

THE YOU TRUST

England & Wales · Charity number 291489

Details

Other names	THE SOUTHERN FOCUS TRUST, YOU
Status	Registered
Legal form	Charitable company
Company number	01898188
Registered	1985-04-10
Register	View on the Charity Commission register

Contact

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Activities

Objects: I) TO PROMOTE SOCIAL INCLUSION FOR THE PUBLIC BENEFIT BY PREVENTING PEOPLE FROM BECOMING SOCIALLY EXCLUDED, RELIEVING THE NEEDS OF THOSE PEOPLE WHO ARE SOCIALLY EXCLUDED AND ASSISTING THEM TO INTEGRATE INTO SOCIETY.FOR THE PURPOSE OF THIS CLAUSE 'SOCIALLY EXCLUDED' MEANS BEING EXCLUDED FROM SOCIETY, OR PARTS OF SOCIETY, AS A RESULT OF ONE OR MORE OF THE FOLLOWING FACTORS: UNEMPLOYMENT; FINANCIAL HARDSHIP; YOUTH OR OLD AGE; ILL HEALTH (PHYSICAL OR MENTAL); SUBSTANCE ABUSE OR DEPENDENCY INCLUDING ALCOHOL OR DRUGS; POOR EDUCATIONAL OR SKILLS ATTAINMENT; RELATIONSHIP AND FAMILY BREAKDOWN; POOR HOUSING (THAT IS HOUSING THAT DOES NOT MEET BASIC HABITABLE STANDARDS); CRIME (EITHER AS A VICTIM OF CRIME OR AS AN OFFENDER REHABILITATING INTO SOCIETY).(II) THE ADVANCEMENT OF EDUCATION FOR THE PUBLIC BENEFIT.

Activities: YOU: a family, creatively empowering people to thrive in their communities.

Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Other Charitable Activities
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty, Accommodation/housing, Economic/community Development/employment, Other Charitable Purposes
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Defined Groups, The General Public/mankind

Geography

- Dorset
- Hampshire
- Isle Of Wight
- Portsmouth City
- Somerset
- Southampton City
- West Sussex
- Wiltshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£25,486,000	£25,259,000	£2,410,000	761
2024-03-31	£23,907,000	£23,132,000	£2,027,000	678
2023-03-31	£21,726,000	£21,833,000	£1,671,000	489
2022-03-31	£12,560,000	£12,811,000	£2,246,000	319
2021-03-31	£12,488,000	£11,589,000	£1,432,000	292

Trustees

Name	Role	Appointed
Adrian Colvin		2025-07-01
Amanda Jobling		2024-07-16
Amanda Molly Partington-Todd		2025-08-07
Anthony Quinn		2024-07-16
Derek Stanley Marshall		2017-09-20
Gareth Pugh		2024-07-16

THE YOU TRUST

England & Wales - Charity number 291489

Accounts

Charity Registration No. 291489
Company Registration No. 1898188 (England and Wales)

THE YOU TRUST
(A COMPANY LIMITED BY GUARANTEE)
REPORT AND CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025
CHARITY NUMBER 291489
COMPANY NUMBER 01898188

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TRUSTEES REPORT

1.0 INTRODUCTION

- 1.1 The Trustees present their annual directors' report together with the consolidated financial statements of the charity and its subsidiary My Learning Cloud Limited for the year ending 31 March 2025 which are also prepared to meet the requirements for a Directors' report and accounts for Companies House.
- 1.2 In this document, the legal name of the YOU Trust is shortened to YOU. The legal name of My Learning Cloud Limited is shortened to MLC.
- 1.3 The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Articles of Association, and 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) (second edition October 2019).

2.0 OBJECTIVES

- 2.1 The objectives of the charity as set out in the Articles of Association are:

- (i) *To promote social inclusion for the public benefit by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.*

For the purpose of this clause 'socially excluded' means being excluded from society, or parts of society, as a result of one or more of the following factors: unemployment; financial hardship; youth or old age; ill health (physical or mental); substance abuse or dependency including alcohol or drugs; poor educational or skills attainment; relationship and family breakdown; poor housing (that is housing that does not meet basic habitable standards); crime (either as a victim of crime or as an offender rehabilitating into society).

- (ii) *The advancement of education for the public benefit.*

The mission statement of YOU is:

"YOU: creatively empowering people to thrive in their communities"

- 2.2 Our culture and behaviours in pursuit of the mission and objectives are defined by our values that are embedded and role modelled throughout the charity:

- Person Centred

People are at the centre of all we do. We work in equal partnership, understanding that people are experts in their own experience and have strengths, skills, and life experiences

that they bring to their own situation and to others. Everyone is a unique human being to be valued. We design what we do with people based on what matters to them, ensuring they are in control of their daily lives and their future.

- Trustworthy

We do what we say we will, when we say we will and how we say we will. We do not let people down. We act with integrity, honesty and openness with everyone we meet.

- Excellence

We strive to be the best we can be in all that we do, recognising that people deserve nothing less from us.

- Can-do

We ask ourselves how we can achieve things and not whether we can.

- Innovative

We are creative thinkers. We listen and build on ideas. We do not block, welcoming fresh perspectives and imagining new possibilities.

3.0 ACTIVITIES IN PURSUIT OF THE CHARITY MISSION AND OBJECTIVES

3.1 YOU's services can be divided into five themes:

- Paragon: Ending violence against women and girls and reducing the harm caused by domestic and sexual violence
- Supporting people to live independently and flourish in their community
- Advice and Information services
- Improving the health and wellbeing of communities
- Training and Education

3.2 In 24/25, YOU delivered nearly 3,000 more client interactions than the previous year. This growth reflects the increasing needs in our community and is a testament to the flexibility of service delivery for which YOU is known. In 23/24, 25,617 adults and children connected with our services, this rose to 28,585 in 24/25.

3.3 PARAGON

PARAGON is our specialist service supporting people affected by domestic abuse, sexual violence, and stalking. We also work with those who use harmful behaviours in their intimate or family relationships.

Working across Hampshire, the Isle of Wight, Dorset, Somerset, Swindon, and pan-Sussex, we offer a wide range of accommodation and community-based services. Our refuges provide sanctuary and specialist support for those needing a safe space to heal and rebuild, often alongside their children. In the community, our teams work with individuals who are safe to remain at home, including those still in relationships with someone causing harm. In these cases, we offer safe, structured interventions for both parties.

Alongside our commissioned and grant-funded work, we've co-produced and developed innovative initiatives that create spaces for safety, recovery, and change. These include survivor-led programmes, peer support models, and tailored interventions for those using harmful behaviours.

As an inclusive organisation, our services are designed to support cis and trans women and men, as well as non-binary individuals. We recognise children and young people as victims in their own right, and we also work with those who instigate harm within their families or relationships.

Our approach is rooted in the principles of the Domestic Abuse Act and includes specialist support for children and young people—ensuring every person we work with is met with respect, compassion, and the opportunity to move forward.

Our specialist team working with people who use harmful behaviours has developed a prevention programme designed to support lasting change. Accessible through one-to-one sessions or group work, this programme is inclusive and suitable for both men and women.

We deliver a wide range of services—from integrated, county-wide teams and co-located specialists to the management of refuges, safe houses, and dispersed accommodation. These services are commissioned by local authorities, health organisations, grant funders, and social investors, reflecting the trust placed in our approach and outcomes.

Our team is highly effective in making a positive difference in the lives of those we support. This is consistently evidenced through tools like the Outcome Star, which tracks self-reported progress, and Exit Questionnaires completed by clients—both showing meaningful improvements in wellbeing, relationships, and personal responsibility.

As an example of feedback across the Paragon areas we can see that: -

- 100% of people we worked with felt safer since receiving support
- 100% of people reported a positive impact on their health and wellbeing

- 96% of people reported increase confidence in being able to improve the emotional, physical and social wellbeing of affected children
- 100% of people were supported to stay safe in their own home, where this was safe to do so, meaning they stayed connected to their own community and support networks
- 100% of people felt safer since receiving support and felt able to make positive decisions about their future
- 100% of children reported their support had a positive impact on their life
- 99% of children reported their health and wellbeing had improved

3.4 SUPPORTING PEOPLE TO LIVE INDEPENDENTLY AND FLOURISH IN THEIR COMMUNITY

Impact and Achievements 2024/2025

Young Lives

At Young Lives, we support young people living in two dedicated houses. Each a safe and nurturing space for those with previous lived experiences of care.

Our residents come from diverse backgrounds, and each young person is met with respect, understanding, and a tailored plan that evolves as they do.

We work alongside each young person to help them build the strategies, confidence, and resilience they need to shape their own future.

By offering a sense of belonging and emotional safety, we create the breathing space needed to reflect, grow, and explore aspirations. Our team provides practical support and education across key areas of independent living, including:

- Paying Rent
- Managing Bills
- Budgeting
- Cooking
- Laundry
- Daily living skills
- Developing social skills
- Accessing work
- Support with the benefits system
- Taking responsibility
- Support with Drug/Alcohol dependence
- Mental Health
- Support to address any offending behaviours and support with plans in place.

We aim to ensure every young person leaves our service feeling empowered, equipped, and ready for what comes next. Through tailored support and meaningful relationships, we help them hone existing skills and discover new ones, building confidence with every step.

We want each young person to look back on their time with us as a springboard: a place where they were valued, respected, and supported. A place that gave them the space to grow, the tools to thrive, and the belief that their future is theirs to shape.

Workwise

Workwise supports adults who are neurodivergent or have a learning disability to overcome the barriers they may face in finding or keeping work, whether in voluntary or paid roles.

Our focus is on helping each person identify their career aspirations and develop a realistic action plan to achieve them. Recognising that obtaining an official diagnosis can be a lengthy process, we welcome self-referrals and do not require formal diagnostic confirmation.

Workwise offers up to 12 weeks of tailored one-to-one support. This can include creating a personalised job profile, setting achievable goals, writing or updating CVs, identifying and addressing training needs, and providing practical help with job applications, interview preparation, and in-interview support. For those already in work, we assist in identifying reasonable adjustments, connecting with Access to Work funding where appropriate, and liaising with employers to ensure workplace needs are understood and met.

Our aim is to remove barriers, build confidence, and empower people to pursue meaningful employment opportunities that match their skills and ambitions, helping to create workplaces that are more inclusive, supportive, and accessible for all.

Learning disabilities services

We deliver services for people living with learning disabilities in Portsmouth and Hampshire, working in both supported living and community-based settings. We support people to live independent happy healthy lives in their community.

Service Location	Service Description	Referral Numbers in 2024/25	Commissioned/ Funded By
Portsmouth	Supported Housing schemes for people with learning disabilities	4 properties	Portsmouth City Council
	Registered Care Home for adults with mental illness	1 property	
	Floating Support	73 clients supported in their own homes	
	Adult Intervention Project	38 clients supported in 24/25	
	Into Work Service (changing to Workwise)	31 clients supported in 24/25	
Dorset	Supported Housing schemes for young people	2 properties	Dorset Council
Petersfield	Supported Housing schemes for people with learning disabilities	3 properties	Hampshire County Council
Eastleigh and New Forest	Supported Housing schemes for people with learning disabilities	12 properties	Hampshire County Council
New Forest	Registered Care Home for people with learning disabilities	2 properties	Hampshire County Council
Basingstoke	Supported Housing schemes for people with learning disabilities	13 properties	Hampshire County Council
Havant and Waterlooville	Supported Housing schemes for people with learning disabilities	16 properties	Hampshire County Council

Number of people supported by Learning Disability Services (by area)

- North Hampshire: 75
- East Hampshire: 89
- New Forest, Portsmouth and Eastleigh: 297

We support clients to live as independently as possible, taking a strengths-based, person-centred approach to care and support in people's homes, registered services and supported living. Following the active model of support, we work alongside people. Doing things with them, not for them, so they're empowered, build on existing strengths, develop new skills, and grow in confidence. People are encouraged and supported to pursue their interests, to make and maintain relationships, to undertake paid or voluntary work, and otherwise live a full life as an active citizen according to their own wishes and capacity.

Within our Learning Disabilities services, we seek to forge connections not only between residents but also with the surrounding local community. The following examples are representative of efforts within the last year to achieve this aim:

- Clients liking to go out with friends who may also need support. Staff facilitate regular meet ups and together they go out for lunch or to see a movie.
- We help people to visit family members and attend family events and are particularly mindful on maintaining connections where parents may be elderly and no longer able to travel.
- We support clients with their relationships and provide information and support about sex and healthy relationships.
- We regularly arrange day trips and events across all services to enable friendships to be made. Regular occasions include the yearly trip to the local panto and a meal out, garden parties in the summer, trips to the coast, trips to local attractions such as zoos, etc.
- We have supported people to find voluntary work in their local community e.g., working in a care home, local cafes, and the local library. This has encouraged relationships to develop within the community.
- In one service, members of the local community have formed a charitable organisation to raise money for the clients. They have provided a “house” vehicle which has opened up opportunities to the clients. Members of the group come to the service every month and hold a coffee and cake event. They have also provided funds for everyone to have a communal roast dinner on a Sunday if they wish to participate.

Mental health

We provide tailored mental health support at two dedicated homes. One in Portsmouth and one in Gosport. Many of the people we welcome have spent years in hospital environments, we focus on recovery and building the resilience needed to move into more independent living.

When someone arrives, our priority is to listen. We take time to understand what matters most to each individual—their goals, aspirations, and personal journey. No two people are the same, and we honour that by shaping support around their unique needs and outlook.

Whether it’s rebuilding confidence, reconnecting with community, or simply feeling safe and settled, we’re here to walk alongside each person as they take the next step toward wellness and independence.

For some, it's managing to get up and face the day or to complete what may seem the smallest of tasks, but for them this is a big achievement. For example, getting out of the house even for a small amount of time, making some good food and socialising with others. For other clients, we help them to build skills by looking for a voluntary job, employment or education to enrich their lives, working on their goals that continually build independence.

In the last year, our residents have participated in weekly conservation groups focusing on preservation and protection around Hilsea Lines (a green corridor). Another has been participating in a group where they're working on a performance and presentation to explain their diagnosis and show who they're moving beyond this.

3.5 ADVICE AND INFORMATION SERVICES

Advice Portsmouth and First Point Dorset

The people we support often face the harshest realities of the current economic climate. For those already navigating systemic barriers, the cost-of-living crisis isn't just a headline—it's a daily struggle to stay afloat.

Across our services, we work tirelessly to help individuals maximise their income, manage debt, and remain safely housed. This support is especially vital in Advice Portsmouth and First Point Dorset, where our teams provide tailored guidance and practical solutions to those most at risk.

Whether securing benefits, negotiating with creditors, or preventing homelessness, we stand alongside our clients, offering not just advice, but hope.

Support with Debt, Finances, and Housing

Advice Portsmouth supported people with Universal Credit, Personal Independence Payment, Child Benefit and other claims. The service also supported people to tackle debts through Debt Management, Debt Write-Offs, Bankruptcy, and obtaining Debt Relief Orders, including working with VIVID residents to secure these. In addition to these, First Point Dorset supported people to maintain their accommodation via support with benefits awarded (149), Debts Managed/Written Off (53), and Rent Arrears resolved (13).

The dedicated, compassionate work of the Advice Portsmouth team helped to achieve £1,671,593.24 in debt relief and improved finances through helping people to find and sustain employment and maximising benefit income for the people of Portsmouth.

First Point Home from Hospital

Home from Hospital supports Dorset Council residents in acute and community hospitals by helping overcome social and environmental barriers to a safe discharge, offering up to six weeks of guidance and practical assistance—from home safety checks and financial support to liaising with housing teams and ensuring medical equipment and community resettlement are in place. A related service, First Point, provides up to seven days of emergency department admission avoidance support for those not requiring overnight care but needing reassurance to return home safely, including welfare checks, basic provisions, medication, and connection to ongoing community support—all aimed at reducing hospital readmissions and promoting independence. From 2024-2025 they helped 640 people which saved the NHS nearly £2.5m.

3.6 IMPROVING THE HEALTH AND WELLBEING OF COMMUNITIES

Cycling Without Age

Cycling Without Age started in Denmark in 2012 with the aim of combatting social isolation and loneliness. Since 2012, Cycling Without Age has spread into 3,050-chapter locations, covering towns and cities across 39 countries. The YOU Trust runs the Portsmouth and Hayling Island chapter of this international initiative.

Our goal is to reduce social isolation and loneliness in Portsmouth and Hayling Island. By giving our residents the opportunity to get out and about, we help tackle social isolation. It gives riders the opportunity to engage with the younger generation too.

Isolation and loneliness can be caused by a whole range of issues. It might be caused by a health condition, bereavement, family issues. We have a team of over 60 volunteers who provide safe rides, free of charge, seven days a week.

Our fully trained and DBS-checked volunteers pilot our electric trishaws. They take participants around Portsmouth or Hayling Island to re-experience the sights and sounds of their local communities.

Our pilots come from a variety of backgrounds, which allows us to ‘buddy up’ participants with a pilot who shares common interests. This allows lasting relationships to form, and the sharing of intergenerational stories which may have otherwise been long forgotten.

In the 2024-2025 period, our Cycling Without Age service has gone on 300 rides, adding joy and company to the lives of hundreds.

Personalised Care (formally Social Prescribing)

The Personalised Care Team is a collaborative initiative between The YOU Trust and Portsmouth Southcoast Primary Care Network, bringing together Social Prescribers, a Health Coach, and a Care Coordinator to support patients in a holistic, person-centred way.

Launched in 2019 with just one Social Prescriber, the team has since grown to include three Social Prescribers, a dedicated Health Coach, and a Care Coordinator, each playing a vital role in helping individuals improve their health and wellbeing.

Social Prescribing is at the heart of our approach. It connects people to local activities, groups, and services that meet their practical, emotional, and social needs — all of which can have a profound impact on health.

- Our Health Coach specialises in behaviour change, helping individuals set personalised goals, build self-management skills, and stay motivated in managing their health.
- Our Care Coordinator acts as a single point of contact, guiding patients through health and care services and linking them to the right professionals. This support helps many people remain independent in their own homes for longer.

Thanks to grant funding and strong partnerships, we've been able to offer tailored group activities that respond directly to patient needs:

- Chair Exercise Group: In partnership with Portsmouth City Council (PCC), this welcoming group invites anyone looking to stay physically active in a safe and supportive environment.
- 12-Week Wellbeing Course: After hearing from patients who found traditional Pilates and yoga groups inaccessible, we co-designed a unique 12-week course with PCC to support both physical and mental wellbeing. Demand is high — both groups are well attended and often have a waiting list.
- Carers Group: Created in partnership with the Carers Centre, this monthly group offers carers a chance to take a break, learn about available services, and connect with others for peer support.
- Monthly Drop-In Sessions: These informal gatherings have grown steadily, offering patients a chance to meet new people, join in activities, and build lasting friendships

YOU Counselling Centres

YOU's established Counselling Centres in Fareham and Portsmouth offer a safe, welcoming space for people navigating life's challenges. From these locations, we deliver a wide range of trauma-informed interventions, including:

- Generic counselling
- Substance misuse support
- Specialist counselling for victims of domestic and sexual violence (STAR), both in refuges and the wider community
- Children and young people's counselling, available in person and online

We work in partnership to deliver these services, ensuring that support is accessible, inclusive, and rooted in compassion.

Our STAR and PARAGON counsellors also operate from our Fareham and Isle of Wight centres, offering weekend retreats and therapeutic workshops that provide space for reflection, healing, and growth.

We're proud to support the next generation of counsellors—many of whom begin their journey with us as trainees, and some who, having once accessed our services themselves, choose to train so they can help others. Their lived experience brings depth, empathy, and authenticity to the support we offer.

YOU Counselling Centres, including PARAGON and STAR, received 2,719 referrals during the 2024-2025 period. One of the valuable community benefits of our counselling services is that they provide Trainee Counsellors opportunities to develop and gain practical experience and expertise within a BACP-accredited framework and under regular clinical supervision.

Once they have completed their training, these counsellors add to the resource of the local community, building resilience and strengthening the local capacity to respond to people's mental health needs. The 27 trainee counsellors who worked with YOU's teams in 2024-2025 can increase the number of sessions delivered annually in our community by 19,440-25,920 once they have completed their training.

Given the rise in demand for counselling, this contribution to our community is important in terms of health and wellbeing and demonstrates the social value that YOU gives back to the community.

Loneliness and isolation have significant detrimental effects on a person's physical and mental health, as well as their overall wellbeing. In all of our services, we try to foster

people's connections and personal support networks so that they can live fulfilling lives and have a sense of purpose and belonging. Peer Support groups in domestic abuse services help to build these bonds, for example.

3.7 TRAINING AND EDUCATION

Dragonfly Project

We believe that everyone has a role to play in ending domestic abuse and hidden violence. Many of the factors that allows this to remain a persistent issue are deeply rooted in systemic power imbalances and harmful, outdated attitudes and social norms.

To change this, we recognised that more people within the community needed to be able to identify and understand domestic abuse in its varied forms so that they could help those experiencing abuse to access the support that's available in their area. That led to the creation of the Dragonfly Project.

The Dragonfly Project delivers free domestic abuse awareness courses that train people in communities to be 'Dragonfly Champions'. These Champions apply this learning in their own communities to improve our collective response. This has been noted nationally as a best practice approach, and we are proud to have trained 903 Dragonfly Champions in 2024-2025.

4.0 MY LEARNING CLOUD

My Learning Cloud (MLC) is at the forefront of driving up the quality of services in the health, housing and social care sector and beyond.

MLC has been trading since 2012 as a wholly owned company operating as a social enterprise gifting profit to YOU. Our team of 19 staff at MLC develops and sells two main products – our Learning Management System (LMS – a software tool that allows businesses to plan, create, deliver and report on training programmes for their workforce) and e-Learning courseware (individual subject specific e-learning courses).

Our LMS is available in multiple tiers subject to the organisation's requirements and budget. These are branded as Lumis Essentials (minimum feature set), Lumis Pro and Lumis Enterprise (maximum feature set)

We operate to a Software as a Service (SaaS) model whereby organisations subscribe to our products and services for a fixed term which may be renewed indefinitely. These products have traditionally been sold as a package on a business-to-business basis.

In 2024/25 My Learning Cloud continued to gift aid profit to YOU. Turnover was approximately £1.4m.

MLC had approximately 118,000 active user accounts in 24/25.

We're focused on building on our success through a sharpened commercial strategy. By expanding into new industries and geographic markets, we aim to significantly increase profitability over the coming years which will enable us to make more of the difference that drives us.

This ambition is backed by strong foundations. MLC continues to attract new customers while maintaining long-standing relationships built on trust and value.

5.0 QUALITY ASSURANCE

5.1 YOU, has a robust and comprehensive Quality Assurance Framework that is overseen by the Quality Assurance Committee. The committee receives regular reports on Quality Assurance activities and case studies and has a role in assuring improvement activity planned is delivered.

Some YOU services are subject to statutory inspections. The Care Quality Commission assess all relevant services. All YOU services assessed by CQC are rated as 'good'.

Our Young Peoples service in Dorset is now subject to Ofsted Inspection. As this is a new inspection regime for supported living, a formal Ofsted Inspection has not as yet taken place.

Advice Portsmouth provides free, independent, impartial and confidential advice to people living in Portsmouth. It's accredited with the Financial Conduct Authority to ensure an excellent standard of advice and support.

We believe that meeting the requirements of national inspection bodies is achieved by upholding high standards of service delivery and constantly learning and listening to our clients. These key elements are the foundations of the YOU Quality Assurance Framework we operate which includes: -

- Peer Quality Audits
- Director Audits of services specifically focussed on standard of accommodation, quality of intervention and record keeping.

- Pre-inspection preparation visits.
- Trustee Quality Visits.

Trustees visit our services and teams, chat to staff and residents and feedback what they have seen and heard to Quality Assurance Performance and People Committee.

Accreditations and association membership provides assurance that our services meet high quality industry standards. Where we have unregistered/unregulated teams/services we actively seek external accreditation that represent national excellence – specifically for YOU Counselling and Paragon. We are also members of the Helpline Partnership and our teams are all trained by them in effective staffing of a helpdesk and ensuring our front-line response is trauma informed and meets national standards.

Our domestic violence and abuse teams in Somerset, Dorset, Hampshire and the IOW hold Safe Lives accreditation and we are beginning that accreditation process with our teams in Wiltshire and West Sussex.

Our STAR Counselling and Paragon Counselling teams both hold accreditation with Lime Culture for their work with male victims of sexual violence.

We are not able to apply for some national accreditations and memberships as our charity model does not meet their criteria. However, we adopt their standards and our robust quality assurance process means these are internally assessed against that national benchmark.

6.0 SAFEGUARDING

6.1 Safeguarding our clients is a golden thread that runs through everything that YOU does.

Our definition of safeguarding is the protection of vulnerable individuals from abuse, harm, and neglect. It encompasses measures to promote the health, well-being, and human rights of individuals in our care.

Our safeguarding framework and policies are rooted in our legal commitments, the feedback we actively collect and learning from practice. Our Directors of Operations and Business Development fulfil the roles of Safeguarding Leads for both Adults and Children.

There is an identified Safeguarding lead on our Board of Trustees and the Quality Assurance Performance and People Committee receives quarterly reports on all

safeguarding activity. Trustees receive annual training on safeguarding for adults and children and are cognisant of the duties for safeguarding oversight.

New trustees that joined the Board this year have been briefed and participate in training in relation to their duties for safeguarding.

Trustees have a role in promoting a safeguarding culture within the organisation ensuring effective safeguarding policies and procedures are in place, ensuring all staff receive regular safeguarding training, reviewing safeguarding practices and ensuring there are clear mechanisms for reporting safeguarding concerns.

A set of key principles underpin YOUs approach to safeguarding. These are: Empowerment, Prevention, Proportionality, Protection, Partnership and Accountability.

7.0 PEOPLE VALUES AND ORGANISATIONAL DEVELOPMENT

- 7.1 At YOU, we recognise that our staff, practitioners and volunteers are the foundation of everything we do. Their energy, commitment and compassion are central to delivering the high-quality support that defines our mission.

Whether contributing in a paid or voluntary capacity, every team member plays an essential role in our success. In turn, we are committed to providing them with the support, recognition, and opportunities they deserve. We aim to nurture both wellbeing and professional development, ensuring our workforce feels valued, empowered, and equipped to continue making a difference.

Together, we create a culture of care – not just for the people we support, but for one another.

We are so pleased to welcome new people to work with and support us. Including new Trustees, a host of volunteers and student placements, as well as a high number of new support workers. YOU has grown significantly over the past 40 years.

In 2024/25 staff joined us via TUPE (Transfer of Undertakings, Protection of Employment), following the award of a new Paragon contract. Additionally, we have had five new staff join My Learning Cloud in the same period. They bring their deep experience to the ongoing growth of our charity.

The YOU Trust remains committed to fostering an environment where continuous professional development is both supported and celebrated. In line with this ethos, one of the notable highlights of the 2024/25 year has been the number of internal promotions across the Group.

A total of 27 staff members progressed into more senior roles during this period, reflecting the organisation's dedication to nurturing talent and recognising individual growth.

The YOU Group is powered by approximately 886 remarkable individuals who bring passion, expertise and heart to everything we do.

We're proud of the diversity within our team. We are an equal opportunities employer, disability confident since October 2017, members of the Armed Forces Covenant and publish Gender Pay Gap results that reflect our ongoing commitment to fairness and equity.

Together, we form a vibrant, resilient workforce committed to making a difference.

The YOU Trust has continued its positive working relationship with Unison, the organisation's recognised Trade Union with who we have a Consultation and Negotiation Framework Agreement. Holding regular meetings and discussions about staffing matters, policies, and priorities, including the annual pay review, is an important part of our commitment to those working for YOU.

We believe that recruiting and retaining the best staff, workers, and volunteers is central to providing high quality services based on solid relationships to those we work with. This is achieved in many ways, including:

- traditional advertising
- social media marketing campaigns
- attending job fairs
- creating relationships with schools, colleges and universities
- working closely with local Job Centres
- personalised recruitment events
- benchmarking our offer to staff so that it's attractive and engaging

At MLC and YOU, we believe that the wellbeing of our staff is fundamental to the work we do. That's why we've built a culture of care, connection, and continuous support. From our Employee Assistance Scheme to our dedicated network of internal Wellbeing Champions, we're committed to ensuring our teams feel valued and empowered.

We foster open communication through weekly CEO updates, micro-surveys, polls, and regular roadshows—creating space for feedback, reflection, and shared learning. Our commitment extends to providing strong terms and conditions, alongside high-quality training and development opportunities. Whether it's through funded qualifications or

tailored career pathways, we champion a 'lifelong learner' ethos that helps every team member grow and thrive.

Wellbeing Champions

Across our services, a dedicated network of trained Wellbeing Champions offers compassionate, confidential support to anyone who may need it. Whether it's a listening ear, practical guidance, or simply a moment of connection, these Champions are there to make a difference.

Throughout 2024, a series of planning and training sessions—led first by Jane Cracknell, Group Director of People, Culture and Organisational Development, and later by Karen Hobbs, Assistant Director of Community Services—brought Champions together to strengthen their skills and shape a calendar of wellbeing actions for the year ahead.

The impact of this staff-led initiative is profound. Time and again, we hear how the presence of a Champion has helped someone feel seen, heard, and supported. Their kindness, empathy, and commitment ripple through our organisation, creating a culture where wellbeing is woven into everyday practice.

Learning and Development

We've long believed that high-quality training and meaningful career development are essential. Not just for delivering excellent services, but for empowering our staff to thrive.

We're proud to offer robust training opportunities, support for relevant qualifications, and clear pathways for professional growth. Our teams consistently tell us that this investment makes a real difference—not only in their day-to-day work, but also in how valued and supported they feel.

We pride ourselves on our comprehensive training package. This includes a mix of certified, face-to-face, online, and hybrid programmes, all geared towards elevating staff proficiency, confidence and knowledge leading to the delivery of excellent, quality services to those we work with.

We're an Apprenticeship Levy-paying employer, actively supporting our staff to gain valuable qualifications that enhance their careers and strengthen our services. Over the past few years, we've consistently maintained around 20 active learners at any one time, studying qualifications from Level 3 to Level 5—tailored to their roles and aspirations.

Interest in our Apprenticeship Programme continues to grow, especially following recent changes to the Functional Skills components, making pathways to learning more accessible. Looking ahead to 2025/26 and beyond, The YOU Trust and MLC remain committed to expanding this programme—not only to support internal career progression, but also as part of our recruitment strategy to welcome new apprentices into the social care and technology sectors.

Smarter Learning with Lumis Pro

To manage our workforce’s learning and development, we use Lumis Pro, an advanced Learning Management System provided by My Learning Cloud. This platform enables us to:

- Plan tailored learning journeys for individuals, roles, and locations
- Assign mandatory and optional training directly via an intuitive online interface
- Facilitate e-learning, book face-to-face workshops, and access virtual events
- Track, record, and report on training compliance for quality assurance
- Submit and store certificates and learning-related documents securely

We make full use of MLC’s certified courseware, chosen for its relevance, high standards, and user-friendly design. In 2024/25, the launch of the Lumis mobile app added even greater flexibility—allowing staff to engage with training at a time and pace that suits them.

Together with MLC, our mission is clear: to create imaginative, inclusive, and accessible learning opportunities that keep pace with a rapidly evolving world. This commitment supports not only our staff, workers, and volunteers—but ultimately, the people and communities we serve.

8.0 FINANCIAL REVIEW

- 8.1 The YOU Group Finance and Commercial Committee met regularly during the year to review policies, the proposed budget, review management accounts, forecasts and the annual accounts.

At its meeting, trustees of the Finance and Commercial Committee, regularly reviewed the financial performance of the charity and My Learning Cloud against the budget it set at the start of the year.

At the end of the financial year, the audited accounts show that YOU made a healthy surplus which has helped YOU recover from the losses incurred in 22/23. This will

alleviate the charities financial risk going forwards by contributing to investment in services, increasing the unrestricted reserves and reducing debt.

However, like many charities in the UK, and particularly in the social care sector, the challenge continues to be managing to meet rises in the national living wage against constraints faced in the public sector. These two factors mean our financial future remains uncertain and priority for Trustees as we seek to provide much needed services going forwards.

YOU continues to proactively manage the Pension Deficit. In order to actively manage the other financial risks and issues faced by charities including YOU, we have focused on identifying opportunities for growth and at the same time a range of activities that improve value for money, reduce our overheads and increase time that staff can spend with clients.

RESERVES POLICY

- 8.2 The Reserves Policy was reviewed in September 2023 and a target of £1,500,000 free reserves was agreed being the value of unrestricted reserves, before deducting the pension reserve, less fixed assets. Considering its current working capital arrangements, the Board felt that this was an acceptable level to operate within YOU on a day to day level and meet its obligations. Any additional free reserves would be used to further the Trust's aims and objectives. The actual free reserves figure will rise as operating surpluses are made and fall as assets are purchased.

At the year end unrestricted reserves were £2,986,000 (2024: £2,218,000) and restricted reserves were £1,550,000 (2024: £2,382,000) and the pension reserve was in deficit at £2,126,000 (2024 £2,573,000). The deficit on the pension reserve is being managed via an agreed repayment plan through The Pensions Trust by way of annual deficit payments payable until 31st March 2028, subject to actuary adjustments as appropriate throughout the period.

At the year end the free reserves of the charity were £1,462,000 which is under target and equally in light of the Pension Deficit, the Trustees do not consider the reserves to be excessive.

INVESTMENT POLICY

- 8.3 The levels of unrestricted reserves are not significant enough to consider a wide range of investments. The bank account is an interest-bearing account and surplus monies to immediate operating needs are placed on the money market to earn additional interest.

SERVICE CHARGES

8.4 Publicly funded services are delivered free of charge to beneficiaries, with charges applying in the case of:-

- Accommodation charges (rent – includes weekly licence charges)
- Private purchases of domiciliary care – service user choice for additional care over and above the items funded by Adult Services
- Means tested counselling services

In all services where charges applied, the Trustees ensured that these did not discriminate against those who were poorer in society.

Across publicly funded services, YOU was subject to external monitoring, inspection and validation against publicly set standards.

9.0 REFERENCE AND ADMINISTRATIVE INFORMATION

9.1

Registered Charity Name	The YOU Trust (known as YOU on an operating basis)
Charity Number	291489
Company Number	1898188
Registered Office	Delme 1, Delme Place, Cams Hall Estate, Fareham, PO16 8UX
Auditors	Sumer Audit Piper House 4 Dukes Court Bognor Road Chichester, West Sussex PO19 8FX
Bankers	Lloyds TSB Bank plc. St John's Centre, Hedge End, Southampton, Hampshire, SO30 4QU

TRUSTEES AND DIRECTORS

- 9.2 The Trustees and officers serving during the year and since the year-end are set out below.

Derek Marshall – Chair of the YOU Group Board (elected January 2024)

Caroline Sharman-Mendoza

Steve Pitt

Anne Ridley

Simon Bowden (Appointed July 2024)

Edward Vera-Cruz (Appointed July 2024)

Gareth Pugh (Appointed July 2024)

Amanda Jobling (Appointed July 2024)

Anthony Quinn (Appointed July 2024)

Oliver Long (Appointed February 2025)

Alison Bradley (Appointed August 2025)

Amanda Partington-Todd (Appointed August 2025)

James Fullarton (Resigned June 2024)

Marcia Nguyen (Resigned November 2024)

Emma Giles (Resigned November 2024)

Robyn Allen (Resigned February 2025)

Jonathan Crutchfield (Resigned March 2025)

Trudy Mansfield (Resigned May 2025)

Helen Andrews (Resigned July 2025)

The directors of the company are also charity Trustees for the purposes of charity law and under the Company's Articles are known as Trustees and collectively as 'The YOU Group Board'.

The Trustees would like to give thanks to Bishop Jonathan Frost of the Anglican Diocese of Portsmouth for his patronage during the year.

EXECUTIVE LEADERSHIP TEAM

- 9.3 Senior staff to whom leadership of YOU and My Learning Cloud is delegated:

Name	Role	Delegated Authority
Hayley Connor	Group Chief Executive of YOU and Managing Director of My Learning Cloud	Lead for The YOU Group Board, Liaison Committee (<i>previously Trust Executive Committee</i>) and Managing Director of My Learning Cloud
Paul Taylor-Toms	Group Director of Finance	Lead for Finance and Commercial Committee and Director of My Learning Cloud

Jane Cracknell	Group Director of People, Culture and Organisational Development (Left YOU in May 2025)	Lead for Culture, People and Communications Committee (<i>moved to QAPPC in November 2024</i>) and My Learning Cloud Director
Phil Freed	Director of Operations and Business Development	Joint Lead for Quality Assurance Committee (<i>moved to QAPPC in November 2024</i>)
Tonia Redvers	Director of Operations and Business Development	Joint Lead for Quality Assurance Committee (<i>moved to QAPPC in November 2024</i>)
Michael Statham	Director of MLC (Appointed as Director in September 2024, previously Interim Chief Officer)	My Learning Cloud
Nigel Groves	Group Head of IT (Left YOU in August 2024)	IT Lead across the YOU Group

10.0 STRUCTURE GOVERNANCE AND MANAGEMENT

10.1 The YOU Trust is a charitable company limited by guarantee, first incorporated on 21 March 1985(The Portsmouth Housing Trust) and registered as a charity on 10 April 1985. The company was established under its Memorandum and Articles of Association, which were amended in 1998 (becoming The Southern Focus Trust) and further amended in 2001, 2003 and 2008 (becoming The YOU Trust) and in 2010. Amendments approved in 2010 led to The Articles of Association replacing the Memorandum and Articles of Association in accordance with the Companies Act 2006. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

GENERAL MEETING OF THE COMPANY

10.2 One General Meeting was held during the year. This was the Annual General Meeting (AGM) held on 12 November 2024.

RECRUITMENT AND APPOINTMENT OF TRUSTEES

10.3 Under the requirements of the Articles of Association, the members of the Board of Trustees, known as the YOU Group Board, are elected to serve until required to retire by rotation. Those who retire under rotation are those who have been longest in office since their last appointment or reappointment. At each AGM, one quarter of the Trustees are subject to retirement by rotation or, if their number is not four or a multiple of four, the number nearest to one quarter shall retire from office.

10.3.1 The Board of Trustees may appoint Trustees between General Meetings, pending full appointment at a general meeting. The Board of Trustees operate an open recruitment

and selection procedure when considering new Trustees for appointment in order to ensure a balanced, skilled, committed and representative board.

TRUSTEE RECRUITMENT INDUCTION, LEARNING AND DEVELOPMENT

- 10.4 Trustees are recruited upon reviews of numbers, diversity and skills by the Trust Executive Committee (constituted to bring together chairs of all Committees and the YOU Group Board chair) for decision by the Board.

Given the resignations during 2024, a successful recruitment campaign for trustees has ensured a strong board has been maintained. All Trustees sign a copy of the Trustee Code of Conduct and the Trustee Role Profile to signify their agreement to follow the terms documented.

- 10.4.1 All YOU Trustees and MLC Non-executive Directors join our YOU Learning Management System and receive training online on a range of subjects relevant to being a trustee, aligned to the services we deliver.

During the year the Trustees participated in training including Adult and Young People's safeguarding, and Equality, Diversity and Inclusion.

- 10.4.2 The Board meets at least once a year for a Strategy Away Day to make key decisions to inform the annual business plan.

- 10.4.3 The YOU Group Board delegates its work to Committees of the Board with approved Terms of Reference reviewed each year. There is a separate Board for My Learning Cloud. The main Committees of the Board are:

- YOU Group Liaison Committee
- Pay & Remuneration Committee
- Quality Assurance, Performance and People Committee
- Group Finance and Commercial Committee

- 10.4.4 The Group Finance and Commercial Committee further delegates work from time to time to the Property Working Group when the consideration of capital assets are required.

11.0 RISK MANAGEMENT

- 11.1 In accordance with Legislation and Charity Commission Guidance, The YOU Group has a structured approach to risk management. The YOU Group has a Risk Management Framework with policies and processes and a Risk Register that encompasses all YOU Group activity.

At YOU we define a risk as any event that could prevent a charity achieving its aims or carrying out its strategies.

The risks we have identified are categorised in to six themes; Governance, People and Organisation, Operations, Finance, Environmental or External Factors such as public opinions or national events and Compliance (with law or regulation). These six themes are described in detail in the Risk Register along with proposed responses and the effectiveness of it. The Risk Register encompasses MLC.

The risk register is owned and reviewed annually by Trustees, along with the Organisational Risk Policy which sets out the methodology and expectations of all involved in identifying and responding to risk. Each quarter the MLC and YOU Group Board and its committees reflect on the key risks, rising risks and new risks. The responsibility for risk management is at the centre of the Terms of Reference for all formal governance meetings.

The major risks faced by YOU in 2024/25 were similar to those being managed by other charities across the UK:-

- Changes within governance
- Changes in leadership arrangements
- Financial pressure as a result of continuing squeeze on public spending coupled with rising costs
- Recruitment and retention of key roles required to deliver services

There is a plan to manage risks summarised in the Risk Register and the organisational Business Plan priorities include controlling, mitigating and management of risks in year and beyond.

YOU and MLC have comprehensive disaster recovery policies and plans. These are tested regularly and annually a disaster recovery exercise takes place to test resilience and if our approach is fit for purpose.

- 11.2 The Board has not constituted an Audit Committee. The internal Audit functions are contained within the Terms of Reference of all Committees and audit reports are commissioned by those Committees paying due regard to the rankings of the risk register. The Charity Commissions internal audit checklist tool forms the basis of short, medium and longer term audit plans for YOU and MLC in the future.

During 2024/25 the impact of agency costs continued to be a major risk for the charity as the national crisis in social care recruitment continued. This risk is monitored at every meeting of the Board and Committees.

The inability to meet pension deficit contributions continued to be a major risk. This is managed through gift aid contributions from the trading subsidiary and the ability to secure concessions if required secured against property. The Group Finance and Commercial Committee monitor this through monthly management accounts and forecasts.

12.0 DELEGATION OF AUTHORITY

12.1 The YOU Group Board has agreed to delegate their authority through a number of internal mechanisms, including:

- The YOU Group Board Terms of Reference sets out the powers, decisions it retains, and those delegated to Committees, which are reviewed annually.
- The YOU Group Board approves Terms of Reference for Committees which set out their remit and scope, receives minutes; approves decisions reserved for them.
- A Scheme of delegation is in place and was reviewed by the Board during the year. This sets out the respective roles and responsibilities of Trustees and paid officers; defines responsibility/accountability points within the structure for decision making and actions to be undertaken.
- YOU Policies (approved at either the YOU Trust Board or Committee level) deal with a wide range of legal compliance / operational matters and set out responsibilities and duties. Where policy revisions are minor they are delegated to the Group Executive Leadership team to decide.
- The Procurement Policy sets out financial authority limits (approvals and expenditure) and is approved by the Group Finance and Commercial Committee.

RELATED PARTIES AND COOPERATION WITH OTHER ORGANISATIONS

None of our Trustees receive remuneration. Any connection between a trustee or Group Executive Leadership team member with any related third party must be disclosed to the YOU Group Board. In the current year, no such related party transactions were reported.

The charity's wholly owned subsidiary My Learning Cloud Ltd was established to provide excellence in learning management and e learning across the health, housing and care sectors. Each year My Learning Cloud gift aids the majority of its profits to the charity. The Board of Directors are appointed and removed by the charity Trustees. The charity Board receives performance reports from the subsidiary Board of Directors at each meeting.

STAFF AND VOLUNTEERS WITH DISABILITIES

The YOU Trust is an equal opportunities employer, Disability Confident since October 2017. As part of its open and transparent Recruitment Policy and procedure, the charity displays the Disability Confident logo on all job advertisements and references being a Disability Confident Employer on social media pages to actively encourage applications from people with disabilities. All job vacancies are advertised on a number of recruitment sites and are available in a number of formats. In addition, the charity provides a named contact so applicants can call to directly discuss any support they may require throughout the recruitment process. The YOU Trust offers a variety of flexible options to best meet the requirements of the candidate and reasonable adjustments are offered from the point of being invited along to interview, so the candidate can best demonstrate their full ability, and onwards into their employment as required, based on information shared by the applicant or staff member upon joining the organisation and throughout their time with YOU. YOU also engages with its own in-house 'Into Work' disability service for guidance and further support of disabled persons as needed and offers assistance with applying to the Access to Work scheme for eligible recruits.

Dedicated Employee Wellbeing Champions also offer support, together with a free and confidential EAP service, and YOU accesses the input of Occupational Health providers to seek advice on support the charity can implement for those with a disability or long-term health condition.

13.0 TRUSTEES' RESPONSIBILITY STATEMENT

- 13.1 The Trustees (who are also directors of The YOU Trust for the purposes of company law) are responsible for preparing the Trustees' annual Report (including the Strategic Report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company 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 Charity SORP 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

14.0 DISCLOSURE OF INFORMATION TO AUDITORS

14.1 In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

By order of the Board of Trustees

A handwritten signature in black ink, appearing to read 'D Marshall', written in a cursive style.

Derek Marshall (Chair)

Report of the Independent Auditors to the Members of The YOU Trust

Opinion

We have audited the financial statements of The YOU Trust (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2025 which comprise the group statement of financial activities, the group and charity balance sheet, the group and charity statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group and parent charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the accounts section of our report. We are independent of the group and parent charitable company in accordance with the ethical requirements that are relevant to our audit of the accounts in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group's or the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Report of the Independent Auditors to the Members of The YOU Trust

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the trustees' Report, which includes the directors' report and strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report and strategic report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or

Report of the Independent Auditors to the Members of The YOU Trust

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the parent charitable company or the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group's and the parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Identification and assessment of irregularities including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We designed procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures were capable of detecting irregularities, including fraud is detailed below:

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- Obtaining an understanding of the legal and regulatory framework that the group operates in, focusing on those laws and regulations that had a direct effect on the financial statements and operations;
- Obtaining an understanding of the group's policies and procedures on fraud risks, including knowledge of any actual, suspected or alleged fraud
- Discussing among the engagement team how and where fraud might occur in the financial statements and any potential indicators of fraud through our knowledge and understanding of the group and our sector-specific experience.

Report of the Independent Auditors to the Members of The YOU Trust

As a result of these procedures, we considered the opportunities and incentives that may exist within the group for fraud. We are also required to perform specific procedures to respond to the risk of management override. As a result of performing the above, we identified the following areas as those most likely to have an impact on the financial statements: health & safety, employment law, and compliance with the UK Companies Act and Charities Act.

In addition to the above, our procedures to respond to risks identified included the following:

- Making enquiries of management, about any known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of meetings of the board and senior management.
- Reading correspondence with regulators
- Challenging assumptions and judgements made by management in their significant accounting estimates; and
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness.

Due to the inherent limitations of an audit, there is an unavoidable risk that some material misstatements in the financial statements may not be detected, even though the audit is properly planned and performed in accordance with the ISAs (UK). For instance, the further removed non-compliance is from the events and transactions reflected in the financial statements, the less likely the auditor is to become aware of it or to recognise the non-compliance.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <http://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Report of the Independent Auditors to the Members of
The YOU Trust



Jordan Abbott BSc ACA (Senior Statutory Auditor)

for and on behalf of Sumer Audit

02/12/2025
.....

