

The YOU Trust Annual Report 2023/24

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Reference and Administration Information

REFERENCE AND ADMINISTRATIVE INFORMATION

YOU is a registered charity that was first established in 1984. Anchored in Portsmouth, the Charity operates across the South of England with its headquarters in Fareham. Details of the charity are set out below along with information relating to the steadfast and committed Trustees and Senior Team who together lead and direct our work.

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	Carpenter Box 53 Kent Road, Southsea, Hampshire, PO5 3HU
Bankers	Lloyds TSB Bank plc. St John's Centre, Hedge End, Southampton, Hampshire, SO30 4QU
Insurers	Markel www.uk.markel.com
Registered Company name	My Learning Cloud
Company number	08191627
Registered Office	Delme 1, Delme Place, Cams Hall Estate, Fareham, England, PO16 8UX

In this document, the legal name of the YOU Trust is shortened to YOU. My Learning Cloud is MLC.

The financial statements published in this document 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 in the UK and Republic of Ireland (FRS 102) (second edition October 2019).

GOVERNANCE AND LEADERSHIP

Trustees and Directors on 31st March 2024.

The Directors of YOU 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'.

Name	Role	Committee Membership
Derek Marshall	Chair of The YOU Group Board <i>(elected January 2024)</i>	Finance and Commercial Committee and Trust Executive Committee
Caroline Sharman-Mendoza	Deputy – Chair of The YOU Group Board <i>(re-elected January 2024)</i>	Chair of Quality Assurance Committee and attends Executive Committee
Trudy Mansfield	Deputy - Chair of The YOU Group Board <i>(elected October 2023)</i>	Quality Assurance Committee and Trust Executive Committee
Steve Pitt	Chair of The YOU Group Board <i>(until January 2024)</i>	Finance and Commercial Committee, Quality Assurance Committee and Culture and People and Communications Committee
James Fullarton	Honorary Treasurer and My Learning Cloud Non-Executive Director	Chair of Group Finance and Commercial Committee, Quality Assurance Committee and My Learning Cloud Board
Marcia Nguyen	Trustee	Elected to Chair the Culture, People and Communications Committee <i>(previously Organisational Development Committee)</i> in January 2024 and attends Trust Executive Committee
Anne Ridley	Trustee	Deputy Chair of Quality, Assurance Committee
Emma Giles	Trustee	YOU Board Trustees Representative for My Learning Cloud
Jonathan Crutchfield	Trustee	Deputy Chair of Culture, People and Communications Committee
Robyn Allen	Trustee	Finance and Commercial Committee

Executives & Senior Leadership Team

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

Name	Role	Delegated Authority
Hayley Connor (<i>from July 2023</i>) <i>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

My Learning Cloud

Name	Role	Delegated Authority
Russ Taylor	Non-executive Director of My Learning Cloud	Attends My Learning Cloud Board
Emma Giles	Non-executive Director of My Learning Cloud	Attends My Learning Cloud Board

Trustees Strategic Report

EXECUTIVE SUMMARY

The team at YOU changes lives every day enabling us to work with the passion and commitment expected of a charity that is ambitious for the communities it serves.

2025 will be an important year for us: YOU will celebrate 40 years of being a leading south coast charity. As we think about what is to come and our plans for the future this report looks back on our achievements in the past year.

The Trustees present their Annual Report together with the consolidated financial statements of the charity and its subsidiary My Learning Cloud Limited (“MLC”) for the year ending 31 March 2024. These important documents are also prepared to meet the requirements for a Directors’ Report and Accounts for Companies House because we also operate the group as a not for profit limited company.

YOU has a very clear mission: To “creatively empower people to thrive in their communities”. Everything we do is for the public benefit. This report sets out the ways in which we deliver that and the impact we have had. The work of our Board has been diligently led over the past four years by our former Chair Steve Pitt, who stepped down in January 2024. I am very pleased that Steve is staying on as a Trustee, continuing to share his wisdom and drive for the difference YOU makes, and together with my fellow trustees express my thanks to him for his enthusiasm, dedication and commitment to YOU over the years.

In the summer of 2023, we also welcomed a new Group Chief Executive/ Managing Director for My Learning Cloud to our organisation and said goodbye to our longstanding and remarkable predecessor, Nicki Youern. Nicki has been a powerful, creative and exceptional leader of the charity throughout the past 27 years. Her unfailing enthusiasm for social justice and support for staff and communities has allowed us to not only survive but to grow and adapt. I would like to extend my gratitude to Nicki and of course to wish her well in the future. I would also like to express my support and admiration for our new Group Chief Executive Hayley Connor who has brought new ideas and direction to YOU whilst preserving the highest traditions of the charity. I hope and expect that she will be with us for many years to come.

