds £
Income and endowments					
Donations and legacies	4	30,632		47,924	5,000
Total income				47,924	5,000
Expenditure					
Charitable activities	5	31,594		65,737	5,000
Total expenditure		31,594		70,737	38,590
Net (expenditure)/income and net movement in funds		(962)		(17,813)	
Reconciliation of funds					
Total funds brought forward		990		21,208	
Total funds carried forward		28		3,395	

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

The notes on pages 3 to 8 form part of these financial statements.

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Statement of Financial Activities

Year ended 31st October 2023

		2023		2022	
	Note	funds £	funds £	Total funds £	Total funds £
Current assets					
Debtors	9	0		6,773	
Cash at bank and in hand		28		991	
		<u>28</u>		<u>7,764</u>	
Creditors: Amounts falling due within one year	10	<u>(7921)</u>		<u>(4,369)</u>	
Net current assets			(7893)		3,395
Total assets less current liabilities			<u>(7893)</u>		<u>3,395</u>
Net assets			<u>(7893)</u>		<u>3,395</u>
Funds of the charity					
Unrestricted funds			28		3,395
Total charity funds	12		<u>(7893)</u>		<u>3,395</u>

These financial statements were approved by the board of trustees and authorised for issue on....18/12/2024, and are signed on behalf of the board by:

The notes on pages 3 to 8 form part of these financial statements.



Mr M Jones (Chair)
Trustee

1. General information

The charity is a public benefit entity and a registered charity in England and Wales and is unincorporated. The address of the principal office is 26 Albert Street, Holt, Norfolk, NR25 6HY.

2. Statement of compliance

The charity constitutes a public benefit entity as defined by FRS 102. 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 issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011 and UK Generally Accepted Accounting Practice.

The financial statements have been prepared to give a 'true and fair view' and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following the 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 issued in October 2019 rather than the Accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which has since been withdrawn.

3. Accounting policies Basis of preparation

The financial statements have been prepared on a going concern basis under the historical cost convention.

The financial statements are prepared in sterling, which is the functional currency of the entity, and rounded to the nearest£.

The financial statements cover the period 1 November 2022 to 31 October 2023. The comparatives cover the period 1 November 2021 to 31 October 2022

Going concern

The Board of Trustees has considered the ability of the Charity to continue as a going concern. They have reviewed budgets, management accounts and cash flow forecasts for 2022/23, and have concluded that the Charity will have adequate resources to continue operations for the foreseeable future. The Trustees anticipate that additional grant funding will be secured in 2023/24, and will carefully manage expenditure within the limits of the funds available.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes. Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

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Notes to financial statements *(continued)*

Year ended 31st October 2023

3. Accounting policies *(continued)*

Income

All income is included in the statement of financial activities when entitlement has passed to the charity, it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income received by way of donations, legacies, grants and gifts is included in full in the Statement of Financial Activities when receivable.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Debtors and creditors receivable | payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

Cash at bank

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less.

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Notes to financial statements *(continued)*

Year ended 31st October 2023

3. Accounting policies *(continued)*

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

4. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Donations			
Donations	4,902		4,902
Donated services	25,700		25,700
Gift aid	0		0
Gifts			
Gifts			
Grants			
Grants			
	<u>30,632</u>		<u>30,632</u>

	Unrestricted Funds £	Restricted Fund £	Total Funds 2022 £
Donations			
Donations	2,190	-	2,190
Donated services	30,463	-	30,463
Gift aid	271	-	271
Gifts			
Gifts	-	-	-
Grants			
Grants	15,000	5,000	20,000
	<u>47,924</u>	<u>5,000</u>	<u>52,924</u>

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Notes to financial statements *(continued)*

Year ended 31st October 2023

3. Accounting policies *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Wages and salaries	4,030		4,030
Computer costs	923		923
Telephone and broadband	270		270
Payroll charges	-		-
Travel and subsistence	254		254
Advertising and promotion			
Printing, postage and stationery	235		235
IT development fees	25,700		25,700
PayPal charges			
Sundry expenses	77		77
Governance costs	102		102
	<u>31,591</u>		<u>31,591</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Wages and salaries	36,502	-	36,502
Computer costs	3,816	5,000	8,816
Telephone and broadband	770	-	770
Payroll charges	1,090	-	1,090
Travel and subsistence	-	-	-
Advertising and promotion	-	-	-
Printing, postage and stationery	408	-	408
IT development fees	22,100	-	22,100
PayPal charges	-	-	-
Sundry expenses	91	-	91
Governance costs	960	-	960
	<u>65,737</u>	<u>5,000</u>	<u>70,737</u>

Analysis of governance costs

	Total Funds 2023 £	Total Funds 2022 £
Independent examination	<u>0</u>	<u>960</u>

6. Independent examination fees

	2022 £	2022 £
Fees payable to the independent examiner for: Independent examination of the financial statements	<u>0</u>	<u>960</u>

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Notes to financial statements *(continued)*

Year ended 31st October 2023

7. Staff Costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2023	2022
	£	£
Wages and salaries	2417	33,632
Social security costs	0	2,424
Employer contributions to pension plans	744	446
	<u>3162</u>	<u>36,502</u>

The average head count of employees during the year was 1 (2022 : 1)

No employee received employee benefits of more than £60,000 during the year (2022 : Nil)

Key Management Personnel

The total amount paid to key management personnel in the year amounted to £0

8. Trustee remuneration and expenses

No trustee has received remuneration or expenses during the period.

9. Debtors

	2023	2022
	£	£
Prepayments and accrued income	<u>0</u>	<u>6,773</u>

10. Creditors: Amounts falling due within one year

	2023	2022
	£	£
Trade Creditors	5307	486
Accruals and deferred income	0	1,020
Social security and other taxes	2613	2,863
	<u>7921</u>	<u>4,369</u>

11. Pensions and other post retirements benefits

Defined contributions plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £xxx (2022 : £Nil)

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Notes to financial statements *(continued)*

Year ended 31st October 2023

12.	Analysis of charitable funds				
	Unrestricted funds				
	At 1 November 2022	Income	Expenditure	Transfers	At 31 October 2023
General Funds	990	<u>30,632</u>	<u>31,594</u>	<u>-</u>	<u>28</u>
	At 1 November 2021	Income	Expenditure	Transfers	At 31 October 2022
General Funds	21,208	47,924	(65,737)	-	3,395
Restricted Funds					
	At 1 November 2022	Income	Expenditure	Transfers	At 31 October 2023
	-	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
13. Analysis of net assets between funds					
				Unrestricted Funds	Total Funds 2023 £
Current assets				28	28
Creditors less than 1 year				(5307)	(5307)
				<u>(5279)</u>	<u>(5279)</u>
				Unrestricted Funds	Total Funds 2022 £
Current assets				£ 7764	£ 7,764
Creditors less than 1 year				(4,369)	(4,369)
				<u>3,395</u>	<u>3,395</u>

14. Related Parties

During the year, Polly Elworthy was owed £1540.65 in expenses which she elected to waive over and above her salary to support the charity.