**Chartered Accountants
Statutory Auditor**

Piper House
4 Dukes Court
Bognor Road
Chichester
West Sussex
PO19 8FX

Sumer Audit is a trading name of Sumer Auditco Limited

The YOU Trust
Consolidated Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
For the Year Ended 31 March 2025

		Unrestricted funds £'000	Restricted funds £'000	Total 2025 £'000	Total 2024 £'000
	Notes				
Income from					
Donations and legacies	4	-	70	70	64
Fundraising		-	5	5	-
<i>Charitable activities</i>					
Care and Support	5	22,746	1,280	24,026	22,486
<i>Other trading activities</i>					
Commercial trading operations	6	1,384	-	1,384	1,356
Investment income	7	-	-	-	-
Other income		1	-	1	1
		<u>24,131</u>	<u>1,355</u>	<u>25,486</u>	<u>23,907</u>
Total					
Expenditure on					
<i>Raising funds</i>					
Commercial trading operations	6	1,157	-	1,157	1,325
<i>Charitable activities</i>					
Care and Support	8	21,915	2,187	24,102	21,807
		<u>23,072</u>	<u>2,187</u>	<u>25,259</u>	<u>23,132</u>
Total					
Net (expenditure)/income		1,059	(832)	227	775
Actuarial gains/(losses) on defined benefit schemes	20	156	-	156	(419)
Net movement in funds	21	1,215	(832)	383	356
Reconciliation of funds					
Total funds brought forward		(355)	2,382	2,027	1,671
		<u>860</u>	<u>1,550</u>	<u>2,410</u>	<u>2,027</u>
Total funds carried forward					

The statement of financial activities includes all gains and losses in the year.
All incoming resources and resources expended are derived from continuing activities.
The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

The YOU Trust
Balance Sheet
For the Year Ended 31 March 2025

		Group 2025 £'000	Group 2024 £'000	Charity 2025 £'000	Charity 2024 £'000
	Notes				
Fixed assets					
Tangible assets	16	1,524	1,557	1,498	1,527
Investments	17	-	-	10	10
		<u>1,524</u>	<u>1,557</u>	<u>1,508</u>	<u>1,537</u>
Current assets					
Debtors	18	4,030	3,781	3,601	3,326
Cash at bank and in hand		<u>1,770</u>	<u>1,566</u>	<u>1,271</u>	<u>1,119</u>
		5,800	5,347	4,872	4,445
Creditors					
Amounts falling due within one year	19	(2,788)	(2,304)	(1,858)	(1,397)
		<u>3,012</u>	<u>3,043</u>	<u>3,014</u>	<u>3,048</u>
Net current assets					
Total assets less current liabilities		4,536	4,600	4,522	4,585
Provisions for liabilities	20	(2,126)	(2,573)	(2,126)	(2,573)
Net assets		<u>2,410</u>	<u>2,027</u>	<u>2,396</u>	<u>2,012</u>
Funds					
Unrestricted income funds	21	2,986	2,218	2,972	2,203
Pension reserve	20	(2,126)	(2,573)	(2,126)	(2,573)
General unrestricted funds		<u>860</u>	<u>(355)</u>	<u>846</u>	<u>(370)</u>
Restricted income funds	21	<u>1,550</u>	<u>2,382</u>	<u>1,550</u>	<u>2,382</u>
Total funds		<u>2,410</u>	<u>2,027</u>	<u>2,396</u>	<u>2,012</u>

The financial statements were approved by the Board of Trustees on 25th November 2025 and were signed on its behalf by:



Trustee – Derek Marshall

The You Trust, registered in England no. 1898188

The YOU Trust
Statement of Cash Flows and Consolidated Cash Flows
For the Year Ended 31 March 2025

	Notes	Group 2025 £'000	Group 2024 £'000	Charity 2025 £'000	Charity 2024 £'000
Cash flows from operating activities					
Cash generated from operations	24	459	852	406	714
Pension interest charge		(117)	(104)	(117)	(104)
Net cash provided by (used in) operating activities		<u>342</u>	<u>748</u>	<u>289</u>	<u>610</u>
Cash flows from investing activities					
Interest income		-	-	-	-
Purchase of tangible fixed assets		(138)	(75)	(137)	(75)
Proceeds on disposal of tangible fixed assets		-	1	-	1
Cash provided by (used in) investing activities		<u>(138)</u>	<u>(74)</u>	<u>(137)</u>	<u>(74)</u>
Change in cash and cash equivalents in the reporting period		204	674	152	536
Cash and cash equivalents at the beginning of the reporting period		1,566	892	1,119	583
Total cash at the end of the year		1,770	1,566	1,271	1,119

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Notes to the Financial Statements
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1 Accounting Policies

a) Basis of preparation

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

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 (FRS102)), and the Companies Act 2006.

The You Trust meets the definition of a public benefit entity under FRS102. Assets and Liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes. These financial statements are presented in Sterling, the currency of the primary economic environment in which the Group operates, in round thousands.

b) Going concern

The Trustees have reviewed financial forecasts, cashflow and given consideration to the ability to raise finance if necessary and consider that there are no material uncertainties about the Trust's ability to continue as a going concern.

c) Group financial statements

The financial statements consolidate the results of the charity and its wholly owned subsidiary My Learning Cloud Limited on a line-by-line basis. A separate Statement of Financial Activities and Income and Expenditure Account for the charity has not been presented because the Trust has taken advantage of the exemption afforded by section 408 of the Companies Act 2006.

d) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the items of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

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For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executors to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material. Income received in advanced is deferred until the criteria for income recognition are met.

e) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

f) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the Trust's work.

g) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

Costs of raising funds comprise the costs of commercial trading and their associated support

Expenditure on charitable activities includes activities undertaken to further the purposes of the charity and their associated support costs.

Other expenditure represents those items not falling into any other heading.

h) Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the Trusts programmes and

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2025

activities. These costs have been allocated across expenditure on charitable activities. The basis on which support costs have been allocated are set out in note 9.

i) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

j) Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

In preparing these financial statements, the directors have made the following judgements:

- Determine whether leases entered into by the group either as a lessor or a lessee are operating or lease or finance leases. These decisions depend on an assessment of whether the risks and rewards of ownership have been transferred from the lessor to the lessee on a lease by lease basis.
- Determine whether there are indicators of impairment of the group's tangible and intangible assets, including goodwill. Factors taken into consideration in reaching such a decision include the economic viability and expected future financial performance of the asset and where it is a component of a larger cash-generating unit, the viability and expected future performance of that unit.
- Pension Scheme deficit payments – The Charity participates in a multi-employer pension scheme which is in deficit. Provision has been made for the deficit contributions payable and the board have relied upon the information received from the Pensions Trust.

Key Sources of Estimation Uncertainty

Multi employer defined benefit pension scheme

See Note 20 for details of estimates and assumptions regarding the pension scheme.

k) Tangible fixed assets

Individual fixed assets costing £1,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Freehold Property

Straight line over 50 years and 10 years

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Notes to the Financial Statements
For the Year Ended 31 March 2025

Long Leasehold property	Straight line over 10 years
Short Leasehold property	Straight line over the life of the lease
Fixtures, fittings and equipment	
Assets held in service properties	Straight line over 3 years
Assets held in offices	Straight line over 5 years
Short term improvements to property	Straight line over 10 years
Motor Vehicles	Straight line over 5 years

l) Debtors

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

m) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity from the date of opening of the deposit or similar account.

n) Creditors and provisions

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 reliably.

o) Financial instruments

The trust only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

p) Pensions

Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

q) Redundancy and termination payments

Redundancy costs arising from project reviews of staff levels are charged in the year in which employees leave the group.

r) Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

Payments are also made to two multi-employer defined benefit schemes.

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Notes to the Financial Statements
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For the Social Housing Pension Scheme (SHPS) the cost of providing benefits under defined benefit plans is determined separately for each plan using the projected unit credit method and is based on actuarial advice.

The change in the net defined benefit liability arising from employee service during the year is recognised as an employee cost. The cost of plan introductions, benefit changes, settlements and curtailments are recognised as an expense in measuring profit or loss in the period in which they arise.

The net interest element is determined by multiplying the net defined benefit liability by the discount rate, taking into account any changes in the net defined benefit liability during the period as a result of contribution and benefit payments. The net interest is recognised in profit or loss as other finance revenue or cost.

Remeasurement changes comprise actuarial gains and losses, the effect of the asset ceiling and the return on the net defined benefit liability excluding amounts included in net interest. These are recognised immediately in other comprehensive income in the period in which they occur and are not reclassified to profit and loss in subsequent periods.

The net defined benefit pension asset or liability in the balance sheet comprises the total for each plan of the present value of the defined benefit obligation (using a discount rate based on high quality corporate bonds), less the fair value of plan assets out of which the obligations are to be settled directly. Fair value is based on market price information, and in the case of quoted securities is the published bid price. The value of a net pension benefit asset is limited to the amount that may be recovered either through reduced contributions or agreed refunds from the scheme.

For the Social Housing Growth Scheme (GS), due to the nature of the scheme, it is not possible to identify on a reasonable and consistent basis the share of the underlying assets and liabilities. Therefore, the scheme is accounted for as a defined contribution scheme.

2 Legal status of the Trust

The company is limited by guarantee and does not have a share capital and is a private company registered in England and Wales. All Trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

3 Financial Performance of the charity

The consolidated statement of financial activities includes the results of the charity's wholly owned subsidiary My Learning Cloud Limited.

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Notes to the Financial Statements
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The summary financial performance of the charity alone is:

	2025	2024
	£'000	£'000
Income	24,102	22,551
Gift aid from subsidiary company	228	16
	24,330	22,567
Expenditure on charitable activities	24,102	21,807
Net (expenditure)/income	228	760
Actuarial gains/(losses) on defined benefit pension schemes	156	(419)
Net movement in funds for the year	384	341
Total funds brought forward	2,012	1,671
Total funds carried forward	2,396	2,012
Represented by:		
Restricted income funds	1,550	2,382
Unrestricted income funds	2,972	2,203
Pension reserve	(2,126)	(2,573)
	2,396	2,012
4 Restricted Funds - Donations and legacies		
	2025	2024
	£'000	£'000
Small gifts and donations	70	64
Legacies	-	-
	70	64

The trust benefits greatly from the involvement and enthusiastic support of its many volunteers, details of which are given in our annual report. In accordance with FRS102 and the Charities SORP (FRS102), the economic contribution of general volunteers is not recognised in the accounts.

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Notes to the Financial Statements
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5 Charitable Activities

	Unrestricted funds 2025 £'000	Restricted funds 2025 £'000	Total Funds 2025 £'000	Total Funds 2024 £'000
Grants receivable for charitable activities	-	1,280	1,280	2,752
Fees and charges	22,746	-	22,746	19,734
	<u>22,746</u>	<u>1,280</u>	<u>24,026</u>	<u>22,486</u>

6 Other trading activities

The wholly owned trading subsidiary My Learning Cloud Limited is incorporated in the United Kingdom (company number 08191627). The summary financial performance of the subsidiary alone is:

	2025 £'000	2024 £'000
Turnover	1,384	1,356
Cost of sales and administration costs	(1,157)	(1,325)
Corporation tax credit/(charge)	-	-
Net profit	227	31
Amount gift aided to the charity	(228)	(29)
Retained in subsidiary	<u>(1)</u>	<u>2</u>
The assets and liabilities of the subsidiary were:		
Fixed Assets	26	30
Current assets	1,184	994
Current liabilities	(1,182)	(995)
Total net assets	<u>28</u>	<u>29</u>
Aggregate share capital and reserves	<u>28</u>	<u>29</u>

7 Investment income

	2025 £'000	2024 £'000
Interest received	-	-
	<u>-</u>	<u>-</u>

All investment income is derived from money held in interest bearing deposit accounts

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Notes to the Financial Statements
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8 Charitable Activities

	Advice & Counselling £'000	Health and Recovery £'000	Homeless- ness £'000	Domestic Violence £'000	Disabilities £'000	Young People £'000	Total 2025 £'000	Total 2024 £'000
Salary and associated costs	1,042	840	407	3,457	13,484	405	19,635	18,010
Rent	25	80	-	251	258	124	738	654
Other property costs	29	71	9	115	196	59	479	448
Depreciation	1	1	-	6	85	-	93	90
Other costs	22	72	3	55	96	6	254	221
Support costs (see note 9)	151	144	57	527	1,914	81	2,874	2,357
Governance costs (see note 9)	2	2	1	5	18	1	29	27
	<u>1,272</u>	<u>1,210</u>	<u>477</u>	<u>4,416</u>	<u>16,051</u>	<u>676</u>	<u>24,102</u>	<u>21,807</u>

Expenditure on charitable activities was £24,102,000 (2024: £21,807,000) of which £21,915,000 was unrestricted (2024: £19,407,000) and £2,187,000 was restricted (2024: £2,400,000).

9 Support Costs

	General Support £'000	Governance function £'000	Total £'000	Basis of apportionment
Salary and associated costs	1,947	28	1,975	Proportion of Direct Costs
Rent	75	-	75	Proportion of Direct Costs
Other property costs	179	-	179	Proportion of Direct Costs
Depreciation	73	-	73	Proportion of Direct Costs
Legal and professional fees	86	-	86	Proportion of Direct Costs
Other costs	514	1	515	Proportion of Direct Costs
	<u>2,874</u>	<u>29</u>	<u>2,903</u>	

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10 Net income/(expenditure) for the year - Group

	2025	2024
	£'000	£'000
This is stated after charging:		
Operating leases - land and buildings	225	226
Operating leases - other and motor vehicles	-	-
Depreciation	171	170
(Loss)/Profit on disposal of fixed assets	-	1
Auditors' remuneration - audit services	20	13
Auditors' remuneration - non-audit services	2	2

11 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

	2025	2024
	£'000	£'000
Salaries and wages	18,365	15,830
Social security costs	1,601	1,360
Pension costs	652	633
Redundancy costs	38	7
	<u>20,656</u>	<u>17,830</u>

The number of employees whose annual emoluments were £60,000 or more were:

	2025	2024
	Number	Number
£60,000 to £69,999	-	-
£70,000 to £79,999	-	-
£80,000 to £89,999	1	2
£90,000 to £99,999	-	-
£100,000 to £109,999	-	-
£110,000 to £119,999	1	-

The charity trustees were not paid or received any other benefits from employment with the Trust or its subsidiary in the year (2024: £nil). Nil (2024: 2) trustees were reimbursed expenses for charitable purposes during the year of £Nil (2024: £1,790). A further £538 (2024: £222) was spent on Trustee Meetings during the year. No charity trustee received payment for professional or other services supplied to the charity (2024: £nil).

The key management personnel of the parent charity, the Trust, comprise the trustees, the Group Chief Executive Officer, the Group Director of Finance and the Group Director of People, Culture and Organisational Development. The total employee benefits of the key management personnel of the Trust were £281k (2024: £274k)

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Notes to the Financial Statements
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12 Staff Numbers

The average monthly number of employees (including casual and part-time staff) during the year were as follows:

	2025	2024
	Number	Number
Management and administration	55	63
Direct and support staff	<u>706</u>	<u>615</u>
	<u>761</u>	<u>678</u>

13 Government Grants

Income from government grants during the year was £nil (2024: £nil). See note 5 for more information and to the amount and source of these grants.

14 Corporation Tax

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

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Notes to the Financial Statements
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15 Comparatives for the statement of financial activities

	Unrestricted Funds £'000	Restricted funds £'000	Total Funds £'000
Income from			
Donations and legacies	-	64	64
<i>Charitable activities</i>			
Care and Support	19,734	2,752	22,486
<i>Other trading activities</i>			
Commercial trading operations	1,356	-	1,356
Investment income	-	-	-
Other income	1	-	1
Total	<u>21,091</u>	<u>2,816</u>	<u>23,907</u>
Expenditure on			
<i>Raising funds</i>			
Commercial trading operations	1,325	-	1,325
<i>Charitable activities</i>			
Care and Support	19,407	2,400	21,807
Total	<u>20,732</u>	<u>2,400</u>	<u>23,132</u>
Net (expenditure)/income	359	416	775
Actuarial (losses)/gains on defined benefit pension schemes	(419)	-	(419)
Net movement in funds for the year	(60)	416	356
Reconciliation of funds			
Total funds brought forward	(295)	1,966	1,671
Total funds carried forward	<u>(355)</u>	<u>2,382</u>	<u>2,027</u>

The YOU Trust
Notes to the Financial Statements
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16 Tangible fixed assets – Group

	Land & buildings freehold £'000	Land & buildings short L/hold £'000	Land & buildings long L/hold £'000	Fixtures fittings & equipment £'000	Motor vehicles £'000	Total £'000
Cost						
At 1 April 2024	1,823	148	79	913	54	3,017
Additions	-	3	-	135	-	138
Disposals	-	-	-	-	-	-
At 31 March 2025	<u>1,823</u>	<u>151</u>	<u>79</u>	<u>1,048</u>	<u>54</u>	<u>3,155</u>
Depreciation						
At 1 April 2024	618	36	28	753	25	1,460
Charge for year	22	8	2	136	3	171
On disposals	-	-	-	-	-	-
At 31 March 2025	<u>640</u>	<u>44</u>	<u>30</u>	<u>889</u>	<u>28</u>	<u>1,631</u>
Net book value						
At 31 March 2025	<u>1,183</u>	<u>107</u>	<u>49</u>	<u>159</u>	<u>26</u>	<u>1,524</u>
At 31 March 2024	<u>1,205</u>	<u>112</u>	<u>51</u>	<u>160</u>	<u>29</u>	<u>1,557</u>

Tangible fixed assets – Charity

	Land & buildings freehold £'000	Land & buildings short L/hold £'000	Land & buildings long L/hold £'000	Fixtures fittings & equipment £'000	Motor vehicles £'000	Total £'000
Cost						
At 1 April 2024	1,823	116	79	859	54	2,931
Additions	-	2	-	135	-	137
Disposals	-	-	-	-	-	-
At 31 March 2025	<u>1,823</u>	<u>118</u>	<u>79</u>	<u>994</u>	<u>54</u>	<u>3,068</u>
Depreciation						
At 1 April 2024	618	33	28	700	25	1,404
Charge for year	22	4	2	135	3	166
On disposals	-	-	-	-	-	-
At 31 March 2025	<u>640</u>	<u>37</u>	<u>30</u>	<u>835</u>	<u>28</u>	<u>1,569</u>
Net book value						
At 31 March 2025	<u>1,183</u>	<u>81</u>	<u>49</u>	<u>159</u>	<u>26</u>	<u>1,498</u>
At 31 March 2024	<u>1,205</u>	<u>83</u>	<u>51</u>	<u>159</u>	<u>29</u>	<u>1,527</u>

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Included within freehold land and buildings is land with a value of £475,652 (2024:£475,652) which is not depreciated. Included within Fixtures, fittings and equipment are restricted fixed assets with a value of £nil (2024: £nil). A fixed charge is held by our pension provider over freehold/leasehold properties with a net book value of £848,204 (2024:£863,874)

17 Investments

The charity holds 10,000 shares of £1 each in its wholly owned trading subsidiary My Learning Cloud Ltd (registered no. 8191627). These are the only shares allotted, called up and fully paid. The activities and results of this company is summarised in note 6.

18 Debtors

	Group 2025 £'000	Group 2024 £'000	Charity 2025 £'000	Charity 2024 £'000
Trade Debtors	2,202	901	1,572	371
Other Debtors	87	13	87	13
Prepayments and accrued income	1,741	2,867	1,714	2,849
Amount due from subsidiary undertaking	-	-	228	93
	<u>4,030</u>	<u>3,781</u>	<u>3,601</u>	<u>3,326</u>

19 Creditors

	Group 2025 £'000	Group 2024 £'000	Charity 2025 £'000	Charity 2024 £'000
Trade Creditors	202	177	150	171
Other Creditors and Accruals	933	710	903	668
Deferred Income	1,206	1,019	439	265
Taxation and social security costs	447	398	343	293
Amount due to subsidiary undertaking	-	-	23	-
	<u>2,788</u>	<u>2,304</u>	<u>1,858</u>	<u>1,397</u>

Deferred Income

Deferred income relates to funding received from various funders that are for a future accounting period

	Group 2025 £'000	Group 2024 £'000	Charity 2025 £'000	Charity 2024 £'000
Brought forward	1,019	892	265	182
Amount released to incoming resources	(1,019)	(892)	(265)	(182)
Amount deferred in year	1,206	1,019	439	265
Carried Forward	<u>1,206</u>	<u>1,019</u>	<u>439</u>	<u>265</u>

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Notes to the Financial Statements
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20 Provisions for liabilities – Group and Charity

	2025	2024
	£'000	£'000
SHPS	2,126	2,571
Growth Plan	-	2
	<u>2,126</u>	<u>2,573</u>

Defined benefit pension schemes

The You Trust – SHPS

The charity participates in the Social Housing Pension Scheme (the Scheme), a multi-employer scheme which provides benefits to some 500 non-associated employers. The Scheme is a defined benefit scheme in the UK.

The Scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The last triennial valuation of the scheme for funding purposes was carried out as at 30 September 2023. This valuation revealed a deficit of £693m. A Recovery Plan has been put in place with the aim of removing this deficit by 31 March 2028.

The Scheme is classified as a 'last-man standing arrangement'. Therefore, the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the Scheme. Participating employers are legally required to meet their share of the Scheme deficit on an annuity purchase basis on withdrawal from the Scheme.

For accounting purposes, a valuation of the scheme was carried out with an effective date of 30 September each year. The liability figures from this valuation are rolled forward for accounting year-ends from the following 31 March to 28 February inclusive. The latest accounting valuation was carried out with an effective date of 30 September 2024. The liability figures from this valuation were rolled forward for accounting year-ends from the following 31 March 2025 to February 2026 inclusive.

The total cost relating to defined benefit schemes for the year recognised in profit or loss as an expense was £133,000 (2024 - £120,000).

The deficit on the scheme, representing the shortfall on the value of the scheme assets below the present value of the scheme liabilities, is recognised as a liability on the balance sheet to the extent that the employer charity has a legal or constructive obligation for the liability. A corresponding pension reserve is included within total unrestricted funds.

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The Charity pays a contribution to help support the deficit on the scheme. The total contribution was £411,608 (2024: £390,150) The cash contribution paid was £377,307 (2024: £162,563). Shortfalls on the deficit reduction payments have been secured against property (included within Freehold Land & Buildings) to the value of £790,021 (2024: £790,021) by way of a fixed and floating charge. Further contributions are scheduled to continue in the subsequent accounting period.

Reconciliation of scheme assets and liabilities to assets and liabilities recognised

The amounts recognised in the balance sheet are as follows:

	2025	2024
	£	£
Fair value of plan assets	6,125,000	6,357,000
Present value of defined benefit obligation	(8,251,000)	(8,928,000)
Defined benefit pension scheme deficit	<u>(2,126,000)</u>	<u>(2,571,000)</u>

Defined benefit obligation

Changes in the defined benefit obligation are as follows:

	2025
	£
Present value at start of year	8,928,000
Expenses	16,000
Interest expense	431,000
Actuarial losses (gains)	(801,000)
Benefits paid and expenses	<u>(323,000)</u>
Present value at end of year	<u>8,251,000</u>

Fair value of scheme assets

Changes in the fair value of scheme assets are as follows:

	2025
	£
Fair value at start of year	6,357,000
Interest income	314,000
Return on plan assets, excluding amounts included in interest income/(expense)	(617,000)
Employer contributions	394,000
Benefits paid and expenses	<u>(323,000)</u>
Fair value at end of year	<u>6,125,000</u>

Amounts recognised in the Income and Expenditure Account

	2025	2024
	£	£
Expenses	16,000	16,000
Net interest expense	<u>117,000</u>	<u>104,000</u>
	133,000	120,000

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Amounts recognised as gains/(losses) in the Statement of Financial Activities

	2025	2024
Experience on plan assets (excluding amounts recognised as interest cost) – gain/(loss)	(972,000)	(666,000)
Effects of changes in the financial assumptions – gain/(loss)	1,156,000	247,000
	<u>184,000</u>	<u>(419,000)</u>

Analysis of assets

The major categories of scheme assets are as follows:

	2025	2024
Global Equity	686,000	634,000
Absolute Return	-	248,000
Distressed Opportunities	-	224,000
Credit Relative Value	-	208,000
Alternative Risk Premia	-	202,000
Liquid Alternatives	1,136,000	-
Emerging Markets Debt	-	82,000
Risk Sharing	-	372,000
Insurance-Linked Securities	19,000	33,000
Property	307,000	255,000
Infrastructure	1,000	642,000
Private Equity	5,000	5,000
Real Assets	733,000	-
Private Debt	-	250,000
Opportunistic Illiquid Credit	-	249,000
Private Credit	750,000	-
Credit	234,000	-
Investment Grade Credit	189,000	-
High Yield	-	1,000
Cash	83,000	125,000
Long Lease Property	2,000	41,000
Secure Income	102,000	190,000
Liability Driven Investment	1,855,000	2,588,000
Currency Hedging	10,000	(3,000)
Net current Assets	13,000	11,000
Total Assets	<u>6,125,000</u>	<u>6,357,000</u>

Principal actuarial assumptions

The principal actuarial assumptions at the balance sheet date are as follows:

	2025	2024
	%	%
Discount Rate	5.85	4.91
Inflation (RPI)	3.09	3.14

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2025

Inflation (CPI)	2.79	2.78
Salary Growth	3.79	3.78
Allowance for commutation of pension for cash at retirement	75% of maximum allowance	75% of maximum allowance

Post retirement mortality assumptions

	Life expectancy at age 65 Years
Male retiring in 2024	20.5
Female retiring in 2024	23.0
Male retiring in 2044	21.7
Female retiring in 2044	24.5

Social Housing Growth Plan Scheme

The charity participates in the scheme, a multi-employer scheme which provides benefits to some 950 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the charity to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore, it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30th December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last man standing arrangement'. Therefore, the charity is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full valuation for the scheme was carried out at 30 September 2023. This valuation showed a deficit of £693m which has reduced since the last valuation on 30th September 2020 where the deficit was £1,560m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2025

Reconciliation of opening and closing provisions	31 March 2025	31 March 2024
	£'000	£'000
Provision at start of period	2	2
Unwinding of the discount factor	-	-
Deficit contribution paid	(30)	-
Impact of change in assumptions and contribution schedule	<u>28</u>	<u>-</u>
Provisions at end of period	<u><u>-</u></u>	<u><u>2</u></u>

Income and expenditure impact	31 March 2025	31 March 2024
	£'000	£'000
Interest expense	-	-
Impact of change in assumptions and contribution schedule	28	-

Assumptions	31 March 2025	31 March 2024	31 March 2023
	% per annum	% per annum	% per annum
Rate of discount	-	5.31	5.52

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2025

21 Analysis of charitable funds

Analysis of movements in unrestricted funds - Group

	Balance at 1 April 2024	Incoming resources	Resources expended	Other recognised gains/losses	Balance at 31 March 2025
	£'000	£'000	£'000	£'000	£'000
General fund	2,218	24,131	(23,363)	-	2,986
Pension reserve	(2,573)	-	291	156	(2,126)
	<u>(355)</u>	<u>24,131</u>	<u>(23,072)</u>	<u>156</u>	<u>860</u>

	Balance at 1 April 2023	Incoming resources	Resources expended	Other recognised gains/losses	Balance at 31 March 2024
	£'000	£'000	£'000	£'000	£'000
General fund	1,918	21,091	(20,791)	-	2,218
Pension reserve	(2,213)	-	59	(419)	(2,573)
	<u>(295)</u>	<u>21,091</u>	<u>(20,732)</u>	<u>(419)</u>	<u>(355)</u>

Analysis of movements in unrestricted funds - Charity

	Balance at 1 April 2024	Incoming resources	Resources expended	Other recognised gains/losses	Balance at 31 March 2025
	£'000	£'000	£'000	£'000	£'000
General fund	2,203	22,975	(22,206)	-	2,972
Pension reserve	(2,573)	-	291	156	(2,126)
	<u>(370)</u>	<u>22,975</u>	<u>(21,915)</u>	<u>156</u>	<u>846</u>

	Balance at 1 April 2023	Incoming resources	Resources expended	Other recognised gains/losses	Balance at 31 March 2024
	£'000	£'000	£'000	£'000	£'000
General fund	1,918	19,751	(19,466)	-	2,203
Pension reserve	(2,213)	-	59	(419)	(2,573)
	<u>(295)</u>	<u>19,751</u>	<u>(19,407)</u>	<u>(419)</u>	<u>(370)</u>

The pension reserve is a reserve designated by the trustees to recognise the pensions deficit liability on defined benefit schemes.

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2025

Analysis of movements in restricted fund

	Balance at 1 April 2024 £'000	Incoming resources £'000	Resources expended £'000	Transfer £'000	Balance at 31 March 2025 £'000
DV Welfare	1,238	851	(1,274)	-	815
Big Lottery	21	-	(21)	-	-
PCC	2	-	-	-	2
Community	438	2	(265)	-	175
MOJ	238	171	(178)	-	231
Legacy	18	-	(1)	-	17
Fundraising	-	5	1	-	4
SRASAC	427	326	(447)	-	306
	<u>2,382</u>	<u>1,355</u>	<u>(2,187)</u>	<u>-</u>	<u>1,550</u>

Name of restricted fund	Description, nature and purposes of the fund
DV Welfare	To provide support for victims of Domestic Abuse
Big Lottery	Support and Counselling services
Community	Funds to combat loneliness and isolation in communities
MOJ	Funds from Ministry of Justice
Fundraising	YOU Fundraising Activities
PCC	Hardship funds for communities in Portsmouth
Legacy	Legacy Donations
SRASAC	To provide Rape and Counselling services

Analysis of movements in restricted fund

	Balance at 1 April 2023 £'000	Incoming resources £'000	Resources expended £'000	Transfer £'000	Balance at 31 March 2024 £'000
DV Welfare	1,048	1,497	(1,307)	-	1,238
Big Lottery	73	-	(52)	-	21
PCC	2	-	-	-	2
Community	494	290	(346)	-	438
MOJ	174	339	(275)	-	238
Legacy	41	-	(23)	-	18
SRASAC	134	690	(397)	-	427
	<u>1,966</u>	<u>2,816</u>	<u>(2,400)</u>	<u>-</u>	<u>2,382</u>

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2025

22 Analysis of group net assets between funds - Group

	Unrestricted funds 31 March 2025 £'000	Pension Reserve 31 March 2025 £'000	Restricted funds 31 March 2025 £'000	Total funds 31 March 2025 £'000
Tangible fixed assets	1,524	-	-	1,524
Cash at bank and in hand	1,519	-	251	1,770
Other net current assets/(liabilities)	(57)	-	1,299	1,242
Other long term liabilities		(2,126)	-	(2,126)
	<u>2,986</u>	<u>(2,126)</u>	<u>1,550</u>	<u>2,410</u>

	Unrestricted funds 31 March 2024 £'000	Pension Reserve 31 March 2024 £'000	Restricted funds 31 March 2024 £'000	Total funds 31 March 2024 £'000
Tangible fixed assets	1,557	-	-	1,557
Cash at bank and in hand	859	-	707	1,566
Other net current assets/(liabilities)	(198)	-	1,675	1,477
Other long term liabilities		(2,573)	-	(2,573)
	<u>2,218</u>	<u>(2,573)</u>	<u>2,382</u>	<u>2,027</u>

Analysis of group net assets between funds - Charity

	Unrestricted funds 31 March 2025 £'000	Pension Reserve 31 March 2025 £'000	Restricted funds 31 March 2025 £'000	Total funds 31 March 2025 £'000
Tangible fixed assets	1,508	-	-	1,508
Cash at bank and in hand	1,020	-	251	1,271
Other net current assets/(liabilities)	444	-	1,299	1,743
Other long term liabilities		(2,126)	-	(2,126)
	<u>2,972</u>	<u>(2,126)</u>	<u>1,550</u>	<u>2,396</u>

	Unrestricted funds 31 March 2024 £'000	Pension Reserve 31 March 2024 £'000	Restricted funds 31 March 2024 £'000	Total funds 31 March 2024 £'000

The YOU Trust
Notes to the Financial Statements
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Tangible fixed assets	1,537	-	-	1,537
Cash at bank and in hand	412	-	707	1,119
Other net current assets/(liabilities)	254	-	1,675	1,929
Other long term liabilities		(2,573)	-	(2,573)
	<u>2,203</u>	<u>(2,573)</u>	<u>2,382</u>	<u>2,012</u>

23 Related party disclosures

There were no related party transactions for the year ended 31 March 2025 (2024: none). The company has taken advantage of exemption, under the terms of Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', not to disclose related party transactions with wholly owned subsidiaries within the group.

Transactions between group entities which have been eliminated on consolidation are not disclosed within the financial statements.

24 Reconciliation of net income/(expenditure) to net cash flow from operating activities

	Group 2025 £'000	Group 2024 £'000	Charity 2025 £'000	Charity 2024 £'000
Net movement in funds	227	775	228	775
Depreciation charge	171	170	166	159
Pension interest charge	117	104	117	104
(Profit)/loss on the sale of fixed assets	-	(1)	-	(1)
Difference between pension charge and cash contributions	(291)	(59)	(291)	(59)
Interest received	-	1	-	1
(Increase)/decrease in debtors	(249)	67	(275)	17
Increase/(decrease) in creditors	<u>484</u>	<u>(205)</u>	<u>461</u>	<u>(281)</u>
	<u>459</u>	<u>852</u>	<u>406</u>	<u>714</u>

25 Analysis of changes in net funds

The charity had no debt during the year.

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2025

26 Operating lease commitments

The following operating lease payments are committed to be paid as follows:

	Other		Land and buildings	
	Group	Group	Group	Group
	2025	2024	2025	2024
	£'000	£'000	£'000	£'000
Expiring:				
Within one year	-	-	588	490
Between one and five years	-	-	495	454
In more than five years	-	-	-	-
	<u>-</u>	<u>-</u>	<u>1,083</u>	<u>944</u>

27 Financial Instruments

Financial instruments are used that are necessary to facilitate the group's ordinary trade activities, namely cash, trade payables and receivables; the resultant risks are credit risk and interest rate risk. The group does not use financial derivatives in its management of these risks.

	Group	Group	Charity	Charity
	2025	2024	2025	2024
	£'000	£'000	£'000	£'000
Carrying amount of financial assets				
Debt instruments measured at amortised cost	<u>2,289</u>	<u>914</u>	<u>1,658</u>	<u>384</u>
Carrying amount of financial liabilities				
Measured at amortised cost	<u>650</u>	<u>575</u>	<u>492</u>	<u>464</u>

Credit Risk

The group's policy in respect of credit risk is to require appropriate credit checks on potential customers before sales are made. At the balance sheet date, the group had the following trade receivables:

	Group	Group	Charity	Charity
	2025	2024	2025	2024
	£'000	£'000	£'000	£'000
Carrying amount of financial assets				
Trade Receivables	<u>2,203</u>	<u>901</u>	<u>1,572</u>	<u>371</u>

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2025

Interest Rate Risk

Cash balances are held in short-term deposit accounts, repayable on demand: these attract interest rates which fluctuate in relation to movements in bank base rate. This maintains liquidity and does not commit the group to long-term deposits at fixed rates of interest.

	Group	Group	Charity	Charity
	2025	2024	2025	2024
	£'000	£'000	£'000	£'000
Financial Assets:				
Cash and Cash Equivalents				
Sterling	1,770	1,566	1,271	1,119

THE YOU TRUST

England & Wales - Charity number 291489

Accounts

Charity Registration No. 291489
Company Registration No. 1898188 (England and Wales)

THE YOU TRUST
(A COMPANY LIMITED BY GUARANTEE)
REPORT AND CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024
CHARITY NUMBER 291489
COMPANY NUMBER 01898188

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TRUSTEES REPORT

1.0 INTRODUCTION

- 1.1 The Trustees present their annual directors' report together with the consolidated financial statements of the charity and its subsidiary My Learning Cloud Limited for the year ending 31 March 2024 which are also prepared to meet the requirements for a Directors' report and accounts for Companies House.
- 1.2 In this document, the legal name of the YOU Trust is shortened to YOU. The legal name of My Learning Cloud Limited is shortened to MLC.
- 1.3 The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Articles of Association, and 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) (second edition October 2019).

2.0 OBJECTIVES

- 2.1 The objectives of the charity as set out in the Articles of Association are:

- (i) *To promote social inclusion for the public benefit by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.*

For the purpose of this clause 'socially excluded' means being excluded from society, or parts of society, as a result of one or more of the following factors: unemployment; financial hardship; youth or old age; ill health (physical or mental); substance abuse or dependency including alcohol or drugs; poor educational or skills attainment; relationship and family breakdown; poor housing (that is housing that does not meet basic habitable standards); crime (either as a victim of crime or as an offender rehabilitating into society).

- (ii) *The advancement of education for the public benefit.*

The mission statement of YOU is:

"YOU: creatively empowering people to thrive in their communities"

- 2.2 Our culture and behaviours in pursuit of the mission and objectives are defined by our values that are embedded and role modelled throughout the charity:

- Person Centred

People are at the centre of all we do. We work in equal partnership, understanding that people are experts in their own experience and have strengths, skills, and life

experiences that they bring to their own situation and to others. Everyone is a unique human being to be valued. We design what we do with people based on what matters to them, ensuring they are in control of their daily lives and their future.

- Trustworthy

We do what we say we will, when we say we will and how we say we will. We do not let people down. We act with integrity, honesty and openness with everyone we meet.

- Excellence

We strive to be the best we can be in all that we do, recognising that people deserve nothing less from us.

- Can-do

We ask ourselves how we can achieve things and not whether we can.

- Innovative

We are creative thinkers. We listen and build on ideas. We do not block, welcoming fresh perspectives and imagining new possibilities.

3.0 ACTIVITIES IN PURSUIT OF THE CHARITY MISSION AND OBJECTIVES

3.1 YOU's services can be divided into five themes:

- Paragon: Ending violence against women and girls and reducing the harm caused by domestic and sexual violence
- Supporting people to live independently and flourish in their community
- Advice and Information services
- Improving the health and wellbeing of communities
- Training and Education

3.2 PARAGON

Impact and Achievements 2023/2024

The impacts and achievements range from increasing the number of vulnerable people we reach with our services through to personal successes for individual clients and our staff and volunteers being celebrated with awards.

- In April 23, Paragon Isle Of Wight Team won Hampshire Police and Crime Commissioner (PCC) award for supporting victims of crime.

- The YOU Trust Sexual Trauma and Recovery (STAR) Counselling and our Paragon domestic abuse and sexual violence teams were accredited with Lime Culture for their services supporting male victims/survivors of sexual violence.
- STAR Counselling was shortlisted for the Hampshire PCC award and received a certificate in recognition of their work.
- 'Risk Stop' are one of the businesses that support YOU. We are so very grateful for their financial contributions and the help they provide to us. They said they back YOU "not just because they perform miracles in and around Dorset, but because the charity fits a theme of us supporting vulnerable people through the cost of living crisis".

PARAGON is the YOU team working with people who experience domestic abuse, sexual violence and stalking. We have co-produced and developed a host of initiatives across the South that together create places and opportunities for safety and recovery for victims of domestic abuse. Whilst our roots are in the Violence Against Women and Girls sector, we have developed our interventions to work with male victims and females who use harmful behaviours. Our work is consistent with the Domestic Abuse Act and includes specialist support for children and young people.

We have a team who work with people using harmful behaviours via our prevention programmes, with an overarching vision to stop the epidemic of violence experienced by women and girls.

The services range from deploying integrated county-wide teams to, managing refuges, safe houses and dispersed accommodation, and the co-location of specialist workers to support a partnership response.

The services we deliver are commissioned by a number of local authorities and health organisations as well as grant givers and social investors.

Service Location	Service Description	Referral Numbers 2023/24	Commissioned/ Funded By
Somerset	Integrated, holistic Domestic Abuse Services. Including provision of safe houses, whole family support and advocacy, recovery work	2173 referrals of which 30% were high risk, 28% were for children and young people and 35% were for community support and recovery groups, with the remainder referred for emergency accommodation.	Somerset Council Office of Police and Crime Commissioner

Dorset	Integrated and holistic domestic abuse and services including a number of discrete projects and interventions, which include - • Programme for perpetrators of domestic abuse who want to stop their behaviour - (Up2U) • Family Safeguarding Teams • Services to support victims of stalking and raising awareness about stalking	1622 referrals of which 99% were connected to support within 24 – 48 hours, 100% were allocated a key worker.	Dorset Council Dorset Council Dorset Council Dorset Police and Crime Commissioner
West Sussex	Children and Young Peoples Team	This is a new and expanded team that started part way through the year. We received 97 referrals at the end of 2023/24	West Sussex County Council and Sussex Police and Crime Commissioner
Hampshire	We have a number of discrete teams in Hampshire which include: - • Health IDVA's • Safe House • Safe at Home - Target hardening victims homes • Community Outreach	We received nearly 700 referrals with the majority requesting target hardening. Of the other referrals 80% fully engaged for support. Additionally, our health teams delivered in excess of 250 training sessions and gave advice to over 200 practitioners supporting patients with domestic abuse. We have accommodated 6 people in our VAWG house, where we support women with complex needs.	Basingstoke and Dean District Council Hampshire and IOW Public Health Hampshire and IOW Public Health
Basingstoke	Domestic Abuse Cars – specialist staff attend incidents with police and support victims through investigations	207 people were supported	National Lottery Commissioner
Isle of Wight	Integrated, holistic Domestic Abuse Services. Including provision of safe houses,	The core Paragon team received in excess of 1380 referrals and nearly 100 referrals for	Hampshire and IOW Public Health

	whole family support and advocacy, recovery work	counselling. Between 96 and 100% of clients felt safer, with improved wellbeing post engagement.	
Bournemouth Christchurch and Poole	Hospital based Independent Domestic Violence Advice Service	The team worked with over 500 people referred via the hospital teams	Bournemouth, Christchurch & Poole Council

The difference these services make to people's lives is hard to quantify. Here are some important facts about what changed as a result of our interactions: -

We use a consistent approach to measure impact, via the Outcome Star and via feedback from clients. As an example of feedback across the Paragon areas we can see that: -

- 100% of people we worked with felt safer since receiving support
- 100% of people reported a positive impact on their health and wellbeing
- 96% of people reported increase confidence in being able to improve the emotional, physical and social wellbeing of affected children
- 100% of people were supported to stay safe in their own home, where this was safe to do so, meaning they stayed connected to their own community and support networks
- 100% of people felt safer since receiving support and felt able to make positive decisions about their future
- 100% of children reported their support had a positive impact on their life
- 99% of children reported their health and wellbeing had improved

Paragon is funded by a host of people who care deeply about this issue. Our thanks go to those who fundraised and provided grants to extend these critical services.

- Violence Reduction Fund – Hampshire & Isle of Wight OPCC to support delivery of the Mentors in Violence Prevention programme
- Emerging Needs Fund – Hampshire & Isle of Wight OPCC to support delivery of the Dragonfly Project in Hampshire and the Isle of Wight
- Older Persons IDVA – Standing Together provided support for a post to work with victim/survivors aged 55+

- Cost of Living Community Fund – Department of Levelling Up & Basingstoke and Deane Borough Council to support families affected by DV in Basingstoke and Deane (emergency relocation, cooking sessions, growing, food vouchers, summer activity sessions)
- NatWest Circle of Support fund enables us to provide financial assistance to those people moving from refuge to their own accommodation
- Risk Stop, a company based in Dorchester, gave funds and time to update and re-invigorate the gardens in two refuge houses and also to support our young person's service

A special thank you to some of the wonderful organisations, local businesses and individuals for your donations. They mean a great deal to the people we work with.

- BMW
- Co-op
- Concordia
- Smile Sleigh
- Tesco
- Waitrose
- Zurich

3.3 SUPPORTING PEOPLE TO LIVE INDEPENDENTLY AND FLOURISH IN THEIR COMMUNITY

Impact and Achievements 2023/2024

YOU is responsible for a host of services on the South Coast that help people to live independent, fulfilling lives in their communities. These services range from registered care homes to supported housing. Our clients are young people, people with learning disabilities, physical disabilities, enduring mental health issues and anyone who needs some help to live their best life in their community.

Service Location	Service Description	Referral Numbers in 2023/24	Commissioned/ Funded By
Portsmouth	Supported Housing schemes for people with learning disabilities	4 properties with 17 residents	Portsmouth City Council
	Registered Care Home for adults with mental illness	1 property – home to 13 residents	
	Floating Support	73 clients supported in their own homes	

	Adult Intervention Project	38 clients supported in 2023/2024	
	Into Work Service	31 clients supported in 2023/2024	
Dorset	Supported Housing schemes for young people	2 properties with 27 residents	Dorset Council
Petersfield	Supported Housing schemes for people with learning disabilities	3 properties with 15 residents	Hampshire County Council
Eastleigh and New Forest	Supported Housing schemes for people with learning disabilities	12 properties with 36 clients	Hampshire County Council
New Forest	Registered Care Home for people with learning disabilities	2 properties with 13 residents	Hampshire County Council
Basingstoke	Supported Housing schemes for people with learning disabilities	13 properties with 58 residents	Hampshire County Council
Havant and Waterlooville	Supported Housing schemes for people with learning disabilities	16 properties and 67 residents	Hampshire County Council

The community services we provide encourage young people and adults to live independent, fulfilling lives. This includes supporting people to secure fulfilling employment, engaging in community events and volunteering in the community. Carolan O’Keefe met the Mayor of Gosport in recognition of the work he had done and for his dedication to keeping the area clean and tidy and free from litter.

Our community services are commissioned by local authorities. However, YOU also devotes significant charitable resources to delivering these services. For example, we own properties and lease another three creating homes for people where they can get support and can live happier lives. We also provide emergency aid for clients who need it when they have a crisis and go the extra mile to ensure clients benefit from opportunities such as Christmas parties, Summer BBQs and theatre trips, providing much needed opportunities for people to socialise, experience shared interests and forge friendships.

We receive a lot of support too from friends and families of residents and the communities we work in - this includes financial and non-financial contributions. Local business’ donate goods and time to keep homes looking nice and gardens up to scratch or help residents to access events. Occasionally residents benefit from larger donations. For example, the friends of ‘Byways’ raised money over a number of years

and purchased a vehicle for the residents to utilise at the service which was delivered in October 2023.

As ever our thanks go to those who fundraised for and provided grants and their time to enhance these services. It helped us to continue to make sure that residents have access to day and evening activities, nice homes to live in and their independence.

3.4 ADVICE AND INFORMATION SERVICES

For over 20 years, YOU has operated an Advice and Information Service from our office at Focus Point in Portsmouth. This service is a lifeline for the community, providing support, practical help and guidance to people on a range of issues including homelessness prevention, domestic abuse, debt management, navigating health services etc...

More recently, we have developed a similar service in Dorset delivering a range of advice, support and information to the community. It is a County-wide service there (with an office located in Poundbury), offering support to people with, debt, housing issues, energy poverty and/or feeling isolated. This service also focuses on helping people to come out of hospital back to their own home, aiding the NHS to manage demand on hospital beds.

Service Location	Service Description	Referral Numbers in 2023/24	Commissioned/ Funded By
Portsmouth	Delivered from our You (Focus Point) office in Portsmouth:- Advice Portsmouth Into Work Service for people who are neurodivergent Circles of Support (in partnership with the Roberts Centre and Hope Portsmouth) Adult Intervention Project – Tenancy Advice and Support Service	14095 came into Advice Portsmouth to ask for support in 2023/24 24 people were supported into work YOU and our partners supported 633 clients in 2023/24 35 people were supported in 2023/24	Portsmouth City Council
Dorset	Comprised of Home from Hospital and Social Reablement schemes. Home from Hospital is supporting	2212 people received a service from us in the latter part of 2023/24	Dorset Council

	people when they need to come home and understanding the barriers that can prevent this. Social Reablement is working with people who may have multiple needs including debt, rent arrears, eviction, social isolation and anti-social behaviour		

These services located in the heart of communities, are commissioned by local authorities. However, we receive a lot of support too from local people and organisations who recognise how critical these services are to local residents. The grants and fundraising goes towards practical items that assist households in managing the harshest effects of the cost-of-living crisis. Our thanks go to those who fundraised for and provided grants to extend these services.

We have used the monies wisely and planning to put some of it towards providing winter support such as warm and or heated blankets, winter warm hampers etc. because we see so many of our clients struggling to afford to heat their home and some are too frightened to put their heating on because they are worried about the size of the bills

Advice Portsmouth continue to receive ongoing grants from a number of foundations and grant givers enabling us to support vulnerable local people in need - slow cookers, microwaves and airfryers all contribute towards helping clients to eat healthily on a budget and for those moving home to unfurnished accommodation. Last year we were also able to produce a healthy eating booklet which included recipe ideas and activities to do as a family.

The impact of our Advice Services is far reaching. At Advice Portsmouth, our team of advisors help and support clients with various issues including debt matters. In just one month during 2023, 245 clients were helped by us with debt matters. Within the 245, 34% of people were struggling with debt repayments. In partnership with VIVID and VIVID Plus we help and support their tenants with insolvency options such as Bankruptcy and Debt Relief Orders. £642,069.10 is the total amount of debt expected to be written off as a result of Debt Relief Orders and Bankruptcies during 1st April 2023 to 31st March 2024.

The team at Advice Portsmouth focus on maximising income for all of our clients from ensuring their wages are paid correctly to helping clients to apply for benefits that support them with their disabilities. Over the past year we have seen more clients requesting help and support in completing forms, for example, Personal Independence payment, Disability Living Allowance, Attendance Allowance, Carers Allowance, Blue Badge, Housing Benefit and Council Tax Support. Between October and December 2023, we assisted 198 clients with form filling; this was a huge increase from the previous year in which we assisted 46 clients during the same period.

Advice Portsmouth support clients experiencing housing problems - in November 2023, we supported 294 clients in housing difficulty. The issues related to general housing issues, disrepair of their homes, affordability, rent increases, neighbour issue and threats of eviction.

The feedback we receive about Advice Portsmouth, is positive – this comment typifies the impact –

“Thank you so much for the advice & help received today. I felt like I was drowning having so many problems and now I can finally start to see a path all because of your service. I am indebted to the kindness shown and the help given”

3.5 IMPROVING THE HEALTH AND WELLBEING OF COMMUNITIES

YOU has a strong track record in improving the physical, emotional and mental health and wellbeing of adults and children. Tackling health inequalities is a key priority for YOU and in 2023/24 we delivered three key initiatives to promote good mental and physical health.

Social Prescribing

Having championed the social prescribing model of supporting health and community connections, we now run schemes in Portsmouth, Hayling Island and Emsworth.

Counselling

YOU has an established Counselling Centre in Portsmouth and a satellite centre in Fareham. From these locations we deliver a range of trauma informed interventions including generic counselling, substance misuse, specialist support to victims of domestic violence and sexual violence (STAR) living in refuges and in the community and children and young people counselling services, in person and online.

YOU works in partnership to deliver services, including counselling. In September 2023, working with the Society of St James YOU began providing counselling interventions for people accessing substance misuse services, specialist domestic abuse (PARAGON) counselling with refuge providers.

Our STAR and PARAGON counsellors also work from our Fareham and IOW Centres, and hold weekend day retreats and workshops in Fareham. We are proud of our track record of supporting trainee Counsellors to learn their practice by working with us and the number who having been in our services themselves, chose to train to help others.

Cycling Without Age

You may have seen our special bicycles riding up and down Southsea seafront and on Hayling Island. In 2012, Ole Kassow, recognizing the transformative power of a bicycle ride, began offering free rides to elderly residents in Denmark using a specially designed trishaw, a three-wheeled bicycle with a passenger seat upfront. In 2019 YOU purchased three trishaws, creating our Cycling Without Age (CWA) Chapter. It has proved to be a heart-warming initiative that breathes new life into communities in the south by celebrating the simple joys of cycling and the profound connections it fosters among people of all ages and abilities.