I was proud to take on the role of Chair of YOU in 2024. Reflecting on the achievements over last year makes me appreciate how resilient and creative our team at YOU are. Never before have charities faced the multitude of issues that we do at present; The aftermath of a worldwide pandemic, a public sector starved of resources, challenges recruiting and retaining staff in Health & Social Care and a cost-of-living crisis in conjunction with needs rising and the gap between rich and poor widening.. We welcome the new government’s commitment to a re-evaluation of care services and hope to play an important role in how this unfolds. In the meanwhile, a clear focus on our values has meant that YOU and MLC have charted a pathway through a testing year resulting in us closing the end of year accounts with a surplus instead of a deficit, as has been the case in previous times. In addition, we grew our delivery and expertise across the South and are now delivering services in six counties.

In 2024/25 we will build on these firmer foundations created. The YOU Group Strategy to 2030 seeks to achieve more financial independence by diversifying funding streams, securing more commercial income, reducing costs and creating the skills, capabilities and opportunities required to thrive in the future, such as in digital innovation, income generation and new services and products. In the year to come, our team will focus on three clear goals and eight business plan objectives because we believe that this will give us the best chance to do more of the things that matter to our clients and communities.

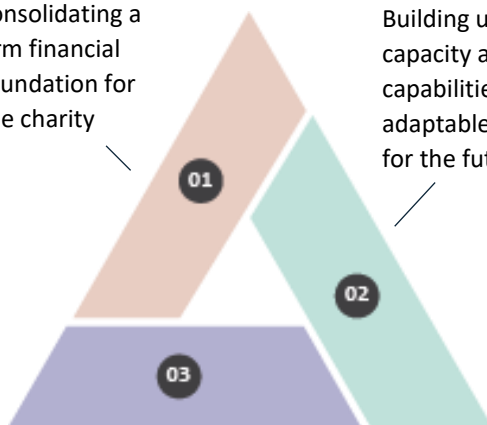


Derek Marshall, Chair of the Board
August 2024

***Our plans for the future are focused on 3 key goals.
and 8 business plan priorities***

The 3 areas we will be focused on are: -

Restoring and consolidating a firm financial foundation for the charity



Building up our capacity and capabilities to be adaptable and fit for the future

Transformation and growth so that YOU can deliver more of what matters to our clients and communities

The 8 priorities for 2024/25 are: -

1. Business Development
2. Organisational Stability
3. Financial Stability
4. Quality, performance and impact
5. Recruiting and retaining the best staff
6. Developing MLC's commercial advantage
7. Delivering our stated commitment to equity, diversity and inclusion
8. Delivering our stated commitment to doing even more on voice, engagement and co-production

PURPOSE AND CHARITABLE OBJECTIVES

The YOU Trust is a charitable company limited by guarantee, first incorporated and registered as a charity in 1985. Then known as The Portsmouth Housing Trust, now simply as YOU, we are coming up to our 40th anniversary!

In 2012, My Learning Cloud (MLC) was created. MLC is a wholly owned subsidiary of YOU. It is registered as a private company limited by shares with Companies House. YOU is the sole shareholder for MLC. MLC is expanding its reach, but began life rooted in the dual purpose of driving up the quality of care in the Health, Housing and Care sectors and generating profits to Gift Aid to YOU each year to further our charitable mission which is:

- 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).
- The advancement of education for the public benefit.

YOU trustee's direct and guide the charity to reach our objectives and ensure the charity and MLC is delivering what we set out to do. Our trustees uphold the highest standards of good governance, assurance and compliance with relevant legislation and practices.



Derek Marshall
Chair of the Board



Trudy Mansfield
Deputy Chair



Caroline Sharman
Deputy Chair



Johnathan Crutchfield
Deputy Chair of Communication
People and Culture Committee



Steve Pitt
YOU Trustee and Representative
across all Committees



Helen Andrews
Finance and
Commercial Committee



Robyn Allen
Finance and
Commercial Committee



Emma Giles
My Learning Cloud



Anne Ridley
Communication People and Culture Committee



Marcia Nguyen
Communication People and Culture Committee



James Fullarton, a long-standing trustee with YOU, sadly passed away in the summer of 2024. He will be greatly missed as he served The YOU Trust from 2014 and was a member of the MLC Board too. James was accomplished, honest and steadfast in his commitment to YOU, no longer having his presence is a loss to many, including the staff, volunteers and clients at YOU and MLC.