The response to the YOU trishaws has been overwhelmingly positive. Passengers of all ages relish the opportunity to feel the wind in their hair, experience the thrill of movement, and engage with the world outside their home.

At YOU we provide free rides for the community of Portsmouth and Hayling Island, referrals come from NHS surgeries, community groups, care providers and other organisations.

Our volunteers talk passionately about the impact piloting a trishaw has for them too:-

“I am fortunate enough to work for a company that gives employees ‘Volunteer Time Off’ days; utilising these for Cycling Without Age is the most gratifying experience for all concerned. They are an excellent way of meeting new people, often helping them get out and about and see the city in a new way. Even the waving from people we pass never fails to bring a smile. Occasionally there is some initial trepidation, but this disappears once we are on the move”

We link up with places all over Portsmouth and take their clients out from these locations - such as 'SPARK Community Space'. Our thanks go to Beckie and her team at SPARK for all of their support.

The benefits CWA brings our communities is clear and we fundraise to keep the initiative alive. In 2023/2024 funding from Sport England and The League of Friends at St. Marys Hospital kept our bikes on the road. In this year fundraising efforts continue. We are thankful to League of Friends at St Marys Hospital and businesses and individuals that donated time and money keeping the trishaws pedalling in the year to come.

Service Location	Service Description	Referral Numbers in 2023/24	Commissioned/ Funded By
Portsmouth	Social Prescribing - Personalised Care Team which comprises of Care Coordination, Social Prescribing and Health and Wellbeing Coaching	493 referrals received in 2023/24	Portsmouth Southcoast Primary Care Network (NHS)
Portsmouth and Hayling Island	Cycling without Age Portsmouth and Hayling Island – Sport England/Energise Me Investing in Communities funded for 22 weeks and the YOU trust till June 24	350 rides took place in Portsmouth and Hayling Island	Cycling without Age Portsmouth and Hayling Island was funded by Sport England/Energise Me Investing in Communities and The YOU Trust till June 24
Portsmouth, Fareham, IOW, East Hampshire, Somerset, Sussex and Dorset	From our Counselling Centre in Portsmouth, we have teams across a number of counties, offering face to face and virtual counselling and recovery groups. We offer generic counselling, counselling interventions for people accessing substance misuse services, specialist domestic abuse (PARAGON) counselling, and our Sexual Trauma and Recovery Team (STAR) work with people who have experienced recent/non-recent sexual abuse or rape.	Overall, these teams received in excess of 1400 referrals. We have a number of peers who have concluded counselling and engaged with specific training and now support and help others. We also have a large number of volunteer counsellors who meet their required counselling training hours working at YOU.	Hampshire Office of the Police and Crime Commissioner Society of St James National Lottery Portsmouth City Council Hampshire and IOW Public Health

The services above are only possible to deliver because of the grants and donations we receive to compliment investment by commissioners and funders.

The battle to keep our health and wellbeing offer running is constant and we know how important they are to communities. The evidence of the impact is certain and YOU will do all it can to not only raise money to continue to deliver services but to campaign for sustainable long-term funding streams in the future.

3.6 TRAINING AND EDUCATION

Training and education, is an integral element of our dual charitable mission. YOU, is a Learning organisation which means that everything we do reinforces the importance of exchanging information, working out new ways to do things, passing on skills and extending information and knowledge to help everyone reach their potential.

We deliver this priority in a variety of ways. In our service delivery by unlocking different approaches and theories of change that mean more independence for clients, connecting clients with education services and adult learning and by designing and delivering training too. My Learning Cloud is at the centre of our commitment to creatively developing training.

Service Location	Service Description	Referral Numbers	Commissioned/ Funded By
Nationwide and across the South	Dragonfly – training communities to be a listening ear and link to people experiencing domestic abuse, supporting them to access specialist services and increase safety	849 champions were trained during 2023-24	YOU

4.0 MY LEARNING CLOUD

My Learning Cloud is at the forefront of driving up the quality of services in the health, housing and social care sector and beyond.

My Learning Cloud has been trading since 2012 as a wholly owned company operating as a social enterprise gifting profit to YOU. Our team of 18 staff at MLC develops and sells two main products – our Learning Management System (LMS – a software tool that allows businesses to plan, create, deliver and report on training

programmes for their workforce) and e-Learning courseware (individual subject specific e-learning courses).

Our LMS is available in multiple tiers subject to the organisation's requirements and budget. These are branded as Lumis Essentials (minimum feature set), Lumis Pro and Lumis Enterprise (maximum feature set)

We operate to a Software as a Service (SaaS) model whereby organisations subscribe to our products and services for a fixed term which may be renewed indefinitely. These products have traditionally been sold as a package on a business-to-business basis.

In 2023/24 My Learning Cloud continued to gift aid profit to YOU. Turnover was approximately £1.4m.

MLC had approximately 118,000 active user accounts in 23/24 and 118 customers were onboarded onto our new generation LMS product, Lumis.

We expect to improve on this performance through a renewed focus on increasing our commercial performance, we are now looking to diversify the markets in which we operate, both by industry and geography and increase profits substantially over the coming years. We know this ambition is achievable because we are attracting new customers and our customers stay with MLC.

5.0 QUALITY ASSURANCE

5.1 YOU, has a robust and comprehensive Quality Assurance Framework that is overseen by the Quality Assurance Committee. The Committee receives regular reports on Quality Assurance activities and case studies and has a role in assuring improvement activity planned is delivered.

Some YOU services are subject to statutory inspections. The Care Quality Commission assess all relevant services. All YOU services assessed by CQC are rated as 'good'.

Our Young Peoples service in Dorset is now subject to Ofsted Inspection. As this is a new inspection regime for supported living, a formal Ofsted Inspection has not as yet taken place.

New regulations introduced last year mean that Advice Portsmouth is also now subject to additional regulation by the Financial Conduct Authority – the service has met the standard required.

At YOU we believe that meeting the requirements of national inspection bodies is achieved by upholding high standards of service delivery and constantly learning and listening to our clients. These key elements are the foundations of the YOU Quality Assurance Framework we operate which includes: -

- Peer Quality Audits
- Director Audits of services specifically focussed on standard of accommodation, quality of intervention and record keeping.
- Pre-inspection preparation visits.
- Trustee Quality Visits.

Trustees visit our services and teams, chat to staff and residents and feedback what they have seen and heard to Quality Assurance Committee.

Accreditations and association membership provides assurance that our services meet high quality industry standards. Where we have unregistered/unregulated teams/services we actively seek external accreditation that represent national excellence – specifically for YOU Counselling and Paragon. We are also members of the Helpline Partnership and our teams are all trained by them in effective staffing of a helpdesk and ensuring our front-line response is trauma informed and meets national standards.

6.0 SAFEGUARDING

6.1 Safeguarding our clients is a golden thread that runs through everything that YOU does.

Our definition of safeguarding is the protection of vulnerable individuals from abuse, harm, and neglect. It encompasses measures to promote the health, well-being, and human rights of individuals in our care.

Our safeguarding framework and policies are rooted in our legal commitments, the feedback we actively collect and learning from practice. Our Directors of Operations and Business Development fulfil the roles of Safeguarding Leads for both Adults and Children.

There is an identified Safeguarding lead on our Board of Trustees and the Quality Assurance Committee receives quarterly reports on all safeguarding activity. Trustees

receive annual training on safeguarding for adults and children and are cognisant of the duties for safeguarding oversight.

Trustees have a role in promoting a safeguarding culture within the organisation ensuring effective safeguarding policies and procedures are in place, ensuring all staff receive regular safeguarding training, reviewing safeguarding practices and ensuring there are clear mechanisms for reporting safeguarding concerns.

A set of key principles underpin YOU's approach to safeguarding. These are: Empowerment, Prevention, Proportionality, Protection, Partnership and Accountability.

7.0 PEOPLE VALUES AND ORGANISATIONAL DEVELOPMENT

7.1 Recruiting and retaining the best staff and volunteers is critical to YOU's charitable mission. The work we do has at its heart, relationships with people. That means we strive to always support the staff and volunteers who give their time to charity, whether that is in a paid or unpaid capacity.

Staff at YOU tell us they like working here. At YOU, we develop and provide stimulating and compassionate working environments, meaning staff join us and they stay. Over 100 of our current employees have worked at YOU for more than 10 years and more than half of the senior leadership team have achieved the same. Furthermore, every year we see that a number of our staff, workers and volunteers who choose to leave us return again.

The YOU Group is made up of circa 816 remarkable people! 800 in the charity, 16 in My Learning Cloud. We also have 60 invaluable volunteers and 80 Premier Crew staff who support our work by stepping in to cover service delivery.

At YOU we have a clear commitment to creating a working environment that welcomes and supports difference and promotes inclusion, equality and diversity. We are an equal opportunities employer. Disability Confident since October 2017 and our gender pay gap results are testament to our commitment.

In 2023/24, we built on the staff engagement conference that focused on Equity Diversity and Inclusion (EDI) and trustees and the Senior Management team at YOU completed training commissioned the previous year that focused on leading with an EDI lens. It will remain a business-critical priority in the coming year when we will seek to understand how we can build even more into our organisation to support staff to overcome the barriers and access the opportunities to succeeding at YOU.

Unison is the recognised Trade Union of YOU with whom we have a Consultation and Negotiation Framework Agreement. We work closely with Unison, having regular meetings and discussions about staffing matters, policies, and priorities. This includes the annual pay review. In 2023/24 all staff received a pay rise of 3% or above.

At YOU we have a continual focus on how we retain and recruit the best staff, workers, and volunteers. We do this via a number of means including traditional advertising, social media marketing campaigns, attending job fairs, creating relationships with schools, colleges and universities, and ensuring our offer to staff is of high quality and attractive. This includes good terms and conditions and meaningful training, qualifications, and career development, encouraging all of us to be lifelong learners.

YOU has a positive reputation for the training and development of staff and our staff tell us that this is very important to them. We are renowned for our comprehensive face to face, online, and hybrid training programmes which elevate staff competence, gives confidence and knowledge and means that the standard of service delivered is exceptional.

The YOU Trust use MLC's Learning Management System Lumis Pro (the fully featured Lumis package) to manage our workforce's learning and development (L & D). MLC also use their own LMS to manage their L&D requirements.

YOU use the learning journeys functionality in Lumis Pro to ensure individuals, roles and locations have the appropriate level of mandatory and optional training assigned and available to them. YOU use almost all of MLC's e-learning titles as well as the workshop functionality to manage face-to-face and virtual learning events, file submissions to manage the signoff of document or paper-based files, and self-certify to track and record completions against externally hosted learning resources. YOU are in the process of rolling out the Lumis mobile application to all staff to further enhance access to training and flexible approaches to interacting with it.

As we move forwards YOU and MLC will continue to focus on training and developing our staff team using imaginative formats and applications because we believe in the benefits this creates for clients, staff and volunteers.

YOU is committed to promoting the well-being of employees, workers and volunteers. YOU have appointed Employee Well-being Champions across the organisations. The group of champions meet approximately every 6 weeks and is chaired by a Director who is also a champion reflecting the importance placed by the organisation of promoting well-being wherever possible. The champions are available

to provide additional support and signposting to all staff and run regular awareness campaigns which in 23/24 included a focus on Stress Awareness Week and Mental Health Week amongst others. In addition, some of the champions produced a podcast on anxiety and are introducing a new e-learning course on MLC on this topic. Our well-being benefits includes free access to a 24/7 confidential Employee Assistance Service, a bike to work scheme and discounts to a variety of websites which include well-being offers.

8.0 FINANCIAL REVIEW

8.1 The YOU Group Finance and Commercial Committee met regularly during the year to review policies, the proposed budget, review management accounts, forecasts and the annual accounts. This committee has been ably led by James Fullarton over a number of years and so it was with great sadness that we accepted James resignation at the start of 2024/25 on the grounds of his ill health. Subsequently, James passed away. James tirelessly served on our Board for over 11 years and as Chair of the Finance and Commercial Committee for many of these. He was a man full of integrity willing to share his experience and wisdom with the goal of improving the lives and life chances of the local community. James' constant drive to deliver high quality services in a tough financial context was an inspiration. His death was a great shock to us all and we at YOU share a determination to uphold his legacy as we go forward without him.

At its meeting, trustees of the Finance and Commercial Committee, regularly reviewed the financial performance of the charity and My Learning Cloud against the budget it set at the start of the year.

At the end of the financial year, the audited accounts show that YOU made a surplus. This is an improvement on the year before and will alleviate the charities financial risk going forwards by contributing to investment in services, increasing the unrestricted reserves and reducing debt.

However, like many charities in the UK, the constraints faced in the public sector, coupled with the devastating impact of COVID and the cost of living catastrophe, means that our financial future remains uncertain and priority for Trustees as we seek to provide much needed services going forwards.

As well as proactively managing the Pension Deficit, In order to actively manage the other financial risks and issues faced by charities including YOU, we have focused on identifying opportunities for growth and at the same time a range of activities that improve value for money, reduce our overheads and increase time that staff can

spend with clients by introducing digital innovations such as Nourish Case Management.

RESERVES POLICY

- 8.2 The Reserves Policy was reviewed in September 2023 and a target of £1,500,000 free reserves was agreed being the value of unrestricted reserves, before deducting the pension reserve, less fixed assets. Considering its current working capital arrangements, the Board felt that this was an acceptable level to operate within YOU on a day to day level and meet its obligations. Any additional free reserves would be used to further the Trust's aims and objectives. The actual free reserves figure will rise as operating surpluses are made and fall as assets are purchased.

At the year end the free reserves of the charity were £681,000 which is under target and equally in light of the Pension Deficit, the Trustees do not consider the reserves to be excessive.

INVESTMENT POLICY

- 8.3 The levels of unrestricted reserves are not significant enough to consider a wide range of investments. The bank account is an interest-bearing account and surplus monies to immediate operating needs are placed on the money market to earn additional interest.

SERVICE CHARGES

- 8.4 Publicly funded services are delivered free of charge to beneficiaries, with charges applying in the case of:-
- Accommodation charges (rent – includes weekly licence charges)
 - Private purchases of domiciliary care – service user choice for additional care over and above the items funded by Adult Services
 - Means tested counselling services

In all services where charges applied, the Trustees ensured that these did not discriminate against those who were poorer in society.

Across publicly funded services, YOU was subject to external monitoring, inspection and validation against publicly set standards.

9.0 REFERENCE AND ADMINISTRATIVE INFORMATION

9.1

Registered Charity Name	The YOU Trust (known as YOU on an operating basis)
Charity Number	291489
Company Number	1898188
Registered Office	Delme 1, Delme Place, Cams Hall Estate, Fareham, PO16 8UX
Auditors	Sumer Audit Piper House 4 Dukes Court Bognor Road Chichester, West Sussex PO19 8FX
Bankers	Lloyds TSB Bank plc. St John's Centre, Hedge End, Southampton, Hampshire, SO30 4QU

TRUSTEES AND DIRECTORS

9.2 The Trustees and officers serving during the year and since the year-end are set out below.

Derek Marshall – Chair of the YOU Group Board (elected January 2024)
Steve Pitt – Chair of the YOU Group Board (Until January 2024)
Caroline Sharman-Mendoza – Deputy Chair of the YOU Group Board
Trudy Mansfield – Deputy Chair of the YOU Group Board (elected October 2023)
Anne Ridley
Emma Giles
Jonathan Crutchfield
Robyn Allen
Helen Andrews
Simon Bowden (Appointed July 2024)
Edward Vera-Cruz (Appointed July 2024)
Gareth Pugh (Appointed July 2024)
Amanda Jobling (Appointed July 2024)
Anthony Quinn (Appointed July 2024)
James Fullarton (Resigned June 2024)
Marcia Nguyen (Resigned November 2024)
Matt Haynes (Resigned March 2024)
Sara-Rose Langston (Resigned October 2023)
Saif Mohammad (Resigned October 2023)

The directors of the company are also charity Trustees for the purposes of charity law and under the Company's Articles are known as Trustees and collectively as 'The YOU Group Board'.

The Trustees would like to give thanks to Bishop Jonathan Frost of the Anglican Diocese of Portsmouth for his patronage during the year.

EXECUTIVE LEADERSHIP TEAM

9.3 Senior staff to whom leadership of YOU and My Learning Cloud is delegated:

Name	Role	Delegated Authority
Hayley Connor <i>(from July 2023) Prior to this date – Nicola Youern</i>	Group Chief Executive of YOU and Managing Director of My Learning Cloud	Lead for The YOU Group Board, Trust Executive Committee and Director of My Learning Cloud
Paul Taylor-Toms	Group Director of Finance	Lead for Finance and Commercial Committee and Director of My Learning Cloud
Jane Cracknell	Group Director of People, Culture and Organisational Development	Lead for Culture, People and Communications Committee and My Learning Cloud Director
Phil Freed	Director of Operations and Business Development	Joint Lead for Quality Assurance Committee
Tonia Redvers	Director of Operations and Business Development	Joint Lead for Quality Assurance Committee
Michael Statham	Interim Chief Officer	My Learning Cloud
Daisy Liss	Chief Officer (until January 2024)	My Learning Cloud
Nigel Groves	Group Head of IT	IT Lead across the YOU Group

10.0 STRUCTURE GOVERNANCE AND MANAGEMENT

- 10.1 The YOU Trust is a charitable company limited by guarantee, first incorporated on 21 March 1985(The Portsmouth Housing Trust) and registered as a charity on 10 April 1985. The company was established under its Memorandum and Articles of Association, which were amended in 1998 (becoming The Southern Focus Trust) and further amended in 2001, 2003 and 2008 (becoming The YOU Trust) and in 2010. Amendments approved in 2010 led to The Articles of Association replacing the Memorandum and Articles of Association in accordance with the Companies Act 2006. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

GENERAL MEETING OF THE COMPANY

- 10.2 One General Meeting was held during the year. This was the Annual General Meeting (AGM) held on 11 October 2023.

RECRUITMENT AND APPOINTMENT OF TRUSTEES

- 10.3 Under the requirements of the Articles of Association, the members of the Board of Trustees, known as the YOU Group Board, are elected to serve until required to retire by rotation. Those who retire under rotation are those who have been longest in office since their last appointment or reappointment. At each AGM, one quarter of the Trustees are subject to retirement by rotation or, if their number is not four or a multiple of four, the number nearest to one quarter shall retire from office.

- 10.3.1 The Board of Trustees may appoint Trustees between General Meetings, pending full appointment at a general meeting. The Board of Trustees operate an open recruitment and selection procedure when considering new Trustees for appointment in order to ensure a balanced, skilled, committed and representative board.

TRUSTEE RECRUITMENT INDUCTION, LEARNING AND DEVELOPMENT

- 10.4 Trustees are recruited upon reviews of numbers, diversity and skills by the Trust Executive Committee (constituted to bring together chairs of all Committees and the YOU Group Board chair) for decision by the Board.

Given the resignations during 2023/24, a successful recruitment campaign for trustees to join the board was initiated. Five applicants are completing a recruitment process which involved an interview, collection of references and DBS clearance. When the recruitment phase is completed, all Trustees will sign a copy of the Trustee Code of Conduct and the Trustee Role Profile to signify their agreement to follow the terms documented and afterward join the board.

- 10.4.1 On a regular basis, the Board undertakes a multi-faceted assessment to review its capacity, capability and effectiveness. In October 2023, the Board looked in detail at this issue, using the outcome to develop a recruitment strategy for new trustees and to develop the relationship between the new Group Chief Executive and the Board. All YOU Trustees and MLC Non-executive Directors join our YOU Learning Management System and receive training online on a range of subjects relevant to being a trustee, aligned to the services we deliver.

During the year the Trustees participated in training including Adult and Young People's safeguarding, and Equality, Diversity and Inclusion.

- 10.4.2 The Board meets at least once a year for a Strategy Away Day to make key decisions to inform the annual business plan.

10.4.3 The YOU Group Board delegates its work to five Committees of the Board with approved Terms of Reference reviewed each year:

- YOU Group Board Executive Committee
- Remuneration Committee
- Quality Assurance Committee
- Group Organisational Development Committee
- Group Finance and Commercial Committee

10.4.4 The Group Finance and Commercial Committee further delegates work from time to time to the Property Working Group when the consideration of capital assets are required.

11.0 RISK MANAGEMENT

11.1 In accordance with Legislation and Charity Commission Guidance, The YOU Group has a structured approach to risk management. The YOU Group has a Risk Management Framework with policies and processes and a Risk Register that encompasses all YOU Group activity.

At YOU we define a risk as any event that could prevent a charity achieving its aims or carrying out its strategies.

The risks we have identified are categorised in to six themes; Governance, People and Organisation, Operations, Finance, Environmental or External Factors such as public opinions or national events and Compliance (with law or regulation). These six themes are described in detail in the Risk Register along with proposed responses and the effectiveness of it. The Risk Register encompasses MLC.

The risk register is owned and reviewed annually by Trustees, along with the Organisational Risk Policy which sets out the methodology and expectations of all involved in identifying and responding to risk. Each quarter the MLC and YOU Group Board and its committees reflect on the key risks, rising risks and new risks. The responsibility for risk management is at the centre of the Terms of Reference for all formal governance meetings.

The major risks faced by YOU in 2023/24 were similar to those being managed by other charities across the UK:-

- Changes within governance
- Changes in leadership arrangements
- Financial pressure as a result of continuing squeeze on public spending coupled with rising costs

- Recruitment and retention of key roles required to deliver services

There is a plan to manage risks summarised in the Risk Register and the organisational Business Plan priorities include controlling, mitigating and management of risks in year and beyond.

YOU and MLC have comprehensive disaster recovery policies and plans. These are tested regularly and annually a disaster recovery exercise takes place to test resilience and if our approach is fit for purpose.

- 11.2 The Board has not constituted an Audit Committee. The internal Audit functions are contained within the Terms of Reference of all Committees and audit reports are commissioned by those Committees paying due regard to the rankings of the risk register. In 2023, an audit checklist was introduced and this assessment forms the basis of short, medium and longer term audit plan for YOU and MLC in the future.

During 2023/24 the impact of agency costs continued to be a major risk for the charity as the national crisis in social care recruitment continued. This risk is monitored at every meeting of the Board and Committees.

The Increasing pension deficit contributions due to an actuarial valuation and the inability of the charity to meet these costs continued to be a major risk. This is managed through gift aid contributions from the trading subsidiary and the ability to secure concessions if required secured against property. The Group Finance and Commercial Committee monitor this through monthly management accounts and forecasts.

12.0 DELEGATION OF AUTHORITY

- 12.1 The YOU Group Board has agreed to delegate their authority through a number of internal mechanisms, including:
- The YOU Group Board Terms of Reference sets out the powers, decisions it retains, and those delegated to Committees, which are reviewed annually.
 - The YOU Group Board approves Terms of Reference for Committees which set out their remit and scope, receives minutes; approves decisions reserved for them.
 - A Scheme of delegation is in place and was reviewed by the Board during the year. This sets out the respective roles and responsibilities of Trustees and paid officers; defines responsibility/accountability points within the structure for decision making and actions to be undertaken.

- YOU Policies (approved at either the YOU Trust Board or Committee level) deal with a wide range of legal compliance / operational matters and set out responsibilities and duties. Where policy revisions are minor they are delegated to the Group Executive Leadership team to decide.
- The Procurement Policy sets out financial authority limits (approvals and expenditure) and is approved by the Group Finance and Commercial Committee.

RELATED PARTIES AND COOPERATION WITH OTHER ORGANISATIONS

None of our Trustees receive remuneration. Any connection between a trustee or Group Executive Leadership team member with any related third party must be disclosed to the YOU Group Board. In the current year, no such related party transactions were reported.

The charity's wholly owned subsidiary My Learning Cloud Ltd was established to provide excellence in learning management and e learning across the health, housing and care sectors. Each year My Learning Cloud gift aids the majority of its profits to the charity. The Board of Directors are appointed and removed by the charity Trustees. The charity Board receives performance reports from the subsidiary Board of Directors at each meeting and the Group Organisational Development Committee and the Group Finance and Commercial Committee have widened their terms of reference to include the scrutiny of the subsidiary company performance.

STAFF AND VOLUNTEERS WITH DISABILITIES

The YOU Trust is an equal opportunities employer, Disability Confident since October 2017. As part of its open and transparent Recruitment Policy and procedure, the charity displays the Disability Confident logo on all job advertisements and references being a Disability Confident Employer on social media pages to actively encourage applications from people with disabilities. All job vacancies are advertised on a number of recruitment sites and are available in a number of formats. In addition, the charity provides a named contact so applicants can call to directly discuss any support they may require throughout the recruitment process. The YOU Trust offers a variety of flexible options to best meet the requirements of the candidate and reasonable adjustments are offered from the point of being invited along to interview, so the candidate can best demonstrate their full ability, and onwards into their employment as required, based on information shared by the applicant or staff member upon joining the organisation and throughout their time with YOU. YOU also engages with its own in-house 'Into Work' disability service for guidance and further support of disabled persons as needed and offers assistance with applying to the Access to Work scheme for eligible recruits.

Dedicated Employee Wellbeing Champions also offer support, together with a free and confidential EAP service, and YOU accesses the input of Occupational Health providers to seek advice on support the charity can implement for those with a disability or long-term health condition.

13.0 TRUSTEES' RESPONSIBILITY STATEMENT

13.1 The Trustees (who are also directors of The YOU Trust for the purposes of company law) are responsible for preparing the Trustees' annual Report (including the Strategic Report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company 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 Charity SORP 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

14.0 DISCLOSURE OF INFORMATION TO AUDITORS

14.1 In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

By order of the Board of Trustees

A handwritten signature in black ink, appearing to read 'D Marshall', with a stylized, cursive script.

Derek Marshall (Chair)

Report of the Independent Auditors to the Members of

The YOU Trust

Opinion

We have audited the financial statements of The YOU Trust (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2024 which comprise the group statement of financial activities, the group and charity balance sheet, the group and charity statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group and parent charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the accounts section of our report. We are independent of the group and parent charitable company in accordance with the ethical requirements that are relevant to our audit of the accounts in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group's or the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Report of the Independent Auditors to the Members of The YOU Trust

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the trustees' Report, which includes the directors' report and strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report and strategic report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or

Report of the Independent Auditors to the Members of

The YOU Trust

- we have not received all the information and explanations we require for our audit;
or

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the parent charitable company or the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group's and the parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Identification and assessment of irregularities including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We designed procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures were capable of detecting irregularities, including fraud is detailed below:

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- Obtaining an understanding of the legal and regulatory framework that the group operates in, focusing on those laws and regulations that had a direct effect on the financial statements and operations;
- Obtaining an understanding of the group's policies and procedures on fraud risks, including knowledge of any actual, suspected or alleged fraud

Report of the Independent Auditors to the Members of

The YOU Trust

- Discussing among the engagement team how and where fraud might occur in the financial statements and any potential indicators of fraud through our knowledge and understanding of the group and our sector-specific experience.

As a result of these procedures, we considered the opportunities and incentives that may exist within the group for fraud. We are also required to perform specific procedures to respond to the risk of management override. As a result of performing the above, we identified the following areas as those most likely to have an impact on the financial statements: health & safety, employment law, and compliance with the UK Companies Act and Charities Act.

In addition to the above, our procedures to respond to risks identified included the following:

- Making enquiries of management, about any known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of meetings of the board and senior management.
- Reading correspondence with regulators
- Challenging assumptions and judgements made by management in their significant accounting estimates; and
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness.

Due to the inherent limitations of an audit, there is an unavoidable risk that some material misstatements in the financial statements may not be detected, even though the audit is properly planned and performed in accordance with the ISAs (UK). For instance, the further removed non-compliance is from the events and transactions reflected in the financial statements, the less likely the auditor is to become aware of it or to recognise the non-compliance.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <http://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Report of the Independent Auditors to the Members of

The YOU Trust

Jordan Abbott BSc ACA (Senior Statutory Auditor)

for and on behalf of Sumer Audit

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Chartered Accountants

Statutory Auditor

Piper House
4 Dukes Court
Bognor Road
Chichester
West Sussex
PO19 8FX

Sumer Audit is a trading name of Sumer Auditco Limited

The YOU Trust
Consolidated Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
For the Year Ended 31 March 2024

		Unrestricted funds £'000	Restricted funds £'000	Total 2024 £'000	Total 2023 £'000
	Notes				
Income from					
Donations and legacies	4	-	64	64	60
<i>Charitable activities</i>					
Care and Support	5	19,734	2,752	22,486	20,349
<i>Other trading activities</i>					
Commercial trading operations	6	1,356	-	1,356	1,317
Investment income	7	-	-	-	-
Other income		1	-	1	-
Total		21,091	2,816	23,907	21,726
Expenditure on					
<i>Raising funds</i>					
Commercial trading operations	6	1,325	-	1,325	1,304
<i>Charitable activities</i>					
Care and Support	8	19,407	2,400	21,807	20,529
Total		20,732	2,400	23,132	21,833
Net (expenditure)/income		359	416	775	(107)
Actuarial gains/(losses) on defined benefit schemes	20	(419)	-	(419)	(468)
Net movement in funds	21	(60)	416	356	(575)
Reconciliation of funds					
Total funds brought forward		(295)	1,966	1,671	2,246
Total funds carried forward		(355)	2,382	2,027	1,671

The statement of financial activities includes all gains and losses in the year.

All incoming resources and resources expended are derived from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

**The YOU Trust
Balance Sheet
For the Year Ended 31 March 2024**

		Group 2024 £'000	Group 2023 £'000	Charity 2024 £'000	Charity 2023 £'000
	Notes				
Fixed assets					
Tangible assets	16	1,557	1,653	1,527	1,611
Investments	17	-	-	10	10
		<u>1,557</u>	<u>1,653</u>	<u>1,537</u>	<u>1,621</u>
Current assets					
Debtors	18	3,781	3,848	3,326	3,358
Cash at bank and in hand		<u>1,566</u>	<u>892</u>	<u>1,119</u>	<u>583</u>
		5,347	4,740	4,445	3,941
Creditors					
Amounts falling due within one year	19	(2,304)	(2,509)	(1,397)	(1,678)
		<u>3,043</u>	<u>2,231</u>	<u>3,048</u>	<u>2,263</u>
Net current assets					
Total assets less current liabilities		4,600	3,884	4,585	3,884
Provisions for liabilities	20	(2,573)	(2,213)	(2,573)	(2,213)
		<u>2,027</u>	<u>1,671</u>	<u>2,012</u>	<u>1,671</u>
Net assets					
Funds					
Unrestricted income funds	22	2,218	1,918	2,203	1,918
Pension reserve		(2,573)	(2,213)	(2,573)	(2,213)
General unrestricted funds		<u>(355)</u>	<u>(295)</u>	<u>(370)</u>	<u>(295)</u>
Restricted income funds	21	<u>2,382</u>	<u>1,966</u>	<u>2,382</u>	<u>1,966</u>
		<u>2,027</u>	<u>1,671</u>	<u>2,012</u>	<u>1,671</u>
Total funds					

The financial statements were approved by the Board of Trustees on 12th November 2024 and were signed on its behalf by:



Trustee – Derek Marshall
The You Trust, registered in England no. 1898188

The YOU Trust
Statement of Cash Flows and Consolidated Cash Flows
For the Year Ended 31 March 2024

	Notes	Group 2024 £'000	Group 2023 £'000	Charity 2024 £'000	Charity 2023 £'000
Cash flows from operating activities					
Cash generated from operations	24	852	(1,493)	714	(1,231)
Pension interest charge		(104)	(52)	(104)	(52)
Net cash provided by (used in) operating activities		<u>748</u>	<u>(1,545)</u>	<u>610</u>	<u>(1,283)</u>
Cash flows from investing activities					
Interest income		-	-	-	-
Purchase of tangible fixed assets		(75)	(223)	(75)	(190)
Proceeds on disposal of tangible fixed assets		1	-	1	-
Cash provided by (used in) investing activities		<u>(74)</u>	<u>(223)</u>	<u>(74)</u>	<u>(190)</u>
Change in cash and cash equivalents in the reporting period		674	(1,768)	536	(1,473)
Cash and cash equivalents at the beginning of the reporting period		892	2,660	583	2,056
Total cash at the end of the year		1,566	892	1,119	583

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2024

1 Accounting Policies

a) Basis of preparation

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

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 (FRS102)), and the Companies Act 2006.

The You Trust meets the definition of a public benefit entity under FRS102. Assets and Liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes. These financial statements are presented in Sterling, the currency of the primary economic environment in which the Group operates, in round thousands.

Despite a challenging year for reasons outlined in the Trustees Report, The Trustees consider that there are no material uncertainties about the Trust's ability to continue as a going concern.

b) Group financial statements

The financial statements consolidate the results of the charity and its wholly owned subsidiary My Learning Cloud Limited on a line-by-line basis. A separate Statement of Financial Activities and Income and Expenditure Account for the charity has not been presented because the Trust has taken advantage of the exemption afforded by section 408 of the Companies Act 2006.

c) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the items of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2024

been made by the executors to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material. Income received in advanced is deferred until the criteria for income recognition are met.

d) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

e) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the Trust's work.

f) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

Costs of raising funds comprise the costs of commercial trading and their associated support

Expenditure on charitable activities includes activities undertaken to further the purposes of the charity and their associated support costs.

Other expenditure represents those items not falling into any other heading.

g) Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the Trusts programmes and activities. These costs have been allocated across expenditure on charitable activities. The basis on which support costs have been allocated are set out in note 9.

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2024

h) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

i) Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

In preparing these financial statements, the directors have made the following judgements:

- Determine whether leases entered into by the group either as a lessor or a lessee are operating or lease or finance leases. These decisions depend on an assessment of whether the risks and rewards of ownership have been transferred from the lessor to the lessee on a lease by lease basis.
- Determine whether there are indicators of impairment of the group's tangible and intangible assets, including goodwill. Factors taken into consideration in reaching such a decision include the economic viability and expected future financial performance of the asset and where it is a component of a larger cash-generating unit, the viability and expected future performance of that unit.
- Pension Scheme deficit payments – The Charity participates in a multi-employer pension scheme which is in deficit. Provision has been made for the deficit contributions payable and the board have relied upon the information received from the Pensions Trust.

Key Sources of Estimation Uncertainty

Multi employer defined benefit pension scheme

See Note 20 for details of estimates and assumptions regarding the pension scheme.

j) Tangible fixed assets

Individual fixed assets costing £1,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Freehold Property	Straight line over 50 years and 10 years
Long Leasehold property	Straight line over 10 years
Short Leasehold property	Straight line over the life of the lease
Fixtures, fittings and equipment	

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2024

Assets held in service properties	Straight line over 3 years
Assets held in offices	Straight line over 5 years
Short term improvements to property	Straight line over 10 years
Motor Vehicles	Straight line over 5 years

k) Goodwill

Purchased goodwill is capitalised at cost and amortised over its estimated useful economic life on a straight line basis over 5 years.

l) Debtors

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

m) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity from the date of opening of the deposit or similar account.

n) Creditors and provisions

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 reliably.

o) Financial instruments

The trust only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

p) Pensions

Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

q) Redundancy and termination payments

Redundancy costs arising from project reviews of staff levels are charged in the year in which employees leave the group.

r) Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

Payments are also made to two multi-employer defined benefit schemes.

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2024

For the Social Housing Pension Scheme (SHPS) the cost of providing benefits under defined benefit plans is determined separately for each plan using the projected unit credit method and is based on actuarial advice.

The change in the net defined benefit liability arising from employee service during the year is recognised as an employee cost. The cost of plan introductions, benefit changes, settlements and curtailments are recognised as an expense in measuring profit or loss in the period in which they arise.

The net interest element is determined by multiplying the net defined benefit liability by the discount rate, taking into account any changes in the net defined benefit liability during the period as a result of contribution and benefit payments. The net interest is recognised in profit or loss as other finance revenue or cost.

Remeasurement changes comprise actuarial gains and losses, the effect of the asset ceiling and the return on the net defined benefit liability excluding amounts included in net interest. These are recognised immediately in other comprehensive income in the period in which they occur and are not reclassified to profit and loss in subsequent periods.

The net defined benefit pension asset or liability in the balance sheet comprises the total for each plan of the present value of the defined benefit obligation (using a discount rate based on high quality corporate bonds), less the fair value of plan assets out of which the obligations are to be settled directly. Fair value is based on market price information, and in the case of quoted securities is the published bid price. The value of a net pension benefit asset is limited to the amount that may be recovered either through reduced contributions or agreed refunds from the scheme.

For the Social Housing Growth Scheme (GS), due to the nature of the scheme, it is not possible to identify on a reasonable and consistent basis the share of the underlying assets and liabilities. Therefore, the scheme is accounted for as a defined contribution scheme.

2 Legal status of the Trust

The company is limited by guarantee and does not have a share capital and is a private company registered in England and Wales. All Trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

3 Financial Performance of the charity

The consolidated statement of financial activities includes the results of the charity's wholly owned subsidiary My Learning Cloud Limited.

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2024

The summary financial performance of the charity alone is:

	2024	2023
	£'000	£'000
Income	22,551	20,409
Gift aid from subsidiary company	<u>16</u>	<u>13</u>
	22,567	20,422
Expenditure on charitable activities	<u>21,807</u>	<u>20,529</u>
Net (expenditure)/income	760	(107)
Actuarial gains/(losses) on defined benefit pension schemes	(419)	(468)
Net movement in funds for the year	341	(575)
Total funds brought forward	1,671	2,246
Total funds carried forward	<u>2,012</u>	<u>1,671</u>
Represented by:		
Restricted income funds	2,382	1,966
Unrestricted income funds	2,203	1,918
Pension reserve	<u>(2,573)</u>	<u>(2,213)</u>
	<u>2,012</u>	<u>1,671</u>
4 Donations and legacies		
	2024	2023
	£'000	£'000
Small gifts and donations	64	19
Legacies	<u>-</u>	<u>41</u>
	<u>64</u>	<u>60</u>

The trust benefits greatly from the involvement and enthusiastic support of its many volunteers, details of which are given in our annual report. In accordance with FRS102 and the Charities SORP (FRS102), the economic contribution of general volunteers is not recognised in the accounts.

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2024

5 Charitable Activities

	Unrestricted funds 2024 £'000	Restricted funds 2024 £'000	Total Funds 2024 £'000	Total Funds 2023 £'000
Grants receivable for charitable activities	-	2,752	2,752	3,074
Fees and charges	<u>19,734</u>	<u>-</u>	<u>19,734</u>	<u>17,275</u>
	<u><u>19,734</u></u>	<u><u>2,752</u></u>	<u><u>22,486</u></u>	<u><u>20,349</u></u>

6 Other trading activities

The wholly owned trading subsidiary My Learning Cloud Limited is incorporated in the United Kingdom (company number 08191627). The summary financial performance of the subsidiary alone is:

	2024 £'000	2023 £'000
Turnover	1,356	1,317
Cost of sales and administration costs	(1,325)	(1,304)
Corporation tax credit/(charge)	-	-
Net profit	31	13
Amount gift aided to the charity	<u>(29)</u>	<u>-</u>
Retained in subsidiary	<u><u>2</u></u>	<u><u>13</u></u>
The assets and liabilities of the subsidiary were:		
Fixed Assets	30	42
Current assets	994	865
Current liabilities	<u>(995)</u>	<u>(880)</u>
Total net assets	<u><u>29</u></u>	<u><u>27</u></u>
Aggregate share capital and reserves	<u>29</u>	<u>27</u>

7 Investment income

	2024 £'000	2023 £'000
Interest received	<u>-</u>	<u>-</u>
	<u><u>-</u></u>	<u><u>-</u></u>

All investment income is derived from money held in interest bearing deposit accounts

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2024

8 Charitable Activities

	Advice & Counselling £'000	Health and Recovery £'000	Homeless- ness £'000	Domestic Violence £'000	Disabilities £'000	Young People £'000	Total 2024 £'000	Total 2023 £'000
Salary and associated costs	1,061	838	557	2,925	12,246	383	18,010	16,900
Rent	19	89	-	161	271	114	654	689
Other property costs	69	54	14	73	167	71	448	548
Depreciation	2	-	-	3	85	-	90	92
Other costs	26	25	1	66	79	24	221	210
Support costs (see note 9)	143	122	69	391	1,560	72	2,357	2,070
Governance costs (see note 9)	2	1	1	4	18	1	27	20
	<u>1,322</u>	<u>1,129</u>	<u>642</u>	<u>3,623</u>	<u>14,426</u>	<u>665</u>	<u>21,807</u>	<u>20,529</u>

Expenditure on charitable activities was £21,807,000 (2023: £20,529,000) of which £19,407,000 was unrestricted (2023: £18,141,000) and £2,400,000 was restricted (2023: £2,388,000).

9 Support Costs

	General Support £'000	Governance function £'000	Total £'000	Basis of apportionment
Salary and associated costs	1,652	25	1,677	Time
Rent	112	-	112	Time
Other property costs	64	-	64	Time
Depreciation	69	-	69	Time
Legal and professional fees	32	-	32	Time
Other costs	428	2	430	Time
	<u>2,357</u>	<u>27</u>	<u>2,384</u>	

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2024

10 Net income/(expenditure) for the year - Group

	2024	2023
This is stated after charging:	£'000	£'000
Operating leases - land and buildings	226	139
Operating leases - other and motor vehicles	-	2
Depreciation	170	223
(Loss)/Profit on disposal of fixed assets	1	-
Auditors' remuneration - audit services	13	14
Auditors' remuneration - non-audit services	2	3

11 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

	2024	2023
	£'000	£'000
Salaries and wages	15,830	14,152
Social security costs	1,360	1,238
Pension costs	633	578
Redundancy costs	7	2
	<u>17,830</u>	<u>15,970</u>

The number of employees whose annual emoluments were £60,000 or more were:

	2024	2023
	Number	Number
£60,000 to £69,999	-	-
£70,000 to £79,999	1	1
£80,000 to £89,999	1	1
£90,000 to £99,999	-	-
£100,000 to £109,999	-	-

The charity trustees were not paid or received any other benefits from employment with the Trust or its subsidiary in the year (2023: £nil). 2 (2023: 2) trustees were reimbursed expenses for charitable purposes during the year of £1,790 (2023: £1,210). A further £222 (2023: £2,754) was spent on Trustee Meetings during the year. No charity trustee received payment for professional or other services supplied to the charity (2023: £nil).

The key management personnel of the parent charity, the Trust, comprise the trustees, the Group Chief Executive Officer, the Group Director of Finance and the Group Director of People, Culture and Organisational Development. The total employee benefits of the key management personnel of the Trust were £276k (2023: £246k)

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2024

12 Staff Numbers

The average monthly number of employees (including casual and part-time staff) during the year were as follows:

	2024	2023
	Number	Number
Management and administration	63	59
Direct and support staff	<u>615</u>	<u>585</u>
	<u>678</u>	<u>644</u>

13 Government Grants

Income from government grants during the year was £nil (2023: £nil). See note 5 for more information and to the amount and source of these grants.

14 Corporation Tax

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2024

15 Comparatives for the statement of financial activities

	Unrestricted Funds £'000	Restricted funds £'000	Total Funds £'000
Income from			
Donations and legacies	-	60	60
<i>Charitable activities</i>			
Care and Support	17,275	3,074	20,349
<i>Other trading activities</i>			
Commercial trading operations	1,317	-	1,317
Investment income	-	-	-
Other income	-	-	-
Total	<u>18,592</u>	<u>3,134</u>	<u>21,726</u>
Expenditure on			
<i>Raising funds</i>			
Commercial trading operations	1,304	-	1,304
<i>Charitable activities</i>			
Care and Support	18,141	2,388	20,529
Total	<u>19,445</u>	<u>2,388</u>	<u>21,833</u>
Net (expenditure)/income	(853)	746	(107)
Actuarial (losses)/gains on defined benefit pension schemes	(468)	-	(468)
Net movement in funds for the year	(1,321)	746	(575)
Reconciliation of funds			
Total funds brought forward	1,026	1,220	2,246
Total funds carried forward	<u>(295)</u>	<u>1,966</u>	<u>1,671</u>

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2024

16 Tangible fixed assets – Group

	Land & buildings freehold £'000	Land & buildings short L/hold £'000	Land & buildings long L/hold £'000	Fixtures fittings & equipment £'000	Motor vehicles £'000	Total £'000
Cost						
At 1 April 2023	1,823	308	79	858	34	3,102
Additions	-	-	-	55	20	75
Disposals	-	160	-	-	-	160
At 31 March 2024	<u>1,823</u>	<u>148</u>	<u>79</u>	<u>913</u>	<u>54</u>	<u>3,017</u>
Depreciation						
At 1 April 2023	596	187	27	616	23	1,449
Charge for year	22	8	1	137	2	170
On disposals	-	159	-	-	-	159
At 31 March 2024	<u>618</u>	<u>36</u>	<u>28</u>	<u>753</u>	<u>25</u>	<u>1,460</u>
Net book value						
At 31 March 2024	<u>1,205</u>	<u>112</u>	<u>51</u>	<u>160</u>	<u>29</u>	<u>1,557</u>
At 31 March 2023	<u>1,227</u>	<u>121</u>	<u>52</u>	<u>242</u>	<u>11</u>	<u>1,653</u>

Tangible fixed assets – Charity

	Land & buildings freehold £'000	Land & buildings short L/hold £'000	Land & buildings long L/hold £'000	Fixtures fittings & equipment £'000	Motor vehicles £'000	Total £'000
Cost						
At 1 April 2023	1,823	275	79	804	34	3,015
Additions	-	-	-	55	20	75
Disposals	-	(159)	-	-	-	(159)
At 31 March 2024	<u>1,823</u>	<u>116</u>	<u>79</u>	<u>859</u>	<u>54</u>	<u>2,931</u>
Depreciation						
At 1 April 2023	596	187	27	571	23	1,404
Charge for year	22	5	1	129	2	159
On disposals	-	(159)	-	-	-	(159)
At 31 March 2024	<u>618</u>	<u>33</u>	<u>28</u>	<u>700</u>	<u>25</u>	<u>1,404</u>
Net book value						
At 31 March 2024	<u>1,205</u>	<u>83</u>	<u>51</u>	<u>159</u>	<u>29</u>	<u>1,527</u>
At 31 March 2023	<u>1,227</u>	<u>88</u>	<u>52</u>	<u>233</u>	<u>11</u>	<u>1,611</u>

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2024

Included within freehold land and buildings is land with a value of £475,660 (2023:£475,660) which is not depreciated. Included within Fixtures, fittings and equipment are restricted fixed assets with a value of £nil (2023: £nil). A fixed charge is held by our pension provider over freehold/leasehold properties with a net book value of £863,874 (2023:£879,545)

17 Investments

The charity holds 10,000 shares of £1 each in its wholly owned trading subsidiary My Learning Cloud Ltd (registered no. 8191627). These are the only shares allotted, called up and fully paid. The activities and results of this company is summarised in note 6.

18 Debtors

	Group 2024 £'000	Group 2023 £'000	Charity 2024 £'000	Charity 2023 £'000
Trade Debtors	901	1,196	371	724
Other Debtors	13	201	13	201
Prepayments and accrued income	2,867	2,451	2,849	2,416
Amount due from subsidiary undertaking	-	-	93	-
	<u>3,781</u>	<u>3,848</u>	<u>3,326</u>	<u>3,341</u>

19 Creditors

	Group 2024 £'000	Group 2023 £'000	Charity 2024 £'000	Charity 2023 £'000
Trade Creditors	177	555	171	511
Other Creditors and Accruals	710	701	668	678
Deferred Income	1,019	892	265	182
Taxation and social security costs	398	361	293	257
Amount due to subsidiary undertaking	-	-	-	50
	<u>2,304</u>	<u>2,509</u>	<u>1,397</u>	<u>1,678</u>

Deferred Income

Deferred income relates to funding received from various funders that are for a future accounting period

	Group 2024 £'000	Group 2023 £'000	Charity 2024 £'000	Charity 2023 £'000
Brought forward	892	1,751	182	1,054
Amount released to incoming resources	(892)	(1,751)	(182)	(1,054)
Amount deferred in year	1,019	892	265	182
Carried Forward	<u>1,019</u>	<u>892</u>	<u>265</u>	<u>182</u>

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2024

20 Provisions for liabilities

	2024	2023
	£'000	£'000
SHPS	2,571	2,211
Growth Plan	<u>2</u>	<u>2</u>
	<u>2,573</u>	<u>2,213</u>

Defined benefit pension schemes

The You Trust – SHPS

The charity participates in the Social Housing Pension Scheme (the Scheme), a multi-employer scheme which provides benefits to some 500 non-associated employers. The Scheme is a defined benefit scheme in the UK.

The Scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The last triennial valuation of the scheme for funding purposes was carried out as at 30 September 2020. This valuation revealed a deficit of £1,560m. A Recovery Plan has been put in place with the aim of removing this deficit by 31 March 2028.

The Scheme is classified as a 'last-man standing arrangement'. Therefore, the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the Scheme. Participating employers are legally required to meet their share of the Scheme deficit on an annuity purchase basis on withdrawal from the Scheme.

For financial years ending on or before 28 February 2019, it was not possible for the company to obtain sufficient information to enable it to account for the Scheme as a defined benefit scheme, therefore the company has accounted for the Scheme as a defined contribution scheme.

For financial years ending on or after 31 March 2019, it is possible to obtain sufficient information to enable the company to account for the Scheme as a defined benefit scheme.