The Trustees of YOU are uncompromisingly focused on a shared desire to achieve our objectives. The way we do that is rooted in the YOU values. These values and behaviours unite us all in our undertaking 'for everyone to have the tools and resources they need for their journey towards the life they want'

Our values are: -

Person-Centred

Trustworthy

Excellence

Can-do

Innovative

By working in this way, we seek to achieve a world where: -



People with a learning disability will live independent lives under their control.



People will live free of debt, maximising their incomes, with the certainty of a roof over their heads.



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.



Women, men and children surviving domestic abuse and hidden violence will take back control of their lives that are safe and free from fear.



People who 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

CLIENTS AND COMMUNITIES

What they say about YOU and how they influence what we do

YOU is dedicated to the people and communities we serve. Our staff, volunteers and trustees are made up of people with life experience, professional expertise and connections in the local area.

At YOU, we champion and speak up for communities who experience barriers to reaching their potential. At this time, more than any other, it is critical that we use our voice to amplify the impacts of the widening gaps in society and the barriers that limit aspirations.

We know what is important to clients and communities and we aspire to do more of the things that matter to them. We know because we live in the same places as them, have similar life experiences and because we build trusting and enduring relationships with clients, listening to them as we deliver a variety of services across the South.

Being part of communities, understanding what makes them tick and how our services fit in to the local delivery system is how we work - we have a presence in all the locations we work in. We recognise that these partnerships and links in communities provide a more joined up experience for clients.

YOU is rooted in Portsmouth and has a long history of working in partnership in the city to support communities. In addition, for the past 13 years we have had a presence in Fareham – in the heart of Hampshire from where we coordinate and back up our service delivery that extends across the South.

In 2023/24 work to build on our Voice, Engagement and Co-production Strategy for the You Group was endorsed. This will bring together all of the activity that takes place already to hardwire the experience and influence of clients into all levels in the organisation. It means that we will continue with our commitment to person centred planning and practices, to clients being in charge of designing the gardens where they live and to staff and clients co-creating policies such as the Domestic Abuse Policy with us. And we will ensure that the change they drive is embedded in the organisation so that as we develop and grow, we have the unique voices of the people we serve at the heart of our decision-making.

OUR SERVICES AND THE DIFFERENCE WE MAKE

Everyday staff and volunteers at YOU work alongside clients and communities across the South to make their lives better.

In 2023/24

28,585

adults and children
connected with our services.

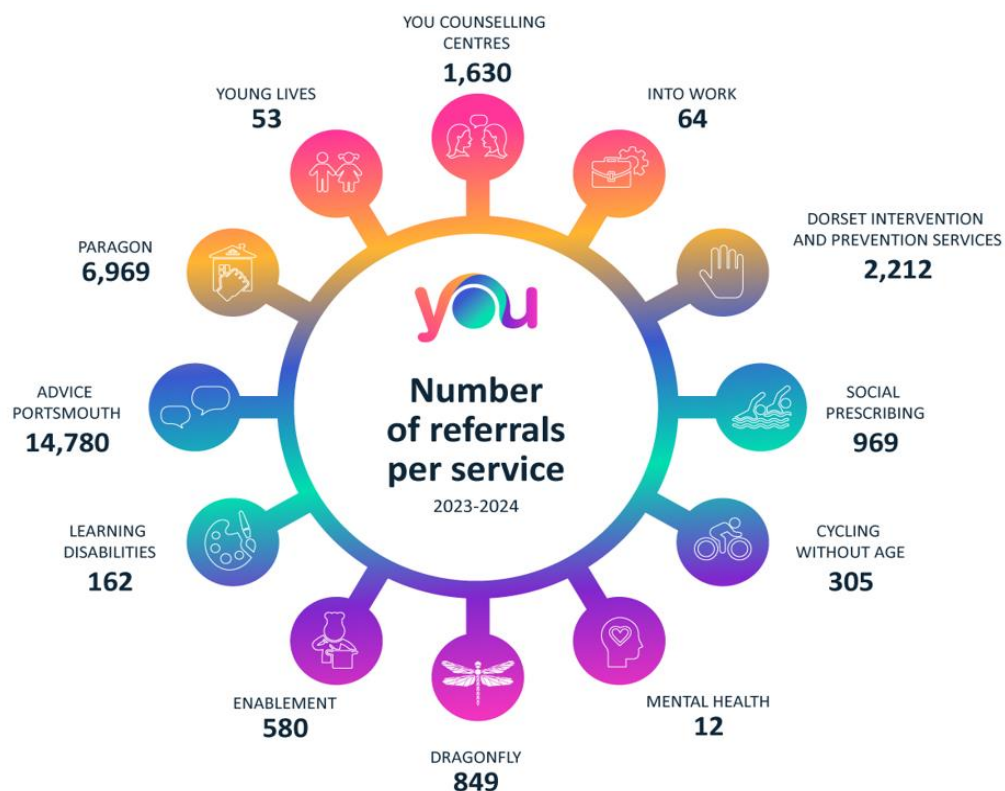
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In 2022/23

25,617

adults and children
connected with our services.