For accounting purposes, a valuation of the scheme was carried out with an effective date of 30 September each year. The liability figures from this valuation are rolled forward for accounting year-ends from the following 31 March to 28 February inclusive. The latest accounting valuation was carried out with an effective date of 30 September 2021. The liability figures from this valuation were rolled forward for accounting year-ends from the following 31 March 2022 to February 2023 inclusive.

The total cost relating to defined benefit schemes for the year recognised in profit or loss as an expense was £120,000 (2023 - £68,000).

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2024

The deficit on the scheme, representing the shortfall on the value of the scheme assets below the present value of the scheme liabilities, is recognised as a liability on the balance sheet to the extent that the employer charity has a legal or constructive obligation for the liability. A corresponding pension reserve is included within total unrestricted funds.

The Charity pays a contribution to help support the deficit on the scheme. The total contribution was £390,150 (2023: £369,811) The cash contribution paid was £162,563 (2023: £369,811). Shortfalls on the deficit reduction payments have been secured against property (included within Freehold Land & Buildings) to the value of £790,021 (2023: £562,434) by way of a fixed and floating charge. Further contributions are scheduled to continue in the subsequent accounting period.

Reconciliation of scheme assets and liabilities to assets and liabilities recognised

The amounts recognised in the balance sheet are as follows:

	2024	2023
	£	£
Fair value of plan assets	6,357,000	6,724,000
Present value of defined benefit obligation	(8,928,000)	(8,935,000)
Defined benefit pension scheme deficit	<u>(2,571,000)</u>	<u>(2,211,000)</u>

Defined benefit obligation

Changes in the defined benefit obligation are as follows:

	2024
	£
Present value at start of year	8,935,000
Expenses	16,000
Interest expense	430,000
Actuarial losses (gains)	(247,000)
Benefits paid and expenses	<u>(206,000)</u>
Present value at end of year	<u>8,928,000</u>

Fair value of scheme assets

Changes in the fair value of scheme assets are as follows:

	2024 £
Fair value at start of year	6,724,000
Interest income	326,000
Return on plan assets, excluding amounts included in interest income/(expense)	(666,000)
Employer contributions	179,000
Benefits paid and expenses	<u>(206,000)</u>
Fair value at end of year	<u>6,357,000</u>

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2024

Amounts recognised in the Income and Expenditure Account

	2024	2023
Expenses	16,000	16,000
Net interest expense	104,000	52,000
	<u>120,000</u>	<u>68,000</u>

Amounts recognised as gains/(losses) in the Statement of Financial Activities

	2024	2023
Experience on plan assets (excluding amounts recognised as interest cost) – gain/(loss)	(666,000)	(4,334,000)
Effects of changes in the financial assumptions – gain/(loss)	247,000	3,866,000
	<u>(419,000)</u>	<u>(468,000)</u>

Analysis of assets

The major categories of scheme assets are as follows:

	2024	2023
Global Equity	634,000	125,000
Absolute Return	248,000	73,000
Distressed Opportunities	224,000	204,000
Credit Relative Value	208,000	254,000
Alternative Risk Premia	202,000	12,000
Emerging Markets Debt	82,000	36,000
Risk Sharing	372,000	495,000
Insurance-Linked Securities	33,000	170,000
Property	255,000	289,000
Infrastructure	642,000	768,000
Private Equity	5,000	-
Private Debt	250,000	299,000
Opportunistic Illiquid Credit	249,000	288,000
High Yield	1,000	24,000
Cash	125,000	48,000
Long Lease Property	41,000	203,000
Secured Income	190,000	309,000
Liability Driven Investment	2,588,000	3,097,000
Currency Hedging	(3,000)	13,000
Net current Assets	11,000	17,000
Total Assets	<u>6,357,000</u>	<u>6,724,000</u>

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2024

Principal actuarial assumptions

The principal actuarial assumptions at the balance sheet date are as follows:

	2024	2023
	%	%
Discount Rate	4.91	4.85
Inflation (RPI)	3.14	3.18
Inflation (CPI)	2.78	2.78
Salary Growth	3.78	3.78
Allowance for commutation of pension for cash at retirement	75% of maximum allowance	75% of maximum allowance

Post retirement mortality assumptions

	Life expectancy at age 65 Years
Male retiring in 2024	20.5
Female retiring in 2024	23.0
Male retiring in 2044	21.8
Female retiring in 2044	24.4

Social Housing Growth Plan Scheme

The charity participates in the scheme, a multi-employer scheme which provides benefits to some 950 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the charity to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore, it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30th December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last man standing arrangement'. Therefore, the charity is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full valuation for the scheme was carried out at 30 September 2020. This valuation showed assets of £800m, liabilities of £832m and a deficit of £32m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme.

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2024

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

Reconciliation of opening and closing provisions	31 March 2024	31 March 2023
	£'000	£'000
Provision at start of period	2	2
Unwinding of the discount factor	-	-
Deficit contribution paid	-	-
Impact of change in assumptions and contribution schedule	-	-
Provisions at end of period	<u>2</u>	<u>2</u>

Income and expenditure impact	31 March 2024	31 March 2023
	£'000	£'000
Interest expense	-	-
Impact of change in assumptions and contribution schedule	-	-

Assumptions	31 March 2024	31 March 2023	31 March 2022
	% per annum	% per annum	% per annum
Rate of discount	5.31	5.52	2.35

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2024

21 Analysis of charitable funds

Analysis of movements in unrestricted funds

	Balance at 1 April 2023	Incoming resources	Resources expended	Other recognised gains/losses	Balance at 31 March 2024
	£'000	£'000	£'000	£'000	£'000
General fund	1,918	21,091	(20,791)	-	2,218
Pension reserve	(2,213)	-	59	(419)	(2,573)
	<u>(295)</u>	<u>21,091</u>	<u>(20,732)</u>	<u>(419)</u>	<u>(355)</u>

	Balance at 1 April 2022	Incoming resources	Resources expended	Other recognised gains/losses	Balance at 31 March 2023
	£'000	£'000	£'000	£'000	£'000
General fund	3,088	18,592	(19,762)	-	1,918
Pension reserve	(2,062)	-	317	(468)	(2,213)
	<u>1,026</u>	<u>18,592</u>	<u>(19,445)</u>	<u>(468)</u>	<u>(295)</u>

The pension reserve is a reserve designated by the trustees to recognise the pensions deficit liability on defined benefit schemes.

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2024

Analysis of movements in restricted fund

	Balance at 1 April 2023 £'000	Incoming resources £'000	Resources expended £'000	Transfer £'000	Balance at 31 March 2024 £'000
DV Welfare	1,048	1,497	(1,307)	-	1,238
Big Lottery	73	-	(52)	-	21
PCC	2	-	-	-	2
Community	494	290	(346)	-	438
MOJ	174	339	(275)	-	238
Legacy	41	-	(23)	-	18
SRASAC	134	690	(397)	-	427
	<u>1,966</u>	<u>2,816</u>	<u>(2,400)</u>	<u>-</u>	<u>2,382</u>

Name of restricted fund	Description, nature and purposes of the fund
DV Welfare	To provide support for victims of Domestic Abuse
Big Lottery	Support and Counselling services
Community	Funds to combat loneliness and isolation in communities
MOJ	Funds from Ministry of Justice
Government	Funding in response to COVID-19
Health & Wellbeing	To provide Health and Wellbeing services
Legacy	Legacy Donations
SRASAC	To provide Rape and Counselling services

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2024

Analysis of movements in restricted fund

	Balance at 1 April 2022 £'000	Incoming resources £'000	Resources expended £'000	Transfer £'000	Balance at 31 March 2023 £'000
DV Welfare	256	1,791	(999)	-	1,048
Big Lottery	144	1	(72)	-	73
PCC	4	-	(2)	-	2
Community	245	578	(329)	-	494
Government	68	(12)	(56)	-	-
Health & Wellbeing	90	(55)	(35)	-	-
MOJ	299	249	(374)	-	174
Legacy	-	41	-	-	41
SRASAC	114	541	(521)	-	134
	<u>1,220</u>	<u>3,134</u>	<u>(2,388)</u>	<u>-</u>	<u>1,966</u>

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2024

22 Analysis of group net assets between funds

	Unrestricted funds 31 March 2024 £'000	Pension Reserve 31 March 2024 £'000	Restricted funds 31 March 2024 £'000	Total funds 31 March 2024 £'000
Tangible fixed assets	1,557	-	-	1,557
Cash at bank and in hand	859	-	707	1,566
Other net current assets/(liabilities)	(198)	-	1,675	1,477
Other long term liabilities		(2,573)	-	(2,573)
	<u>2,218</u>	<u>(2,573)</u>	<u>2,382</u>	<u>2,027</u>

	Unrestricted funds 31 March 2023 £'000	Pension Reserve 31 March 2023 £'000	Restricted funds 31 March 2023 £'000	Total funds 31 March 2023 £'000
Tangible fixed assets	1,653	-	-	1,653
Cash at bank and in hand	50	-	842	892
Other net current assets/(liabilities)	215	-	1,124	1,339
Other long term liabilities		(2,213)	-	(2,213)
	<u>1,918</u>	<u>(2,213)</u>	<u>1,966</u>	<u>1,671</u>

23 Related party disclosures

There were no related party transactions for the year ended 31 March 2024 (2023: none). The company has taken advantage of exemption, under the terms of Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', not to disclose related party transactions with wholly owned subsidiaries within the group.

Transactions between group entities which have been eliminated on consolidation are not disclosed within the financial statements.

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2024

24 Reconciliation of net income/(expenditure) to net cash flow from operating activities

	Group	Group	Charity	Charity
	2024	2023	2024	2023
	£'000	£'000	£'000	£'000
Net movement in funds	775	(107)	775	(107)
Depreciation charge	170	187	159	173
Pension interest charge	104	52	104	52
(Profit)/loss on the sale of fixed assets	(1)	-	(1)	-
Difference between pension charge and cash contributions	(59)	(317)	(59)	(317)
Interest received	1	-	1	-
(Increase)/decrease in debtors	67	(1,153)	17	(870)
Increase/(decrease) in creditors	(205)	(155)	(281)	(162)
	852	(1,493)	714	(1,231)

25 Analysis of changes in net funds

The charity had no debt during the year.

26 Operating lease commitments

The following operating lease payments are committed to be paid as follows:

	Other		Land and buildings	
	Group	Group	Group	Group
	2024	2023	2024	2023
	£'000	£'000	£'000	£'000
Expiring:				
Within one year	-	-	490	264
Between one and five years	-	-	454	101
In more than five years	-	-	-	23
	-	-	944	388

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2024

27 Financial Instruments

Financial instruments are used that are necessary to facilitate the group's ordinary trade activities, namely cash, trade payables and receivables; the resultant risks are credit risk and interest rate risk. The group does not use financial derivatives in its management of these risks.

	Group 2024 £'000	Group 2023 £'000	Charity 2024 £'000	Charity 2023 £'000
Carrying amount of financial assets				
Debt instruments measured at amortised cost	<u>914</u>	<u>1,397</u>	<u>384</u>	<u>925</u>
Carrying amount of financial liabilities				
Measured at amortised cost	<u>575</u>	<u>916</u>	<u>464</u>	<u>768</u>

Credit Risk

The group's policy in respect of credit risk is to require appropriate credit checks on potential customers before sales are made. At the balance sheet date, the group had the following trade receivables:

	Group 2024 £'000	Group 2023 £'000	Charity 2024 £'000	Charity 2023 £'000
Carrying amount of financial assets				
Trade Receivables	<u>901</u>	<u>1,196</u>	<u>371</u>	<u>724</u>

Interest Rate Risk

Cash balances are held in short-term deposit accounts, repayable on demand: these attract interest rates which fluctuate in relation to movements in bank base rate. This maintains liquidity and does not commit the group to long-term deposits at fixed rates of interest.

	Group 2024 £'000	Group 2023 £'000	Charity 2024 £'000	Charity 2023 £'000
Financial Assets:				
Cash and Cash Equivalents				
Sterling	<u>1,566</u>	<u>892</u>	<u>1,119</u>	<u>583</u>

THE YOU TRUST

England & Wales - Charity number 291489

Accounts

Charity Registration No. 291489
Company Registration No. 1898188 (England and Wales)

THE YOU TRUST
(A COMPANY LIMITED BY GUARANTEE)
REPORT AND CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023
CHARITY NUMBER 291489
COMPANY NUMBER 01898188

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TRUSTEES REPORT

1.0 INTRODUCTION

- 1.1.1 The Trustees present their annual directors' report together with the consolidated financial statements of the charity and its subsidiary My Learning Cloud Limited for the year ending 31 March 2023 which are also prepared to meet the requirements for a Directors' report and accounts for Companies House.
- 1.1.2 In this document, the legal name of the YOU Trust is shortened to YOU.
- 1.1.3 The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Articles of Association, and 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) (second edition October 2019).

2.0 OBJECTIVES AND ACTIVITIES

- 2.1.1 The objectives of the charity as set out in the Articles of Association are:

- (i) *To promote social inclusion for the public benefit by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.*

For the purpose of this clause 'socially excluded' means being excluded from society, or parts of society, as a result of one or more of the following factors: unemployment; financial hardship; youth or old age; ill health (physical or mental); substance abuse or dependency including alcohol or drugs; poor educational or skills attainment; relationship and family breakdown; poor housing (that is housing that does not meet basic habitable standards); crime (either as a victim of crime or as an offender rehabilitating into society).

- (ii) *The advancement of education for the public benefit.*

The mission statement of YOU is:

"YOU: creatively empowering people to thrive in their communities"

- 2.1.2 Our culture and behaviours in pursuit of the mission and objectives are defined by our values that are embedded and role modelled throughout the charity:
- Person Centred

People are at the centre of all we do. We work in equal partnership, understanding that people are experts in their own experience and have strengths, skills, and life experiences that they bring to their own situation and to others. Everyone is a unique human being to be valued. We design what we do with people based on what matters to them, ensuring they are in control of their daily lives and their future.

- Trustworthy

We do what we say we will, when we say we will and how we say we will. We do not let people down. We act with integrity, honesty and openness with everyone we meet.

- Excellence

We strive to be the best we can be in all that we do, recognising that people deserve nothing less from us.

- Can-do

We ask ourselves how we can achieve things and not whether we can.

- Innovative

We are creative thinkers. We listen and build on ideas. We do not block, welcoming fresh perspectives and imagining new possibilities.

2.1.3 The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In approving the annual business plan Trustees consider how planned activities will contribute to the aims and objectives they have set.

2.1.4 How does our work change lives?

- People with a learning disability will live independent lives under their control.
- Women, men and children surviving domestic abuse and hidden violence will take back control of their lives that are safe and free from fear.
- Young vulnerable people will develop to become independent active citizens.
- People with mental ill health will develop new meaning, purpose and independence in their lives as they grow beyond the impact of their illness.
- People will live free of debt, maximising their incomes, with the certainty of a roof over their heads.
- People will feel good about their lives, free from stress and worry.
- People will feel less lonely, more connected and have purpose and value to their lives.

- 2.1.5 YOU's work is embedded in our communities within our families of expertise:
- Paragon: Domestic Violence and Abuse, Sexual Abuse, Stalking services
 - Young Lives: Working with young homeless people
 - Care and Support: Learning Disabilities and Mental Health CQC Registered Care, employment support
 - Community Wellbeing: whole community health and wellbeing: Social Prescribing, Advice Portsmouth, Dorset Integrated Prevention
 - Counselling services
- 2.1.6 Publicly funded services are delivered free of charge to beneficiaries, with charges applying in the case of:
- Accommodation charges (rent – includes weekly licence charges)
 - Private purchases of domiciliary care – service user choice for additional care over and above items funded by Adult Services
 - Means tested counselling services.
- 2.1.7 In all services where charges applied, the Trustees ensured that these did not discriminate against those who were poorer in society.
- 2.1.8 Across publicly funded services, YOU was subject to external monitoring inspection and validation against publicly set standards.

3.0 ACTIVITIES IN PURSUIT OF THE CHARITY MISSION AND OBJECTIVES

3.1 COVID-19

Over the course of this year YOU has recovered from the restrictions caused by the pandemic, carefully returning to full face to face working within COVID secure standards while continuing to safeguard staff and beneficiaries from transmission of the virus.

PARAGON- DOMESTIC VIOLENCE AND ABUSE

- 3.2 Paragon are a specialist team committed to ending violence against women, children and men, through empowering individuals and communities to change. As well as grants that are already in place and continue over this financial year, Police and Crime Commissioners, Councils and the Ministry of Justice sought ideas and bids from specialist domestic abuse providers and YOU successfully attracted grant funds to

support those living with abuse. These awards remain testament to the progressive work of the Paragon teams across the geographical areas in which we work.

- 3.2.1 Paragon was awarded £8,000 from the National Lottery in May 2022. This funding enabled Paragon to offer family away days for those living in refuge accommodation or receiving support via outreach. These fun days out enabled the families to bond and connect with the local area.
- 3.2.2 Paragon was awarded £13,800 by Portsmouth City Council in November 2022 for work on the Mentors in Violence Prevention programme. The Mentors in Violence Prevention is a peer education programme that provides young people with the language and framework to explore and challenge the attitudes, beliefs and cultural norms that underpin gender-based violence, bullying and other forms of abuse, while building resilience and promoting positive mental health. By supporting schools to have a 'whole school' approach to early intervention and prevention of bullying, harassment and risky behaviours, the programme empowers young people to identify and communicate concerns with peers and school staff alike. This funding provides staff training on the programme and will enable Paragon to deliver it in schools and colleges.
- 3.2.3 The Paragon team in Sussex is a specialist domestic abuse team providing a whole family response to domestic abuse, working with individuals, couples and families. Working in partnership with the Sussex Police and Crime Commissioner's Office Paragon has secured Ministry of Justice funding to offer an holistic intervention. In addition to domestic violence support Paragon also works with victims with complex needs caused or exacerbated by domestic abuse, such as substance misuse and mental ill health. The team also provides counselling for adult victims and survivors.
- 3.2.4 In Dorset Paragon continues to deliver the integrated domestic abuse service, commissioned by Dorset Council. The work includes
 - refuge and safe houses
 - outreach
 - specialist work with children
 - recovery groups
 - advocacy
 - whole family support
 - securing legal options
 - counselling
 - partner support with Up2U and Choose2Change programmes
 - health advocacy

- stalking services

- 3.2.5 Paragon Dorset was awarded £30,000 for two years in April 2022 from Dorset Council for team training and partner support for the Up2U Creating Healthy Relationships programme. Up2U is a programme for people who use domestically abusive and unhealthy behaviours in their relationships. It seeks to reduce the incidents of domestic violence, prevent the cycle of abuse, and reduce the numbers of children in child protection services, edge of care or children in care.
- 3.2.6 Paragon Dorset was also awarded £277,000 by Dorset Council in June 2022, as part of the New Burdens Funding. This funding provided 7 additional posts with the aim of increasing safety, wellbeing and protection of people experiencing domestic abuse in Dorset.
- 3.2.7 In December 2022 Paragon Dorset was awarded £138,505 by Dorset Council as part of the Safeguarding Families Together approach. This formed part of Dorset Council's Children Young People and Families plan 2020-2023 with a commitment to 'embed whole family approaches, with a particular focus on addressing the needs of children living with parental substance use, mental ill-health or domestic abuse'. This funding enabled YOU to employ staff to work alongside multi-disciplinary teams collaborating with families to help keep more children safely at home.
- 3.2.8 £115,798 was also awarded to Paragon by Dorset Council as part of the Safer Streets Fund. Paragon's Stalking Clinic benefited from the funds providing an administrator who would respond to all enquiries and referrals from victims of stalking, and an Isolated Communities Engagement Project worker to raise awareness of stalking through YOU's Dragonfly work.
- 3.2.9 Bournemouth, Christchurch, and Poole Council have commissioned YOU to develop and deliver through Paragon a specialist health team working within their hospitals. This team supports victims and survivors of domestic abuse and trains hospital staff so they can better support anyone who wishes to disclose and talk about their experiences of domestic abuse.
- 3.2.10 Paragon Hampshire supports people to stay safe in their own homes through target hardening, health advocacy, securing legal options, counselling and a specialist violence against women safe house.
- 3.2.11 Paragon Hampshire were awarded £1,944 by Hampshire County Council in January 2023, as part of the Household Support Fund Community Grant scheme. This funded slow cookers, cookery books and food vouchers for people at the Basingstoke safe house.

- 3.2.12 Paragon Hampshire were awarded £175,600 by Hampshire County Council in April 2022. This funding enabled YOU to continue with two target hardening posts in West Hampshire to support victims to remain safe in their own homes. This funding also provided for Health Advocates in Basingstoke Hospital.
- 3.2.13 In partnership with Aurora New Dawn in Basingstoke, YOU continues to employ a DA support worker who accompanies the police when called out to a domestic abuse incident to so that support can be provided to the victim immediately.
- 3.2.14 The IOW Council has commissioned YOU through Paragon to deliver their Integrated Domestic Abuse Services. YOU is the lead agency on the Isle of Wight and works with Hampton Trust as our delivery partner. Together we bring many years of experience to make a strong team better able to support the island community. YOU provides:
- Refuge and Safe Houses for female, male, and child victims of domestic abuse
 - Outreach
 - Specialist children's work
 - Recovery Groups
 - Advocacy
 - Whole family support
 - Securing legal options
 - Counselling
 - Specialist support for victims and survivors of sexual violence.
 - Accredited behaviour change programme
 - Partner support
- 3.2.15 Paragon IOW was awarded £36,750 per annum by Hampshire Police and Crime Commissioner in April 2022 for two years. This funding enabled us to employ a Health Advocate.
- 3.2.16 A further £7,500 was awarded by the IOW Council in April 2022 for work with the Violence Reduction Unit. This funding contributed to the costs of a Children and Young Person's worker to work with education professionals and young people regarding abusive relationships.
- 3.2.17 Paragon IOW was also awarded £13,800 by the Council in November 2022 for work on the Mentors in Violence Prevention programme. This funding provides staff training on the programme and will enable Paragon to deliver the MVP programme in schools and colleges.

- 3.2.18 A grant of 5,500 from the IOW Council in January 2023, as part of the Household Support Fund enabled Paragon to fund hampers of food and school uniforms for people using the service.
- 3.2.19 Paragon's Dragonfly project develops community-based support across Hampshire, Dorset and the Isle of Wight for people affected by domestic abuse. Dragonfly champions are trained to provide a listening ear and a link to domestic abuse support agencies so that isolated people can access help.
- 3.2.20 Paragon Sussex work with adults and children through a small and dedicated team providing a whole family response to domestic abuse, working with individuals, couples and families. Paragon works in partnership with the Police and Crime Commissioners Office and has secured Ministry of Justice funding to offer a holistic intervention.

COUNSELLING SERVICES

- 3.3 Counselling with YOU offers a generic means tested counselling service for adults who live, study or work in Portsmouth. In October 2022, the service was awarded £293,207 by the National Lottery to enable it to continue its work for 21 months. Paragon Counselling provides free counselling services for those who have experienced domestic abuse. Clients are often referred from our Paragon DV Services towards the end of their support journey. STAR Counselling is our Sexual Crime Therapeutic Service and offers free counselling to people who have experienced historic and current sexual trauma. Counselling With YOU is for clients who live in Portsmouth and we offer a generic counselling service for a small contribution from the clients.
- 3.3.1 Paragon Counselling supports those who have been or are experiencing domestic or sexual abuse and works across Somerset, Dorset, Hampshire, Portsmouth and the Isle of Wight.
- 3.3.2 In partnership with Portsmouth Area Rape Crisis Service, YOU was awarded £50,000 by Portsmouth City Council in March 2023 for Paragon to provide counselling to those who reside in safe accommodation due to Domestic Abuse.
- 3.3.3 £92,144 was also awarded for Paragon Counselling in September 2022 for 2.5 years by Dorset Council. This funded a Domestic Abuse Counsellor to work alongside Paragon Dorset.
- 3.3.4 Paragon Counselling Hampshire were awarded £81,100 in August 2022 by the Hampshire Police and Crime Commissioner. This funded a specialist Domestic Abuse Counsellor and sessional counsellors for victims/survivors of domestic abuse.

- 3.3.5 STAR Counselling is YOU's sexual trauma and recovery counselling service working across the South of Hampshire, Portsmouth and the Isle of Wight. The service works with people who have experience sexual trauma, whether this is recent or non-recent rape, sexual abuse or sexual violence or crime.
- 3.3.6 STAR Counselling was awarded £541,241 in April 2022 by Hampshire OPCC for the delivery of the Sexual Crime Therapeutic Service.
- 3.3.7 STAR Counselling was also awarded a further £35,525 in April 2022 by the Hampshire Police and Crime Commissioner. This funding in partnership with Barnardo's on the Isle of Wight provided a Men and Boys service.
- 3.3.8 In December 2022, Portsmouth City Council awarded YOU the Abuse and Rape Counselling Services contract three years. The service will provide free, confidential, flexible counselling and psychotherapy services to women, men and young people in Portsmouth.

YOUNG LIVES

- 3.4 Our aim is to help young people gain the skills needed to live independently, by developing confidence, self-respect, and the ambition to achieve their goals. Together we focus on the young person's strengths to help them identify what they want to help them build a better future. We're an integral stepping-stone to a young person's independence. Supported accommodation for young people between the ages of 16 – 17 who are in care / leaving care will now be regulated by Ofsted we are currently going through the process of Ofsted registration. YOU continued to provide support to young homeless people in Weymouth and Dorchester under a contract with Dorset Council after winning a retender of the contract.

CARE AND SUPPORT

- 3.5 During the year YOU continued to provide two registered care homes for people with mental ill health in Gosport and Portsmouth. Both care homes are registered with the Care Quality Commission and rated "Good".
- 3.5.1 YOU continued to deliver care for people with a learning disability at Hazelgrove, New Milton Hampshire, registered with the Care Quality Commission and rated "Good".
- 3.5.2 This was the first year of the operation of the new learning disabilities Young Adults Supported Accommodation contracts with Hampshire County Council. 240 staff were transferred to YOU under TUPE together with 191 new people for whom we now provide support. YOU also worked with housing providers across 52 supported accommodation properties to enter into leases, management agreements or service

level agreements as part of this work. YOU has also continued to deliver the Enablement and Progression service under a contract with Hampshire County Council.

- 3.5.3 In Portsmouth YOU supported people with a learning disability across five supported living houses and in the community through its floating support work. In December 2022 Portsmouth City Council closed one property as a new building came on stream commissioned separately with a third-party provider and people moved to their new home. YOU's work is regulated by the Care Quality Commission and is rated "Good".
- 3.5.4 During the year YOU also continued to provide it's Into Work service for people with a learning disability in Portsmouth. In November 2022 YOU was awarded the Autism Employment Support Services for 1 year by Portsmouth City Council. The service works alongside people with neurodivergence and those with autism with support for paid and self-employment.

COMMUNITY WELL-BEING

- 3.6 YOU continued to provide Social Prescribing services in Portsmouth, Emsworth and Hayling Island, working with local Primary Care Networks that grant fund this work. Social Prescribing empowers people who have become isolated due to ill health or personal circumstances through a range of non-clinical services.
 - 3.6.1 Social Prescribing were awarded £116,647 in October 2022 by Southcoast Primary Care Network to fund Social Prescribing Link Workers for three years. A further grant was made by same PCN of £72,767 in September 2022 to fund a Health and Wellbeing Coach for three years. Social Prescribing were also awarded £99,376 in March 2023 by Portsmouth Southcoast Primary Care Network to fund a Care Coordinator Link Worker for three years.
 - 3.6.2 Social Prescribing were awarded £4,325 in June 2022 by Sport England as part of The Queen's Platinum Jubilee Activity Fund. This funding enabled us to organise two, six-week open water swimming sessions for social prescribing clients. Social Prescribing were awarded £40,569 in March 2023 by Hayling Island and Emsworth Primary Care Network. This funded a Young Person's Social Prescribing Link Worker for a year.
 - 3.6.2 Cycling Without Age has the goal of reducing social isolation and loneliness in Portsmouth and Hayling Island, by giving residents living in isolation or who are lonely an outlet to securely enjoy the outside spaces of Portsmouth, Southsea and Hayling Island. YOU can only deliver this service thanks to its 16 strong team of volunteer pilots.

- 3.6.3 Cycling Without Age were awarded £20,000 in April 2022 by Portsmouth City Council as part of the Reconnecting Communities Fund. This funding enabled us to provide rides and social contact with the “Extremely Clinically Vulnerable” people post COVID.
- 3.6.4 A grant was also awarded to Cycling Without Age of £9,578 in October 2022 by Energise Me as part of the Investing In Communities Fund. This funded the salary of the part time Volunteer and Bike Coordinator.
- 3.6.5 YOU was successful in retaining the contract for general advice services in Portsmouth in November 2022 for a further three years. Advice Portsmouth provides free, independent, impartial and confidential advice to people living in Portsmouth. The purpose of the service is to give the right advice and appropriate support to help clients solve their problems. YOU is a member of Advice UK and the National Homelessness Advice Service. Staff at Advice Portsmouth are members of various organisations including the Law Society, The Chartered Institute of Legal Executives and the Institute of Money Advisors. Our team of qualified professionals, support staff and dedicated volunteers provide general and specialist social welfare advice in the fields of debt, welfare benefits, employment, housing, general family and consumer law.
- 3.6.6 Advice Portsmouth was fortunate to receive a number of additional grants during the year:
- £4,500 from Hampshire County Council, to visit Holiday Play Schemes to promote the help available at Advice Portsmouth and YOUR Money Workshops.
 - £32,000 by Portsmouth City Council in June 2022. This funded additional money, debt and benefits advice.
 - £2,500 by the Hampshire and IOW Community Foundation via the Gretel Fund, in January 2023. This funding helped to support families to focus on cooking healthy foods on a budget. Grant spending was on providing slow cookers, air fryers, microwaves with simple recipe ideas.
 - £12,196 from the Access to Justice Foundation as part of the Community Justice Fund in January 2023. This funding has been used to sustain advice services that support people with the impact of the cost of living crisis.
- 3.6.7 YOU is the lead partner in the National Lottery funded Circle of Support work in Portsmouth in partnership with the Roberts Centre and Hope Portsmouth. Circle of Support meets people using food banks, post pandemic, and works with them to

resolve their immediate crisis, creating a circle of support that is there for the person should a crisis occur again.

- 3.6.8 First Point Dorset Intervention and Prevention Service continued to support people to have secure housing, independent lives and positive health and well-being. This contract ends in 2023.

THE WORK OF OUR VOLUNTEERS

- 3.7 During the year, the work of YOU was supported by 94 volunteers and the Trustees would like to record their thanks for the time, dedication and skills they have brought to our work.
 - 3.7.1 Volunteers play a vital role in many areas of our work, with this taking different forms across YOU. Some wish to volunteer for a specific event or activity. For example, in our Care and Support Services we have football, music and reading volunteers.
 - 3.7.2 We also have some services which are supported by and run using large numbers of volunteers, such as Cycling Without Age and our YOU Counselling Services. Volunteer counsellors are either qualified counsellors or are close to completing their final qualification and require placement hours. Both provide low cost sessions to enable members of our community to access counselling.
 - 3.7.3 Cycling without Age runs on a team of fully trained volunteers who pilot our electric Trio bikes. Our pilots come from a variety of backgrounds which allows us to buddy up participants with a pilot who shares common interests. This allows lasting relationships to form and the sharing of intergenerational stories which may otherwise have been forgotten. In addition, we have volunteers with specialist skills working in our Advice Portsmouth Service as well as volunteers in some of our Safe Houses.

MY LEARNING CLOUD LIMITED

- 3.8 My Learning Cloud is a registered limited company. The only shareholder is the YOU Trust, the company being a wholly owned subsidiary. Founded in 2012, the remit of My Learning Cloud was to deliver excellence in learning to the housing, health and social care sectors and in doing so to generate profit to support YOU
 - 3.8.1 My Learning Cloud (MLC) products consist of an inhouse built Learning Management System (LMS) provided to organisations (currently primarily to the health and social care sector), providing over 100 eLearning courses ranging in topics. Different products are currently available for customers which include V2, Lumis Essentials, Lumis Pro, and Lumis Enterprise (yet to be released). Dependent on customers' needs and budget, they can choose from a basic LMS or a full blended learning solution.

- 3.8.2 From 1 August 2022 a new leadership structure was introduced to My Learning Cloud with two senior posts of Chief Digital Officer and Chief Commercial Officer taking on the day to day running of the company reporting to the Managing Director or MLC/Group CEO of YOU.

4.0 GROUP STRATEGIC REPORT

ACHIEVEMENTS AND PERFORMANCE

- 4.1 In the year, YOU worked with 24,533 beneficiaries across Somerset, Sussex, Hampshire, Portsmouth, Isle of Wight, Bournemouth Christchurch and Poole and Dorset. This was 503 more than in the previous year.

WORK WITH BENEFICIARIES AND PARTNERS

PARAGON

- 4.2 Paragon supported 7,120 adults and children through their domestic abuse work and 677 new Dragonfly Champions were trained in the year.
- 4.2.1 Tessa James, Domestic Abuse Advisor was nominated by an Isle of Wight refuge resident and received the Citizen of Ryde Award as part of the celebrations to mark the Queens Platinum Jubilee.
- 4.2.2 Tanya Simpson, DVA Health Advocate in Paragon Hampshire was nominated in February 2023 for a Hampshire Hospitals' People Award.
- 4.2.3 Paragon Hampshire was nominated for the Hampshire Police and Crime Commissioner Awards 2023 in the category of Supporting Victims of Crime. The nomination stated that this was a testament to their exemplary work and dedication to the community.
- 4.2.4 Dragonfly training of champions included working with Forgotten Veterans UK in Portsmouth. Since Dragonfly began, 3005 champions have now been trained who understand and are aware of domestic abuse, living in our communities and enabled to help and support victims.
- 4.2.5 Paragon Somerset has been awarded Leading Lights Accreditation by Safe Lives during the year.

COUNSELLING

- 4.3 YOU's counselling services worked with 2211 clients during the year.

- 4.3.1 In August 2022 the Quality Assurance Committee of the Board received the results of an independent evaluation of the Counselling with YOU service, funded by the National Lottery, which provides generic, low-cost counselling. The frontline counselling team consists almost entirely of volunteers, including a number of students on placement via partnerships with local universities and other academic institutions. Unique within the local area, the service offers open-ended counselling with no strict eligibility criteria. This review explored the value and impact of the service and found that it provides an affordable, flexible and accessible service to the people of Portsmouth.
- 4.3.2 With referrals increasing year on year, this model demonstrates what can be achieved using well-supported volunteers, and provides an illustration of how voluntary sector, community-based provision can produce results that are both professional in nature and comparable to statutory services.
- 4.3.3 Feedback from participants provided evidence of a professional, boundaried and client-focused service. As a placement provider, Counselling with You actively promotes the growth and development of its volunteers, producing skilled counsellors with a strong sense of their own boundaries and a confidence in their own professional judgement.
- 4.3.4 The review also provides an insight into the ways in which the service might expand its reach, improving its accessibility within the local community and working to engage marginalised groups in counselling support.

CARE AND SUPPORT

- 4.4 In Hampshire and Portsmouth YOU supported 884 people with a learning disability to grow in independence, live well and find work.

YOUNG ADULTS SUPPORTED ACCOMMODATION

- 4.5 On 31 March 2022, 243 new colleagues joined the YOU family from nine other organisations with the start of the New Hampshire Learning Disability Supported Living contracts. The Board would like to express their thanks to everyone involved in supporting the transfer of staff and people we work with, together with the new partnerships we forged with private and registered landlords across 52 new properties.
- 4.5.1 Mobilising these contracts had a number of inbuilt challenges for YOU. For example, use of agency staff in YOU, has throughout its history, been by exception rather than rule, whereas these services were shored up using agency resources. YOU have worked intensively with Commissioners to stabilise service delivery during 2022/23.

The most severe impacts have been mitigated by additional financial support from HCC, improvements to practice driven by YOU. This work is ongoing.

COMMUNITY HEALTH AND WELLBEING

- 4.6 Advice Portsmouth provided 12,727 acts of assistance concerning debt, welfare benefits, housing, employment and family law. The Debt Relief Order Intermediary advised 20 clients with a value of £262,943. Many households within the city have sought advice due to the rising cost of food and energy prices. Such concerns can lead to additional worries about homelessness and have a negative impact on mental health.
- 4.6.1 Advice Portsmouth would like to thank the support of all of their partners including Portsmouth HIVE, The Hampshire and Isle of Wight Community Foundation, VIVID, VIVID Plus, Portsmouth University Law Department, Salvation Army - St Pauls and St Monica's, Solent Mind – Portsmouth Support & Recovery, Switched on Portsmouth, The Robert Centre, Portsmouth Foodbank and Counselling with YOU.
- 4.6.2 Social Prescribing has continued to provide many additional activities to support community health and wellbeing. In May 2022 YOU was successful in securing the support of Zurich Insurance Company as part of their Spring Challenge. This enabled YOU to hold a Green Social Prescribing Day at Hilsea Lido Portsmouth in June in partnership with Hampshire Wildlife Trust attended by social prescribing clients and their link workers.
- 4.6.3 The National Academy for Social Prescribing featured YOU's Social Prescribing service in a video demonstrating the outcomes of the Thriving Communities Fund.
- 4.6.4 Social Prescribing received funding from The Adult Community Mental Health Transformation (No Wrong Door) Programme across Hampshire, Southampton, The Isle of Wight and Portsmouth to continue with the open water swimming sessions which had been so successful in the previous year.

QUALITY ASSURANCE

- 4.7 YOU's work is subject to internal quality standards which are audited throughout the year by the Quality Assurance Committee of the Board (QAC) and improvement plans are put in place where required.
- 4.7.1 Every quarter Trustees visited a number of the charity's services or departments. The focus was on culture and values and spending time with beneficiaries, volunteers and staff. Reports of these visits are submitted to QAC. The Committee also received quality reports at every meeting detailing performance and outcomes from audits with anonymised case studies about the work we do.

- 4.7.2 During the year the Committee approved a number of new and revised policies including Cross Gender Care and Substance Misuse Policies.
- 4.7.3 A safeguarding report is received at every meeting which provides the information required for Trustees as laid down by Charity Commission guidance. The Board has a Trustee Safeguarding Champion. The Director for Paragon, Young Lives and Counselling is the Children and Young People's Safeguarding lead and Adult Safeguarding is led by the Director for Partners for Wellbeing and Living Well.
- 4.7.4 The Quality Assurance Committee receives a Complaints Report at every meeting setting out the nature of formal complaints received, the resolution and learning.
- 4.7.5 In May of each year the YOU Group Board receives the annual Quality, Health and Safety and Safeguarding Reports for the preceding financial year.
- 4.7.6 In July 2022, The YOU Group Board welcomed the Portsmouth Learning Disability Into Work Team to the meeting to hear about their work, successes and some of the barriers faced in securing employment for people.

PEOPLE VALUES AND ORGANISATIONAL DEVELOPMENT

- 4.8 The requirement to recruit Agency Staff to fulfil the YASA contracts and reduce reliance on agency staff has been a priority this year. The Group Organisational Development Committee received detailed ongoing analyses of the issues, actions and impacts at its meetings and would like to record their thanks to the People team for their creativity and perseverance in such a difficult climate for the recruitment of social care staff nationally.
- 4.8.1 Fifteen people were sponsored to complete a qualification during the year of which nine were apprentices funded by the Apprenticeship Levy. Others were qualifications such as a standard Qualifications and Credit Framework, or more specialist qualifications such as Independent Domestic Violence Advisors (IDVA) and Certificates in Money Advice Practice.
- 4.8.2 This year had seen an increase in the National Living Wage, which continues to present a challenge, as local authorities are unable to fully support this increase through additional funding. The charity met this commitment and maintained differentials with a small pay award for all other staff.
- 4.8.3 During the year the Group Organisational Development Committee reviewed People and Learning Key Performance Indicators at their meetings and approved new and revised policies.

- 4.8.4 YOU complies with the requirement for Gender Pay Gap reporting and the report was presented to the Organisational Development Committee and published on YOU's website.
- 4.8.5 YOU's family culture results in a strong focus on employee engagement and wellbeing. The team of Wellbeing Champions continued to meet during the year and supported organisational activities including a celebration of Stress Awareness Month, Time to Talk day and mental health bingo at Christmas.
- 4.8.6 At the end of November 2022 Alison Cordwell, YOU's Director, Care, Support and Community Wellbeing retired after a long career with the charity. Alison started with YOU in April 1988 as a Learning Disabilities Support Worker in Portsmouth and after leaving YOU for a period, returned to the organisation in 2012 and made a huge contribution to the growth and development of the culture of YOU, leading the team that secured the YASA contracts with Hampshire County Council. The Board would like to record their thanks to Alison for her contribution to the charity.
- 4.8.7 Phil Freed was appointed as the new YOU Director for Care, Support and Community Wellbeing who also started his career in YOU as a Support Worker.
- 4.8.8 In August 2022 the Group CEO indicated that she wished to step down from her role after 27 years of selfless service. Nicola Youern led the YOU Group through many achievements and her tireless enthusiasm, innovative approach and commitment to social justice will be missed. As a result, the Board formed a YOU Appointment Group and engaged the services of a specialist recruitment agency to work with them on the appointment. The new Group CEO was appointed at the end of March 2023 and will take up their post in July 2023 post a handover with the current post holder.

EQUALITY AND DIVERSITY

- 4.9 YOU is committed to diversity and inclusion in recruitment, employment, and in the work that we undertake with beneficiaries.
- 4.9.1 In the autumn of 2022 a series of staff conferences were held with the theme of Celebrating You. This theme whilst about a celebration of YOU and its history was also a celebration of each and every individual in YOU and explored how staff can be their authentic selves at work.

The YOU Senior Management Team participated with Trustees in the ED & I Training that was commissioned in 2022. This training was vital to providing a shared perspective about how leaders across YOU role model and move forward diversity and inclusion in YOU.

PROPERTY

- 4.10 YOU's registered office had been located at Admiral House in Fareham for 12 years. During the year the landlord made their intentions known to redevelop the site and therefore YOU would be served notice under the terms of the lease extension. My Learning Cloud had been located in Portsmouth and new accommodation was sourced which would support both organisations to be co-located reducing cost. Both YOU and My Learning Cloud moved to new headquarters (and Registered Office) at Delme 1, Cams Hall Estate, Fareham at the end of February 2023.

FUNDRAISING

- 4.11 The charity does not actively fundraise from the public or run legacy campaigns or undertake similar fundraising activities in its own right or via a third party. The Trustees are, however, pleased to receive unsolicited gifts from those who support our work.
- 4.11.1 The Trustees would like to thank to all those who chose to donate funds and goods to the charity during the year. These included:
- Venafi
 - Salsa Amigos
 - IOW Radio
 - Peggy's Diner
 - Hampshire Wildlife Trust
 - Smile Sleigh
 - Exxon
 - Hayling Island College
 - Waitrose
 - Rotary Club of Wellington
 - Freemasons
 - Zurich Insurance Ltd
 - Lightning Fire Services
 - IOW Police
 - Men's Shed
 - GF Eyre Charitable Trust
 - Portsmouth Masons

MY LEARNING CLOUD

- 4.12 My Learning Cloud had 719 corporate customers and 104,853 learners at the end of March 2023 with customer retention rates remaining high. The company won the award in the Workforce Development category at the 2022 Social Care Premier Supplier Awards.

5.0 FINANCIAL REVIEW

- 5.1 The Group Finance and Commercial Committee met 5 times during the year to review policies, the proposed budget, review management accounts, forecasts and the annual accounts. The Committee also has a remit for Information Technology and approved several policies in this area during the year. The Committee also undertook an in-depth review of agency usage, causes, solutions and impact and closely monitored negotiations with Hampshire County Council regarding the YASA contracts calling special meetings when required.

5.2 RESERVES POLICY

- 5.2.1 The Reserves Policy was reviewed in September 2023 and a target of £1,500,000 free reserves was agreed being the value of unrestricted reserves, before deducting the pension reserve, less fixed assets. Considering its current working capital arrangements, the Board felt that this was an acceptable level to operate within YOU on a day to day level and meet its obligations. Any additional free reserves would be used to further the Trust's aims and objectives. The actual free reserves figure will rise as operating surpluses are made and fall as assets are purchased.
- 5.2.2 At the year end the free reserves of the charity were £297,000 which is under target and equally in light of the Pension Deficit, the Trustees do not consider the reserves to be excessive.

INVESTMENT POLICY

- 5.3 The levels of unrestricted reserves are not significant enough to consider a wide range of investments. The bank account is an interest-bearing account and surplus monies to immediate operating needs are placed on the money market to earn additional interest.

6.0 REFERENCE AND ADMINISTRATIVE INFORMATION

6.1 Registered Charity Name: The YOU Trust (known as YOU on an operating basis)

Charity Number: 291489

Company Number: 1898188

Registered Office: Delme 1, Delme Place, Cams Hall Estate, Fareham, PO16 8UX

Auditors: Jones Avens, 53 Kent Road, Southsea, Hampshire, PO5 3HU

Bankers: Lloyds TSB Bank plc. John's Centre, Hedge End,
Southampton, Hampshire, SO30 4QU

Patrons: The Trustees would like to give thanks to Bishop Jonathan of the Anglican Diocese of Portsmouth for his Patronage during the year.

TRUSTEES AND DIRECTORS

6.2 The Trustees and officers serving during the year and since the year-end are set out below. Steve Pitt was re-elected as Chair and Caroline Sharman-Mendoza, Vice Chair in January 2023. Penny Rowlinson resigned from the Board at the AGM in October 2022 and the Board would like to record thanks to Penny for her outstanding contribution.

Directors and Trustees:

- Robyn Allen
- Helen Andrews
- Jonathan Crutchfield
- James Fullarton, Honorary Treasurer and Chair of Group Finance and Commercial Committee
- Emma Giles
- Matt Haynes
- Sara Langston, Chair of Organisational Development Committee
- Trudy Mansfield
- Derek Marshall
- Saif Mohammad

- Marcia Nguyen
- Steve Pitt, Chair of the YOU Group Board
- Anne Ridley
- Penny Rowlinson (resigned October 2022)
- Caroline Sharman-Mendoza, Vice Chair, Chair of Quality Assurance Committee

6.2.1 Tessa Short who was the Life President of YOU sadly passed away in March 2022. Tessa was the Chair of YOU for many years and served the charity with passion and commitment. She will be greatly missed.

6.2.2 The directors of the company are also charity Trustees for the purposes of charity law and under the Company's Articles are known as Trustees and collectively as 'The YOU Group Board'.

EXECUTIVE LEADERSHIP TEAM

6.3 Senior staff to whom leadership of YOU and My Learning Cloud is delegated:

• Group Chief Executive (until July 2023)	Nicola Youern
• Group Chief Executive (July 2023)	Hayley Connor (appointed July 2023)
• Group Director of Finance	Paul Taylor-Toms
• Group Director of People, Culture and Organisational Development	Jane Cracknell

YOU

6.4 Other senior staff to whom the day to day leadership of YOU is delegated:

• Director, Care, Support and Community Wellbeing	Philip Freed
• Director, Paragon, Counselling and Young Lives	Tonia Redvers
• Group Head of IT	Nigel Groves

MY LEARNING CLOUD

6.5 Other senior staff to whom the day to day leadership of My Learning Cloud is delegated:

• Chief Digital Officer	Michael Statham
• Chief Commercial Officer	Daisy Liss

7.0 STRUCTURE GOVERNANCE AND MANAGEMENT

- 7.1.1 The YOU Trust is a charitable company limited by guarantee, first incorporated on 21 March 1985(The Portsmouth Housing Trust) and registered as a charity on 10 April 1985. The company was established under its Memorandum and Articles of Association, which were amended in 1998 (becoming The Southern Focus Trust) and further amended in 2001, 2003 and 2008 (becoming The YOU Trust) and in 2010. Amendments approved in 2010 led to The Articles of Association replacing the Memorandum and Articles of Association in accordance with the Companies Act 2006. In the event of the company being wound up members are required to contribute and amount not exceeding £1.

GENERAL MEETING OF THE COMPANY

- 7.2 One General Meeting was held during the year. This was the Annual General Meeting (AGM) held on 12 October 2022.

RECRUITMENT AND APPOINTMENT OF TRUSTEES

- 7.3 Under the requirements of the Articles of Association, the members of the Board of Trustees, known as the YOU Group Board, are elected to serve until required to retire by rotation. Those who retire under rotation are those who have been longest in office since their last appointment or reappointment. At each AGM, one quarter of the Trustees are subject to retirement by rotation or, if their number is not four or a multiple of four, the number nearest to one quarter shall retire from office.
- 7.3.1 The Board of Trustees may appoint Trustees between General Meetings, pending full appointment at a general meeting. The Board of Trustees operate an open recruitment and selection procedure when considering new Trustees for appointment in order to ensure a balanced, skilled, committed and representative board. During the year one Trustee resigned: Penny Rowlinson.

TRUSTEE RECRUITMENT INDUCTION, LEARNING AND DEVELOPMENT

- 7.4 Trustees are recruited upon reviews of numbers, diversity and skills by the Trust Executive Committee (constituted to bring together chairs of all Committees and the YOU Group Board chair) for decision by the Board. Successful recruitment takes place by social media, open advertising and by interested parties approaching the charity. All applicants complete a recruitment process, are interviewed and subject to references and DBS clearance. When recruited, all Trustees sign a copy of the Trustee Code of Conduct and the Trustee Role Profile to signify their agreement to follow the terms within both documents.

- 7.4.1 The role profiles for the Chair and the Vice Chair of the YOU Group Board were reviewed during the year and approved by the Board.
- 7.4.2 During the year the Trustees participated in training including Adult and Young People's safeguarding, and Equality, Diversity and Inclusion.
- 7.4.3 Every year the Board undertakes an Experience Review to determine whether it has the skills and knowledge as a whole and through its committees.
- 7.4.4 The Board meets at least once a year for a Strategy Away Day to make key decisions to inform the annual business plan. In 2022 the Board of MLC joined the YOU Group Board for the strategic review.
- 7.4.5 The YOU Group Board delegates its work to five Committees of the Board with approved Terms of Reference reviewed each year:
- YOU Group Board Executive Committee
 - Remuneration Committee
 - Quality Assurance Committee
 - Group Organisational Development Committee
 - Group Finance and Commercial Committee
- 7.4.6 The Group Finance and Commercial Committee further delegates work from time to time to the Property Working Group when the consideration of capital assets are required.

YOU/MLC GOVERNANCE WORKING PARTY

- 7.5 My Learning Cloud Ltd celebrated its 10th year of trading in 2022. It was agreed by both Boards that a YOU/MLC Governance Working Party would be formed to review the effectiveness of the current governance arrangements for My Learning Cloud to ensure it was fit for the future.
- 7.5.1 The YOU Group considered and agreed a revised set of expectations for My Learning Cloud:
- to be a socially focused, person-centred business with products that empower people to thrive.
 - to always provide excellent customer service and to listen and involve customers in developing its work.
 - to be a trustworthy business with a strong ethical base.
 - to be an innovative, pioneering business, thinking outside of the box in the solutions it develops
 - to have a can-do approach – confident, ambitious, with a determination to achieve results

7.5.2 The Working Party agreed a number of changes to the relationship between the two organisations which were approved by the YOU Group Board and the My Learning Cloud Board of Directors:

- all future My Learning Cloud Non-Executive Director appointments are made on a three-year tenure, with the opportunity for renewal post a joint review with the YOU Group Board Chair and the My Learning Cloud Board Chair.
- the composition of the My Learning Cloud Board should contain no less than three independent Non-Executive Directors.
- YOU should transfer the ownership of the intellectual property in the company to My Learning Cloud.
- That the Group Director of People, Culture and Organisational Development and the Group Director of Finance should be appointed Executive Directors of My Learning Cloud.

8.0 RISK MANAGEMENT

8.1 The Trustees have a risk management strategy which comprises:

- an annual review of the principal risks and uncertainties that the charity faces. The methodology for the identification and assessment of risk meets the guidance issued by the Charity Commission. The resulting Organisational Risk Management Policy is reviewed and reapproved each year by the YOU Group Board. The risk register is reviewed at every Board and Committee meeting throughout the year. The Board of My Learning Cloud undertakes its own annual review which is reported to the YOU Group Board.
- the establishment of policies, systems and procedures to mitigate those risks identified in the annual reviews; and
- the implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.

8.2.1 The Board has not constituted an Audit Committee. The internal Audit functions are contained within the Terms of Reference of all Committees and audit reports are commissioned by those Committees paying due regard to the rankings of the risk register.

8.2.2 During 2023/24 the impact of agency costs continues to be a major risk for the charity as the national crisis in social care recruitment continues to grow and local authorities are unable to provide the funding to support the growth in National Living Wage and salaries that support the retention and recruitment of the workforce. This

risk is monitored at every meeting of the Board and Committees and during the first half of 2023/24 decisions will be made by the Board about YOU's continuation of this work.

- 8.2.3 The Increasing pension deficit contributions due to an actuarial valuation and the inability of the charity to meet these costs continued to be a major risk. This is managed through gift aid contributions from the trading subsidiary and the ability to secure concessions if required secured against property. The Group Finance and Commercial Committee monitor this through monthly management accounts and forecasts.

9.0 DELEGATION OF AUTHORITY

- 9.1 The YOU Group Board has agreed to delegate their authority through a number of internal mechanisms, including:
- YOU Group Board Terms of Reference that sets out the powers, decisions it retains, and those delegated to Committees, which are reviewed annually.
 - The YOU Group Board approves Terms of Reference for Committees which set out their remit and scope, receives minutes; approves decisions reserved for them. scheme of delegation is in place and was reviewed by the Board during the year. This sets out the respective roles and responsibilities of Trustees and paid officers; defines responsibility/accountability points within the structure for decision making and actions to be undertaken.
 - YOU Policies (approved at either the YOU Trust Board or Committee level) deal with a wide range of legal compliance / operational matters and set out responsibilities and duties. Where policy revisions are minor they are delegated to the Group Executive Leadership team to decide.
 - The Procurement Policy sets out financial authority limits (approvals and expenditure) and is approved by the Group Finance and Commercial Committee.

RELATED PARTIES AND COOPERATION WITH OTHER ORGANISATIONS

- 9.2 None of our Trustees receive remuneration. Any connection between a trustee or Group Executive Leadership team member with any related third party must be disclosed to the YOU Group Board. In the current year, no such related party transactions were reported.

- 9.2.1 The charity's wholly owned subsidiary My Learning Cloud Ltd was established to provide excellence in learning management and e learning across the health, housing and care sectors. Each year My Learning Cloud gift aids the majority of its profits to the charity. The Board of Directors are appointed and removed by the charity Trustees. The charity Board receives performance reports from the subsidiary Board of Directors at each meeting and the Group Organisational Development Committee and the Group Finance and Commercial Committee have widened their terms of reference to include the scrutiny of the subsidiary company performance.

STAFF AND VOLUNTEERS WITH DISABILITIES

- 9.3 The YOU Trust is an equal opportunities employer, Disability Confident since October 2017. As part of its open and transparent Recruitment Policy and procedure, the charity displays the Disability Confident logo on all job advertisements and references being a Disability Confident Employer on social media pages to actively encourage applications from people with disabilities. All job vacancies are advertised on a number of recruitment sites and are available in a number of formats. In addition, the charity provides a named contact so applicants can call to directly discuss any support they may require throughout the recruitment process. The YOU Trust offers a variety of flexible options to best meet the requirements of the candidate and reasonable adjustments are offered from the point of being invited along to interview, so the candidate can best demonstrate their full ability, and onwards into their employment as required, based on information shared by the applicant or staff member upon joining the organisation and throughout their time with YOU. YOU also engages with its own in-house 'Into Work' disability service for guidance and further support of disabled persons as needed and offers assistance with applying to the Access to Work scheme for eligible recruits. 57 staff/workers/volunteers were recorded as disabled. We have two deaf employees who are able to access the services of translators to participate in training workshops etc.

- 9.3.1 Dedicated Employee Wellbeing Champions also offer support, together with a free and confidential EAP service, and YOU accesses the input of Occupational Health providers to seek advice on support the charity can implement for those with a disability or long-term health condition.

10.0 TRUSTEES' RESPONSIBILITY STATEMENT

- 10.1 The Trustees (who are also directors of The YOU Trust for the purposes of company law) are responsible for preparing the Trustees' annual Report (including the Strategic Report) and the financial statements in accordance with applicable law and

United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

10.1.1 Company law 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company 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 Charity SORP 2015 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

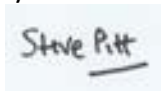
10.1.2 The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

11.0 DISCLOSURE OF INFORMATION TO AUDITORS

11.1 In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

By order of the Board of Trustees.

A handwritten signature in blue ink that reads "Steve Pitt". The signature is written in a cursive style with a horizontal line underneath the name.

S J Pitt (Chair)

Report of the Independent Auditors to the Members of The YOU Trust

Opinion

We have audited the financial statements of The YOU Trust (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2023 which comprise the group statement of financial activities, the group and charity balance sheet, the group and charity statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group and parent charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the accounts section of our report. We are independent of the group and parent charitable company in accordance with the ethical requirements that are relevant to our audit of the accounts in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group's or the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Report of the Independent Auditors to the Members of The YOU Trust

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the trustees' Report, which includes the directors' report and strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report and strategic report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or

Report of the Independent Auditors to the Members of The YOU Trust

- we have not received all the information and explanations we require for our audit;
or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the parent charitable company or the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group's and the parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Identification and assessment of irregularities including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We designed procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures were capable of detecting irregularities, including fraud is detailed below:

- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the group and charity, including The Companies Act 2006 and The Charities Act 2011;
- we obtained an understanding of the legal and regulatory framework applicable to the entity and how the entity is complying with that framework by making appropriate enquiries of

Report of the Independent Auditors to the Members of The YOU Trust

management as well as considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations;

- we made enquiries of those charged with governance and management concerning:
 - the risks of fraud;
 - instances of non-compliance with laws and regulations or knowledge of actual, suspected, or alleged fraud is documented during the period;
- we allocated an engagement team that we considered collectively had the appropriate competence and capabilities to identify or recognise non-compliance with laws and regulations.

Audit response to the risk of irregularities including fraud

Based on the results of our risk assessment, our procedures included, but were not limited to:

- performing analytical procedures to identify any unusual or unexpected relationships.
- evaluating whether the selection and application of accounting policies by the entity that may be indicative of fraudulent financial reporting resulting from management's effort to manage results.
- assessing whether judgements and assumptions made in determining the accounting estimates set out in note 1j were indicative of potential bias.
- agreeing financial statement disclosures to underlying supporting documentation.
- reading the minutes of meetings of those charged with governance.
- reviewing the correspondence with relevant regulatory bodies.
- testing of journal entries to address the risk of fraud through management override.
- incorporating an element of unpredictability in the selection of the nature, timing, and extent of our audit procedures.

Conclusions regarding the risks of irregularities including fraud

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

We considered our audit was capable of detecting irregularities due to:

- the effectiveness of the entity's internal controls;

Report of the Independent Auditors to the Members of The YOU Trust

- the nature, timing and extent of audit procedures performed; and the absence of contradictory evidence.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <http://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Claire Norwood BSc FCA ATII (Senior Statutory Auditor)

for and on behalf of Jones Avens Limited

08/12/2023

**Chartered Accountants
Statutory Auditor**

Piper House
4 Dukes Court
Bognor Road
Chichester
West Sussex
PO19 8FX

Jones Avens Limited is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under of section 1212 of the Companies Act 2006

The YOU Trust
Consolidated Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
For the Year Ended 31 March 2023

		Unrestricted funds £'000	Restricted funds £'000	Total 2023 £'000	Total 2022 £'000
	Notes				
Income from					
Donations and legacies	4	-	60	60	32
<i>Charitable activities</i>					
Care and Support	5	17,275	3,074	20,349	11,132
<i>Other trading activities</i>					
Commercial trading operations	6	1,317	-	1,317	1,396
Investment income	7	-	-	-	-
Other income		-	-	-	-
Total		<u>18,592</u>	<u>3,134</u>	<u>21,726</u>	<u>12,560</u>
Expenditure on					
<i>Raising funds</i>					
Commercial trading operations	6	1,304	-	1,304	1,221
<i>Charitable activities</i>					
Care and Support	8	18,141	2,388	20,529	11,590
Total		<u>19,445</u>	<u>2,388</u>	<u>21,833</u>	<u>12,811</u>
Net (expenditure)/income		(853)	746	(107)	(251)
Actuarial gains/(losses) on defined benefit schemes	20	(468)	-	(468)	1,065
Net movement in funds	21	(1,321)	746	(575)	814
Reconciliation of funds					
Total funds brought forward		1,026	1,220	2,246	1,432
Total funds carried forward		<u>(295)</u>	<u>1,966</u>	<u>1,671</u>	<u>2,246</u>

The statement of financial activities includes all gains and losses in the year.
All incoming resources and resources expended are derived from continuing activities.
The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

**The YOU Trust
Balance Sheet
For the Year Ended 31 March 2023**

		Group 2023 £'000	Group 2022 £'000	Charity 2023 £'000	Charity 2022 £'000
	Notes				
Fixed assets					
Tangible assets	16	1,653	1,617	1,611	1,594
Investments	17	-	-	10	10
		<u>1,653</u>	<u>1,617</u>	<u>1,621</u>	<u>1,604</u>
Current assets					
Debtors	18	3,848	2,695	3,358	2,488
Cash at bank and in hand		<u>892</u>	<u>2,660</u>	<u>583</u>	<u>2,056</u>
		4,740	5,355	3,941	4,544
Creditors					
Amounts falling due within one year	19	(2,509)	(2,664)	(1,678)	(1,840)
		<u>2,231</u>	<u>2,691</u>	<u>2,263</u>	<u>2,704</u>
Net current assets					
Total assets less current liabilities		3,884	4,308	3,884	4,308
Provisions for liabilities	20	(2,213)	(2,062)	(2,213)	(2,062)
		<u>1,671</u>	<u>2,246</u>	<u>1,671</u>	<u>2,246</u>
Net assets					
Funds					
Unrestricted income funds	21	1,918	3,088	1,918	3,088
Pension reserve		(2,213)	(2,062)	(2,213)	(2,062)
General unrestricted funds		<u>(295)</u>	<u>1,026</u>	<u>(295)</u>	<u>1,026</u>
Restricted income funds	21	<u>1,966</u>	<u>1,220</u>	<u>1,966</u>	<u>1,220</u>
		<u>1,671</u>	<u>2,246</u>	<u>1,671</u>	<u>2,246</u>
Total funds					

The financial statements were approved by the Board of Trustees on 6th December 2023 and were signed on its behalf by:



Trustee – Steve Pitt

The You Trust, registered in England no. 1898188

The YOU Trust
Statement of Cash Flows and Consolidated Cash Flows
For the Year Ended 31 March 2023

	Notes	Group 2023 £'000	Group 2022 £'000	Charity 2023 £'000	Charity 2022 £'000
Cash flows from operating activities					
Cash generated from operations	24	(1,493)	(709)	(1,231)	(368)
Pension interest charge		(52)	(70)	(52)	(70)
Net cash provided by (used in) operating activities		<u>(1,545)</u>	<u>(779)</u>	<u>(1,283)</u>	<u>(438)</u>
Cash flows from investing activities					
Interest income		-	-	-	-
Purchase of tangible fixed assets		(223)	(228)	(190)	(216)
Proceeds on disposal of tangible fixed assets		-	-	-	-
Cash provided by (used in) investing activities		<u>(223)</u>	<u>(228)</u>	<u>(190)</u>	<u>(216)</u>
Change in cash and cash equivalents in the reporting period		(1,768)	(1,007)	(1,473)	(654)
Cash and cash equivalents at the beginning of the reporting period		2,660	3,667	2,056	2,710
Total cash at the end of the year		892	2,660	583	2,056

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2023

1 Accounting Policies

a) Basis of preparation

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

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 2018) - (Charities SORP (FRS102)), and the Companies Act 2006.

The You Trust meets the definition of a public benefit entity under FRS102. Assets and Liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes. These financial statements are presented in Sterling, the currency of the primary economic environment in which the Group operates, in round thousands.

Despite a challenging year for reasons outlined in the Trustees Report, The Trustees consider that there are no material uncertainties about the Trust's ability to continue as a going concern.

b) Group financial statements

The financial statements consolidate the results of the charity and its wholly owned subsidiary My Learning Cloud Limited on a line-by-line basis. A separate Statement of Financial Activities and Income and Expenditure Account for the charity has not been presented because the Trust has taken advantage of the exemption afforded by section 408 of the Companies Act 2006.

c) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the items of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2023

been made by the executors to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material. Income received in advanced is deferred until the criteria for income recognition are met.

d) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

e) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the Trust's work.

f) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

Costs of raising funds comprise the costs of commercial trading and their associated support

Expenditure on charitable activities includes activities undertaken to further the purposes of the charity and their associated support costs.

Other expenditure represents those items not falling into any other heading.

g) Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the Trusts programmes and activities. These costs have been allocated across expenditure on charitable activities. The basis on which support costs have been allocated are set out in note 9.

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2023

h) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

i) Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

In preparing these financial statements, the directors have made the following judgements:

- Determine whether leases entered into by the group either as a lessor or a lessee are operating or lease or finance leases. These decisions depend on an assessment of whether the risks and rewards of ownership have been transferred from the lessor to the lessee on a lease by lease basis.
- Determine whether there are indicators of impairment of the group's tangible and intangible assets, including goodwill. Factors taken into consideration in reaching such a decision include the economic viability and expected future financial performance of the asset and where it is a component of a larger cash-generating unit, the viability and expected future performance of that unit.
- Pension Scheme deficit payments – The Charity participates in a multi-employer pension scheme which is in deficit. Provision has been made for the deficit contributions payable and the board have relied upon the information received from the Pensions Trust.

Key Sources of Estimation Uncertainty

Multi employer defined benefit pension scheme

See Note 20 for details of estimates and assumptions regarding the pension scheme.

j) Tangible fixed assets

Individual fixed assets costing £1,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Freehold Property	Straight line over 50 years and 10 years
Long Leasehold property	Straight line over 10 years
Short Leasehold property	Straight line over the life of the lease
Fixtures, fittings and equipment	

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Notes to the Financial Statements
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Assets held in service properties	Straight line over 3 years
Assets held in offices	Straight line over 5 years
Short term improvements to property	Straight line over 10 years
Motor Vehicles	Straight line over 5 years

k) Goodwill

Purchased goodwill is capitalised at cost and amortised over its estimated useful economic life on a straight line basis over 5 years.

l) Debtors

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

m) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity from the date of opening of the deposit or similar account.

n) Creditors and provisions

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 reliably.

o) Financial instruments

The trust only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

p) Pensions

Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

q) Redundancy and termination payments

Redundancy costs arising from project reviews of staff levels are charged in the year in which employees leave the group.

r) Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

Payments are also made to two multi-employer defined benefit schemes.

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Notes to the Financial Statements
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For the Social Housing Pension Scheme (SHPS) the cost of providing benefits under defined benefit plans is determined separately for each plan using the projected unit credit method and is based on actuarial advice.

The change in the net defined benefit liability arising from employee service during the year is recognised as an employee cost. The cost of plan introductions, benefit changes, settlements and curtailments are recognised as an expense in measuring profit or loss in the period in which they arise.

The net interest element is determined by multiplying the net defined benefit liability by the discount rate, taking into account any changes in the net defined benefit liability during the period as a result of contribution and benefit payments. The net interest is recognised in profit or loss as other finance revenue or cost.

Remeasurement changes comprise actuarial gains and losses, the effect of the asset ceiling and the return on the net defined benefit liability excluding amounts included in net interest. These are recognised immediately in other comprehensive income in the period in which they occur and are not reclassified to profit and loss in subsequent periods.

The net defined benefit pension asset or liability in the balance sheet comprises the total for each plan of the present value of the defined benefit obligation (using a discount rate based on high quality corporate bonds), less the fair value of plan assets out of which the obligations are to be settled directly. Fair value is based on market price information, and in the case of quoted securities is the published bid price. The value of a net pension benefit asset is limited to the amount that may be recovered either through reduced contributions or agreed refunds from the scheme.

For the Social Housing Growth Scheme (GS), due to the nature of the scheme, it is not possible to identify on a reasonable and consistent basis the share of the underlying assets and liabilities. Therefore, the scheme is accounted for as a defined contribution scheme.

2 Legal status of the Trust

The company is limited by guarantee and does not have a share capital and is a private company registered in England and Wales. All Trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

3 Financial Performance of the charity

The consolidated statement of financial activities includes the results of the charity's wholly owned subsidiary My Learning Cloud Limited.

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The summary financial performance of the charity alone is:

	2023	2022
	£'000	£'000
Income	20,409	11,164
Gift aid from subsidiary company	<u>13</u>	<u>175</u>
	20,422	11,339
Expenditure on charitable activities	<u>20,529</u>	<u>11,590</u>
Net (expenditure)/income	(107)	(251)
Actuarial gains/(losses) on defined benefit pension schemes	(468)	1,065
Net movement in funds for the year	(575)	814
Total funds brought forward	2,246	1,432
Total funds carried forward	<u>1,671</u>	<u>2,246</u>
Represented by:		
Restricted income funds	1,966	1,220
Unrestricted income funds	1,918	3,088
Pension reserve	<u>(2,213)</u>	<u>(2,062)</u>
	<u>1,671</u>	<u>2,246</u>
4 Donations and legacies		
	2023	2022
	£'000	£'000
Small gifts and donations	19	32
Legacies	<u>41</u>	<u>-</u>
	<u>60</u>	<u>32</u>

The trust benefits greatly from the involvement and enthusiastic support of its many volunteers, details of which are given in our annual report. In accordance with FRS102 and the Charities SORP (FRS102), the economic contribution of general volunteers is not recognised in the accounts.

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Notes to the Financial Statements
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5 Charitable Activities

	Unrestricted funds 2023 £'000	Restricted funds 2023 £'000	Total Funds 2023 £'000	Total Funds 2022 £'000
Grants receivable for charitable activities	-	3,074	3,074	1,611
Fees and charges	<u>17,275</u>	<u>-</u>	<u>17,275</u>	<u>9,521</u>
	<u><u>17,275</u></u>	<u><u>3,074</u></u>	<u><u>20,349</u></u>	<u><u>11,132</u></u>

6 Other trading activities

The wholly owned trading subsidiary My Learning Cloud Limited is incorporated in the United Kingdom (company number 08191627). The summary financial performance of the subsidiary alone is:

	2023 £'000	2022 £'000
Turnover	1,317	1,396
Cost of sales and administration costs	(1,304)	(1,221)
Corporation tax credit/(charge)	-	-
Net profit	13	175
Amount gift aided to the charity	<u>(13)</u>	<u>(175)</u>
Retained in subsidiary	<u>-</u>	<u>-</u>
The assets and liabilities of the subsidiary were:		
Fixed Assets	42	23
Current assets	848	990
Current liabilities	<u>(880)</u>	<u>(1,003)</u>
Total net assets	<u><u>10</u></u>	<u><u>10</u></u>
Aggregate share capital and reserves	<u>10</u>	<u>10</u>

7 Investment income

	2023 £'000	2022 £'000
Interest received	<u>-</u>	<u>-</u>
	<u><u>-</u></u>	<u><u>-</u></u>

All investment income is derived from money held in interest bearing deposit accounts

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Notes to the Financial Statements
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8 Charitable Activities

	Advice & Counselling £'000	Health and Recovery £'000	Homeless- ness £'000	Domestic Violence £'000	Disabilities £'000	Young People £'000	Total 2023 £'000	Total 2022 £'000
Salary and associated costs	788	711	614	2,647	11,787	353	16,900	8,815
Rent	23	80	-	169	312	105	689	342
Other property costs	62	73	19	132	195	67	548	501
Depreciation	2	2	-	3	85	-	92	27
Other costs	41	54	3	64	45	3	210	206
Support costs (see note 9)	103	103	71	338	1,395	60	2,070	1,684
Governance costs (see note 9)	1	1	1	3	13	1	20	15
	<u>1,020</u>	<u>1,024</u>	<u>708</u>	<u>3,356</u>	<u>13,832</u>	<u>589</u>	<u>20,529</u>	<u>11,590</u>

Expenditure on charitable activities was £20,529,000 (2022: £11,590,000) of which £18,141,000 was unrestricted (2022: £9,742,000) and £2,388,000 was restricted (2022: £1,848,000).

9 Support Costs

	General Support £'000	Governance function £'000	Total £'000	Basis of apportionment
Salary and associated costs	1,420	-	1,420	Time
Rent	53	-	53	Time
Other property costs	106	-	106	Time
Depreciation	79	-	79	Time
Legal and professional fees	64	-	64	Time
Other costs	348	20	368	Time
	<u>2,070</u>	<u>20</u>	<u>2,090</u>	

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Notes to the Financial Statements
For the Year Ended 31 March 2023

10 Net income/(expenditure) for the year - Group

	2023	2022
	£'000	£'000
This is stated after charging:		
Operating leases - land and buildings	139	153
Operating leases - other and motor vehicles	2	2
Depreciation	223	142
(Loss)/Profit on disposal of fixed assets	-	-
Auditors' remuneration - audit services	14	13
Auditors' remuneration - non-audit services	3	2

11 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

	2023	2022
	£'000	£'000
Salaries and wages	13,360	8,079
Social security costs	1,155	679
Pension costs	550	346
Redundancy costs	2	3
	<u>15,067</u>	<u>9,107</u>

The number of employees whose annual emoluments were £60,000 or more were:

	2023	2022
	Number	Number
£60,000 to £69,999	-	1
£70,000 to £79,999	1	-
£80,000 to £89,999	1	1

The charity trustees were not paid or received any other benefits from employment with the Trust or its subsidiary in the year (2022: £nil). 2 (2022: 3) trustees were reimbursed expenses for charitable purposes during the year of £1,210 (2022: £1,944). A further £2,754 (2022: £2,223) was spent on Trustee Meetings during the year. No charity trustee received payment for professional or other services supplied to the charity (2022: £nil).

The key management personnel of the parent charity, the Trust, comprise the trustees, the Group Chief Executive Officer, the Group Director of Finance and the Group Director of People, Culture and Organisational Development. The total employee benefits of the key management personnel of the Trust were £246k (2022: £227k)

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Notes to the Financial Statements
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12 Staff Numbers

The average monthly number of full-time equivalent employees (including casual and part-time staff) during the year were as follows:

	2023	2022
	Number	Number
Management and administration	54	47
Direct and support staff	<u>435</u>	<u>272</u>
	<u>489</u>	<u>319</u>

13 Government Grants

Income from government grants during the year was £nil (2022: £126k). See note 5 for more information and to the amount and source of these grants.

14 Corporation Tax

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

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Notes to the Financial Statements
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15 Comparatives for the statement of financial activities

	Unrestricted Funds £'000	Restricted funds £'000	Total Funds £'000
Income from			
Donations and legacies	-	32	32
<i>Charitable activities</i>			
Care and Support	9,521	1,611	11,132
<i>Other trading activities</i>			
Commercial trading operations	1,396	-	1,396
Investment income	-	-	-
Other income	-	-	-
Total	<u>10,917</u>	<u>1,643</u>	<u>12,560</u>
Expenditure on			
<i>Raising funds</i>			
Commercial trading operations	1,221	-	1,221
<i>Charitable activities</i>			
Care and Support	9,742	1,848	11,590
Total	<u>10,963</u>	<u>1,848</u>	<u>12,811</u>
Net (expenditure)/income	(46)	(205)	(251)
Actuarial (losses)/gains on defined benefit pension schemes	1,065	-	1,065
Net movement in funds for the year	1,019	(205)	814
Reconciliation of funds			
Total funds brought forward	7	1,425	1,432
Total funds carried forward	<u>1,026</u>	<u>1,220</u>	<u>2,246</u>

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Notes to the Financial Statements
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16 Tangible fixed assets – Group

	Land & buildings freehold £'000	Land & buildings short L/hold £'000	Land & buildings long L/hold £'000	Fixtures fittings & equipment £'000	Motor vehicles £'000	Total £'000
Cost						
At 1 April 2022	1,820	186	79	772	22	2,879
Additions	3	122	-	86	12	223
Disposals	-	-	-	-	-	-
At 31 March 2023	1,823	308	79	858	34	3,102
Depreciation						
At 1 April 2022	574	186	25	455	22	1,262
Charge for year	22	1	2	161	1	187
On disposals	-	-	-	-	-	-
At 31 March 2023	596	187	27	616	23	1,449
Net book value						
At 31 March 2023	1,227	121	52	242	11	1,653
At 31 March 2022	1,246	-	54	317	-	1,617

Tangible fixed assets – Charity

	Land & buildings freehold £'000	Land & buildings short L/hold £'000	Land & buildings long L/hold £'000	Fixtures fittings & equipment £'000	Motor vehicles £'000	Total £'000
Cost						
At 1 April 2022	1,820	186	79	718	22	2,825
Additions	3	89	-	86	12	190
Disposals	-	-	-	-	-	-
At 31 March 2023	1,823	275	79	804	34	3,015
Depreciation						
At 1 April 2022	574	186	25	424	22	1,231
Charge for year	22	1	2	147	1	173
On disposals	-	-	-	-	-	-
At 31 March 2023	596	187	27	571	23	1,404
Net book value						
At 31 March 2023	1,227	88	52	233	11	1,611
At 31 March 2022	1,246	-	54	294	-	1,594

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Included within freehold land and buildings is land with a value of £475,660 (2022:£475,660) which is not depreciated.

Included within Fixtures, fittings and equipment are restricted fixed assets with a value of £nil (2022: £2,253).

17 Investments

The charity holds 10,000 shares of £1 each in its wholly owned trading subsidiary My Learning Cloud Ltd (registered no. 8191627). These are the only shares allotted, called up and fully paid. The activities and results of this company is summarised in note 6.

18 Debtors

	Group 2023 £'000	Group 2022 £'000	Charity 2023 £'000	Charity 2022 £'000
Trade Debtors	1,196	1,443	724	1,075
Other Debtors	201	14	201	14
Prepayments and accrued income	2,451	1,238	2,416	1,220
Amount due from subsidiary undertaking	-	-	-	179
	<u>3,848</u>	<u>2,695</u>	<u>3,341</u>	<u>2,488</u>

19 Creditors

	Group 2023 £'000	Group 2022 £'000	Charity 2023 £'000	Charity 2022 £'000
Trade Creditors	555	275	511	263
Other Creditors and Accruals	701	376	678	354
Deferred Income	892	1,751	182	1,054
Taxation and social security costs	361	262	257	169
Amount due to subsidiary undertaking	-	-	50	-
	<u>2,509</u>	<u>2,664</u>	<u>1,678</u>	<u>1,840</u>

Deferred Income

Deferred income relates to funding received from various funders that are for a future accounting period

	Group 2023 £'000	Group 2022 £'000	Charity 2023 £'000	Charity 2022 £'000
Brought forward	1,751	2,483	1,054	1,690
Amount released to incoming resources	(1,751)	(2,483)	(1,054)	(1,690)
Amount deferred in year	892	1,751	182	1,054
Carried Forward	<u>892</u>	<u>1,751</u>	<u>182</u>	<u>1,054</u>

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20 Provisions for liabilities

	2023	2022
	£'000	£'000
SHPS	2,211	2,060
Growth Plan	<u>2</u>	<u>2</u>
	<u>2,213</u>	<u>2,062</u>

Defined benefit pension schemes

The You Trust – SHPS

The charity participates in the Social Housing Pension Scheme (the Scheme), a multi-employer scheme which provides benefits to some 500 non-associated employers. The Scheme is a defined benefit scheme in the UK.

The Scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The last triennial valuation of the scheme for funding purposes was carried out as at 30 September 2020. This valuation revealed a deficit of £1,560m. A Recovery Plan has been put in place with the aim of removing this deficit by 31 March 2028.

The Scheme is classified as a 'last-man standing arrangement'. Therefore, the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the Scheme. Participating employers are legally required to meet their share of the Scheme deficit on an annuity purchase basis on withdrawal from the Scheme.

For financial years ending on or before 28 February 2019, it was not possible for the company to obtain sufficient information to enable it to account for the Scheme as a defined benefit scheme, therefore the company has accounted for the Scheme as a defined contribution scheme.

For financial years ending on or after 31 March 2019, it is possible to obtain sufficient information to enable the company to account for the Scheme as a defined benefit scheme.

For accounting purposes, a valuation of the scheme was carried out with an effective date of 30 September each year. The liability figures from this valuation are rolled forward for accounting year-ends from the following 31 March to 28 February inclusive. The latest accounting valuation was carried out with an effective date of 30 September 2021. The liability figures from this valuation were rolled forward for accounting year-ends from the following 31 March 2022 to February 2023 inclusive.

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The total cost relating to defined benefit schemes for the year recognised in profit or loss as an expense was £68,000 (2022 - £86,000).

The deficit on the scheme, representing the shortfall on the value of the scheme assets below the present value of the scheme liabilities, is recognised as a liability on the balance sheet to the extent that the employer charity has a legal or constructive obligation for the liability. A corresponding pension reserve is included within total unrestricted funds.

The Charity pays a contribution to help support the deficit on the scheme. The total contribution was £369,811 (2022: £321,120) The cash contribution paid was £369,811 (2022: £321,820). Shortfalls on the deficit reduction payments have been secured against property (included within Freehold Land & Buildings) to the value of £562,434 (2022: £562,434) by way of a fixed and floating charge. Further contributions are scheduled to continue in the subsequent accounting period.

Reconciliation of scheme assets and liabilities to assets and liabilities recognised

The amounts recognised in the balance sheet are as follows:

	2023	2022
	£	£
Fair value of plan assets	6,724,000	10,595,000
Present value of defined benefit obligation	(8,935,000)	(12,655,000)
Defined benefit pension scheme deficit	<u>(2,211,000)</u>	<u>(2,060,000)</u>

Defined benefit obligation

Changes in the defined benefit obligation are as follows:

	2023
	£
Present value at start of year	12,655,000
Expenses	16,000
Interest expense	350,000
Actuarial losses (gains)	(3,866,000)
Benefits paid and expenses	(220,000)
Present value at end of year	<u>8,935,000</u>

Fair value of scheme assets

Changes in the fair value of scheme assets are as follows:

	2023 £
Fair value at start of year	10,595,000
Interest income	298,000
Return on plan assets, excluding amounts included in interest income/(expense)	(4,334,000)
Employer contributions	385,000
Benefits paid and expenses	(220,000)
Fair value at end of year	<u>6,724,000</u>

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Amounts recognised in the Income and Expenditure Account

	2023	2022
Expenses	16,000	16,000
Net interest expense	52,000	70,000
	<u>68,000</u>	<u>86,000</u>

Amounts recognised as gains/(losses) in the Statement of Financial Activities

	2023	2022
Experience on plan assets (excluding amounts recognised as interest cost) – gain/(loss)	(4,334,000)	490,000
Effects of changes in the financial assumptions – gain/(loss)	3,866,000	571,000
	<u>(468,000)</u>	<u>1,061,000</u>

Analysis of assets

The major categories of scheme assets are as follows:

	2023	2022
Global Equity	125,000	2,033,000
Absolute Return	73,000	425,000
Distressed Opportunities	204,000	379,000
Credit Relative Value	254,000	352,000
Alternative Risk Premia	12,000	349,000
Fund of Hedge Funds	-	-
Emerging Markets Debt	36,000	308,000
Risk Sharing	495,000	349,000
Insurance-Linked Securities	170,000	247,000
Property	289,000	286,000
Infrastructure	768,000	755,000
Private Debt	299,000	272,000
Opportunistic Illiquid Credit	288,000	356,000
High Yield	24,000	91,000
Opportunistic Credit	-	38,000
Corporate Bond Fund	-	707,000
Cash	48,000	36,000
Long Lease Property	203,000	273,000
Secured Income	309,000	395,000
Liability Driven Investment	3,097,000	2,956,000
Currency Hedging	13,000	(41,000)
Net current Assets	17,000	29,000
Total Assets	<u>6,724,000</u>	<u>10,595,000</u>

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Principal actuarial assumptions

The principal actuarial assumptions at the balance sheet date are as follows:

	2023	2022
	%	%
Discount Rate	4.85	2.79
Inflation (RPI)	3.18	3.51
Inflation (CPI)	2.78	3.16
Salary Growth	3.78	4.16
Allowance for commutation of pension for cash at retirement	75% of maximum allowance	75% of maximum allowance

Post retirement mortality assumptions

	Life expectancy at age 65 Years
Male retiring in 2023	21.0
Female retiring in 2023	23.4
Male retiring in 2043	22.2
Female retiring in 2043	24.9

Social Housing Growth Plan Scheme

The charity participates in the scheme, a multi-employer scheme which provides benefits to some 950 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the charity to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore, it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30th December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last man standing arrangement'. Therefore, the charity is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full valuation for the scheme was carried out at 30 September 2020. This valuation showed assets of £800m, liabilities of £832m and a deficit of £32m. To eliminate this

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funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

Reconciliation of opening and closing provisions	31 March 2023	31 March 2022
	£'000	£'000
Provision at start of period	2	8
Unwinding of the discount factor	-	-
Deficit contribution paid	-	(2)
Impact of change in assumptions and contribution schedule	-	(4)
Provisions at end of period	<u>2</u>	<u>2</u>

Income and expenditure impact	31 March 2023	31 March 2022
	£'000	£'000
Interest expense	-	-
Impact of change in assumptions and contribution schedule	-	(4)

Assumptions	31 March 2023	31 March 2022	31 March 2021
	% per annum	% per annum	% per annum
Rate of discount	0.66	0.66	0.66

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

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21 Analysis of charitable funds

Analysis of movements in unrestricted funds

	Balance at 1 April 2022	Incoming resources	Resources expended	Other recognised gains/losses	Balance at 31 March 2023
	£'000	£'000	£'000	£'000	£'000
General fund	3,088	18,592	(19,762)	-	1,918
Pension reserve	(2,062)	-	317	(468)	(2,213)
	<u>1,026</u>	<u>18,592</u>	<u>(19,445)</u>	<u>(468)</u>	<u>(295)</u>

	Balance at 1 April 2021	Incoming resources	Resources expended	Other recognised gains/losses	Balance at 31 March 2022
	£'000	£'000	£'000	£'000	£'000
General fund	3,387	10,917	(11,216)	-	3,088
Pension reserve	(3,380)	-	253	1,065	(2,062)
	<u>7</u>	<u>10,917</u>	<u>(10,963)</u>	<u>1,065</u>	<u>1,026</u>

The pension reserve is a reserve designated by the trustees to recognise the pensions deficit liability on defined benefit schemes.

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Analysis of movements in restricted fund

	Balance at 1 April 2022 £'000	Incoming resources £'000	Resources expended £'000	Transfer £'000	Balance at 31 March 2023 £'000
DV Welfare	256	1,791	(999)	-	1,048
Big Lottery	144	1	(72)	-	73
PCC	4	-	(2)	-	2
Community	245	578	(329)	-	494
Government	68	(12)	(56)	-	-
Health & Wellbeing	90	(55)	(35)	-	-
MOJ	299	249	(374)	-	174
Legacy	-	41	-	-	41
SRASAC	114	541	(521)	-	134
	<u>1,220</u>	<u>3,134</u>	<u>(2,388)</u>	<u>-</u>	<u>1,966</u>

Name of restricted fund	Description, nature and purposes of the fund
DV Welfare	To provide support for victims of Domestic Abuse
Big Lottery	Support and Counselling services
Community	Funds to combat loneliness and isolation in communities
MOJ	Funds from Ministry of Justice
Government	Funding in response to COVID-19
Health & Wellbeing	To provide Health and Wellbeing services
Legacy	Legacy Donations
SRASAC	To provide Rape and Counselling services

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2023

Analysis of movements in restricted fund

	Balance at	Incoming	Resources		Balance at
	1 April	resources	expended	Transfer	31 March
	2021				2022
	£'000	£'000	£'000	£'000	£'000
DV Welfare	181	609	(534)	-	256
Big Lottery	206	147	(209)	-	144
Children In Need	1	-	(1)	-	-
PCC	4	-	-	-	4
Community	324	139	(218)	-	245
Government	46	126	(104)	-	68
NASP	42	-	(42)	-	-
Health & Wellbeing	589	(351)	(148)	-	90
MOJ	-	515	(216)	-	299
SRASAC	32	458	(376)	-	114
	<u>1,425</u>	<u>1,643</u>	<u>(1,848)</u>	<u>-</u>	<u>1,220</u>

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2023

22 Analysis of group net assets between funds

	Unrestricted funds 31 March 2023 £'000	Pension Reserve 31 March 2023 £'000	Restricted funds 31 March 2023 £'000	Total funds 31 March 2023 £'000
Tangible fixed assets	1,653	-	-	1,653
Cash at bank and in hand	50	-	842	892
Other net current assets/(liabilities)	215	(2,213)	1,124	(874)
	<u>1,918</u>	<u>(2,213)</u>	<u>1,966</u>	<u>1,671</u>

	Unrestricted funds 31 March 2022 £'000	Pension Reserve 31 March 2022 £'000	Restricted funds 31 March 2022 £'000	Total funds 31 March 2022 £'000
Tangible fixed assets	1,615	-	2	1,617
Cash at bank and in hand	2,153	-	507	2,660
Other net current assets/(liabilities)	(680)	(2,062)	711	(2,031)
	<u>3,088</u>	<u>(2,062)</u>	<u>1,220</u>	<u>2,246</u>

23 Related party disclosures

There were no related party transactions for the year ended 31 March 2023 (2022: none). The company has taken advantage of exemption, under the terms of Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', not to disclose related party transactions with wholly owned subsidiaries within the group.

Transactions between group entities which have been eliminated on consolidation are not disclosed within the financial statements.

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2023

24 Reconciliation of net income/(expenditure) to net cash flow from operating activities

	Group	Group	Charity	Charity
	2023	2022	2023	2022
	£'000	£'000	£'000	£'000
Net movement in funds	(107)	(251)	(107)	(251)
Depreciation charge	187	142	173	125
Pension interest charge	52	70	52	70
(Profit)/loss on the sale of fixed assets	-	-	-	-
Difference between pension charge and cash contributions	(317)	(253)	(317)	(253)
Interest received	-	-	-	-
(Increase)/decrease in debtors	(1,153)	298	(870)	568
Increase/(decrease) in creditors	(155)	(715)	(162)	(627)
	<u>(1,493)</u>	<u>(709)</u>	<u>(1,231)</u>	<u>(368)</u>

25 Analysis of changes in net funds

The charity had no debt during the year.

26 Operating lease commitments

The following operating lease payments are committed to be paid as follows:

	Other		Land and buildings	
	Group	Group	Group	Group
	2023	2022	2023	2022
	£'000	£'000	£'000	£'000
Expiring:				
Within one year	-	1	264	72
Between one and five years	-	-	101	90
In more than five years	-	-	23	-
	<u>-</u>	<u>1</u>	<u>388</u>	<u>162</u>

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2023

27 Financial Instruments

Financial instruments are used that are necessary to facilitate the group's ordinary trade activities, namely cash, trade payables and receivables; the resultant risks are credit risk and interest rate risk. The group does not use financial derivatives in its management of these risks.

	Group 2023 £'000	Group 2022 £'000	Charity 2023 £'000	Charity 2022 £'000
Carrying amount of financial assets				
Debt instruments measured at amortised cost	<u>1,397</u>	<u>1,457</u>	<u>925</u>	<u>1,268</u>
Carrying amount of financial liabilities				
Measured at amortised cost	<u>916</u>	<u>537</u>	<u>768</u>	<u>432</u>

Credit Risk

The group's policy in respect of credit risk is to require appropriate credit checks on potential customers before sales are made. At the balance sheet date, the group had the following trade receivables:

	Group 2023 £'000	Group 2022 £'000	Charity 2023 £'000	Charity 2022 £'000
Carrying amount of financial assets				
Trade Receivables	<u>1,196</u>	<u>1,443</u>	<u>724</u>	<u>1,075</u>

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2023

Interest Rate Risk

Cash balances are held in short-term deposit accounts, repayable on demand: these attract interest rates which fluctuate in relation to movements in bank base rate. This maintains liquidity and does not commit the group to long-term deposits at fixed rates of interest.

	Group	Group	Charity	Charity
	2023	2022	2023	2022
	£'000	£'000	£'000	£'000
Financial Assets:				
Cash and Cash Equivalents				
Sterling	892	2,660	583	2,056

THE YOU TRUST

England & Wales - Charity number 291489

Accounts

Charity Registration No. 291489
Company Registration No. 1898188 (England and Wales)

THE YOU TRUST
(A COMPANY LIMITED BY GUARANTEE)
REPORT AND CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022
CHARITY NUMBER 291489
COMPANY NUMBER 01898188

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TRUSTEES REPORT

1.0 INTRODUCTION

- 1.1 The Trustees present their annual directors' report together with the consolidated financial statements of the charity and its subsidiary My Learning Cloud Limited for the year ending 31 March 2022 which are also prepared to meet the requirements for a Directors' report and accounts for Companies House.
- 1.2 In this document, the legal name of the YOU Trust is shortened to YOU.
- 1.3 The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Articles of Association, and 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).

2.0 OBJECTIVES AND ACTIVITIES

- 2.1 The objectives of the charity as set out in the Articles of Association are:

(i) To promote social inclusion for the public benefit by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.

For the purpose of this clause 'socially excluded' means being excluded from society, or parts of society, as a result of one or more of the following factors: unemployment; financial hardship; youth or old age; ill health (physical or mental); substance abuse or dependency including alcohol or drugs; poor educational or skills attainment; relationship and family breakdown; poor housing (that is housing that does not meet basic habitable standards); crime (either as a victim of crime or as an offender rehabilitating into society).

(ii) The advancement of education for the public benefit.

- 2.2 The mission statement of YOU is:

"YOU: a family creatively empowering people in their communities"

- 2.3 Our culture and behaviours in pursuit of the mission and objectives are defined by our values that are embedded and role modelled throughout the charity:

- **Person Centred**
People are at the centre of all we do. We work in equal partnership, understanding that people are experts in their own experience and have strengths, skills, and life experiences that they bring to their own situation and to others. Everyone is a unique human being to be valued. We design what we do with people based on what matters to them, ensuring they are in control of their daily lives and their future.
- **Trustworthy**
We do what we say we will, when we say we will and how we say we will. We do not let people down. We act with integrity, honesty and openness with everyone we meet.
- **Excellence**
We strive to be the best we can be in all that we do, recognising that people deserve nothing less from us.
- **Can-do**
We ask ourselves how we can achieve things and not whether we can.
- **Innovative**
We are creative thinkers. We listen and build on ideas. We do not block, welcoming fresh perspectives and imagining new possibilities

2.4 The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In approving the annual business plan Trustees consider how planned activities will contribute to the aims and objectives they have set.

2.5 How does our work change lives?

- People with a learning disability live independent lives under their control.
- Women, men and children surviving domestic abuse and hidden violence take back control of their lives, which are safe and free from fear.
- Young vulnerable people develop to become independent citizens
- People with mental ill health develop new meaning and purpose in their life as they grow beyond the impact of their illness
- People live free of debt, maximising their incomes, with the certainty of a roof over their heads

- People feel good about their lives, free from stress and worry.
- People feel better connected to their communities to support their health and well-being.

2.6 YOU's work is embedded in our communities within our families of expertise:

- Paragon: Domestic Violence and Abuse
- Young Lives: Working with young homeless people
- Care and Support: Learning Disabilities and Mental Health CQC Registered Care
- Community Wellbeing: whole community health and wellbeing: Social Prescribing, Advice Portsmouth, Dorset Integrated Prevention.
- Counselling services.

2.7 Publicly funded services are delivered free of charge to beneficiaries, with charges applying in the case of:

- Accommodation charges (rent – includes weekly licence charges)
- Private purchases of domiciliary care – service user choice for additional care over and above items funded by Adult Services
- Means tested counselling services.

In all services where charges applied, the Trustees ensured that these did not discriminate against those who were poorer in society.

Across publicly funded services, YOU was subject to external monitoring inspection and validation against publicly set standards.

3.0 ACTIVITIES IN PURSUIT OF THE CHARITY MISSION AND OBJECTIVES

3.1 COVID-19

Throughout this year of the pandemic YOU's work continued unabated, much of it face to face, working to COVID secure standards and safeguarding staff and beneficiaries from transmission of the virus. Where work could not be undertaken face to face, staff creatively moved to other forms of interaction including telephone and on-line support. The Trustees would like to thank the staff for their dedication and resilience throughout yet another unprecedented year.

PARAGON– DOMESTIC VIOLENCE AND ABUSE (DVA)

3.2 As well as grants that are already in place and continue over this financial year, OPCC's, Councils and the Ministry of Justice sought ideas and bids from

specialist domestic abuse providers and YOU successfully attracted over £1.5m in grant funds to support those living with abuse. These awards remain testament to the progressive work of the Paragon teams across the geographical areas in which we work.

- 3.3 In Somerset YOU was awarded two further grants. The first was for our Health Advocacy Team with funding provided by Somerset CCG and Somerset Council. The second award was for 3 Independent Domestic Violence Advisors specialising in economic abuse, mental health and/or learning disabilities and children.
- 3.4 In Hampshire YOU received grants to continue our Health Advocacy and Target Hardening work, improving the security of a victim's home.
- 3.5 Funding was also secured on the Isle of Wight to increase the hours Paragon provides for a Children's IDVA in their work with schools. Paragon's partnerships with education were strengthened through funding for Paragon's Mentors in Violence Programme with schools and a grant was also secured to deliver education workshops to professionals.
- 3.6 In partnership with Aurora New Dawn, YOU has continued to support the National Lottery funded DVA Cars work in Basingstoke Hampshire. DVA staff work with the police when a domestic abuse call is made so that support can be provided to the victim at the time of an incident.
- 3.7 Funding for the West Sussex Connect Domestic Abuse Service pilot working with Safe Lives and West Sussex County Council finished at the end of 2021. Paragon's work in East and West Sussex continues with OPCC funding for an IDVA, a Children's IDVA and counselling. The OPCC also provided funding for Paragon to work with the police on its investigation team.
- 3.8 In Dorset YOU continued its domestic abuse work and received a further grant from the Safer Dorset IDVA Grant fund for a Health IDVA. Funding was also achieved for a Stalking Advocate, a stalking clinic and for the Up2U Perpetrator Programme.
- 3.9 YOU's contract with the Isle of Wight Council for the DVA service was extended until the end of March 2023 and further funding was provided for an additional IDVA and Children's IDVA and a Health Advocate.
- 3.10 Dragonfly trains people living and working in our communities to be Champions so that they are equipped to receive and respond to disclosures of DVA and empowers communities to support and help those who are affected by DVA. This work continued in 2021/22 but funding ceased at the end of

March 2022 and so we continue to seek funding to continue this important work.