In 2023/24, YOU delivered over 1000 more client interactions than the year before. This growth reflects the increasing needs in our community and is a testament to the flexibility of service delivery for which YOU is known



Our services can be divided in to five themes:

1. Ending violence against women and girls and reducing the harm caused by domestic and sexual violence (Paragon)
2. Supporting people to live independently & flourish in their community
3. Advice and information services
4. Improving the health and wellbeing of communities
5. Training and education

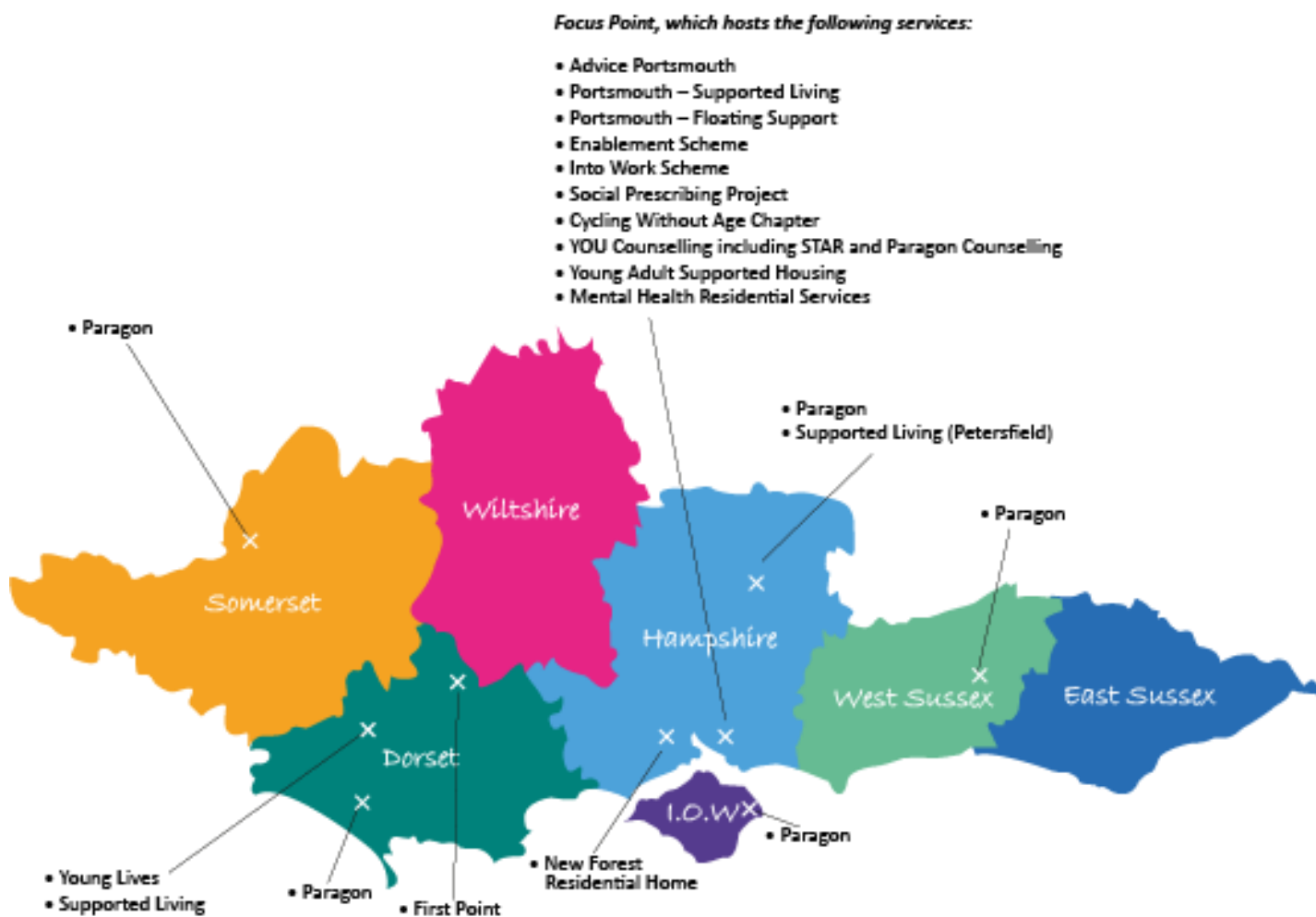


Impact and Achievements 2023/2024

The impacts and achievements delivered over the past year are too numerous to set out in full in this report. They 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. YOU's impact is described throughout this report and particularly in the section about our 5 service themes.

- 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".

The You Trust operates across the south:



Ending violence and reducing harm caused by domestic abuse, sexual violence and stalking

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 - <ul style="list-style-type: none"> • 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

Service Location	Service Description	Referral Numbers 2023/24	Commissioned/ Funded By
Hampshire	<p>We have a number of discrete teams in Hampshire which include: -</p> <ul style="list-style-type: none"> • Health IDVAs • Safe House • Safe at Home - Target hardening victim's homes • Community Outreach 	<p>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.</p> <p>We have accommodated 6 people in our VAWG house, where we support women with complex needs.</p>	<p>Basingstoke and Dean District Council</p> <p>Hampshire and IOW Public Health</p> <p>Hampshire and IOW Public Health</p>
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, whole family support and advocacy, recovery work	The core Paragon team received in excess of 1380 referrals and nearly 100 referrals for counselling. 96% of clients felt safer, with improved wellbeing post engagement.	Hampshire and IOW Public Health
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

Impact

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 enabled 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 their donations. They mean a great deal to the people we work with.

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

We have received funds from: -



Supporting people to live independently and flourish in their community

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

Service Location	Service Description	Referral Numbers in 2023/24	Commissioned/ Funded By
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.

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
Service Location	Service Description	Referral Numbers in 2023/24	Commissioned/ Funded By
Dorset	Comprised of Home from Hospital and Social Reablement schemes. Home from Hospital is supporting 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	2212 people received a service from us in the latter part of 2023/24	Dorset Council

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. Thanks to the efforts of YOU, £642.069 is the total amount of debt forgiven from 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 & now I can finally start to see a path all because of your service. I am indebted to the kindness shown & the help given.”

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."

- Chris, Cycling Without Age Pilot



Some feedback from passengers: -

"Thank you, that was a real tonic! I only wish I had more time available..."

"I wanted to let you know how much our residents and families enjoyed the bike rides, I really enjoyed it too! They are still talking about it and others are keen to have a go."

"We are hoping to raise money for you as we are doing a charity walk and what you do for the community and our residents is amazing, we would hate to see you have to stop what you are doing"

In 2023/24

350

took place and we are hoping to do at least the same next year



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.

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

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.

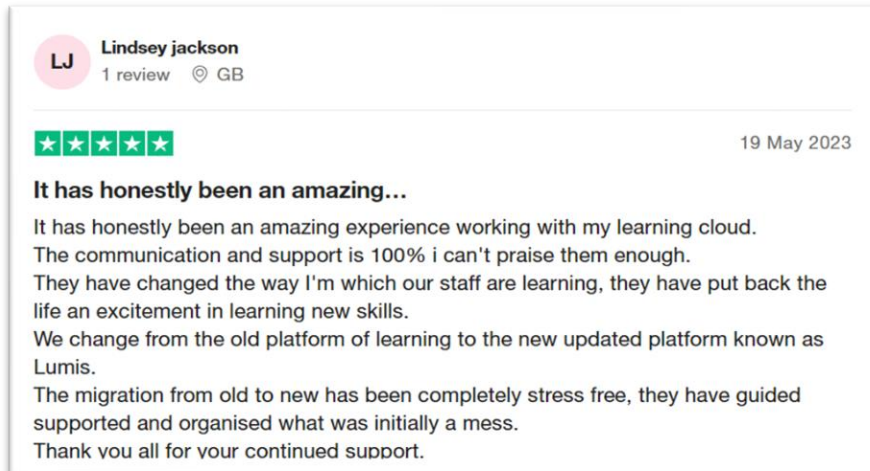


In 2023/24 My Learning Cloud gift aided £31k of profit to YOU. Turnover was approximately £1.4m.

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 – here are some of them and what they say about MLC.





COMPLIMENTS & COMPLAINTS

YOU and MLC constantly and creatively seek feedback about our services. We believe that this signals the importance we place on caring for and learning from participants in our services. Our proactive and responsive approach, overseen by the Quality Assurance Committee puts the needs and requirements of our clients at the heart of what we do and ensures learning and service improvement that emerges is woven in to our future work.