COUNSELLING

- 3.11 In 2020/21 YOU Counselling secured a new grant from the Office of the Police and Crime Commissioner to join with the Hampshire wide network of specialist counsellors to deliver a Sexual Crime Therapeutic Service in the Southampton, Hampshire and Isle of Wight areas. In 2021/22 YOU received further funding to continue to deliver this service.
- 3.12 Funding was also secured in Somerset and Dorset for Paragon Counselling to provide specialist free counselling for the people we work with.
- 3.13 YOU was also successful in obtaining grants from the Male Rape Support fund for our Space 2 Share Programme and to deliver DVA counselling in Portsmouth

YOUNG LIVES

- 3.14 YOU continued to provide support to young homeless people in Weymouth and Dorchester under a contract with Dorset Council after a tender for the same service was withdrawn by the Council.

CARE AND SUPPORT

- 3.15 During the year YOU continued to provide two registered care homes for people with mental ill health in Gosport and Portsmouth. Both care homes are registered with the Care Quality Commission and rated "Good".
- 3.16 YOU continued to deliver care for people with a learning disability at Hazelgrove, New Milton Hampshire, registered with the Care Quality Commission and rated "Good".
- 3.17 YOU continued to provide a wide range of supported living and support at home for people with a learning disability across Hart and Rushmoor, East Hampshire, Winchester, Fareham and Gosport under contracts with Hampshire County Council. YOU also supported people in Basingstoke, Andover and Fareham and Gosport to undertake a wealth of daytime activities of their choosing through Launchpad, a contract with Hampshire County Council. A further contract with Hampshire County Council provided support and advice for independent living for those who fall short of the adult social

care eligibility criteria. Much of this work is regulated by the Care Quality Commission and all has the rating of “Good”.

- 3.18 Our Hampshire SAIL, some Launchpad and Community Support work for people with a learning disability was retendered at the start of the year by Hampshire County Council with a new specification as an Enablement and Progression service. YOU was successful in being awarded all the contracts for South East and South West of Hampshire which was the maximum number of contracts any bidder could win. The service provided by YOU covering Winchester was transferred to another provider at the end of November 2021.
- 3.19 In April 2021, Hampshire County Council commenced the process to retender its contracts for Learning Disability Supported Living services which included some of YOU’s current contracts. In December 2021 YOU was awarded 7 contracts for a maximum 10 year period. Between January 2022 and March 2022, when the contracts went live, over 240 staff were warmly welcomed to YOU under TUPE transfers together with 191 new people for whom we now provide support. This included work in new locations in Basingstoke and Eastleigh within 51 new properties across Hampshire. The Board would like to thank the team who worked so hard on these tenders during the year and the staff who undertook the huge project to ensure a seamless transfer for hundreds of people to YOU.
- 3.20 During the same tender process YOU’s contract for Winchester Supported Living services was transferred staff to a new provider on 30 March 2022.
- 3.21 In Portsmouth YOU supported people with a learning disability across five supported living houses and in the community through its floating support work. This work is regulated by the Care Quality Commission and is rated “Good”.
- 3.22 During the year YOU also continued to provide it’s Into Work service for people with a learning disability in Portsmouth.

COMMUNITY WELL-BEING

- 3.23 YOU continued to provide its Social Prescribing service in Portsmouth, Emsworth and Hayling Island, working with local Primary Care Networks that grant fund this work. Social Prescribing empowers people who have become isolated due to ill health or personal circumstances through a range of non-clinical services.

- 3.24 In November 2021, after COVID rules relaxed, in the presence of the Deputy Lord Mayor, YOU relaunched Cycling Without Age at the Pyramids in Portsmouth, post COVID. Cycling Without Age has the goal of reducing social isolation and loneliness in Portsmouth and Hayling Island, by giving residents living in isolation or suffering with loneliness, an outlet to securely enjoy the outside spaces of Portsmouth, Southsea and Hayling. This occasion enabled us to once again to raise awareness, increase referrals and thank our 60 strong team of volunteers.
- 3.25 Social Prescribing in Portsmouth led a successful partnership bid to the Arts Council Thriving Coastal Communities fund to help people recover from COVID-19 and the impact of lockdown through the power of social prescribing. The partners were Pompey in the Community, Portsmouth Autism Community Forum, University of Portsmouth, Portsmouth Creates, Portsmouth Museums and Final Straw Solent. The award for YOU provided a Volunteer Coordinator for Social Prescribing's Cycling Without Age initiative. The grant finished at the end of March 2022 and was subject to positive external evaluation.
- 3.26 Advice Portsmouth continued to provide debt, welfare benefit, housing, employment, family, and consumer advice to the people of Portsmouth and was able to move back to face to face work as the impact of the pandemic receded.
- 3.27 For the last 5 years YOU has been the lead partner in the National Lottery funded Circle of Support work in Portsmouth in partnership with the Roberts Centre and Hope Portsmouth. Circle of Support meets people using food banks and works with them to resolve their immediate crisis, creating a circle of support that is there for the person should a crisis occur again. In June 2021 the National Lottery made an award of a further 3 years funding. The focus of this new grant will be resilience and recovery from the impacts of COVID, through Community Circles of Support. YOU will be working with volunteers in foodbanks to upskill them on asking the right questions to help or refer people. Digital support will also be offered via the Portsmouth HIVE Digital Lending Library and from access to Digital Champions.
- 3.28 First Point Dorset Intervention and Prevention Service (IPS) continued to support people to have secure housing, independent lives and positive health and well-being.

THE WORK OF OUR VOLUNTEERS

- 3.29 During the year, the work of YOU was supported by 121 volunteers and the Trustees would like to record their thanks for the time, dedication and skills they have brought to our work.

MY LEARNING CLOUD LIMITED

- 3.30 My Learning Cloud is the brand name of YOU's subsidiary company My Learning Cloud Limited. My Learning Cloud continued to operate offering a personalised learning management platform and high-quality interactive e-learning for the health, housing and care sectors.

4.0 GROUP STRATEGIC REPORT

ACHIEVEMENTS AND PERFORMANCE

- 4.1 In the year, YOU worked with 24030 people across Somerset, Sussex, Hampshire, Portsmouth, Isle of Wight, Bournemouth Christchurch and Poole and Dorset. This was some 8,000 more than in the previous year.

COVID-19

- 4.2 During 2021/22 the management of COVID continued with ongoing risk assessments and guidance issued to all staff as the situation changed. During the latter part of the year work returned to face to face. The Trustees would like to acknowledge and thank the staff who worked face to face throughout, for their dedication and excellent safe practice.
- 4.3 The safety and health and well-being of staff and volunteers were of equal importance to the safety and health and well-being of our beneficiaries throughout the year. Daily senior management COVID response meetings monitored staff physical health. Throughout the year mental health and well-being were also monitored with encouragement for open and honest communication and mutual support of team members and resources to support well-being.

WORK WITH PARTNERS AND BENEFICIARIES

- 4.4 Paragon supported 6,093 adults and children through their domestic abuse work and 512 new Dragonfly Champions were trained in the year
- 4.5 In April 2021, Paragon welcomed the Right Honourable Priti Patel MP to one of YOU's refuges in Dorset, to learn about our work and the impact of COVID-19 on those experiencing domestic abuse.

- 4.6 In June 2021 Paragon welcomed Donna Jones the new Police and Crime Commissioner for Hampshire and the Isle of Wight to YOU's Isle of Wight Domestic Abuse Services.
- 4.7 25 November 2021 marked the start of "Orange the World", 16 Days of Action, a global campaign to end violence against women and girls around the world. The same date was also White Ribbon Day. The White Ribbon Campaign recognises the positive role that men play in preventing violence against women, based on the understanding that most men are not violent. Paragon led a host of activities and events both in communities and on line. My Learning Cloud worked with Paragon to provide their customers with the opportunity to take part in the Dragonfly Champion Domestic Awareness Workshop and promoted the campaign across its social media channels.
- 4.8 YOU's registered care homes and domiciliary care services, retained CQC "Good" Ratings across the board
- 4.9 In Hampshire and Portsmouth YOU supported 2,199 people with a learning disability to grow in independence, live well and find work.
- 4.10 In September 2022, YOU began working with people with a learning disability in a newly built supported living service in Waterlooville Hampshire. This was owned by New Era Housing Association and was part of an existing contract with Hampshire County Council.
- 4.11 Trustees would like to congratulate Bo Glew, Disability Support Worker for Portsmouth Floating Support who received the Portsmouth Integrated Learning Disability Service Provider Recognition Award from Portsmouth City Council in August 2021 for his outstanding work with people with a learning disability.
- 4.12 Advice Portsmouth provided 9,461 acts of assistance. This number was double that of the previous year but remained much lower than in all previous years due to COVID. Two new members of the team were welcomed through the Universal Credit Kickstart Scheme. The Kickstart Scheme provided funding to create new jobs for 16 to 24-year-old on Universal Credit who are at risk of long-term unemployment. Their roles within the team are Frontline Advisor Assistant and Marketing Assistant. Two students from the Portsmouth University Law Department also joined us as Volunteer Trainee Student Advisors. They helped and supported the Frontline Advisors with research, drafting documentation including letters and emails together with shadowing the Advisors in appointments, telephone and email enquiries. To enhance their learning, we helped and supported the students with client care, interview skills and written/verbal communication.

- 4.13 In June 2021, Advice Portsmouth volunteer John Harvey reached the magnificent milestone of writing off £5 million of debt since he became a Debt Relief Order Intermediary. His first DRO was approved on the 3rd August 2016. The Trustees would like to acknowledge all of his hard work and dedication especially during COVID.
- 4.14 On 21 March 2022, Advice Portsmouth received the Freedom of the City of Portsmouth to thank staff and volunteers for their support and sacrifices made during the COVID 19 pandemic.
- 4.15 YOU's Social Prescribing services supported 1,142 people to make connections with organisations and community groups.
- 4.16 Cycling Without Age, whose activities were curtailed by the pandemic, provided rides for 81 people in the year.
- 4.17 The Thriving Communities fund enabled YOU to support local, voluntary, community, faith and social enterprise (VCSFSE) projects that brought together partnerships to improve and increase the range and reach of available social prescribing community activities for those most impacted by COVID-19 and health inequalities. 40 volunteers were recruited and trained to become Cycling Without Age pilots through this fund. As a result, Social Prescribing Workers are now able to offer an additional service to the Primary Care Network patients. The National Academy for Social Prescribing commissioned a film celebrating the Thriving Communities Fund and the work that is being done around social prescribing. YOU's Social Prescribing Service and Cycling Without Age were featured in the film.
- 4.18 Dorset Integrated Prevention Service supported 2,843 people to secure their housing and improve their health and well-being.
- 4.19 Across Dorset YOU helped 108 young homeless people work towards independence through our support at Pottery Lane, Weymouth and Wollaston Road, Dorchester.
- 4.20 YOU's Counselling Centres assisted 1,719 people including many who had experienced domestic abuse. A new hub, funded by the Hampshire Police and Crime Commissioner opened in Fareham, to become the home of the new YOU STAR Counselling Centre, housing the sexual assault and Hampshire Hub and counselling teams.

QUALITY

- 4.21 YOU's work is subject to internal quality standards which are audited throughout the year and improvement plans put in place where required. Trustees undertake visits to the work of the charity every quarter. During this year the Trustees resolved to adopt a new approach to these visits focussing on culture and values and spending time with beneficiaries, volunteers and staff. Reports of these visits are made to the Quality Assurance Committee. During the year fewer face to face visits took place due to COVID. The Committee also received quality reports at every meeting detailing performance and outcomes from audits with anonymised case studies about the work we do.
- 4.22 In April 2021, the Quality Assurance Committee approved the Positive Behaviour Policy setting out YOU's aims and approach around supporting people who display behaviours that cause distress. In November 2021 the Committee approved the Least Restrictive Practice Policy which worked in conjunction with the Positive Behaviour Policy.
- 4.23 The Quality Assurance Committee receives a safeguarding report at every meeting which provides the assurance required for Trustees as laid down by the Charity Commission. The Board also has a Safeguarding Champion. The Director for Paragon, Young Lives and Counselling is the Children and Young People's Safeguarding lead and Adult Safeguarding is led by the Director for Partners for Wellbeing and Living Well.
- 4.24 The Quality Assurance Committee receives a Complaints Report at every meeting setting out the nature of formal complaints received, the resolution and learning.
- 4.25 The YOU Board also hears from people we work with whenever possible and in May 2021 young people living in Dorset attended the Committee to talk to them about life at Pottery Lane, Weymouth and Wollaston Road, Dorchester and the impact of COVID.
- 4.26 In July 2021, The YOU Group Board welcomed the Portsmouth Learning Disability Into Work Team to the meeting to hear about their work, successes and some of the barriers faced in securing employment for people.
- 4.27 One of YOU's five values is to be person-centred and that practice is embedded throughout all our work. During the year the Board resolved to strengthen our approach further by embedding a culture of co-production across the organisation.

PEOPLE AND LEARNING

- 4.28 The success of the charity's work is underpinned by its commitment to learning and development and this investment continued during the year despite COVID. E learning was undertaken through My Learning Cloud and training that was previously face to face was moved on line wherever possible.
- 4.29 30 people were sponsored to complete a qualification of which 13 were apprentices sponsored by the Apprenticeship Levy. Others were qualifications such as a standard Qualifications and Credit Framework, or more specialist qualifications such as Independent Domestic Violence Advisors (IDVA) and Therapeutic Counselling Supervision. The Trustees would like to congratulate Kate Csordas, our Payroll Manager who won the Fareham College award of Intermediate Apprentice of the Year in September 2021.
- 4.30 This year had seen an increase in the National Living Wage, which continues to present a challenge, as Local Authorities are unable to fully support this increase through additional funding. The charity was able to meet this commitment and maintain differentials with a small pay award for all other staff.
- 4.31 During the year the Group Organisational Development Committee reviewed People and Learning Key Performance Indicators at their meetings and approved new and revised policies. In March 2022, the Group Organisational Development Committee approved a new Domestic Violence Policy which had been co-produced with staff reflecting their lived experience and using YOU's expertise in this area of work.
- 4.32 The results of a Group Learning and Development Survey were presented to the Group Organisational Development Committee in June 2021, noting that much training had been moved on line to webinars and e learning during COVID.
- 4.33 YOU complies with the requirement for Gender Pay Gap reporting and the report was presented to the Organisational Development Committee and published on our website.

EQUALITY AND DIVERSITY

- 4.34 YOU is committed to diversity and inclusion in recruitment, employment, and in the work that we undertake with beneficiaries
- 4.35 In July 2021 all staff were asked to complete a survey on equality and diversity across the Group. The results of the 195 responses to this survey were combined with those from YOU's Well-being Survey and a report presented to

the Board. As a result, in 2022 YOU's Staff Conferences will be held on the theme of Celebrating YOU to explore our diversity, acknowledge the impact of lived experience and to work with all staff and volunteers on the gaps that came out of both surveys.

AWARENESS RAISING AND THE LOOK OF YOU

- 4.36 At the start of the year YOU had recently welcomed our first Digital Communications Officer with a remit to increase awareness of our work amongst potential beneficiaries, and to provide news and information for people who may be interested in supporting, working or volunteering with YOU. In June 2021 the Organisational Development Committee approved an External Communication Plan with an overhaul of the website as the first priority. In August 2021 the Committee approved a revised Press and Broadcast Media Policy and in March 2022 a new Group Social Media Policy.
- 4.37 The charity became the YOU Trust in 2009 together with new logo and branding. The charity has changed substantially since then which has been reflected in its new mission statement: YOU, a family creatively empowering people to thrive in their communities. This brought an opportunity to ensure that the charity's branding matched its positive goals. The new branding rolled out from July 2021 with a new YOU website and microsites for Advice Portsmouth, STAR Counselling and Paragon.
- 4.38 You First was, for many years, the brand name for our domestic abuse work. A co-produced review with staff and beneficiaries led to a refreshed purpose to YOU's domestic abuse work of "Together empowering change". YOU First as a name no longer matched this purpose and so Paragon was born. A paragon is a perfect diamond and everyone in YOU aspires to excellence. The people we work with are whole and perfect just as they are and the work Paragon does helps each person to believe that and to flourish. The new logo is a pear cut diamond with all the facets reflecting the multi-faceted people that make up our communities and families in YOU.

FUND-RAISING

- 4.39 The charity does not at this stage actively fundraise from the public or run legacy campaigns or undertake similar fundraising activities in its own right or via a third party. The Trustees are, though, pleased to receive unsolicited gifts from those who support our work.
- 4.40 To help make the end of the year a little brighter for the people we work with, we once again, for 2021, launched Hampers of Hope to provide 150 hampers filled with both treats and essentials to individuals and families we support.

Through donations of goods the following services provided hampers to people in need:

- Paragon Somerset
- Paragon Dorset
- Paragon West Sussex
- Young People Dorset
- Advice Portsmouth
- Social Prescribing Portsmouth and SE Hampshire
- Support & Enablement, Hampshire
- Dorset First Point

4.41 The Trustees would also like to thank to all those who chose to donate funds and goods to the charity during the year. These included:

- Home Instead Taunton and West Somerset
- Asda Farnborough
- Morrisons, Victory Park Portsmouth
- Morrisons, Basingstoke
- Waitrose
- Tesco Gosport
- Hayward Baker Solicitors
- Churchers Solicitors
- Zurich Insurance Ltd
- BMW
- Concordia
- Lightning Fire Services
- Si Digital
- Wardrobe Foundation
- Smile Sleigh
- Good Gym
- Fareham Meon Rotary
- Mandy Ledger
- Heidi McLean

MY LEARNING CLOUD

4.42 My Learning Cloud had 438 corporate customers at the end of March 2022. In April 2021 it launched the first phase of its new Learning Management System Lumis Essentials and in 2022/23 it will launch Lumis Pro. Courseware continued to be revised and expanded. In April 2021, My Learning Cloud was

awarded the status of Disability Confident Committed Employer. They also retained the Skills for Care endorsement and centre of excellence for another year. The My Learning Cloud team were finalists in the Care Sector Supplier Awards for 2021 in two categories: Recruitment and Training and Response to COVID-19. My Learning Cloud was shortlisted in August 2021 for the Contribution to Workforce Development Award at the Dementia Care Awards.

5.0 FINANCIAL REVIEW

- 5.1 The final results for the year showed a net deficit on unrestricted funds of £46k which was a decrease of £775k compared to the previous years surplus of £729k. Key contributing factors to this decrease were pressures experienced from increases to national living wage against a backdrop of reduced funding from local government and grant providers, effects from COVID-19 and profit from My Learning Cloud reduced by £279k to £175k from £454k in the previous year as competition increased in the marketplace.
- 5.2 The majority of the income is still derived from care and support with minimal contributions from donations and other sources.
- 5.3 The main streams of income arise from grants/contracts (paid by Hampshire CC/Portsmouth CC/Dorset CC). Other income sources are domiciliary care charges, registered care charges and rent from service users under managing agent's agreements with Registered Providers.
- 5.4 The YOU Trust funding towards the SHPS pension deficit was £321k (2021 - £317k). Shortfalls on the deficit reduction payments have been secured against property (included within Freehold Land & Buildings) to the value of £562k (2021 - £562k) by way of a fixed and floating charge.
- 5.5 The Group Finance and Commercial Committee met 5 times during the year to review policies, the proposed budget, review management accounts, forecasts and the annual accounts. The Committee also has a remit for Information Technology and approved several policies in this area during the year.

RESERVES POLICY

- 5.6 The Reserves Policy was reviewed in October 2021 and a target of £1,000,000 free reserves was agreed being the value of unrestricted reserves, before deducting the pension reserve, less fixed assets. Considering its current working capital arrangements, the Board felt that this was an acceptable level to operate within YOU on a day to day level and meet its

obligations. Any additional free reserves would be used to further the Trust's aims and objectives. The actual free reserves figure will rise as operating surpluses are made and fall as assets are purchased.

- 5.7 At the year end the free reserves of the charity were £1,467k. In light of the Pension Deficit, the Trustees do not consider the reserves to be excessive.

INVESTMENT POLICY

- 5.8 The levels of unrestricted reserves are not significant enough to consider a wide range of investments. The bank account is an interest-bearing account and surplus monies to immediate operating needs are placed on the money market to earn additional interest.

PLANS FOR THE FUTURE

- 5.9 The Trustees have reviewed their strategic goals against the charity's mission and resolved that for 22/23 these continue to be:
- To address inequalities and hardships we see in society by drawing on our depth of expertise and knowledge, developing centres of excellence.
 - To always design what we do with people, listening to what matters to them.
 - For our values and culture to be an underpinning strength to our work and achievement of our mission.
 - For YOU to become a household name in the communities in which it works so that people know how we can help them and how they can support the work we do.
 - To be an employer of choice, rewarding staff with market median terms and conditions with excellent learning opportunities and career development.
 - To achieve a portfolio of contracted, community and commercial services through which we build our financial reserves to mitigate risk in the future.
 - My Learning Cloud to grow in profit to deliver sufficient gift aid to the charity to support the ongoing work of the charity.
- 5.10 The strategy for the year 2022/23 will be dominated by two factors, both external in their making. The first is the long-term impact of COVID and recovery and the need to still manage the risk this presents for as long as necessary. The second is the implementation of the large number of learning disability supported living contracts, awarded to YOU by Hampshire County

Council. This involves the TUPE transfer to YOU of hundreds of staff and our priorities will be their welcome, working within our values and culture and ensuring practice works to our value of excellence. During the year we will be faced once again with a number of our current contracts being retendered which will take time to evaluate and respond. As a much larger charity we will also be reviewing our leadership, management and support structures to ensure that we have the roles and teams in place to build on this success for the future.

5.11 The charity will also be faced with a number of challenges during the year including the rises in national living wage, low funding settlements by those who commission our work and the ongoing pension deficit which YOU has been successfully managing for several years.

5.12 This strategic report was approved by the Board of YOU at its meeting on 12 October 2022.

6.0 REFERENCE AND ADMINISTRATIVE INFORMATION

6.1 Registered Charity Name: The YOU Trust (known as YOU on an operating basis)

Charity Number: 291489

Company Number: 1898188

Registered Office: South Wing, Admiral House, 43 High Street,
Fareham, Hampshire, PO16 7BQ

Auditors: Jones Avens, 4 Dukes Court, Bognor Road,
Chichester, PO19 8FX

Bankers: Lloyds TSB Bank plc. John's Centre, Hedge End,
Southampton, Hampshire, SO30 4QU

TRUSTEES AND DIRECTORS

6.2 The Trustees and officers serving during the year and since the year-end are set out below. Steve Pitt was re-elected as Chair and Caroline Sharman-Mendoza, Vice Chair in January 2022. Penny Rowlinson stood down as Chair of the Quality Assurance Committee in November 2021 and the Board would like to record their thanks to Penny for her excellent Chairing of that Committee over a number of years. Nick Fennemore resigned from the Board at the AGM and the Board would like to record thanks to Nick for his

outstanding contribution both as the Vice-Chair and the Chair of the Group Organisational Development Committee.

Directors and Trustees:

- Robyn Allen (appointed August 2021)
- Helen Andrews
- Jonathan Crutchfield
- James Fullarton, Honorary Treasurer and Chair of Group Finance and Commercial Committee
- Emma Giles (appointed August 2021)
- Matt Haynes (appointed August 2021)
- Sara Langston, Chair of Organisational Development Committee
- Trudy Mansfield
- Derek Marshall
- Saif Mohammad (appointed August 2021)
- Marcia Nguyen (appointed August 2021)
- Steve Pitt, Chair of the YOU Group Board
- Anne Ridley
- Penny Rowlinson
- Caroline Sharman-Mendoza, Vice Chair, Chair of Quality Assurance Committee
- Claire Hughes (appointed August 2021, resigned May 2022)
- Nicholas Fennemore (resigned October 2021)
- Graeme Quar (resigned December 2021)
- Tessa Short, Life President. (resigned as Member and Trustee May 2021)
- Christopher Wynn (resigned September 2021)

6.3 The directors of the company are also charity Trustees for the purposes of charity law and under the Company's Articles are known as Trustees and collectively as 'The YOU Group Board'.

6.4 The Board also appointed their first Ambassador. Gloria Eveleigh has joined YOU as a Paragon Ambassador acting as a champion for our work.

EXECUTIVE LEADERSHIP TEAM

6.5 Senior staff to whom leadership of YOU and My Learning Cloud is delegated:

• Group Chief Executive	Nicola Youern
• Group Director of Finance	Paul Taylor-Toms
• Group Director of People, Culture and Organisational Development	Jane Cracknell

YOU

6.6 Other senior staff to whom the day to day leadership of YOU is delegated:

• Director, Care, Support and Community Wellbeing	Alison Cordwell
• Director, Paragon, Counselling and Young Lives	Tonia Redvers
• Group Head of IT	Nigel Groves

MY LEARNING CLOUD

6.7 Other senior staff to whom the day to day leadership of My Learning Cloud is delegated:

• Chief Digital Officer	Michael Statham
• Chief Commercial Officer	Daisy Liss

7.0 STRUCTURE GOVERNANCE AND MANAGEMENT

7.1 The YOU Trust is a charitable company limited by guarantee, first incorporated on 21 March 1985 (The Portsmouth Housing Trust) and registered as a charity on 10 April 1985. The company was established under its Memorandum and Articles of Association, which were amended in 1998 (becoming The Southern Focus Trust) and further amended in 2001, 2003, and 2008 (becoming The YOU Trust) and in 2010. Amendments approved in 2010 led to The Articles of Association replacing the Memorandum and Articles of Association in accordance with the Companies Act 2006. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

GENERAL MEETINGS OF THE COMPANY

7.2 One General Meeting was held during the year. This was the Annual General Meeting (AGM), held on 6 October 2021.

RECRUITMENT AND APPOINTMENT OF TRUSTEES

7.3 Under the requirements of the Articles of Association, the members of the Board of Trustees are elected to serve until required to retire by rotation. Those who retire under rotation are those who have been longest in office since their last appointment or reappointment. At each AGM, one quarter of

the Trustees are subject to retirement by rotation or, if their number is not four or a multiple of four, the number nearest to one quarter shall retire from office.

- 7.4 The Board of Trustees may appoint Trustees between General Meetings, pending full appointment at a General Meeting. The Board of Trustees operate an open recruitment and selection procedure when considering new Trustees for appointment in order to ensure a balanced, skilled, committed and representative board. During the year three Trustees resigned: Graeme Quar, Nicholas Fennemore and Christopher Wynn. Six new Trustees were appointed one of whom Claire Hughes resigned in May 2022.

TRUSTEE RECRUITMENT INDUCTION, LEARNING AND DEVELOPMENT

- 7.5 Trustees are recruited upon reviews of numbers, diversity and skills by the Trust Executive Committee for decision by the Board. Successful recruitment takes place by social media, open advertising and by interested parties approaching the charity. All applicants complete a recruitment process, are interviewed and subject to references and DBS clearance. When recruited, all Trustees sign a copy of the Trustee Code of Conduct and the Trustee Role Profile to signify their agreement to follow the terms within both documents.
- 7.6 In October 2020 the Trustees received an internal report on black and ethnic minority inclusion across YOU. Objectives resulting from the report were included in the Business Plan for 2021/22 which included improving the diversity of the Board through any future recruitment. During the year the Board decided to recruit a number of new Trustees to replace those who had retired and did so through open advertising on social media and job boards welcoming applicants from minority communities and those who have lived experience to add breadth and depth to the Board. The Board were pleased to receive a large number of applications and following an interview process, six new Trustees were recruited and inducted during the autumn.
- 7.7 YOU is passionate about development and encourages everyone to be lifelong learners, in order that they continually possess the right skills for their role. It is important that all Trustees have the skills and knowledge to perform their role on the Board. This learning starts with the comprehensive induction for all Trustees that is carried out in the first six months after appointment. After this time it is important that Trustees maintain their learning for good governance and to keep pace with the ever evolving world surrounding our work. This learning starts with a comprehensive, structured induction programme carried out in the first six months after they are appointed. New trustees are supported by an experienced trustee or 'buddy' and they also undertake

formal training, meetings with key staff and Board members, visits to our work and a planned reading programme.

- 7.8 During the year the Trustees participated in training including Adult and Young People's safeguarding, how to undertake visits to YOU's work, Co-Production and Finance.
- 7.9 Every year the Board undertakes an Experience Review to determine whether it has the skills and knowledge as a whole and through its Committees to determine the strategy of the Charity towards its mission. The Review Survey was itself subject to review by the Organisational Development Committee prior to completion in this year.

ORGANISATIONAL STRUCTURE (TRUST BOARD AND EXECUTIVE LEADERSHIP TEAM)

- 7.10 The YOU Group Board had not less than 14 members during the year. There is no prescribed maximum or fixed number of trustee places on the Trust Board. Throughout the year, there were sufficient Trustees to ensure an effective range of strength and functioning in each committee.
- 7.11 The YOU Group Board sets its own Terms of Reference and Delegation Framework and holds overall responsibility for the strategic and business direction of YOU. It is supported by four committees (supported by Group Executive Leadership Team attendance) and sets the Terms of Reference for each. The four Committees are:
- Group Board Executive Committee
 - Quality Assurance Committee
 - Group Organisational Development Committee
 - Group Finance and Commercial Committee
 - Remuneration Committee

The YOU Group Board also has the authority to establish a Working Party to focus on particular issues with terms of reference and reporting structure determined by the Board.

- 7.12 The Board has established a Property Working Party to deal with ad hoc property matters. Its minutes are reviewed by the Finance and Commercial Committee and its terms of reference were reviewed and amended by the Board during the year.
- 7.13 The general function and purpose of each committee is to deal with the detail of matters that fall within its delegated remit and review and manage risk

associated with their terms of reference. They also produce recommendations for the YOU Group Board, take decisions within delegated limits on behalf of the Board and provide a written minute to the Board on business conducted.

- 7.14 The Quality Assurance Committee focuses on the quality of YOU's work with its beneficiaries, safeguarding, performance reporting and reviewing the outcome of trustee visits to YOU's work.
- 7.15 The Group Organisational Development Committee deals with human resource policy; learning, development and workforce skills; employment law, recruitment matters and marketing. It also focuses on organisational culture and values, develops the annual Trustees experience audit and sets the action plan for improvement for approval by the YOU Group Board.
- 7.16 The Group Finance and Commercial Committee reviews information and communications technology, financial policy and performance, decides on the annual budget, annual audited accounts, reviews management accounts and cash flow; financial and legal risk; insurance and capital and asset strategy.
- 7.17 The YOU Group Board Executive Committee comprises the YOU Group Board Chair, Vice Chair and Chairs of each committee. It plans the work of the next cycle of Board and Committee meetings, forms the interview panel for the recruitment of new Trustees and deals with detailed matters of governance review and good practice.
- 7.18 The Remuneration Committee meets on an ad-hoc basis to determine the salary and terms and conditions of the Group Chief Executive, Group Director of Finance and Group Director of People, Culture and Organisational Development. It is the policy of this committee to follow the pay policy for the organisation in terms of annual salary awards. In setting salaries for any new incumbents bench marking against the charity market rate is used.
- 7.19 The Board and its committees meet five times a year, with the Chair and Vice Chair being voting members should they wish at each Committee. The Group Executive Leadership Team do not have voting rights, but some or all attend the meetings.
- 7.20 A Group Chief Executive is appointed by the Trustees to manage the day to day operations of the charity. To facilitate effective operations the Executive Leadership Team have delegated authority, within terms of delegation approved by the Trustees for operational matters including finance, employment, work with beneficiaries and oversight of the subsidiary company.

PAY POLICY FOR SENIOR STAFF

- 7.21 The Board of Directors, referred to as the YOU Group Board who are the charity Trustees, and the senior staff, comprise the key management personnel of the charity in charge of directing and controlling, running and operating the charity on a day to day basis. All directors give their time freely and no director received remuneration during the year.

The pay of the Group Executive Leadership Team is reviewed annually by the Remuneration Committee within the pay envelope set by the Board. Pay, terms, and conditions of all employees is negotiated with the recognised trade union: UNISON and the negotiated pay settlement was applied to these roles. During the year the Committee met once to agree a small honorarium for the Group Director of Finance and to decide that the full-time hours of the Group CEO should be increased to 40 from 37 in line with other staff.

RISK MANAGEMENT

- 7.22 The Trustees have a risk management strategy which comprises:
- an annual review of the principal risks and uncertainties that the charity faces. The Board of My Learning Cloud undertakes its own annual review which is reported to the YOU Group Board. During the year the methodology for the identification and assessment of risk was updated to ensure it met the guidance issued by the Charity Commission. The risk register is reviewed at every Board and Committee meeting throughout the year.
 - the establishment of policies, systems and procedures to mitigate those risks identified in the annual reviews; and
 - the implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.
- 7.23 The safety of staff and beneficiaries due to COVID became the principal risk faced during 2021/22 which was managed through effective infection control, safe working practices, early vaccination and excellent communication and health and wellbeing support.
- 7.24 The Increasing pension deficit contributions due to an actuarial valuation and the inability of the charity to meet these costs continued to be another major risk. This is managed through gift aid contributions from the trading subsidiary and the ability to secure concessions if required secured against property. The Group Finance and Commercial Committee monitor this through monthly management accounts and forecasts

DELEGATION OF AUTHORITY

7.25 The YOU Group Board has agreed to delegate their authority through a number of internal mechanisms, including:

- YOU Group Board Terms of Reference that sets out the powers, decisions it retains, and those delegated to Committees, which are reviewed annually.
- The YOU Group Board approves Terms of Reference for Committees which set out their remit and scope, receives minutes; approves decisions reserved for them;
- A scheme of delegation is in place and was reviewed by the Board during the year. This sets out the respective roles and responsibilities of Trustees and paid officers; defines responsibility/accountability points within the structure for decision making and actions to be undertaken.
- YOU Policies (approved at either the YOU Trust Board or Committee level) deal with a wide range of legal compliance / operational matters and set out responsibilities and duties. Where policy revisions are minor they are delegated to the Group Executive Leadership team to decide.
- The Procurement Policy sets out financial authority limits (approvals and expenditure) and is approved by the Group Finance and Commercial Committee.

RELATED PARTIES AND COOPERATION WITH OTHER ORGANISATIONS

7.26 None of our Trustees receive remuneration. Any connection between a trustee or Group Executive Leadership team member with any related third party must be disclosed to the YOU Group Board. In the current year, no such related party transactions were reported.

7.27 The charity's wholly owned subsidiary My Learning Cloud Ltd was established to provide excellence in learning management and e learning across the health, housing and care sectors. Each year My Learning Cloud gift aids the majority of its profits to the charity. The Board of Directors are appointed and removed by the charity Trustees. The charity Board receives performance reports from the subsidiary Board of Directors at each meeting and the Group Organisational Development Committee and the Group Finance and Commercial Committee have widened their terms of reference to include the scrutiny of the subsidiary company performance.

STAFF AND VOLUNTEERS WITH DISABILITIES

7.28 The YOU Trust is an equal opportunities employer, Disability Confident since October 2017. As part of its open and transparent Recruitment Policy and

procedure, the charity displays the Disability Confident logo on all job advertisements and references being a Disability Confident Employer on social media pages to actively encourage applications from people with disabilities. All job vacancies are advertised on a number of recruitment sites and are available in a number of formats. In addition, the charity provides a named contact so applicants can call to directly discuss any support they may require throughout the recruitment process. The YOU Trust offers a variety of flexible options to best meet the requirements of the candidate and reasonable adjustments are offered from the point of being invited along to interview, so the candidate can best demonstrate their full ability, and onwards into their employment as required, based on information shared by the applicant or staff member upon joining the organisation and throughout their time with YOU. YOU also engages with its own in-house 'Into Work' disability service for guidance and further support of disabled persons as needed and offer assistance with applying to the Access to Work scheme for eligible recruits. 32 staff/workers/volunteers were recorded as disabled.

- 7.29 YOU conducted an Equality and Diversity Survey in July 2021. The results were reviewed by Trustees of the charity and actions agreed as appropriate. One of the headlines that came out from the survey was that almost 68% of survey respondents stated they had lived experience. As an organisation we are continuing to examine the role of lived experience in our work, and this will be explored further in our upcoming staff conferences. YOU provides recruitment training for all managers, which includes training in supporting applicants with disabilities, as well as coaching training and the charity has a comprehensive induction programme in place for all new starters that includes buddying with existing staff. Dedicated Employee Wellbeing Champions offer support, together with a free and confidential EAP service, and YOU accesses the input of Occupational Health providers to seek advice on support the charity can implement for those with a disability or long-term health condition.

8.0 TRUSTEES' RESPONSIBILITY STATEMENT

- 8.1 The Trustees (who are also directors of The YOU Trust for the purposes of company law) are responsible for preparing the Trustees' annual Report (including the Strategic Report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

8.2 Company law 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company 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 Charity SORP 2015 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

8.3 The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

9.0 DISCLOSURE OF INFORMATION TO AUDITORS

9.1 In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

By order of the Board of Trustees

A handwritten signature in black ink that reads "Steve Pitt". The signature is written in a cursive style and is positioned above a short horizontal line.

S J Pitt (Chair)

12th October 2022

Report of the Independent Auditors to the Members of The YOU Trust

Opinion

We have audited the financial statements of The YOU Trust (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2022 which comprise the group statement of financial activities, the group and charity balance sheet, the group and charity statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group and parent charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the accounts section of our report. We are independent of the group and parent charitable company in accordance with the ethical requirements that are relevant to our audit of the accounts in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group's or the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Report of the Independent Auditors to the Members of The YOU Trust

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the trustees' Report, which includes the directors' report and strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report and strategic report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Report of the Independent Auditors to the Members of The YOU Trust

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the parent charitable company or the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group's and the parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Identification and assessment of irregularities including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We designed procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures were capable of detecting irregularities, including fraud is detailed below:

- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the group and charity, including The Companies Act 2006 and The Charities Act 2011;
- we obtained an understanding of the legal and regulatory framework applicable to the entity and how the entity is complying with that framework by making appropriate enquiries of management as well as considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations;
- we made enquiries of those charged with governance and management concerning:
 - the risks of fraud;
 - instances of non-compliance with laws and regulations or knowledge of actual, suspected, or alleged fraud is documented during the period;

Report of the Independent Auditors to the Members of

The YOU Trust

- we allocated an engagement team that we considered collectively had the appropriate competence and capabilities to identify or recognise non-compliance with laws and regulations.

Audit response to the risk of irregularities including fraud

Based on the results of our risk assessment, our procedures included, but were not limited to:

- performing analytical procedures to identify any unusual or unexpected relationships.
- evaluating whether the selection and application of accounting policies by the entity that may be indicative of fraudulent financial reporting resulting from management's effort to manage results.
- assessing whether judgements and assumptions made in determining the accounting estimates set out in note 1j were indicative of potential bias.
- agreeing financial statement disclosures to underlying supporting documentation.
- reading the minutes of meetings of those charged with governance.
- reviewing the correspondence with relevant regulatory bodies.
- testing of journal entries to address the risk of fraud through management override.
- incorporating an element of unpredictability in the selection of the nature, timing, and extent of our audit procedures.

Conclusions regarding the risks of irregularities including fraud

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

We considered our audit was capable of detecting irregularities due to:

- the effectiveness of the entity's internal controls;
- the nature, timing and extent of audit procedures performed; and the absence of contradictory evidence.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <http://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

**Report of the Independent Auditors to the Members of
The YOU Trust**

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Claire Norwood BSc FCA ATII (Senior Statutory Auditor)

for and on behalf of Jones Avens Limited

24/01/2023

.....

**Chartered Accountants
Statutory Auditor**

Piper House
4 Dukes Court
Bognor Road
Chichester
West Sussex
PO19 8FX

Jones Avens Limited is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under of section 1212 of the Companies Act 2006

The YOU Trust
Consolidated Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
For the Year Ended 31 March 2022

		Unrestricted funds £'000	Restricted funds £'000	Total 2022 £'000	Total 2021 £'000
	Notes				
Income from					
Donations and legacies	4	-	32	32	60
<i>Charitable activities</i>					
Care and Support	5	9,521	1,611	11,132	10,986
<i>Other trading activities</i>					
Commercial trading operations	6	1,396	-	1,396	1,428
Investment income	7	-	-	-	13
Other income		-	-	-	1
Total		<u>10,917</u>	<u>1,643</u>	<u>12,560</u>	<u>12,488</u>
Expenditure on					
<i>Raising funds</i>					
Commercial trading operations	6	1,221	-	1,221	974
<i>Charitable activities</i>					
Care and Support	8	9,742	1,848	11,590	10,615
Total		<u>10,963</u>	<u>1,848</u>	<u>12,811</u>	<u>11,589</u>
Net (expenditure)/income		(46)	(205)	(251)	899
Actuarial gains/(losses) on defined benefit schemes	20	1,065	-	1,065	(1,827)
Net movement in funds	21	1,019	(205)	814	(928)
Reconciliation of funds					
Total funds brought forward		7	1,425	1,432	2,360
Total funds carried forward		<u>1,026</u>	<u>1,220</u>	<u>2,246</u>	<u>1,432</u>

The statement of financial activities includes all gains and losses in the year.
All incoming resources and resources expended are derived from continuing activities.

The statement of financial activities also complies with the requirements for and income and expenditure account under the Companies Act 2006.

**The YOU Trust
Balance Sheet
For the Year Ended 31 March 2022**

		Group 2022 £'000	Group 2021 £'000	Charity 2022 £'000	Charity 2021 £'000
	Notes				
Fixed assets					
Tangible assets	16	1,617	1,531	1,594	1,503
Investments	17	-	-	10	10
		<u>1,617</u>	<u>1,531</u>	<u>1,604</u>	<u>1,513</u>
Current assets					
Debtors	18	2,695	2,993	2,488	3,056
Cash at bank and in hand		<u>2,660</u>	<u>3,667</u>	<u>2,056</u>	<u>2,710</u>
		5,355	6,660	4,544	5,766
Creditors					
Amounts falling due within one year	19	(2,664)	(3,379)	(1,840)	(2,467)
		<u>2,691</u>	<u>3,281</u>	<u>2,704</u>	<u>3,299</u>
Net current assets					
Total assets less current liabilities		4,308	4,812	4,308	4,812
Provisions for liabilities	20	(2,062)	(3,380)	(2,062)	(3,380)
Net assets		<u>2,246</u>	<u>1,432</u>	<u>2,281</u>	<u>1,432</u>
Funds					
Unrestricted income funds	21	3,088	3,387	3,088	3,387
Pension reserve		(2,062)	(3,380)	(2,062)	(3,380)
General unrestricted funds		<u>1,026</u>	<u>7</u>	<u>1,026</u>	<u>7</u>
Restricted income funds	21	<u>1,220</u>	<u>1,425</u>	<u>1,220</u>	<u>1,425</u>
Total funds		<u>2,246</u>	<u>1,432</u>	<u>2,246</u>	<u>1,432</u>

The financial statements were approved by the Board of Trustees on 12th October 2022 and were signed on its behalf by:



.....
Trustee – Steve Pitt

The You Trust, registered in England no. 1898188

The YOU Trust
Statement of Cash Flows and Consolidated Cash Flows
For the Year Ended 31 March 2022

	Notes	Group 2022 £'000	Group 2021 £'000	Charity 2022 £'000	Charity 2021 £'000
Cash flows from operating activities					
Cash generated from operations	24	(709)	1,317	(368)	1,029
Pension interest charge		(70)	(39)	(70)	(39)
Net cash provided by (used in) operating activities		<u>(779)</u>	<u>1,278</u>	<u>(438)</u>	<u>990</u>
Cash flows from investing activities					
Interest income		-	13	-	13
Purchase of tangible fixed assets		(228)	(151)	(216)	(126)
Proceeds on disposal of tangible fixed assets		-	-	-	-
Cash provided by (used in) investing activities		<u>(228)</u>	<u>(138)</u>	<u>(216)</u>	<u>(113)</u>
Change in cash and cash equivalents in the reporting period		(1,007)	1,140	(654)	877
Cash and cash equivalents at the beginning of the reporting period		3,667	2,527	2,710	1,833
Total cash at the end of the year		2,660	3,667	2,056	2,710

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2022

1 Accounting Policies

a) Basis of preparation

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

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 2018) - (Charities SORP (FRS102)), and the Companies Act 2006.

The You Trust meets the definition of a public benefit entity under FRS102. Assets and Liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes. These financial statements are presented in Sterling, the currency of the primary economic environment in which the Group operates, in round thousands.

The Trustees consider that there are no material uncertainties about the Trust's ability to continue as a going concern.

b) Group financial statements

The financial statements consolidate the results of the charity and its wholly owned subsidiary My Learning Cloud Limited on a line-by-line basis. A separate Statement of Financial Activities and Income and Expenditure Account for the charity has not been presented because the Trust has taken advantage of the exemption afforded by section 408 of the Companies Act 2006.

c) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the items of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2022

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executors to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material. Income received in advanced is deferred until the criteria for income recognition are met.

d) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

e) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the Trust's work.

f) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

Costs of raising funds comprise the costs of commercial trading and their associated support

Expenditure on charitable activities includes activities undertaken to further the purposes of the charity and their associated support costs.

Other expenditure represents those items not falling into any other heading.

g) Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2022

Trusts programmes and activities. These costs have been allocated across expenditure on charitable activities. The basis on which support costs have been allocated are set out in note 9.

h) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

i) Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

In preparing these financial statements, the directors have made the following judgements:

- Determine whether leases entered into by the group either as a lessor or a lessee are operating or lease or finance leases. These decisions depend on an assessment of whether the risks and rewards of ownership have been transferred from the lessor to the lessee on a lease by lease basis.
- Determine whether there are indicators of impairment of the group's tangible and intangible assets, including goodwill. Factors taken into consideration in reaching such a decision include the economic viability and expected future financial performance of the asset and where it is a component of a larger cash-generating unit, the viability and expected future performance of that unit.
- Pension Scheme deficit payments – The Charity participates in a multi-employer pension scheme which is in deficit. Provision has been made for the deficit contributions payable and the board have relied upon the information received from the Pensions Trust.

Key Sources of Estimation Uncertainty

Multi employer defined benefit pension scheme

See Note 20 for details of estimates and assumptions regarding the pension scheme.

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2022

j) Tangible fixed assets

Individual fixed assets costing £1,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Freehold Property	Straight line over 50 years and 10 years
Long Leasehold property	Straight line over 10 years
Short Leasehold property	Straight line over the life of the lease
Fixtures, fittings and equipment	
Assets held in service properties	Straight line over 3 years
Assets held in offices	Straight line over 5 years
Short term improvements to property	Straight line over 10 years
Motor Vehicles	Straight line over 5 years

k) Goodwill

Purchased goodwill is capitalised at cost and amortised over its estimated useful economic life on a straight line basis over 5 years.

l) Debtors

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

m) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity from the date of opening of the deposit or similar account.

n) Creditors and provisions

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 reliably.

o) Financial instruments

The trust only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

p) Pensions

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2022

Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

q) Redundancy and termination payments

Redundancy costs arising from project reviews of staff levels are charged in the year in which employees leave the group.

r) Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

Payments are also made to two multi-employer defined benefit schemes.

For the Social Housing Pension Scheme (SHPS) the cost of providing benefits under defined benefit plans is determined separately for each plan using the projected unit credit method and is based on actuarial advice.

The change in the net defined benefit liability arising from employee service during the year is recognised as an employee cost. The cost of plan introductions, benefit changes, settlements and curtailments are recognised as an expense in measuring profit or loss in the period in which they arise.

The net interest element is determined by multiplying the net defined benefit liability by the discount rate, taking into account any changes in the net defined benefit liability during the period as a result of contribution and benefit payments. The net interest is recognised in profit or loss as other finance revenue or cost.

Remeasurement changes comprise actuarial gains and losses, the effect of the asset ceiling and the return on the net defined benefit liability excluding amounts included in net interest. These are recognised immediately in other comprehensive income in the period in which they occur and are not reclassified to profit and loss in subsequent periods.

The net defined benefit pension asset or liability in the balance sheet comprises the total for each plan of the present value of the defined benefit obligation (using a discount rate based on high quality corporate bonds), less the fair value of plan assets out of which the obligations are to be settled directly. Fair value is based on market price information, and in the case of quoted securities is the published bid price. The value of a net pension benefit

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2022

asset is limited to the amount that may be recovered either through reduced contributions or agreed refunds from the scheme.

For the Social Housing Growth Scheme (GS), due to the nature of the scheme, it is not possible to identify on a reasonable and consistent basis the share of the underlying assets and liabilities. Therefore, the scheme is accounted for as a defined contribution scheme.

2 Legal status of the Trust

The company is limited by guarantee and does not have a share capital and is a private company registered in England and Wales. All Trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

3 Financial Performance of the charity

The consolidated statement of financial activities includes the results of the charity's wholly owned subsidiary My Learning Cloud Limited.

The summary financial performance of the charity alone is:

	2022 £'000	2021 £'000
Income	11,164	11,060
Gift aid from subsidiary company	<u>175</u>	<u>454</u>
	11,339	11,514
Expenditure on charitable activities	<u>11,590</u>	<u>10,615</u>
Net (expenditure)/income	(251)	899
Actuarial gains/(losses) on defined benefit pension schemes	1,065	(1,827)
Net movement in funds for the year	814	(928)
Total funds brought forward	1,432	2,360
Total funds carried forward	<u>2,246</u>	<u>1,432</u>
Represented by:		
Restricted income funds	1,220	1,425
Unrestricted income funds	3,088	3,387
Pension reserve	<u>(2,062)</u>	<u>(3,380)</u>
	<u>2,246</u>	<u>1,432</u>

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2022

4 Donations and legacies

	2022 £'000	2021 £'000
Small gifts and donations	32	60
Legacies	<u>-</u>	<u>-</u>
	<u>32</u>	<u>60</u>

The trust benefits greatly from the involvement and enthusiastic support of its many volunteers, details of which are given in our annual report. In accordance with FRS102 and the Charities SORP (FRS102), the economic contribution of general volunteers is not recognised in the accounts.