During the financial year 2023/24 The YOU Trust received 33 complaints and even more positive feedback such as:-

"I am very happy with both my counselling and counsellor. I believe that I made big progress in my recovery thanks to YOU"

- STAR Counselling Client

"The Into Work Service helps me find jobs, they help me understand my pay and they help me with things I need help with. This is a very good service. The employment worker makes me comfortable and helped me get an interview with Iceland"

- Into Work Client

"Absolutely brilliant the people that work there, helped me out. Couldn't praise and recommend them enough"

- Advice Portsmouth Client

The complaints we received during the year related to these themes:-

- Complaints relating to advice / conduct
- Complaints regarding how cases were closed
- Complaints regarding the physical environment where services are delivered
- Complaint regarding residents behaviour in public

All complaints were carefully considered. 16 of the complaints were informally resolved, 17 complaints were investigated formally, 1 complaint progressed to appeal stage and was not upheld. Of the complaints that were formally investigated and resolved at this stage, two thirds were partially upheld.

YOU learns from complaints and turns this in to changes and service developments so that we are continuously improving what we do. These complaints strengthened our practice in the following ways:-

- Refining who and how people are involved in discussions at the end of an intervention – case closure
- Improving the recording protocols
- Honing staff communication skills.

PARTNERSHIPS AND COLLABORATIONS

YOU has always been an organisation with a philosophy of collaboration at its heart. We have longstanding relationships with commissioners, funders, private sector businesses and other charities and not for profit organisations that deliver community priorities and develop innovative solutions to current and emerging need.

During 2023/24 the following partnerships have continued to be mutually beneficial and deliver even more for our communities. We take this opportunity to thank the organisations for the open, trusting and productive working relationships we work so hard on:-

- Partnership with Aurora New Dawn in Basingstoke to support victims of domestic abuse incidents involving the Police
- With Petersfield Housing Association to provide supported housing for adults with learning disabilities In East Hampshire
- In Dorset we are partners in a partnership agreement and a voluntary sector collaborative working arrangement
- Portsmouth Area Rape Crisis with whom we provide counselling for victims of domestic abuse in safe accommodation. (Ended March 2024)

- Roberts Centre and Hope Portsmouth – Circles of Support that provided help to people and families accessing foodbanks. (Ended July 2024)
- Barnardo’s – a service for men and boys service on the Isle of Wight (ended October 2023)
- Vivid Housing Association and YOU have a history of working together, most recently on creating a community office and space in Portsmouth and supporting Vivid tenants with debt management
- With the Society of St. James, YOU provide counselling for people accessing substance misuse services

QUALITY ASSURANCE

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.

SAFEGUARDING

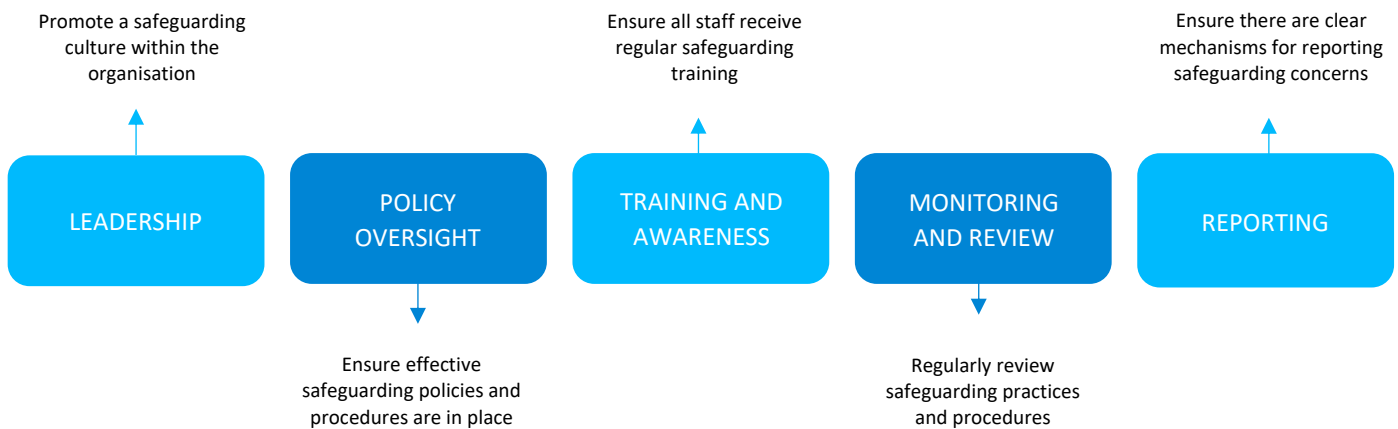
Safeguarding our clients is a golden thread that runs through everything that YOU does.

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.