5 Charitable Activities

	Unrestricted funds 2022 £'000	Restricted funds 2022 £'000	Total Funds 2022 £'000	Total Funds 2021 £'000
Grants receivable for charitable activities	-	1,611	1,611	1,551
Fees and charges	<u>9,521</u>	<u>-</u>	<u>9,521</u>	<u>9,435</u>
	<u>9,521</u>	<u>1,611</u>	<u>11,132</u>	<u>10,986</u>

6 Other trading activities

The wholly owned trading subsidiary My Learning Cloud Limited is incorporated in the United Kingdom (company number 08191627). The summary financial performance of the subsidiary alone is:

	2022 £'000	2021 £'000
Turnover	1,396	1,428
Cost of sales and administration costs	(1,221)	(974)
Corporation tax credit/(charge)	-	-
Net profit	175	454
Amount gift aided to the charity	(175)	(454)
Retained in subsidiary	<u>-</u>	<u>-</u>
The assets and liabilities of the subsidiary were:		
Fixed Assets	23	28
Current assets	990	1,416
Current liabilities	(1,003)	(1,434)
Total net assets	<u>10</u>	<u>10</u>
Aggregate share capital and reserves	<u>10</u>	<u>10</u>

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2022

7 Investment income

	2022 £'000	2021 £'000
Interest received	-	13
	<u>-</u>	<u>13</u>

All investment income is derived from money held in interest bearing deposit accounts

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2022

8 Charitable Activities

	Advice & Counselling £'000	Health and Recovery £'000	Homeless- ness £'000	Domestic Violence £'000	Disabilities £'000	Young People £'000	Total 2022 £'000	Total 2021 £'000
Salary and associated costs	728	782	596	2,323	4,052	334	8,815	8,014
Rent	22	76	-	111	31	102	342	345
Other property costs	70	64	17	102	192	56	501	501
Depreciation	2	3	-	2	20	-	27	27
Other costs	36	54	12	63	41	-	206	257
Support costs (see note 9)	139	149	114	444	774	64	1,684	1,459
Governance costs (see note 9)	<u>1</u>	<u>1</u>	<u>1</u>	<u>4</u>	<u>7</u>	<u>1</u>	<u>15</u>	<u>12</u>
	<u>998</u>	<u>1,129</u>	<u>740</u>	<u>3,049</u>	<u>5,117</u>	<u>557</u>	<u>11,590</u>	<u>10,615</u>

Expenditure on charitable activities was £11,590,000 (2021: £10,615,000) of which £9,742,000 was unrestricted (2021: £9,174,000) and £1,848,000 was restricted (2021: £1,441,000).

9 Support Costs

	General Support £'000	Governance function £'000	Total £'000	Basis of apportionment
Salary and associated costs	1,136	-	1,136	Time
Rent	60	-	60	Time
Other property costs	101	-	101	Time
Depreciation	96	-	96	Time
Legal and professional fees	43	-	43	Time
Other costs	<u>248</u>	<u>15</u>	<u>263</u>	Time
	<u>1,684</u>	<u>15</u>	<u>1,699</u>	

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2022

10 Net income/(expenditure) for the year - Group

	2022 £'000	2021 £'000
This is stated after charging:		
Operating leases - land and buildings	153	175
Operating leases - other and motor vehicles	2	8
Depreciation	142	119
(Loss)/Profit on disposal of fixed assets	-	(15)
Auditors' remuneration - audit services	13	18
Auditors' remuneration - non-audit services	2	2

11 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

	2022 £'000	2021 £'000
Salaries and wages	8,079	7,508
Social security costs	679	626
Pension costs	346	323
Redundancy costs	3	20
	<u>9,107</u>	<u>8,477</u>

The number of employees whose annual emoluments were £60,000 or more were:

	2022 Number	2021 Number
£60,000 to £69,999	1	1
£80,000 to £89,999	1	1

The charity trustees were not paid or received any other benefits from employment with the Trust or its subsidiary in the year (2021: £nil). 3 (2021: Nil) trustees were reimbursed expenses for charitable purposes during the year of £1,944 (2021: £nil). A further £2,223 (2021: £472) was spent on Trustee Meetings during the year. No charity trustee received payment for professional or other services supplied to the charity (2021: £nil).

The key management personnel of the parent charity, the Trust, comprise the trustees, the Group Chief Executive Officer, the Group Director of Finance and the Group Director of People, Culture and Organisational Development. The total

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2022

employee benefits of the key management personnel of the Trust were £227k (2021: £219k)

12 Staff Numbers

The average monthly number of full-time equivalent employees (including casual and part-time staff) during the year were as follows:

	2022	2021
	Number	Number
Management and administration	47	36
Direct and support staff	<u>272</u>	<u>256</u>
	<u><u>319</u></u>	<u><u>292</u></u>

13 Government Grants

Income from government grants during the year was £126k (2021: £446k). See note 5 for more information and to the amount and source of these grants.

14 Corporation Tax

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2022

15 Comparatives for the statement of financial activities

	Unrestricted funds £'000	Restricted funds £'000	Total Funds £'000
Income from			
Donations and legacies	-	60	60
<i>Charitable activities</i>			
Care and Support	9,435	1,551	10,986
<i>Other trading activities</i>			
Commercial trading operations	1,428	-	1,428
Investment income	13	-	13
Other income	1	-	1
Total	<u>10,877</u>	<u>1,611</u>	<u>12,488</u>
Expenditure on			
<i>Raising funds</i>			
Commercial trading operations	974	-	974
<i>Charitable activities</i>			
Care and Support	9,174	1,441	10,615
Total	<u>10,148</u>	<u>1,441</u>	<u>11,589</u>
Net (expenditure)/income	729	170	899
Actuarial (losses)/gains on defined benefit pension schemes	(1,827)	-	(1,827)
Net movement in funds for the year	(1,098)	170	(928)
Reconciliation of funds			
Total funds brought forward	1,105	1,255	2,360
Total funds carried forward	<u>7</u>	<u>1,425</u>	<u>1,432</u>

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2022

16 Tangible fixed assets – Group

	Land & buildings freehold £'000	Land & buildings short L/hold £'000	Land & buildings long L/hold £'000	Fixtures fittings & equipment £'000	Motor vehicles £'000	Total £'000
Cost						
At 1 April 2021	1,820	186	79	544	22	2,651
Additions	-	-	-	228	-	228
Disposals	-	-	-	-	-	-
At 31 March 2022	1,820	186	79	772	22	2,879
Depreciation						
At 1 April 2021	532	184	24	358	22	1,120
Charge for year	42	2	1	97	-	142
On disposals	-	-	-	-	-	-
At 31 March 2022	574	186	25	455	22	1,262
Net book value						
At 31 March 2022	1,246	-	54	317	-	1,617
At 31 March 2021	1,288	2	55	186	-	1,531

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2022

16 Tangible fixed assets

Tangible fixed assets – Charity

	Land & buildings freehold £'000	Land & buildings short L/hold £'000	Land & buildings long L/hold £'000	Fixtures fittings & equipment £'000	Motor vehicles £'000	Total £'000
Cost						
At 1 April 2021	1,820	186	79	502	22	2,609
Additions	-	-	-	216	-	216
Disposals	-	-	-	-	-	-
At 31 March 2022	1,820	186	79	718	22	2,825
Depreciation						
At 1 April 2021	532	184	24	344	22	1,106
Charge for year	42	2	1	80	-	125
On disposals	-	-	-	-	-	-
At 31 March 2022	574	186	25	424	22	1,231
Net book value						
At 31 March 2022	<u>1,246</u>	<u>-</u>	<u>54</u>	<u>294</u>	<u>-</u>	<u>1,594</u>
At 31 March 2021	<u>1,288</u>	<u>2</u>	<u>55</u>	<u>158</u>	<u>-</u>	<u>1,503</u>

Included within freehold land and buildings is land with a value of £475,660 (2021:£475,660) which is not depreciated.

Included within Fixtures, fittings and equipment are restricted fixed assets with a value of £2,253 (2021: £10,142).

17 Investments

The charity holds 10,000 shares of £1 each in its wholly owned trading subsidiary My Learning Cloud Ltd (registered no. 8191627). These are the only shares allotted, called up and fully paid. The activities and results of this company is summarised in note 6.

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2022

18 Debtors

	Group 2022 £'000	Group 2021 £'000	Charity 2022 £'000	Charity 2021 £'000
Trade Debtors	1,443	1,247	1,075	830
Other Debtors	14	88	14	88
Prepayments and accrued income	1,238	1,658	1,220	1,617
Amount due from subsidiary undertaking	-	-	179	521
	<u>2,695</u>	<u>2,993</u>	<u>2,488</u>	<u>3,056</u>

19 Creditors

	Group 2022 £'000	Group 2021 £'000	Charity 2022 £'000	Charity 2021 £'000
Trade Creditors	275	286	263	278
Other Creditors and Accruals	376	343	354	332
Deferred Income	1,751	2,483	1,054	1,690
Taxation and social security costs	<u>262</u>	<u>267</u>	<u>169</u>	<u>167</u>
	<u>2,664</u>	<u>3,379</u>	<u>1,840</u>	<u>2,467</u>

Deferred Income

Deferred income relates to funding received from various funders that are for a future accounting period

	Group 2022 £'000	Group 2021 £'000	Charity 2022 £'000	Charity 2021 £'000
Brought forward	2,483	1,919	1,690	1,268
Amount released to incoming resources	(2,483)	(1,919)	(1,690)	(1,268)
Amount deferred in year	<u>1,751</u>	<u>2,483</u>	<u>1,054</u>	<u>1,690</u>
Carried Forward	<u>1,751</u>	<u>2,483</u>	<u>1,054</u>	<u>1,690</u>

20 Provisions for liabilities

	2022 £'000	2021 £'000
SHPS	2,060	3,372
Growth Plan	<u>2</u>	<u>8</u>
	<u>2,062</u>	<u>3,380</u>

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2022

Defined benefit pension schemes
The You Trust – SHPS

The charity participates in the Social Housing Pension Scheme (the Scheme), a multi-employer scheme which provides benefits to some 500 non-associated employers. The Scheme is a defined benefit scheme in the UK.

The Scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The last triennial valuation of the scheme for funding purposes was carried out as at 30 September 2020. This valuation revealed a deficit of £1,560m. A Recovery Plan has been put in place with the aim of removing this deficit by 31 March 2028.

The Scheme is classified as a 'last-man standing arrangement'. Therefore, the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the Scheme. Participating employers are legally required to meet their share of the Scheme deficit on an annuity purchase basis on withdrawal from the Scheme. For financial years ending on or before 28 February 2019, it was not possible for the company to obtain sufficient information to enable it to account for the Scheme as a defined benefit scheme, therefore the company has accounted for the Scheme as a defined contribution scheme.

For financial years ending on or after 31 March 2019, it is possible to obtain sufficient information to enable the company to account for the Scheme as a defined benefit scheme.

For accounting purposes, a valuation of the scheme was carried out with an effective date of 30 September each year. The liability figures from this valuation are rolled forward for accounting year-ends from the following 31 March to 28 February inclusive. The latest accounting valuation was carried out with an effective date of 30 September 2021. The liability figures from this valuation were rolled forward for accounting year-ends from the following 31 March 2022 to February 2023 inclusive.

The total cost relating to defined benefit schemes for the year recognised in profit or loss as an expense was £86,000 (2021 - £55,000).

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2022

The deficit on the scheme, representing the shortfall on the value of the scheme assets below the present value of the scheme liabilities, is recognised as a liability on the balance sheet to the extent that the employer charity has a legal or constructive obligation for the liability. A corresponding pension reserve is included within total unrestricted funds.

The Charity pays a contribution to help support the deficit on the scheme. The total contribution was £321,120 (2021: £314,820). The cash contribution paid was £321,820 (2021: £314,820). Shortfalls on the deficit reduction payments have been secured against property (included within Freehold Land & Buildings) to the value of £562,434 (2021: £562,434) by way of a fixed and floating charge.

Further contributions are scheduled to continue in the subsequent accounting period.

Reconciliation of scheme assets and liabilities to assets and liabilities recognised

The amounts recognised in the balance sheet are as follows:

	2022 £	2021 £
Fair value of plan assets	10,595,000	9,908,000
Present value of defined benefit obligation	(12,655,000)	(13,280,000)
Defined benefit pension scheme deficit	<u>(2,060,000)</u>	<u>(3,372,000)</u>

Defined benefit obligation

Changes in the defined benefit obligation are as follows:

	2022 £
Present value at start of year	13,280,000
Expenses	16,000
Interest expense	287,000
Actuarial losses (gains)	(571,000)
Benefits paid and expenses	<u>(357,000)</u>
Present value at end of year	<u>12,655,000</u>

Fair value of scheme assets

Changes in the fair value of scheme assets are as follows:

	2022 £
Fair value at start of year	9,908,000
Interest income	217,000
Return on plan assets, excluding amounts included in interest income/(expense)	490,000
Employer contributions	337,000

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2022

Benefits paid and expenses	(357,000)
Fair value at end of year	<u>10,595,000</u>

Amounts recognised in the Income and Expenditure Account

	2022	2021
Expenses	16,000	16,000
Net interest expense	70,000	39,000
	<u>86,000</u>	<u>55,000</u>

Amounts recognised as gains/(losses) in the Statement of Financial Activities

	2022	2021
Experience on plan assets (excluding amounts recognised as interest cost) – gain/(loss)	490,000	903,000
Effects of changes in the financial assumptions – gain/(loss)	571,000	(2,730,000)
	<u>1,061,000</u>	<u>(1,827,000)</u>

Analysis of assets

The major categories of scheme assets are as follows:

	2022	2021
Global Equity	2,033,000	1,579,000
Absolute Return	425,000	547,000
Distressed Opportunities	379,000	286,000
Credit Relative Value	352,000	312,000
Alternative Risk Premia	349,000	373,000
Fund of Hedge Funds	-	1,000
Emerging Markets Debt	308,000	400,000
Risk Sharing	349,000	361,000
Insurance-Linked Securities	247,000	238,000
Property	286,000	206,000
Infrastructure	755,000	661,000
Private Debt	272,000	236,000
Opportunistic Illiquid Credit	356,000	252,000
High Yield	91,000	297,000
Opportunistic Credit	356,000	272,000
Corporate Bond Fund	707,000	585,000
Liquid Credit	-	118,000
Long Lease Property	273,000	194,000
Secured Income	395,000	412,000
Liability Driven Investment	2,956,000	2,518,000
Currency Hedging	(41,000)	-
Net current Assets	29,000	60,000
Total Assets	<u>10,595,000</u>	<u>9,908,000</u>

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2022

Principal actuarial assumptions

The principal actuarial assumptions at the balance sheet date are as follows:

	2022	2021
	%	%
Discount Rate	2.79	2.19
Inflation (RPI)	3.51	3.26
Inflation (CPI)	3.16	2.87
Salary Growth	4.16	3.87
Allowance for commutation of pension for cash at retirement	75% of maximum allowance	75% of maximum allowance

Post retirement mortality assumptions

	Life expectancy at age 65 Years
Male retiring in 2021	21.1
Female retiring in 2021	23.7
Male retiring in 2041	22.4
Female retiring in 2041	25.2

Social Housing Growth Plan Scheme

The charity participates in the scheme, a multi-employer scheme which provides benefits to some 950 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the charity to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore, it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30th December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last man standing arrangement'. Therefore, the charity is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2022

their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full valuation for the scheme was carried out at 30 September 2020. This valuation showed assets of £800m, liabilities of £832m and a deficit of £32m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

Reconciliation of opening and closing provisions	31 March 2022 £'000	31 March 2021 £'000
Provision at start of period	8	10
Unwinding of the discount factor	-	-
Deficit contribution paid	(2)	(2)
Impact of change in assumptions and contribution schedule	(4)	-
Provisions at end of period	<u>2</u>	<u>8</u>

Income and expenditure impact	31 March 2022 £'000	31 March 2021 £'000
Interest expense	-	-
Impact of change in assumptions and contribution schedule	(4)	-

Assumptions	31 March 2022 % per annum	31 March 2021 % per annum	31 March 2020 % per annum
Rate of discount	0.66	0.66	2.53

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2022

21 Analysis of charitable funds

Analysis of movements in unrestricted funds

	Balance at 1 April 2021 £'000	Incoming resources £'000	Resources expended £'000	Other recognised gains/losses £'000	Balance at 31 March 2022 £'000
General fund	3,387	10,917	(11,216)	-	3,088
Pension reserve	(3,380)	-	253	1,065	(2,062)
	<u>7</u>	<u>10,917</u>	<u>(10,963)</u>	<u>1,065</u>	<u>1,026</u>

	Balance at 1 April 2020 restated £'000	Incoming resources £'000	Resources expended £'000	Other recognised gains/losses £'000	Balance at 31 March 2021 £'000
General fund	2,936	10,877	(10,426)	-	3,387
Pension reserve	(1,831)	-	278	(1,827)	(3,380)
	<u>1,105</u>	<u>10,877</u>	<u>(10,148)</u>	<u>(1,827)</u>	<u>7</u>

The pension reserve is a reserve designated by the trustees to recognise the pensions deficit liability on defined benefit schemes.

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2022

Analysis of movements in restricted fund

	Balance at 1 April 2021 £'000	Incoming resources £'000	Resources expended £'000	Transfer £'000	Balance at 31 March 2022 £'000
DV Welfare	181	609	(534)	-	256
Big Lottery	206	147	(209)	-	144
Children In Need	1	-	(1)	-	-
PCC	4	-	-	-	4
Community	324	139	(218)	-	245
Government	46	126	(104)	-	68
NASP	42	-	(42)	-	-
Health & Wellbeing	589	(351)	(148)	-	90
MOJ		515	(216)	-	299
SRASAC	32	458	(376)	-	114
	<u>1,425</u>	<u>1,643</u>	<u>(1,848)</u>	<u>-</u>	<u>1,220</u>

Name of restricted fund	Description, nature and purposes of the fund
DV Welfare	To provide support for victims of Domestic Abuse
Big Lottery	Support and Counselling services
Children in Need	To support children affected by Domestic Abuse
Community	Funds to combat loneliness and isolation in communities
MOJ	Funds from Ministry of Justice
Government	Funding in response to COVID-19
NASP	To provide Social Prescribing services
Health & Wellbeing	To provide Health and Wellbeing services
SRASAC	To provide Rape and Counselling services

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2022

Analysis of movements in restricted fund

	Balance at 1 April 2020 £'000	Incoming resources £'000	Resources expended £'000	Transfer £'000	Balance at 31 March 2021 £'000
DV Welfare	83	274	176	-	181
Big Lottery	388	2	184	-	206
Children In Need	17	-	16	-	1
PCC	4	-	-	-	4
Community	466	14	156	-	324
DHSC	245	(176)	69	-	-
Access to Justice Foundation	52	4	56	-	-
Government	-	449	403	-	46
NASP	-	50	8	-	42
Health & Wellbeing	-	635	46	-	589
SRASAC	-	352	320	-	32
	<u>1,255</u>	<u>1,604</u>	<u>1,434</u>	<u>-</u>	<u>1,425</u>

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2022

22 Analysis of group net assets between funds

	Unrestricted funds 31 March 2022 £'000	Pension Reserve 31 March 2022 £'000	Restricted funds 31 March 2022 £'000	Total funds 31 March 2022 £'000
Tangible fixed assets	1,615	-	2	1,617
Cash at bank and in hand	2,153	-	507	2,660
Other net current assets/(liabilities)	(680)	(2,062)	711	(2,031)
	<u>3,088</u>	<u>(2,062)</u>	<u>1,220</u>	<u>2,246</u>

	Unrestricted funds 31 March 2021 £'000	Pension Reserve 31 March 2021 £'000	Restricted funds 31 March 2021 £'000	Total funds 31 March 2021 £'000
Tangible fixed assets	1,521	-	10	1,531
Cash at bank and in hand	3,321	-	346	3,667
Other net current assets/(liabilities)	(1,455)	(3,380)	1,069	(3,766)
	<u>3,387</u>	<u>(3,380)</u>	<u>1,425</u>	<u>1,432</u>

23 Related party disclosures

There were no related party transactions for the year ended 31 March 2021 (2020: none).

The company has taken advantage of exemption, under the terms of Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', not to disclose related party transactions with wholly owned subsidiaries within the group.

Transactions between group entities which have been eliminated on consolidation are not disclosed within the financial statements.

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2022

24 Reconciliation of net income/(expenditure) to net cash flow from operating activities

	Group 2022 £'000	Group 2021 £'000	Charity 2022 £'000	Charity 2021 £'000
Net movement in funds	(251)	89	(251)	89
Depreciation charge	142	119	125	109
Pension interest charge	70	39	70	39
(Profit)/loss on the sale of fixed assets	-	15	-	15
Difference between pension charge and cash contributions	(253)	(278)	(253)	(278)
Interest received	-	(13)	-	(13)
(Increase)/decrease in debtors	298	(162)	568	(303)
Increase/(decrease) in creditors	<u>(715)</u>	<u>698</u>	<u>(627)</u>	<u>561</u>
	<u>(709)</u>	<u>1,317</u>	<u>(368)</u>	<u>1,029</u>

25 Analysis of changes in net funds

The charity had no debt during the year.

26 Operating lease commitments

The following operating lease payments are committed to be paid as follows:

	Other		Land and buildings	
	Group 2022 £'000	Group 2021 £'000	Group 2022 £'000	Group 2021 £'000
Expiring:				
Within one year	1	1	95	72
Between one and five years	-	-	29	90
In more than five years	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
	<u>1</u>	<u>1</u>	<u>124</u>	<u>162</u>

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2022

27 Financial Instruments

Financial instruments are used that are necessary to facilitate the group's ordinary trade activities, namely cash, trade payables and receivables; the resultant risks are credit risk and interest rate risk. The group does not use financial derivatives in its management of these risks.

	Group 2022 £'000	Group 2021 £'000	Charity 2022 £'000	Charity 2021 £'000
Carrying amount of financial assets				
Debt instruments measured at amortised cost	<u>1,457</u>	<u>1,336</u>	<u>1,268</u>	<u>1,440</u>
Carrying amount of financial liabilities				
Measured at amortised cost	<u>537</u>	<u>552</u>	<u>432</u>	<u>444</u>

Credit Risk

The group's policy in respect of credit risk is to require appropriate credit checks on potential customers before sales are made. At the balance sheet date, the group had the following trade receivables:

	Group 2022 £'000	Group 2021 £'000	Charity 2022 £'000	Charity 2021 £'000
Carrying amount of financial assets				
Trade Receivables	<u>1,443</u>	<u>1,247</u>	<u>1,075</u>	<u>830</u>

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2022

Interest Rate Risk

Cash balances are held in short-term deposit accounts, repayable on demand: these attract interest rates which fluctuate in relation to movements in bank base rate. This maintains liquidity and does not commit the group to long-term deposits at fixed rates of interest.

	Group 2022 £'000	Group 2021 £'000	Charity 2022 £'000	Charity 2021 £'000
Financial Assets:				
Cash and Cash Equivalents				
Sterling	<u>2,660</u>	<u>3,667</u>	<u>2,056</u>	<u>2,710</u>

THE YOU TRUST

England & Wales - Charity number 291489

Accounts

Charity Registration No. 291489
Company Registration No. 1898188 (England and Wales)

THE YOU TRUST
(A COMPANY LIMITED BY GUARANTEE)
REPORT AND CONSOLIDATED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021
CHARITY NUMBER 291489
COMPANY NUMBER 01898188

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TRUSTEES REPORT

1.0 INTRODUCTION

- 1.1 The trustees present their annual directors' report together with the consolidated financial statements of the charity and its subsidiary My Learning Cloud Limited for the year ending 31 March 2021 which are also prepared to meet the requirements for a Directors' report and accounts for Companies House.
- 1.2 In this document, the legal name of the YOU Trust is shortened to YOU.
- 1.3 The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Articles of Association, and 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).

2.0 OBJECTIVES AND ACTIVITIES

- 2.1 The objectives of the charity as set out in the Articles of Association are:

(i) To promote social inclusion for the public benefit by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.

For the purpose of this clause 'socially excluded' means being excluded from society, or parts of society, as a result of one or more of the following factors: unemployment; financial hardship; youth or old age; ill health (physical or mental); substance abuse or dependency including alcohol or drugs; poor educational or skills attainment; relationship and family breakdown; poor housing (that is housing that does not meet basic habitable standards); crime (either as a victim of crime or as an offender rehabilitating into society).

(ii) The advancement of education for the public benefit.

- 2.2 The mission statement of YOU is:

"YOU: a family creatively empowering people in their communities"

- 2.3 Our culture and behaviours in pursuit of the mission and objectives are defined by our values that are embedded and role modelled throughout the charity:

● Person Centred

People are at the centre of all we do. We work in equal partnership, understanding that people are experts in their own experience and have strengths, skills, and life experiences that they bring to their own situation and to others. Everyone is a unique human being to be valued. We design what we do with people based on what matters to them, ensuring they are in control of their daily lives and their future.

- Trustworthy
We do what we say we will, when we say we will and how we say we will. We do not let people down. We act with integrity, honesty and openness with everyone we meet.
- Excellence
We strive to be the best we can be in all that we do, recognising that people deserve nothing less from us.
- Can-do
We ask ourselves how we can achieve things and not whether we can.
- Innovative
We are creative thinkers. We listen and build on ideas. We do not block, welcoming fresh perspectives and imagining new possibilities

2.4 The trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In approving the annual business plan trustees consider how planned activities will contribute to the aims and objectives they have set.

2.5 How does our work change lives?

- People with a learning disability live independent lives under their control.
- Women, men and children surviving domestic abuse and hidden violence take back control of their lives, which are safe and free from fear.
- Young vulnerable people develop to become independent citizens
- People with mental ill health develop new meaning and purpose in their life as they grow beyond the impact of their illness
- People live free of debt, maximising their incomes, with the certainty of a roof over their heads
- People feel good about their lives, free from stress and worry.
- People feel better connected to their communities to support their health and well-being.

2.6 YOU's work is embedded in our communities within our families of expertise:

- You First: Domestic Violence and Abuse
- Young Lives: Vulnerable young people
- Living Well: Learning Disabilities and Mental Health CQC Registered Care
- Partners for Well-Being: whole community health and well-being: Social Prescribing, Advice Portsmouth, Dorset Integrated Prevention.
- Counselling services.

2.7 Publicly funded services are delivered free of charge to beneficiaries with charges applying in the case of:

- Accommodation charges (rent – includes weekly licence charges)
- Private purchases of domiciliary care – service user choice for additional care over and above items funded by Adult Services
- Means tested counselling services.

In all services where charges applied, the trustees ensured that these did not discriminate against those who were poorer in society.

Across publicly funded services, YOU was subject to external monitoring inspection and validation against publicly set standards.

3.0 ACTIVITIES IN PURSUIT OF THE CHARITY MISSION AND OBJECTIVES

3.1 COVID-19

Throughout this year of the pandemic YOU's work continued unabated, much of it face to face, working to COVID secure standards and safeguarding staff and beneficiaries from transmission of the virus. Where work could not be undertaken face to face, staff creatively moved to other forms of interaction including telephone and on line support. The Trustees would like to thank the staff for their dedication and resilience throughout this unprecedented year.

YOU FIRST – DOMESTIC VIOLENCE AND ABUSE (DVA)

3.2 On 1 April 2020 YOU commenced a new partnership with Somerset Council through the delivery of the Integrated Domestic Abuse Service. This was an extraordinary start to a contract with staff being transferred across to YOU under TUPE remotely during lockdown. The Trustees would like to acknowledge the skilled work of the People Team and the YOU First Quality and Operations Director in enabling this to happen smoothly. The Quality Assurance Committee of the Board was pleased to receive a report on the

transfer and from one Trustee a report on a remote meeting held with the transferring staff to learn of their experience.

- 3.3 In May 2020 YOU was awarded two grants, both for two years. The first was a pilot to deliver DVA family safeguarding and the second was for Court Practitioners, both across Somerset.
- 3.4 Through a government grant, YOU secured funding to continue providing the domestic violence and abuse Dragonfly Project in Dorset and to extend the work to Hampshire, Isle of Wight, and West Sussex. Dragonfly, amongst other things, trains people living and working in our communities to be Champions so they are equipped to receive and respond to disclosures of DVA and empowers communities to support and help those who are affected by DVA.
- 3.5 YOU First's DVA Health Advocates provided training for people working in health settings to recognise and respond to DVA.
- 3.6 In partnership with Aurora New Dawn, YOU has continued to support the National Lottery funded DVA Cars work in Basingstoke Hampshire. DVA staff work with the police when a domestic abuse call is made so that support can be provided to the victim at the time of an incident.
- 3.7 YOU continues to provide the West Sussex Connect Domestic Abuse Service working with Safe Lives and West Sussex County Council to pilot new approaches in supporting individuals and whole families experiencing domestic abuse.
- 3.8 YOU retained its domestic violence and abuse contract across Dorset, further to a tender with a new specification.
- 3.9 In August 2020 in partnership with Southern Housing Group YOU opened an additional safe house to enhance our work on the Isle of Wight. In September 2020 the contract with the Isle of Wight Council for the DVA service was extended until the end of March 2022.
- 3.10 During the year new Government funding was provided to support the opening of a new safe house in Hampshire.
- 3.11 Throughout the year YOU benefited from a number of COVID related DVA grants which supported this important work during the pandemic.

COUNSELLING

- 3.12 In 2020/21 Counselling with You secured a new grant from the Office of the Police and Crime Commissioner to join with the Hampshire wide network of specialist counsellors to deliver a Sexual Crime Therapeutic Service in the Southampton, Hampshire and Isle of Wight areas.
- 3.13 During the year this work was extended with a new pilot programme with the Hampshire Police and Crime Commissioner to develop a county wide front door for Rape and Sexual Crime Therapeutic services.
- 3.14 Counselling with You continued to deliver its means tested general counselling service with funding from the National Lottery. During the pandemic counselling moved on line and via telephone.

YOUNG LIVES

- 3.15 YOU continued to provide support to vulnerable young people across the New Forest under contract with Hampshire County Council which was extended on multiple occasions. Hampshire County Council finally resolved to close the service at the end of October 2020 as no organisation, including YOU, could undertake the work for the future funding available.
- 3.16 YOU also continued to provide support to vulnerable young people in Weymouth and Dorchester under a contract with Dorset Council.

LIVING WELL

- 3.17 During the year YOU continued to provide two registered care homes for people with mental ill health in Gosport and Portsmouth and the housing management of a further mental health service in Portsmouth. Both care homes are registered with the Care Quality Commission and rated “Good”. In September YOU resolved to relinquish the lease on the property for which it undertook the housing management as the building no longer met the complex needs of the tenants.
- 3.18 YOU continued to deliver care registered with the Care Quality Commission at Hazelgrove, New Milton Hampshire, rated “Good”.
- 3.19 YOU continued to provide a wide range of supported living and support at home for people with a learning disability across Hart and Rushmoor, East Hampshire, Winchester and Fareham and Gosport under contracts with Hampshire County Council. YOU also supported people in Basingstoke, Andover and Fareham and Gosport to undertake a wealth of daytime activities of their choosing through Launchpad, a contract with Hampshire County

Council. A further contract with Hampshire County Council provided support and advice for independent living for those who fall short of the adult social care eligibility criteria. Much of this work is regulated by the Care Quality Commission and all has the rating of “Good”.

- 3.20 In Portsmouth YOU supported people with a learning disability across five supported living houses and in the community through its floating support work. This work is regulated by the Care Quality Commission and is rated “Good”.
- 3.21 During the year YOU also continued to remotely provide its Into Work service for people with a learning disability in Portsmouth.

PARTNERS FOR WELL-BEING

- 3.22 YOU, in partnership with the NHS Portsmouth Clinical Commissioning Group and Portsmouth City Council continued to deliver a DHSC grant for a Social Prescribing service across Portsmouth. Social Prescribing empowers people who have become isolated due to ill health or personal circumstances by working with local GPs. As an extension to this work, Social Prescribing introduced Cycling without Age in Portsmouth after feedback from carers about transport issues in the City. During the year, Social Prescribing extended its work through grants with three local Primary Care Networks in Portsmouth and Havant. In August 2020 a grant from Hayling Island and Emsworth Primary Care Network enabled the provision of 2 new Health Coaches who will work with people with long term conditions. In Portsmouth YOU was awarded funding by the Primary Care Network for two additional Health Coaches and two Care Coordinators.
- 3.23 Social Prescribing in Portsmouth led a successful partnership bid to the Arts Council Thriving Coastal Communities fund to help people recover from COVID-19 and the impact of lockdown through the power of social prescribing. The partners were Pompey in the Community, Portsmouth Autism Community Forum, University of Portsmouth, Portsmouth Creates, Portsmouth Museums and Final Straw Solent. The award for YOU provided a Volunteer Coordinator for Social Prescribing’s Cycling Without Age initiative.
- 3.24 Advice Portsmouth continued to provide debt, welfare benefit, housing, employment, family, and consumer advice to the people of Portsmouth, albeit it remotely during the year. YOU was awarded a one year grant from Access to Justice for Advice Portsmouth to work within domestic abuse and social prescribing.

- 3.25 National Lottery 5 year funding has enabled Advice Portsmouth to continue its work through Circles of Support into its final year, meeting people using food banks and working with them to understand the root cause of their problems, resolve their crisis and develop circles of support who will be there in the future should the same trigger arise. This work was undertaken in partnership with the Kings Church Portsmouth and the Roberts Centre Portsmouth.
- 3.26 First Point Dorset Intervention and Prevention Service (IPS) continued to support people to have secure housing, independent lives and positive health and well-being.

THE WORK OF OUR VOLUNTEERS

- 3.27 During the year, the work of YOU was supported by 87 volunteers and the trustees would like to record their thanks for the time, dedication and skills they have brought to our work.

MY LEARNING CLOUD LIMITED

- 3.28 My Learning Cloud is the brand name of YOU's subsidiary company My Learning Cloud Limited. My Learning Cloud continued to operate offering a personalised learning management platform and high quality interactive e learning for the health, housing and care sectors.
- 3.29 In April 2020 MLC received grant funding from Skills for Care to support the Department of Health and Social Care in their response to COVID-19 to ensure staff in England were trained rapidly when joining the care sector. MLC were asked to provide a number of e-Learning titles free at the point of request funded by Skills for Care.

4.0 GROUP STRATEGIC REPORT

ACHIEVEMENTS AND PERFORMANCE

- 4.1 In the year, YOU supported 16253 people across Somerset, West Sussex, Hampshire, Portsmouth, Isle of Wight and Dorset. This number was lower than in previous years due to COVID.
- 4.2 During the year both YOU and MLC received accreditation to ISO27001, the best practice international standard for information security management.

COVID-19

- 4.3 This year has been dominated by the management of the COVID pandemic. Our COVID management plan commenced in early March 2020 with daily senior management COVID planning meetings and daily communication to all

staff. A guidance document was issued and updated for the Group sometimes on a daily basis. From 17 March 2020, risk assessments informed where work remained face to face or became remote. All of our work regulated by CQC, some of our work in domestic violence and abuse and our support for homeless young people remained face to face. The trustees would like to acknowledge and thank the staff who worked face to face throughout; for their dedication and excellent safe practice.

- 4.4 The Group Organisational Development Committee met on 17 June 2020 and received a Lockdown Reflection report from the perspective of staff across both the charity and the trading company as a result of key questions posed in May 2020 after the first lockdown. Staff reported having benefited from the gift of time due to less commuting, a better work/life balance, a sense of family amongst staff supporting one another, a beneficial environmental impact and benefits from a greater use of technology. Staff missed face to face contact where they were working from home. This report informed the long term plan for post COVID working.

WORK WITH BENEFICIARIES

- 4.5 1234 people were supported through You First Dorset, 933 people on the Isle of Wight, 576 through YOU First's Community services, 2466 through Somerset Integrated Domestic Abuse and 390 through West Sussex Connect. 723 victims of domestic abuse were supported through YOU First's DVA Cars work in North Hampshire.
- 4.6 During the 16 days of activism in November 2020, raising awareness about violence against women and girls, 94 Dragonfly Champions were trained, ranging from hairdressers and beauticians through to teachers and NHS workers.
- 4.7 YOU's Dragonfly work was a runner up for the Community Project Award at Basingstoke and Deane's Place to be Proud of Awards in July 2020.
- 4.8 In December 2020 YOU First teams in Hampshire, Dorset and the Isle of Wight retained their Leading Lights accreditation. SafeLives Leading Lights is the national mark of quality for domestic abuse services and the accreditation panel praised YOU First's hard work over COVID, its positive response to the pandemic, and its excellent service provision'
- 4.9 YOU's registered care homes and domiciliary care services retained CQC "Good" Ratings across the board

- 4.10 In Hampshire and Portsmouth YOU supported 1468 people with a learning disability to grow in independence, live well and find work.
- 4.11 All residents of our registered care homes remained safe and well and free from COVID. In YOU's registered care home for people with a learning disability in New Milton in December 2020 removable visitors' pods were introduced for family members to visit their loved ones.
- 4.12 Advice Portsmouth provided 4754 acts of assistance. This number was much lower than in all previous years due to COVID and advice being via telephone or on line. Advice Portsmouth were pleased to work with HIVE Portsmouth to undertake welfare calls to those who were shielding in the city due to COVID-19.
- 4.13 Social Prescribing supported 978 people to make connections with organisations and community groups.
- 4.14 Dorset First Point supported 2075 people to secure their housing and improve their health and well-being.
- 4.15 Across Dorset YOU supported 48 vulnerable young people towards independence through our work at Pottery Lane Weymouth and Wollaston Road Dorchester.
- 4.16 YOU's Counselling services assisted 572 people including counselling work undertaken in domestic abuse work. A new hub was opening in Fareham which will become the home of the new YOU Solent Counselling Centre, housing the sexual assault and Hampshire Hub and counselling teams, funded by the Hampshire Police and Crime Commissioner.
- 4.17 Trustees resolved that YOU should improve its public profile to ensure that people across our communities know the charity is there to assist them, to encourage volunteers to support us, potential job applicants to work for us and to encourage partnerships from across the business sector in support of YOU's work. To that end a Digital Communications and Engagement Officer was appointed during the year.

QUALITY

- 4.18 YOU's work is subject to internal quality standards which are audited throughout the year and improvement plans put in place where required. Trustees undertake visits to the work of the charity every quarter with a focus agreed by the Quality Assurance Committee. During these visits, they spend time with beneficiaries, volunteers and staff. Reports of these visits were made to the Quality Assurance Committee. During the year these visits

became virtual due to COVID. During the year the Quality Assurance Committee reviewed its governance surrounding safeguarding to ensure that quarterly safeguarding reports met their needs. The Committee also reviewed peer audits undertaken, quality audits and approved a number of new of revised policies including Hoarding, Medication, Mental Capacity, Anti-Social Behaviour Policy, Complaints, Infection Control and Positive Behaviour Support.

- 4.19 The Quality Assurance Committee received a report at its July 2020 meeting on beneficiary experiences of lockdown further to a survey of 195 beneficiaries by front line managers. Beneficiaries felt staff had done everything they could to support them to continue as normal a life as possible with common feedback being around enjoying activities indoors and improved engagement between staff and beneficiaries.

PEOPLE AND LEARNING

- 4.20 The success of the charity's work is underpinned by its commitment to learning and development and this investment continued during the year despite COVID. E learning was undertaken through My Learning Cloud and training that was previously face to face was moved on line wherever possible. 30 people were sponsored to complete a qualification, 25 of whom were apprentices sponsored by the Apprenticeship Levy. Others were qualifications such as a standard QCF, or more specialist qualifications such as Independent Domestic Violence Advisors (IDVA) and Therapeutic Counselling Supervision.
- 4.21 YOU was awarded a place in the national Top 100 Apprenticeship Employers, at number 50; an award judged by data collected from employers.
- 4.22 The safety and health and well-being of staff and volunteers was of equal importance to the safety and health and well-being of our beneficiaries throughout the year. Daily senior management COVID response meetings monitored staff physical health and vaccinations of staff within registered care setting started on the first day of the national roll out of vaccinations in December 2020. Throughout the year mental health and well-being was also monitored with encouragement for open and honest communication, mutual support of team members with resources to support well-being. In place of the annual staff conference, staff and beneficiaries came together in October 2020 to make a video, Lockdown Legends, to celebrate the work and lives of everyone during the pandemic to date and to share their experiences. All staff, Premier Crew bank workers and volunteers received a Lockdown Legend thank you card and small gift voucher for their hard work.

- 4.23 In March 2021 a successful Craftathon was organised by the Health and Well-Being Champions to support health and well-being across YOU and My Learning Cloud. Crafting is recognised as helping to reduce anxiety, improve mood and increase happiness amongst many other mental health benefits. The Craftathon was open to all staff, workers, volunteers and beneficiaries.
- 4.24 This year had seen an increase in the National Living Wage, which continues to present a challenge, as Local Authorities are unable to fully support this increase through additional funding. The charity was able to meet this commitment and maintain differentials with a small pay award for all other staff. Staff also received a small one off unconsolidated COVID Recognition payment.
- 4.25 During the year the Group Organisational Development Committee approved a number of new and revised human resources policies including Home Working Policy, Bullying and Harassment and Whistleblowing.

EQUALITY AND DIVERSITY

- 4.26 YOU is committed to diversity and inclusion in recruitment, hiring, employment, and in the work that we carry out. During the year an Anti-Racism Group was formed for the purpose of learning together, encouraging conversation, and ultimately feeding back suggestions and experiences to inform the YOU's ongoing growth as an organisation.
- 4.27 The trustees commissioned a special internal report for its October 2020 meeting on black and ethnic minority inclusion across YOU and My Learning Cloud as it related to both staff and beneficiaries. Anne Ridley, trustee, was appointed as the Equality and Diversity Champion on the Board and a member of the Anti-Racism Group. Objectives for improvement as a result of the report were included in 2021/22 Business Plan which included improving the diversity of the Board through any future recruitment.

FUND-RAISING

- 4.28 The charity does not at this stage fundraise from the public or run legacy campaigns or undertake similar fundraising activities in its own right or via a third party. The trustees are though pleased to receive unsolicited gifts from supporters who support our work.
- 4.29 To help make Christmas a little brighter for YOU's beneficiaries, individuals and businesses donated hampers and goods filled with both treats and essentials to individuals and families YOU supports. Our thanks go to everyone who donated at Christmas including Hampshire Business Computers,

Advantage Risk Solutions Limited, the trustees of Eathan's Journey, the residents of Wickham Court Fareham, Waitrose and Partners and Fareham Meon Rotary Club.

4.30 The trustees would also like to thank to all those who chose to donate funds and goods to the charity during the year. These included:

- Dr Sue Jones
- Friends of Byways, Odiham.
- HALFF, Axminster.
- Isle of Wight Children's Services.
- Morrisons Ltd, Weymouth
- Portsmouth Cultural Trust
- Heidi McLean.
- Domino's UK Pizza Ltd.
- Garrison Technology
- Stephanie Churchill
- Southern Housing Group, Isle of Wight.

MY LEARNING CLOUD

4.31 During the year My Learning Cloud was recognised by Skills for Care as a Centre of Excellence for Learning and Development in Adult Social Care in England. The company extended its reach to the Republic of Ireland and launched a new learning management system "Lumis Essentials". During the COVID response 69,300 completions of e learning and 63,008 hours of learning were undertaken through the Skills for Care Rapid Induction Grant. It successfully achieved both ISO:9001 and ISO:27001 accreditations

5.0 FINANCIAL REVIEW

5.1 The final results for the year showed a net surplus on unrestricted funds of £729k which was an increase of £370k versus the surplus of £359k in the previous year.

5.2 The majority of the income is still derived from care and support with minimal contributions from donations and other sources.

5.3 The majority of income arises from grants/contracts (paid by Hampshire CC/Portsmouth CC/Dorset CC). Other income sources are domiciliary care charges, registered care charges and rent from service users under managing agent's agreements with Registered Providers.

- 5.4 The YOU Trust funding towards the SHPS pension deficit was £317k (2020: £309k) in the year. Shortfalls on the deficit reduction payments have been secured against property (included within Freehold Land & Buildings) to the value of £562,434 (2020: £562,434) by way of a fixed and floating charge.

RESERVES POLICY

- 5.5 The Reserves Policy was reviewed in 2020 and a target of £1,000,000 free reserves was agreed being the value of unrestricted reserves, before deducting the pension reserve, less fixed assets. Considering its current working capital arrangements, the Board felt that this was an acceptable level to operate within YOU on a day to day level and meet its obligations. Any additional free reserves would be used to further the Trust's aims and objectives. The actual free reserves figure will rise as operating surpluses are made and fall as assets are purchased.
- 5.6 At the year end the free reserves of the charity were £1,874,000. In light of the pension deficit, the Trustees do not consider the reserves to be excessive.

INVESTMENT POLICY

- 5.7 The levels of unrestricted reserves are not significant enough to consider a wide range of investments. The bank account is an interest-bearing account and surplus monies to immediate operating needs are placed on the money market to earn additional interest.

PLANS FOR THE FUTURE

- 5.8 The trustees have reviewed their strategic goals against purpose against mission and resolved that for 21/22 these continue to be:
- To address inequalities and hardships we see in society by drawing on our depth of expertise and knowledge, developing centres of excellence.
 - To always design what we do with people listening to what matters to them.
 - For our values and culture to be an underpinning strength to our work and achievement of our mission.
 - For YOU to become a household name in the communities in which it works so that people know how we can help them and how they can support the work we do.

- To be an employer of choice, rewarding staff with market median terms and conditions with excellent learning opportunities and career development.
- To achieve a portfolio of contracted, community and commercial services through which we build our financial reserves to mitigate risk in the future.
- My Learning Cloud to grow in profit to deliver sufficient gift aid to the charity to support the ongoing work of the charity.

5.9 The strategy for the year 2021/22 will be dominated by two factors, both external in their making. The first is the long term impact of COVID and recovery and the need to still manage the risk this presents for as long as necessary. The second is a large number of tenders of YOU's current work due to natural contract end dates being previously extended and now requiring re-procurement, post pandemic, by local authorities.

5.10 The results of these tenders will shape YOU for many years to come and trustees have resolved that in this year the charity must focus on maintaining the long term financial security of YOU, the depth and breadth of its work, its values and culture. During the year the Board of YOU will focus on building the future strategy of the charity taking into account the results of these competitions, the long term impact of COVID on people and communities and how YOU can creatively empower people to thrive for the future.

5.11 This strategic report was approved by the Board of YOU at its meeting on 14 July 2021.

6.0 REFERENCE AND ADMINISTRATIVE INFORMATION

6.1 Registered Charity Name: The YOU Trust (known as YOU on an operating basis)

Charity Number: 291489

Company Number: 1898188

Registered Office: South Wing, Admiral House, 43 High Street, Fareham, Hampshire, PO16 7BQ

Advisers:

Auditors: Jones Avens, 4 Dukes Court, Bognor Road, Chichester, PO19 8FX

Bankers: Lloyds TSB Bank plc. John's Centre, Hedge End, Southampton, Hampshire, SO30 4QU

Patrons: Lord Knight of Weymouth (resigned December 2020)
Bishop Christopher Foster of Portsmouth (retired March 2021)
Lord Judd of Portsea (deceased March 2021)

- 6.2 The trustees would like to give thanks to our patrons for their continued support throughout the year.

TRUSTEES AND DIRECTORS

- 6.3 The trustees and officers serving during the year and since the year-end were as below.

Directors and trustees:

- Tessa Short, Life President
- John Rowlinson (resigned March 2021)
- Penny Rowlinson, Chair of Quality Assurance Committee (To November 2021)
- Steve Pitt, Chair
- Graeme Quar (resigned December 2021)
- Ann Ridley, Chair of Group Organisational Development Committee (resigned December 2020)
- James Fullarton, Treasurer and Chair of Finance and Commercial Committee
- Sara Langston, Chair of Organisational Development Committee (From November 2021)
- Nicholas Fennemore, Vice-Chair and Chair of Organisational Development Committee (from January 2021 to October 2021), (Resigned October 2021)
- Derek Marshall
- Jonathan Crutchfield
- Christopher Wynn (resigned September 2021)
- Trudy Mansfield
- Caroline Sharman, Chair of Quality Assurance Committee (From November 2021)
- Anne Ridley
- Helen Andrews (appointed September 2020)
- Robyn Allen (appointed August 2021)
- Emma Giles (appointed August 2021)
- Matthew Haynes (appointed August 2021)
- Claire Hughes (appointed August 2021)

- Saif Mohammad (appointed August 2021)
- Marcia Nguyen (appointed August 2021)

6.4 The directors of the company are also charity trustees for the purposes of charity law and under the Company's Articles are known as trustees and collectively as 'The YOU Group Board'.