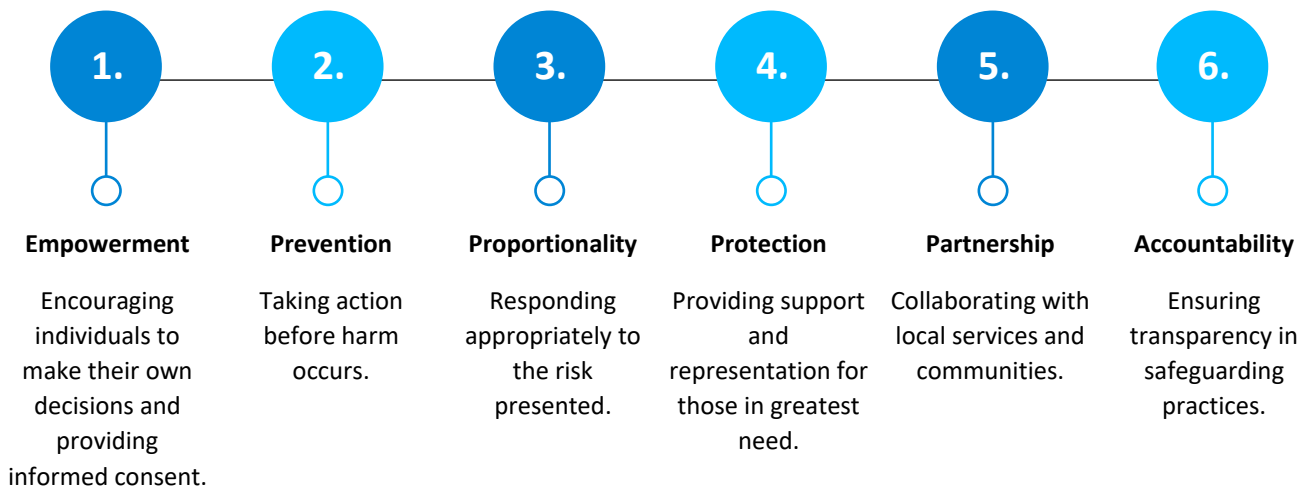
Our safeguarding framework and policies are rooted in our legal commitments, the feedback we actively collect and learning from practice. Our Directors of Operations and Business Development fulfil the roles of Safeguarding Leads for both Adults and Children.

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', Roles and Responsibilities



A set of key principles underpin YOUs approach to safeguarding. These are: -



TEAM YOU – RECRUITING AND RETAINING THE VERY BEST STAFF AND VOLUNTEERS

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.

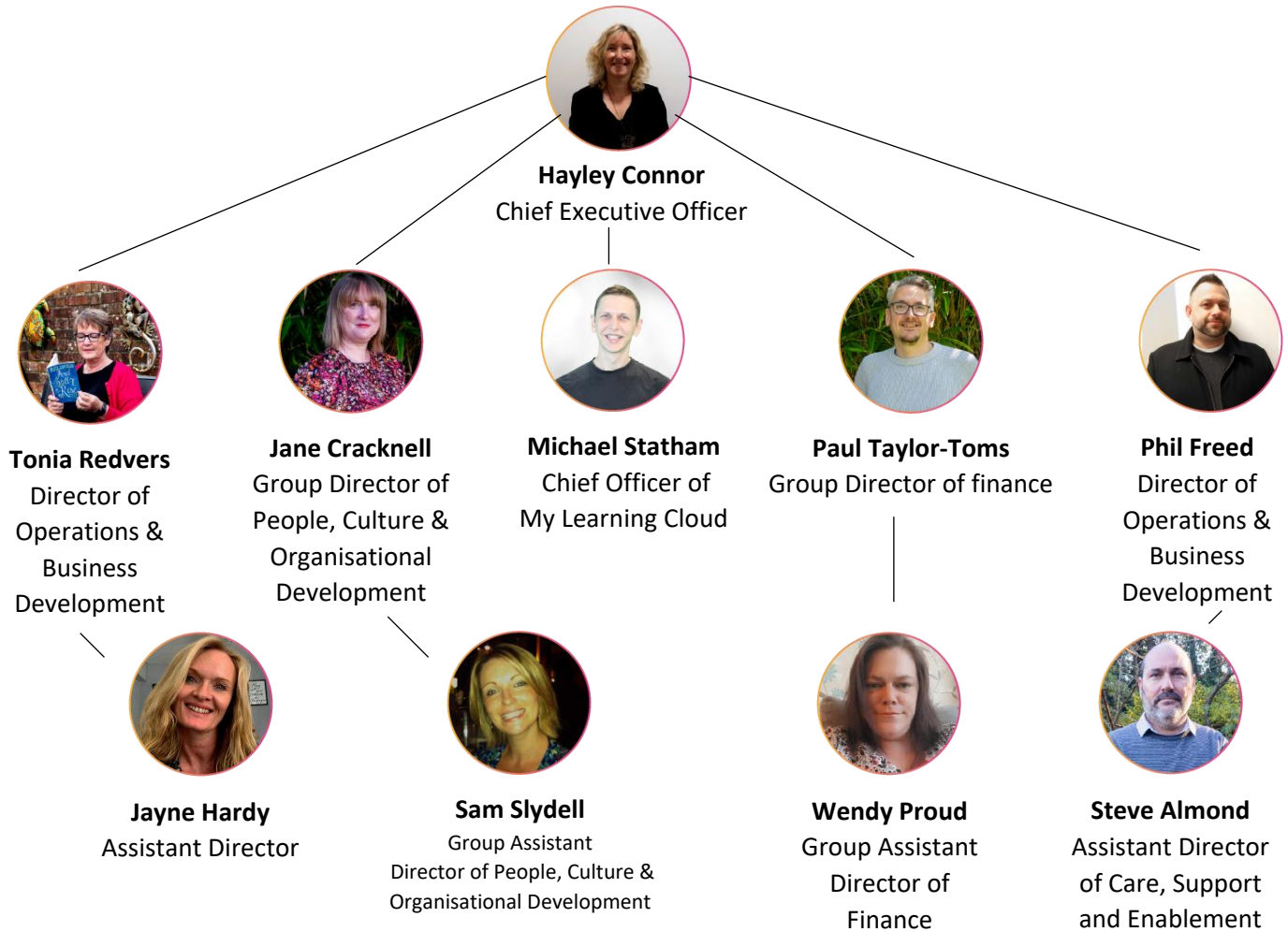
We regularly ask staff for feedback about why that is and what they want to improve. Last year when we asked – What is it like to work here, we were told this:-