EXECUTIVE LEADERSHIP TEAM

6.5 Senior staff to whom leadership of YOU and My Learning Cloud is delegated:

- Group Chief Executive Nicola Youern
- Group Director of Finance Paul Taylor-Toms
- Group Director of People and Learning Jane Cracknell

YOU MANAGEMENT TEAM

6.6 Senior staff to whom the day to day leadership of YOU is delegated:

- Group Chief Executive Nicola Youern
- Group Director of Finance Paul Taylor-Toms
- Group Director of People and Learning Jane Cracknell
- Quality and Operations Director Alison Cordwell
- Quality and Operations Director Tonia Redvers
- Group Head of IT Nigel Groves

MY LEARNING CLOUD LTD.

6.7 The senior staff of My Learning Cloud Ltd:

- Chief Cloud Steven Embleton

7.0 STRUCTURE GOVERNANCE AND MANAGEMENT

7.1 The YOU Trust is a charitable company limited by guarantee, first incorporated on 21 March 1985 (The Portsmouth Housing Trust) and registered as a charity on 10 April 1985. The company was established under its Memorandum and Articles of Association, which were amended in 1998 (becoming The Southern Focus Trust) and further amended in 2001, 2003, and 2008 (becoming The YOU Trust) and in 2010. Amendments approved in 2010 led to The Articles of Association replacing the Memorandum and Articles of Association in accordance with the Companies Act 2006. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

GENERAL MEETINGS OF THE COMPANY

- 7.2 One General Meeting was held during the year. This was the Annual General Meeting (AGM), held on 14 October 2020.

RECRUITMENT AND APPOINTMENT OF TRUSTEES

- 7.3 Under the requirements of the Articles of Association, the members of the Board of Trustees are elected to serve until required to retire by rotation. Those who retire under rotation are those who have been longest in office since their last appointment or reappointment. At each AGM, one quarter of the Trustees are subject to retirement by rotation or, if their number is not four or a multiple of four, the number nearest to one quarter shall retire from office.
- 7.4 The Board of Trustees may appoint Trustees between General Meetings, pending full appointment at a General Meeting. The Board of Trustees' operate a selection procedure when considering new Trustees for appointment in order to ensure a balanced, skilled, committed and representative board. During the year two Trustees resigned: Ann Ridley and John Rowlinson. One new Trustee, Helen Andrews was appointed.

TRUSTEE RECRUITMENT INDUCTION, LEARNING AND DEVELOPMENT

- 7.5 Trustees are recruited upon reviews of numbers, diversity and skills by the Trust Executive Committee for decision by the Board. Successful recruitment takes place by social media, open advertising and by interested parties approaching the charity. All applicants complete a recruitment process, are interviewed and subject to references and DBS clearance. When recruited, all Trustees sign a copy of the Trustee Code of Conduct and the Trustee Role Profile to signify their agreement to follow the terms within both documents. One Trustee was recruited during the year.
- 7.6 YOU is passionate about development and encourages everyone to be lifelong learners, in order that they continually possess the right skills for their role. It is important that all Trustees have the skills and knowledge to perform their role on the Board. This learning starts with the comprehensive induction for all Trustees that is carried out in the first six months after appointment. After this time it is important that Trustees maintain their learning for good governance and to keep pace with the ever evolving world surrounding our work.
- 7.7 New trustees undergo a structured induction with support from an experienced buddy on the Board. The induction includes formal training, meetings with key staff and Board members, visits to our work and a planned reading programme.

- 7.8 In September 2020 the Group Organisational Development Committee approved a new training programme for the trustees. During the year the Trustees participated in training including Adult and Young People's safeguarding, Undertaking Visits to YOU's work and Co-Production.

ORGANISATIONAL STRUCTURE (TRUST BOARD AND EXECUTIVE LEADERSHIP TEAM)

- 7.9 The Trust Board had not less than 12 members during the year. There is no prescribed maximum or fixed number of trustee places on the Trust Board. Throughout the year, there were sufficient Trustees to ensure an effective range of strength and functioning in each committee.
- 7.10 The Trust Board sets its own Terms of Reference and Delegation Framework and holds overall responsibility for the strategic and business direction of YOU. It is supported by four committees (supported by Executive Leadership Team attendance) and sets the Terms of Reference for each. The Trust Board has the authority to establish a Working Party to focus on particular issues with terms of reference and reporting structure determined by the Board.
- 7.11 The Board has established a Property Working Party to deal with ad hoc property matters. Its minutes are reviewed by the Finance and Commercial Committee and its terms of reference were reviewed and amended by the Board during the year.
- 7.12 The general function and purpose of each committee is to deal in detail on matters that fall within its delegated remit and review and manage risk associated with their terms of reference. They also produce recommendations for the Trust Board, take decisions within delegated limits on behalf of the Trust Board and provide a written minute to the Trust Board on business conducted.
- 7.13 The Quality Assurance Committee focuses on the quality of YOU's work with its beneficiaries, safeguarding, performance reporting and reviewing the outcome of trustee visits to YOU's work.
- 7.14 The Group Organisational Development Committee deals with human resource policy; learning, development and workforce skills; employment law and recruitment matters. It also focuses on organisational culture and values, develops the annual Trustees experience audit and sets the action plan for improvement for approval by the Trust Board.
- 7.15 The Group Finance and Commercial Committee reviews financial policy and performance, decides on the annual budget, annual audited accounts, reviews

management accounts and cash flow; financial and legal risk; insurance and capital and asset strategy.

- 7.16 The Trust Executive Committee comprises of the Trust Chair, Vice Chair and Chairs of each committee. It plans the work of the next cycle of Trust Board and Committee meetings, forms the interview panel for the recruitment of new Trustees and deals with detailed matters of governance review and good practice.
- 7.17 The Remuneration Committee meets on an ad-hoc basis to determine the salary and terms and conditions of the Group Chief Executive, Group Director of Finance and Group Director of People and Learning. It is the policy of this committee to follow the pay policy for the organisation in terms of annual salary awards. In setting salaries for any new incumbents bench marking against the charity market rate is used.
- 7.18 The Board and its committees meet five times a year, with the Chair and Vice Chair being voting members should they wish at each Committee. The Executive Leadership Team do not have voting rights, but some or all attend the meetings.
- 7.19 During the year the Board resolved to appoint from amongst its number Champions for specific areas of the charity's work which were of importance to strategy and governance. The general role of a Champion was resolved to:
- Provide high level Board leadership on the theme
 - Promote and raise the profile of the theme with the Board.
 - Be an advocate for the implementation of best practice in that area.
 - Support the Senior Management Team in the review of policies and procedures in that area.
 - Wherever possible, and appropriate, to attend relevant meetings and external events in order to champion the work area in YOU. Where appropriate this could include chairing or speaking at the event or delivering training to Board members.
 - Consider the issues surrounding the theme when decisions on matters are presented to the Board
 - Review reports on the theme with the Senior Management Team prior to submission to the Board
 - Work with people YOU works with to understand what matters to them about the theme through planned visits.

The Champions appointed were:

- Trudy Mansfield- Safeguarding

- Anne Ridley- Equality and Diversity
- Jonathan Crutchfield- Social Prescribing and Environmental Matters
- Sara Langston- Marketing and Environmental Matters
- Caroline Sharman- the Arts and Marketing
- Nick Fennemore- Mental Health
- Helen Andrews- Portsmouth Champion.

THE SENIOR MANAGEMENT STRUCTURE

7.20 A Group Chief Executive is appointed by the Trustees to manage the day to day operations of the charity. To facilitate effective operations the Executive Leadership Team have delegated authority, within terms of delegation approved by the trustees for operational matters including finance, employment, work with beneficiaries and oversight of the subsidiary company.

7.21 Group Executive Leadership Team

Nicola Youern	Group Chief Executive
Paul Taylor-Toms	Group Director of Finance
Jane Cracknell	Group Director of People and Learning
YOU Management Team	
Tonia Redvers	Quality and Operations Director, YOU
Alison Cordwell	Quality and Operations Director, YOU
Nigel Groves	Group Head of IT

PAY POLICY FOR SENIOR STAFF

7.22 The directors that consider the board of directors, who are the Trust's trustees, and the senior management team comprise the key management personnel of the charity in charge of directing and controlling, running and operating the charity on a day to day basis. All directors give their time freely and no director received remuneration during the year.

The pay of the Executive Leadership Team is reviewed annually by the Remuneration Committee within the pay envelope set by the Board. Pay, terms, and conditions of all employees is negotiated with the recognised trade union: UNISON. During the year the Committee met once and approved a 1% pay award for these postholders in line with all other staff in the charity.

RISK MANAGEMENT

7.23 The trustees have a risk management strategy which comprises:

- an annual review of the principal risks and uncertainties that the charity faces. The Board of My Learning Cloud undertakes its own annual review which is reported to the board of trustees. During the year the methodology for the identification and assessment of risk was updated to ensure it met the guidance issued by the Charity Commission. The risk register is reviewed at every Board and Committee meeting throughout the year.
- the establishment of policies, systems and procedures to mitigate those risks identified in the annual reviews; and
- the implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.

7.24 The safety of staff and beneficiaries due to COVID became the principal risk faced during 2020/21 which was managed through effective infection control, safe working practices, early vaccination and excellent communication and health and wellbeing support. The greatest risk was within YOU's residential care homes and no resident fell ill with the virus due to these measures.

7.25 The other principal risks faced by the charity included:

- Loss of contracts in 2021/22 following retendering processes negatively impacting on the charity's finances. Management was through releasing staff to form a dedicated skilled tender team together.

Increasing pension deficit contributions due to a forthcoming actuarial valuation and the inability of the charity to meet these costs. This is managed through gift aid contributions from the trading subsidiary and the ability to secure concessions if required secured against property. The Group Finance and Commercial Committee monitor this through monthly management accounts and forecasts

DELEGATION OF AUTHORITY

- 7.26 The Board of Trustees have agreed to delegate their authority through a number of internal mechanisms, including:
- 7.27 Trust Board Terms of Reference that sets out the powers, decisions it retains, and those delegated to Committees, which are reviewed annually;
- 7.28 The Trust Board approves Terms of Reference for Committees which set out their remit and scope, receives minutes; approves decisions reserved for it;
- 7.29 A scheme of delegation is in place and was reviewed by the Board during the year. This sets out the respective roles and responsibilities of Trustees and

paid officers; defines responsibility/accountability points within the structure for decision making and actions to be undertaken.

- 7.30 YOU Policies (approved at either Trust Board or Committee level) deal with a wide range of legal compliance / operational matters and set out responsibilities and duties;
- 7.31 The Procurement Policy sets out financial authority limits (approvals and expenditure) and is approved by the Group Finance and Commercial Committee.

RELATED PARTIES AND COOPERATION WITH OTHER ORGANISATIONS

- 7.32 None of our trustees receives remuneration. Any connection between a trustee or Executive Leadership team member with any related third party must be disclosed to the full board of trustees. In the current year, no such related party transactions were reported.
- 7.33 The charity's wholly owned subsidiary My Learning Cloud Ltd was established to provide excellence in learning management and e learning across the health, housing and care sectors. Each year My Learning Cloud gift aids the majority of its profits to the charity. The Board of Directors are appointed and removed by the charity trustees. The charity Board receives performance reports from the subsidiary Board of Directors at each meeting and the Group Organisational Development Committee and the Group Finance and Commercial Committee have widened their terms of reference to include the scrutiny of the subsidiary company performance.

STAFF AND VOLUNTEERS WITH DISABILITIES

- 7.34 The YOU Trust is an equal opportunities employer, Disability Confident since October 2017. As part of its open and transparent Recruitment Policy and procedure, the charity displays the Disability Confident logo on all job advertisements and references being a Disability Confident Employer on social media pages to actively encourage applications from people with disabilities. All job vacancies are advertised on a number of recruitment sites and are available in a number of formats. In addition, the charity provides a named contact so applicants can call to directly discuss any support they may require throughout the recruitment process. The YOU Trust offers a variety of flexible options to best meet the requirements of the candidate and reasonable adjustments are offered from the point of being invited along to interview, so the candidate can best demonstrate their full ability, and onwards into their employment as required, based on information shared by the applicant or staff

member upon joining the organisation and throughout their time with YOU. YOU also engages with its own in-house 'Into Work' disability service for guidance and further support of disabled persons as needed and offer assistance with applying to the Access to Work scheme for eligible recruits. 32 staff/workers/volunteers were recorded as disabled.

- 7.35 YOU conducts bi-annual staff well-being and engagement surveys in which staff are asked if they consider themselves to have a disability and whether they have experienced any barriers as a result. The results are reviewed by trustees of the charity and actions agreed as appropriate. In this year a Learning and Development Survey was also conducted to again explore any barriers. YOU provides recruitment training for all managers, which includes training in supporting applicants with disabilities, as well as coaching training and the charity has a comprehensive induction programme in place for all new starters that includes buddying with existing staff. Dedicated Employee Wellbeing Champions offer support, together with a free and confidential EAP service, and YOU accesses the input of Occupational Health providers to seek advice on support the charity can implement for those with a disability or long-term health condition.

SERIOUS INCIDENT REPORTING

- 7.36 Between 1 April 2020 and 31 March 2021, there were no Serious Incident Reports or other matters that trustees should have reported to the Charity Commission but have not done so.

8.0 TRUSTEES' RESPONSIBILITY STATEMENT

- 8.1 The Trustees (who are also directors of The YOU Trust for the purposes of company law) are responsible for preparing the Trustees' annual Report (including the Strategic Report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).
- 8.2 Company law 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company 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 Charity SORP 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

8.3 The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

9.0 DISCLOSURE OF INFORMATION TO AUDITORS

9.1 In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

By order of the board of trustees



S J Pitt (Chair)

26th January 2022

Report of the Independent Auditors to the Members of The YOU Trust

Opinion

We have audited the financial statements of The YOU Trust (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2021 which comprise the group statement of financial activities, the group and charity balance sheet, the group and charity statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group and parent charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the accounts section of our report. We are independent of the group and parent charitable company in accordance with the ethical requirements that are relevant to our audit of the accounts in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group's or the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Report of the Independent Auditors to the Members of The YOU Trust

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the trustees' Report, which includes the directors' report and strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report and strategic report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Report of the Independent Auditors to the Members of The YOU Trust

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the parent charitable company or the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group's and the parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Identification and assessment of irregularities including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We designed procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures were capable of detecting irregularities, including fraud is detailed below:

- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the group and charity, including The Companies Act 2006 and The Charities Act 2011;
- we obtained an understanding of the legal and regulatory framework applicable to the entity and how the entity is complying with that framework by making appropriate enquiries of management as well as considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations;
- we made enquiries of those charged with governance and management concerning:
 - the risks of fraud;
 - instances of non-compliance with laws and regulations or knowledge of actual, suspected, or alleged fraud is documented during the period;

Report of the Independent Auditors to the Members of

The YOU Trust

- we allocated an engagement team that we considered collectively had the appropriate competence and capabilities to identify or recognise non-compliance with laws and regulations.

Audit response to the risk of irregularities including fraud

Based on the results of our risk assessment, our procedures included, but were not limited to:

- performing analytical procedures to identify any unusual or unexpected relationships.
- evaluating whether the selection and application of accounting policies by the entity that may be indicative of fraudulent financial reporting resulting from management's effort to manage results.
- assessing whether judgements and assumptions made in determining the accounting estimates set out in note 1j were indicative of potential bias.
- agreeing financial statement disclosures to underlying supporting documentation.
- reading the minutes of meetings of those charged with governance.
- reviewing the correspondence with relevant regulatory bodies.
- testing of journal entries to address the risk of fraud through management override.
- incorporating an element of unpredictability in the selection of the nature, timing, and extent of our audit procedures.

Conclusions regarding the risks of irregularities including fraud

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

We considered our audit was capable of detecting irregularities due to:

- the effectiveness of the entity's internal controls;
- the nature, timing and extent of audit procedures performed; and the absence of contradictory evidence.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <http://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

**Report of the Independent Auditors to the Members of
The YOU Trust**

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Claire Norwood BSc FCA ATII (Senior Statutory Auditor)

for and on behalf of Jones Avens Limited

26/01/2022

**Chartered Accountants
Statutory Auditor**

Piper House
4 Dukes Court
Bognor Road
Chichester
West Sussex
PO19 8FX

Jones Avens Limited is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under of section 1212 of the Companies Act 2006

The YOU Trust
Consolidated Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
For the Year Ended 31 March 2021

		Unrestricted funds £'000	Restricted funds £'000	Total 2021 £'000	Total 2020 £'000
	Notes				
Income from					
Donations and legacies	4	-	60	60	19
<i>Charitable activities</i>					
Care and Support	5	9,435	1,551	10,986	9,802
<i>Other trading activities</i>					
Commercial trading operations	6	1,428	-	1,428	1,036
Investment income	7	13	-	13	8
Other income		1	-	1	5
Total		10,877	1,611	12,488	10,870
Expenditure on					
<i>Raising funds</i>					
Commercial trading operations	6	974	-	974	854
<i>Charitable activities</i>					
Care and Support	8	9,174	1,441	10,615	9,927
Total		10,148	1,441	11,589	10,781
Net (expenditure)/income		729	170	899	89
Actuarial gains/(losses) on defined benefit schemes	20	(1,827)	-	(1,827)	1,900
Net movement in funds	21	(1,098)	170	(928)	1,989
Reconciliation of funds					
Total funds brought forward		1,105	1,255	2,360	371
Total funds carried forward		7	1,425	1,432	2,360

The statement of financial activities includes all gains and losses in the year.
All incoming resources and resources expended are derived from continuing activities.

The statement of financial activities also complies with the requirements for and income and expenditure account under the Companies Act 2006.

**The YOU Trust
Balance Sheet
For the Year Ended 31 March 2021**

		Group 2021 £'000	Group 2020 £'000	Charity 2021 £'000	Charity 2020 £'000
	Notes				
Fixed assets					
Tangible assets	16	1,531	1,514	1,503	1,501
Investments	17	-	-	10	10
		<u>1,531</u>	<u>1,514</u>	<u>1,513</u>	<u>1,511</u>
Current assets					
Debtors	18	2,993	2,831	3,056	2,753
Cash at bank and in hand		<u>3,667</u>	<u>2,527</u>	<u>2,710</u>	<u>1,833</u>
		6,660	5,358	5,766	4,586
Creditors					
Amounts falling due within one year	19	(3,379)	(2,681)	(2,467)	(1,906)
		<u>3,281</u>	<u>2,677</u>	<u>3,299</u>	<u>2,680</u>
Net current assets					
Total assets less current liabilities		4,812	4,191	4,812	4,191
Provisions for liabilities	20	(3,380)	(1,831)	(3,380)	(1,831)
Net assets		<u>1,432</u>	<u>2,360</u>	<u>1,432</u>	<u>2,360</u>
Funds					
Unrestricted income funds	21	3,387	2,936	3,387	2,936
Pension reserve		(3,380)	(1,831)	(3,380)	(1,831)
General unrestricted funds		<u>7</u>	<u>1,105</u>	<u>7</u>	<u>1,105</u>
Restricted income funds	21	<u>1,425</u>	<u>1,255</u>	<u>1,425</u>	<u>1,255</u>
Total funds		<u>1,432</u>	<u>2,360</u>	<u>1,432</u>	<u>2,360</u>

The financial statements were approved by the Board of Trustees on 26th January 2022 and were signed on its behalf by:



.....
Trustee – Steve Pitt

The You Trust, registered in England no. 1898188

The YOU Trust
Statement of Cash Flows and Consolidated Cash Flows
For the Year Ended 31 March 2021

	Notes	Group 2021 £'000	Group 2020 £'000	Charity 2021 £'000	Charity 2020 £'000
Cash flows from operating activities					
Cash generated from operations	24	1,317	619	1,029	610
Pension interest charge		(39)	(90)	(39)	(90)
Net cash provided by (used in) operating activities		<u>1,278</u>	<u>529</u>	<u>990</u>	<u>520</u>
Cash flows from investing activities					
Interest income		13	8	13	8
Purchase of tangible fixed assets		(151)	(65)	(126)	(48)
Proceeds on disposal of tangible fixed assets		-	4	-	4
Cash provided by (used in) investing activities		<u>(138)</u>	<u>(53)</u>	<u>(113)</u>	<u>(36)</u>
Change in cash and cash equivalents in the reporting period		1,140	476	877	484
Cash and cash equivalents at the beginning of the reporting period		2,527	2,051	1,833	1,349
Total cash at the end of the year		3,667	2,527	2,710	1,833

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2021

1 Accounting Policies

a) Basis of preparation

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

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 2018) - (Charities SORP (FRS102)), and the Companies Act 2006.

The You Trust meets the definition of a public benefit entity under FRS102. Assets and Liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes. These financial statements are presented in Sterling, the currency of the primary economic environment in which the Group operates, in round thousands.

The Trustees consider that there are no material uncertainties about the Trust's ability to continue as a going concern.

b) Group financial statements

The financial statements consolidate the results of the charity and its wholly owned subsidiary My Learning Cloud Limited on a line-by-line basis. A separate Statement of Financial Activities and Income and Expenditure Account for the charity has not been presented because the Trust has taken advantage of the exemption afforded by section 408 of the Companies Act 2006.

c) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the items of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2021

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executors to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material. Income received in advanced is deferred until the criteria for income recognition are met.

d) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

e) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the Trust's work.

f) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

Costs of raising funds comprise the costs of commercial trading and their associated support

Expenditure on charitable activities includes activities undertaken to further the purposes of the charity and their associated support costs.

Other expenditure represents those items not falling into any other heading.

g) Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2021

Trusts programmes and activities. These costs have been allocated across expenditure on charitable activities. The basis on which support costs have been allocated are set out in note 9.

h) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

i) Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

In preparing these financial statements, the directors have made the following judgements:

- Determine whether leases entered into by the group either as a lessor or a lessee are operating or lease or finance leases. These decisions depend on an assessment of whether the risks and rewards of ownership have been transferred from the lessor to the lessee on a lease by lease basis.
- Determine whether there are indicators of impairment of the group's tangible and intangible assets, including goodwill. Factors taken into consideration in reaching such a decision include the economic viability and expected future financial performance of the asset and where it is a component of a larger cash-generating unit, the viability and expected future performance of that unit.
- Pension Scheme deficit payments – The Charity participates in a multi-employer pension scheme which is in deficit. Provision has been made for the deficit contributions payable and the board have relied upon the information received from the Pensions Trust.

Key Sources of Estimation Uncertainty

Multi employer defined benefit pension scheme

See Note 20 for details of estimates and assumptions regarding the pension scheme.

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2021

j) Tangible fixed assets

Individual fixed assets costing £1,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Freehold Property	Straight line over 50 years and 10 years
Long Leasehold property	Straight line over 10 years
Short Leasehold property	Straight line over the life of the lease
Fixtures, fittings and equipment	
Assets held in service properties	Straight line over 3 years
Assets held in offices	Straight line over 5 years
Short term improvements to property	Straight line over 10 years
Motor Vehicles	Straight line over 5 years

k) Goodwill

Purchased goodwill is capitalised at cost and amortised over its estimated useful economic life on a straight line basis over 5 years.

l) Debtors

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

m) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity from the date of opening of the deposit or similar account.

n) Creditors and provisions

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 reliably.

o) Financial instruments

The trust only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2021

p) Pensions

Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

q) Redundancy and termination payments

Redundancy costs arising from project reviews of staff levels are charged in the year in which employees leave the group.

r) Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

Payments are also made to two multi-employer defined benefit schemes.

For the Social Housing Pension Scheme (SHPS) the cost of providing benefits under defined benefit plans is determined separately for each plan using the projected unit credit method and is based on actuarial advice.

The change in the net defined benefit liability arising from employee service during the year is recognised as an employee cost. The cost of plan introductions, benefit changes, settlements and curtailments are recognised as an expense in measuring profit or loss in the period in which they arise.

The net interest element is determined by multiplying the net defined benefit liability by the discount rate, taking into account any changes in the net defined benefit liability during the period as a result of contribution and benefit payments. The net interest is recognised in profit or loss as other finance revenue or cost.

Remeasurement changes comprise actuarial gains and losses, the effect of the asset ceiling and the return on the net defined benefit liability excluding amounts included in net interest. These are recognised immediately in other comprehensive income in the period in which they occur and are not reclassified to profit and loss in subsequent periods.

The net defined benefit pension asset or liability in the balance sheet comprises the total for each plan of the present value of the defined benefit obligation (using a discount rate based on high quality corporate bonds), less the fair value of plan assets out of which the obligations are to be settled directly. Fair value is based on market price information, and in the case of quoted securities is the published bid price. The value of a net pension benefit

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2021

asset is limited to the amount that may be recovered either through reduced contributions or agreed refunds from the scheme.

For the Social Housing Growth Scheme (GS), due to the nature of the scheme, it is not possible to identify on a reasonable and consistent basis the share of the underlying assets and liabilities. Therefore, the scheme is accounted for as a defined contribution scheme.

2 Legal status of the Trust

The company is limited by guarantee and does not have a share capital and is a private company registered in England and Wales. All Trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

3 Financial Performance of the charity

The consolidated statement of financial activities includes the results of the charity's wholly owned subsidiary My Learning Cloud Limited.

The summary financial performance of the charity alone is:

	2021 £'000	2020 £'000
Income	11,060	9,834
Gift aid from subsidiary company	454	182
	<u>11,514</u>	<u>10,016</u>
Expenditure on charitable activities	<u>10,604</u>	<u>9,927</u>
Net (expenditure)/income	899	89
Actuarial gains/(losses) on defined benefit pension schemes	(1,827)	1,900
Net movement in funds for the year	(928)	1,989
Total funds brought forward	2,360	371
Total funds carried forward	<u>1,432</u>	<u>2,360</u>
Represented by:		
Restricted income funds	1,425	1,255
Unrestricted income funds	3,387	2,936
Pension reserve	<u>(3,380)</u>	<u>(1,831)</u>
	<u><u>1,432</u></u>	<u><u>2,360</u></u>

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2021

4 Donations and legacies

	2021 £'000	2020 £'000
Small gifts and donations	60	19
Legacies	<u>-</u>	<u>-</u>
	<u>60</u>	<u>19</u>

The trust benefits greatly from the involvement and enthusiastic support of its many volunteers, details of which are given in our annual report. In accordance with FRS102 and the Charities SORP (FRS102), the economic contribution of general volunteers is not recognised in the accounts.

5 Charitable Activities

	Unrestricted funds 2021 £'000	Restricted funds 2021 £'000	Total Funds 2021 £'000	Total Funds 2020 £'000
Grants receivable for charitable activities	-	1,611	1,611	550
Fees and charges	<u>9,435</u>	<u>-</u>	<u>9,435</u>	<u>9,252</u>
	<u>9,435</u>	<u>1,611</u>	<u>11,046</u>	<u>9,802</u>

6 Other trading activities

The wholly owned trading subsidiary My Learning Cloud Limited is incorporated in the United Kingdom (company number 08191627). The summary financial performance of the subsidiary alone is:

	2021 £'000	2020 £'000
Turnover	1,428	1,036
Cost of sales and administration costs	(974)	(854)
Corporation tax credit/(charge)	-	-
Net profit	454	182
Amount gift aided to the charity	<u>(454)</u>	<u>(182)</u>
Retained in subsidiary	<u>-</u>	<u>-</u>
The assets and liabilities of the subsidiary were:		
Fixed Assets	28	13
Current assets	1,416	1,009
Current liabilities	<u>(1,434)</u>	<u>(1,012)</u>
Total net assets	<u>10</u>	<u>10</u>
Aggregate share capital and reserves	<u>10</u>	<u>10</u>

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2021

7 Investment income

	2021 £'000	2020 £'000
Interest received	<u>13</u>	<u>8</u>
	<u>13</u>	<u>8</u>

All investment income is derived from money held in interest bearing deposit accounts

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2021

8 Charitable Activities

	Advice & Counselling £'000	Health and Recovery £'000	Homeless- ness £'000	Domestic Violence £'000	Disabilities £'000	Young People £'000	Total 2021 £'000	Total 2020 £'000
Salary and associated costs	718	651	539	1,836	3,844	426	8,014	7,394
Rent	-	87	-	111	47	100	345	381
Other property costs	68	61	68	99	163	42	501	339
Depreciation	-	7	-	2	18	-	27	31
Other costs	61	54	19	67	49	7	257	222
Support costs (see note 9)	135	137	100	337	658	92	1,459	1,547
Governance costs (see note 9)	<u>1</u>	<u>1</u>	<u>1</u>	<u>3</u>	<u>5</u>	<u>1</u>	<u>12</u>	<u>13</u>
	<u>983</u>	<u>998</u>	<u>727</u>	<u>2,455</u>	<u>4,784</u>	<u>668</u>	<u>10,615</u>	<u>9,927</u>

Expenditure on charitable activities was £10,615,000 (2020: £9,927,000) of which £9,174,000 was unrestricted (2020: £9,088,000) and £1,441,000 was restricted (2020: £839,000).

9 Support Costs

	General Support £'000	Governance function £'000	Total £'000	Basis of apportionment
Salary and associated costs	987	-	987	Time
Rent	54	-	54	Time
Other property costs	82	-	82	Time
Depreciation	76	-	76	Time
Legal and professional fees	47	-	47	Time
Other costs	<u>213</u>	<u>12</u>	<u>225</u>	Time
	<u>1,459</u>	<u>12</u>	<u>1,471</u>	

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2021

10 Net income/(expenditure) for the year - Group

	2021 £'000	2020 £'000
This is stated after charging:		
Operating leases - land and buildings	175	187
Operating leases - other and motor vehicles	8	7
Depreciation	119	103
(Loss)/Profit on disposal of fixed assets	(15)	4
Auditors' remuneration - audit services	18	25
Auditors' remuneration - non-audit services	2	2

11 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

	2021 £'000	2020 £'000
Salaries and wages	7,508	7,213
Social security costs	626	584
Pension costs	323	295
Redundancy costs	20	18
	<u>8,477</u>	<u>8,110</u>

The number of employees whose annual emoluments were £60,000 or more were:

	2021 Number	2020 Number
£60,000 to £69,999	1	1
£80,000 to £89,999	1	1

The charity trustees were not paid or received any other benefits from employment with the Trust or its subsidiary in the year (2020: £nil). Nil (2020: 3) trustees were reimbursed expenses for charitable purposes during the year of £nil (2020: £1,266). A further £472 (2020: £1,304) was spent on Trustee Meetings during the year. No charity trustee received payment for professional or other services supplied to the charity (2020: £nil).

The key management personnel of the parent charity, the Trust, comprise the trustees, the Chief Executive Officer, the Director of Finance and the Director of People and Learning. The total employee benefits of the key management personnel of the Trust were £219k (2020: £208k)

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2021

12 Staff Numbers

The average monthly number of full-time equivalent employees (including casual and part-time staff) during the year were as follows:

	2021 Number	2020 Number
Management and administration	36	36
Direct and support staff	<u>256</u>	<u>241</u>
	<u><u>292</u></u>	<u><u>277</u></u>

13 Government Grants

Income from government grants during the year was £446k (2020: £nil). See note 5 for more information and to the amount and source of these grants.

14 Corporation Tax

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2021

15 Comparatives for the statement of financial activities

	Unrestricted funds £'000	Restricted funds £'000	Total Funds £'000
Income from			
Donations and legacies	-	19	19
<i>Charitable activities</i>			
Care and Support	9,252	550	9,802
<i>Other trading activities</i>			
Commercial trading operations	1,036	-	1,036
Investment income	8	-	8
Other income	5	-	5
Total	<u>10,301</u>	<u>569</u>	<u>10,870</u>
Expenditure on			
<i>Raising funds</i>			
Commercial trading operations	854	-	854
<i>Charitable activities</i>			
Care and Support	9,088	839	9,927
Total	<u>9,942</u>	<u>839</u>	<u>10,781</u>
Net (expenditure)/income	359	(270)	89
Actuarial (losses)/gains on defined benefit pension schemes	1,900	-	1,900
Net movement in funds for the year	2,259	(270)	1,989
Reconciliation of funds			
Total funds brought forward	(1,154)	1,525	371
Total funds carried forward	<u>1,105</u>	<u>1,255</u>	<u>2,360</u>

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2021

16 Tangible fixed assets – Group

	Land & buildings freehold £'000	Land & buildings short L/hold £'000	Land & buildings long L/hold £'000	Fixtures fittings & equipment £'000	Motor vehicles £'000	Total £'000
Cost						
At 1 April 2020	1,820	215	79	393	22	2,529
Additions	-	-	-	151	-	151
Disposals	-	(29)	-	-	-	(29)
At 31 March 2021	1,820	186	79	544	22	2,651
Depreciation						
At 1 April 2020	488	190	22	289	22	1,015
Charge for year	44	8	2	65	-	119
On disposals	-	(14)	-	-	-	(14)
At 31 March 2021	532	184	24	354	22	1,120
Net book value						
At 31 March 2021	<u>1,288</u>	<u>2</u>	<u>55</u>	<u>190</u>	<u>-</u>	<u>1,531</u>
At 31 March 2020	<u>1,332</u>	<u>25</u>	<u>57</u>	<u>100</u>	<u>-</u>	<u>1,514</u>

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2021

16 Tangible fixed assets

Tangible fixed assets – Charity

	Land & buildings freehold £'000	Land & buildings short L/hold £'000	Land & buildings long L/hold £'000	Fixtures fittings & equipment £'000	Motor vehicles £'000	Total £'000
Cost						
At 1 April 2020	1,820	215	79	376	22	2,512
Additions	-	-	-	126	-	126
Disposals	-	(29)	-	-	-	(29)
At 31 March 2021	1,820	186	79	502	22	2,609
Depreciation						
At 1 April 2020	488	190	22	289	22	1,011
Charge for year	44	8	2	55	-	109
On disposals	-	(14)	-	-	-	(14)
At 31 March 2021	532	184	24	344	22	1,106
Net book value						
At 31 March 2021	<u>1,288</u>	<u>2</u>	<u>55</u>	<u>158</u>	<u>-</u>	<u>1,503</u>
At 31 March 2020	<u>1,332</u>	<u>25</u>	<u>57</u>	<u>87</u>	<u>-</u>	<u>1,501</u>

Included within freehold land and buildings is land with a value of £475,660 (2020:£475,660) which is not depreciated.

Included within Fixtures, fittings and equipment are restricted fixed assets with a value of £10,142 (2020: £18,974).

17 Investments

The charity holds 10,000 shares of £1 each in its wholly owned trading subsidiary My Learning Cloud Ltd (registered no. 8191627). These are the only shares allotted, called up and fully paid. The activities and results of this company is summarised in note 6.

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2021

18 Debtors

	Group 2021 £'000	Group 2020 £'000	Charity 2021 £'000	Charity 2020 £'000
Trade Debtors	1,247	1,327	830	1,042
Other Debtors	88	53	88	53
Prepayments and accrued income	1,658	1,451	1,617	1,421
Amount due from subsidiary undertaking	-	-	521	237
	<u>2,993</u>	<u>2,831</u>	<u>3,056</u>	<u>2,753</u>

19 Creditors

	Group 2021 £'000	Group 2020 £'000	Charity 2021 £'000	Charity 2020 £'000
Trade Creditors	286	220	278	181
Other Creditors and Accruals	343	337	332	328
Deferred Income	2,483	1,919	1,690	1,268
Taxation and social security costs	267	205	167	129
	<u>3,379</u>	<u>2,681</u>	<u>2,467</u>	<u>1,906</u>

Deferred Income

Deferred income relates to funding received from various funders that are for a future accounting period

	Group 2021 £'000	Group 2020 £'000	Charity 2021 £'000	Charity 2020 £'000
Brought forward	1,919	1,286	1,268	754
Amount released to incoming resources	(1,919)	(1,286)	(1,268)	(754)
Amount deferred in year	<u>2,483</u>	<u>1,919</u>	<u>1,690</u>	<u>1,268</u>
Carried Forward	<u>2,483</u>	<u>1,919</u>	<u>1,690</u>	<u>1,268</u>

20 Provisions for liabilities

	2021 £'000	2020 £'000
SHPS	3,372	1,821
Growth Plan	8	10
	<u>3,380</u>	<u>1,831</u>

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2021

Defined benefit pension schemes
The You Trust – SHPS

The charity participates in the Social Housing Pension Scheme (the Scheme), a multi-employer scheme which provides benefits to some 500 non-associated employers. The Scheme is a defined benefit scheme in the UK.

The Scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The last triennial valuation of the scheme for funding purposes was carried out as at 30 September 2017. This valuation revealed a deficit of £1,522m. A Recovery Plan has been put in place with the aim of removing this deficit by 30 September 2026.

The Scheme is classified as a 'last-man standing arrangement'. Therefore, the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the Scheme. Participating employers are legally required to meet their share of the Scheme deficit on an annuity purchase basis on withdrawal from the Scheme. For financial years ending on or before 28 February 2019, it was not possible for the company to obtain sufficient information to enable it to account for the Scheme as a defined benefit scheme, therefore the company has accounted for the Scheme as a defined contribution scheme.

For financial years ending on or after 31 March 2019, it is possible to obtain sufficient information to enable the company to account for the Scheme as a defined benefit scheme.

For accounting purposes, a valuation of the scheme was carried out with an effective date of 30 September 2018. The liability figures from this valuation were rolled forward for accounting year-end 31 March 2019. The liabilities are compared, at the relevant accounting date, with the company's fair share of the Scheme's total assets to calculate the company's net deficit or surplus.

Similarly, an actuarial valuation of the scheme was carried out as at 30 September 2019 to inform the liabilities for accounting year end 31 March 2021.

The total cost relating to defined benefit schemes for the year recognised in profit or loss as an expense was £55,000 (2020 - £105,000).

The deficit on the scheme, representing the shortfall on the value of the scheme assets below the present value of the scheme liabilities, is recognised as a liability

The YOU Trust
Notes to the Financial Statements
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on the balance sheet to the extent that the employer charity has a legal or constructive obligation for the liability. A corresponding pension reserve is included within total unrestricted funds.

The Charity pays a contribution to help support the deficit on the scheme. The total contribution was £314,820 (2020: £308,650). The cash contribution paid was £314,820 (2020: £308,650). Shortfalls on the deficit reduction payments have been secured against property (included within Freehold Land & Buildings) to the value of £562,434 (2020: £562,434) by way of a fixed and floating charge.

Further contributions are scheduled to continue in the subsequent accounting period.

Reconciliation of scheme assets and liabilities to assets and liabilities recognised

The amounts recognised in the balance sheet are as follows:

	2021	2020
	£	£
Fair value of plan assets	9,908,000	8,664,000
Present value of defined benefit obligation	(13,280,000)	(10,485,000)
Defined benefit pension scheme deficit	<u>(3,372,000)</u>	<u>(1,821,000)</u>

Defined benefit obligation

Changes in the defined benefit obligation are as follows:

	2021
	£
Present value at start of year	10,485,000
Expenses	16,000
Interest expense	245,000
Actuarial losses (gains)	2,730,000
Benefits paid and expenses	(196,000)
Present value at end of year	<u>13,280,000</u>

Fair value of scheme assets

Changes in the fair value of scheme assets are as follows:

	2021
	£
Fair value at start of year	8,664,000
Interest income	206,000
Return on plan assets, excluding amounts included in interest income/(expense)	903,000
Employer contributions	331,000
Benefits paid and expenses	(196,000)
Fair value at end of year	<u>9,908,000</u>

The YOU Trust
Notes to the Financial Statements
For the Year Ended 31 March 2021

Amounts recognised in the Income and Expenditure Account

	2021	2020
Expenses	16,000	16,000
Net interest expense	39,000	89,000
	<u>55,000</u>	<u>105,000</u>

Amounts recognised as gains/(losses) in the Statement of Financial Activities

	2021	2020
Experience on plan assets (excluding amounts recognised as interest cost) – gain/(loss)	903,000	183,000
Effects of changes in the financial assumptions – gain/(loss)	(2,730,000)	1,717,000
	<u>(1,827,000)</u>	<u>1,900,000</u>

Analysis of assets

The major categories of scheme assets are as follows:

	2021	2020
Global Equity	1,579,000	1,267,000
Absolute Return	547,000	452,000
Distressed Opportunities	286,000	167,000
Credit Relative Value	312,000	238,000
Alternative Risk Premia	373,000	606,000
Fund of Hedge Funds	1,000	5,000
Emerging Markets Debt	400,000	262,000
Risk Sharing	361,000	292,000
Insurance-Linked Securities	238,000	266,000
Property	206,000	191,000
Infrastructure	661,000	645,000
Private Debt	236,000	175,000
Opportunistic Illiquid Credit	252,000	210,000
High Yield	297,000	-
Opportunistic Credit	272,000	-
Corporate Bond Fund	585,000	494,000
Liquid Credit	118,000	4,000
Long Lease Property	194,000	150,000
Secured Income	412,000	329,000
Liability Driven Investment	2,518,000	2,874,000
Net current Assets	60,000	37,000
Total Assets	<u>9,908,000</u>	<u>8,664,000</u>

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Notes to the Financial Statements
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Principal actuarial assumptions

The principal actuarial assumptions at the balance sheet date are as follows:

	2021	2020
	%	%
Discount Rate	2.19	2.36
Inflation (RPI)	3.26	2.58
Inflation (CPI)	2.87	1.58
Salary Growth	3.87	2.58
Allowance for commutation of pension for cash at retirement	75% of maximum allowance	75% of maximum allowance

Post retirement mortality assumptions

	Life expectancy at age 65 Years
Male retiring in 2021	21.6
Female retiring in 2021	23.5
Male retiring in 2041	22.9
Female retiring in 2041	25.1

Social Housing Growth Plan Scheme

The charity participates in the scheme, a multi-employer scheme which provides benefits to some 950 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the charity to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore, it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30th December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last man standing arrangement'. Therefore, the charity is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full valuation for the scheme was carried out at 30 September 2017. This valuation showed assets of £795m, liabilities of £926m and a deficit of £131m.

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Notes to the Financial Statements
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To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

Reconciliation of opening and closing provisions	31 March 2021 £'000	31 March 2020 £'000
Provision at start of period	10	12
Unwinding of the discount factor	-	-
Deficit contribution paid	(2)	(2)
Impact of change in assumptions and contribution schedule	<u>-</u>	<u>-</u>
Provisions at end of period	<u><u>8</u></u>	<u><u>10</u></u>

Income and expenditure impact	31 March 2021 £'000	31 March 2020 £'000
Interest expense	-	-
Impact of change in assumptions and contribution schedule	-	-

Assumptions	31 March 2021 % per annum	31 March 2020 % per annum	31 March 2019 % per annum
Rate of discount	0.66	2.53	1.39

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

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Notes to the Financial Statements
For the Year Ended 31 March 2021

21 Analysis of charitable funds

Analysis of movements in unrestricted funds

	Balance at 1 April 2020 £'000	Incoming resources £'000	Resources expended £'000	Other recognised gains/losses £'000	Balance at 31 March 2021 £'000
General fund	2,936	10,877	(10,426)	-	3,387
Pension reserve	(1,831)	-	278	(1,827)	(3,380)
	<u>1,105</u>	<u>10,877</u>	<u>(10,148)</u>	<u>(1,827)</u>	<u>7</u>

	Balance at 1 April 2019 restated £'000	Incoming resources £'000	Resources expended £'000	Other recognised gains/losses £'000	Balance at 31 March 2020 £'000
General fund	2,798	10,301	(10,163)	-	2,936
Pension reserve	(3,952)	-	221	1,900	(1,831)
	<u>(1,154)</u>	<u>10,301</u>	<u>(9,942)</u>	<u>1,900</u>	<u>1,105</u>

The pension reserve is a reserve designated by the trustees to recognise the pensions deficit liability on defined benefit schemes.

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Notes to the Financial Statements
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Analysis of movements in restricted fund

	Balance at 1 April 2020 £'000	Incoming resources £'000	Resources expended £'000	Transfer £'000	Balance at 31 March 2021 £'000
DV Welfare	83	274	176	-	181
Big Lottery	388	2	184	-	206
Children In Need	17	-	16	-	1
PCC	4	-	-	-	4
Community	466	14	156	-	324
DHSC	245	(176)	69	-	-
Access to Justice Foundation	52	4	56	-	-
Government	-	449	403	-	46
NASP	-	50	8	-	42
Health & Wellbeing	-	635	46	-	589
SRASAC	-	352	320	-	32
	<u>1,255</u>	<u>1,604</u>	<u>1,434</u>	<u>-</u>	<u>1,425</u>

Name of restricted fund	Description, nature and purposes of the fund
DV Welfare	To provide support for victims of Domestic Abuse
Big Lottery	Support and Counselling services
Children in Need	To support children affected by Domestic Abuse
PCC	To provide Advice services
DHSC	To provide Social Prescribing services
Community	Funds to combat loneliness and isolation in communities
Access to Justice	
Government	Funding in response to COVID-19
NASP	To provide Social Prescribing services
Health & Wellbeing	To provide Health and Wellbeing services
SRASAC	To provide Rape and Counselling services

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Notes to the Financial Statements
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Analysis of movements in restricted fund

	Balance at 1 April 2019 £'000	Incoming resources £'000	Resources expended £'000	Revaluation £'000	Balance at 31 March 2020 £'000
DV Welfare	251	19	187	-	83
Big Lottery	582	-	194	-	388
Children In Need	50	-	33	-	17
PCC	99	-	65	(30)	4
Community	153	521	208	-	466
DHSC	390	-	145	-	245
Access to Justice Foundation	-	59	7	-	52
	<u>1,525</u>	<u>599</u>	<u>839</u>	<u>(30)</u>	<u>1,255</u>

22 Analysis of group net assets between funds

	Unrestricted funds 31 March 2021 £'000	Pension Reserve 31 March 2021 £'000	Restricted funds 31 March 2021 £'000	Total funds 31 March 2021 £'000
Tangible fixed assets	1,521	-	10	1,531
Cash at bank and in hand	3,321	-	346	3,667
Other net current assets/(liabilities)	<u>(1,455)</u>	<u>(3,380)</u>	<u>1,069</u>	<u>(3,766)</u>
	<u>3,387</u>	<u>(3,380)</u>	<u>1,425</u>	<u>1,432</u>

	Unrestricted funds 31 March 2020 £'000	Pension Reserve 31 March 2020 £'000	Restricted funds 31 March 2020 £'000	Total funds 31 March 2020 £'000
Tangible fixed assets	1,495	-	19	1,514
Cash at bank and in hand	2,318	-	209	2,527
Other net current assets/(liabilities)	<u>(877)</u>	<u>(1,831)</u>	<u>1,027</u>	<u>(1,621)</u>
	<u>2,936</u>	<u>(1,831)</u>	<u>1,255</u>	<u>2,360</u>

The YOU Trust
Notes to the Financial Statements
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23 Related party disclosures

There were no related party transactions for the year ended 31 March 2021 (2020: none).

The company has taken advantage of exemption, under the terms of Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', not to disclose related party transactions with wholly owned subsidiaries within the group.

Transactions between group entities which have been eliminated on consolidation are not disclosed within the financial statements.

24 Reconciliation of net income/(expenditure) to net cash flow from operating activities

	Group 2021 £'000	Group 2020 £'000	Charity 2021 £'000	Charity 2020 £'000
Net movement in funds	899	89	899	89
Depreciation charge	119	103	109	99
Pension interest charge	39	90	39	90
(Profit)/loss on the sale of fixed assets	15	(4)	15	(4)
Difference between pension charge and cash contributions	(278)	(221)	(278)	(221)
Interest received	(13)	(8)	(13)	(8)
(Increase)/decrease in debtors	(162)	(12)	(303)	148
Increase/(decrease) in creditors	698	582	561	417
	<u>1,317</u>	<u>619</u>	<u>1,029</u>	<u>610</u>

25 Analysis of changes in net funds

The charity had no debt during the year.

The YOU Trust
Notes to the Financial Statements
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26 Operating lease commitments

The following operating lease payments are committed to be paid as follows:

	Other		Land and buildings	
	Group	Group	Group	Group
	2021	2020	2021	2020
	£'000	£'000	£'000	£'000
Expiring:				
Within one year	1	-	72	22
Between one and five years	-	2	90	97
In more than five years	-	-	-	-
	<u>1</u>	<u>2</u>	<u>162</u>	<u>119</u>

27 Financial Instruments

Financial instruments are used that are necessary to facilitate the group's ordinary trade activities, namely cash, trade payables and receivables; the resultant risks are credit risk and interest rate risk. The group does not use financial derivatives in its management of these risks.

	Group	Group	Charity	Charity
	2021	2020	2021	2020
	£'000	£'000	£'000	£'000
Carrying amount of financial assets				
Debt instruments measured at amortised cost	<u>1,336</u>	<u>1,379</u>	<u>1,440</u>	<u>1,332</u>
 Carrying amount of financial liabilities				
Measured at amortised cost	<u>552</u>	<u>426</u>	<u>444</u>	<u>310</u>

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Credit Risk

The group's policy in respect of credit risk is to require appropriate credit checks on potential customers before sales are made. At the balance sheet date, the group had the following trade receivables:

	Group 2021 £'000	Group 2020 £'000	Charity 2021 £'000	Charity 2020 £'000
Carrying amount of financial assets				
Trade Receivables	<u>1,247</u>	<u>1,327</u>	<u>830</u>	<u>1,042</u>

Interest Rate Risk

Cash balances are held in short-term deposit accounts, repayable on demand: these attract interest rates which fluctuate in relation to movements in bank base rate. This maintains liquidity and does not commit the group to long-term deposits at fixed rates of interest.

	Group 2021 £'000	Group 2020 £'000	Charity 2021 £'000	Charity 2020 £'000
Financial Assets:				
Cash and Cash Equivalents				
Sterling	<u>3,667</u>	<u>2,527</u>	<u>2,710</u>	<u>1,833</u>