"YOU is a good company to work for. I have been working there part-time and they have always been well organised, flexible and transparent which I appreciate. I haven't encountered any negative experiences during my time here."

Warm & Welcoming
CHANGEABLE
 supportive
 Rewarding
 Friendly
 Challenging
 AMAZING COLLEAGUES
 Flexible
 Variety
 VALUABLE
 Busy
 Comfortable
 pay could be better

YOU Leadership Team

The YOU Group is lead by a passionate and accomplished team.



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.

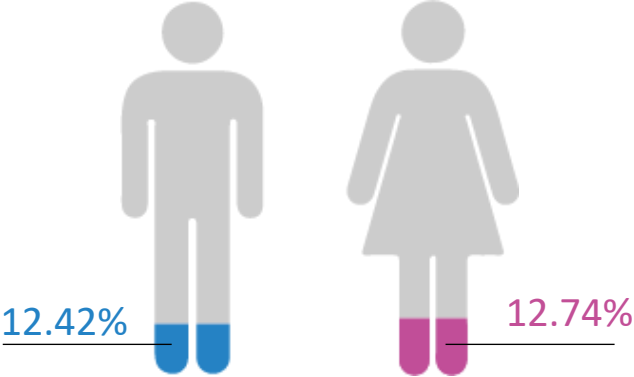
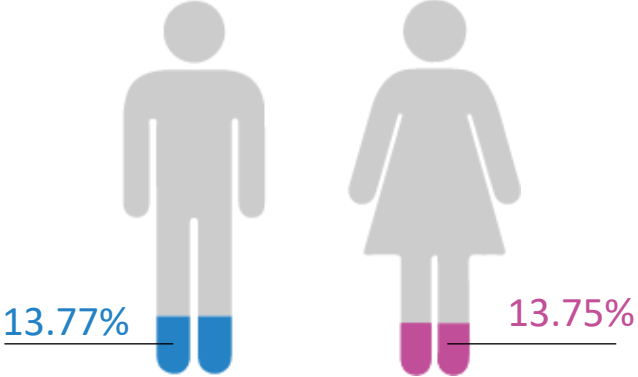
The information below demonstrates the diversity of our workforce. At YOU we have a clear commitment to creating a working environment that welcomes and supports difference and promotes inclusion, equality and diversity. We are an equal opportunities employer. Disability Confident since October 2017 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.

Gender Pay Gap

Mean gender pay gap: 0.15%

Median gender pay gap: -2.58%



EDI Profile	YOU STAFF	MLC STAFF
Age	<ul style="list-style-type: none"> Majority within the 48-57 age bracket (199) Followed swiftly by the 38-47 bracket (189) Least employees in the under 18 category (6) Followed by those 68+ (34) 	<ul style="list-style-type: none"> Majority within 28-37 age bracket (9) Followed by the 38-47 bracket (4) No employees under 23 or over 61
Disability	<ul style="list-style-type: none"> 58 have a known disability (7.4%) Most within the Care & Support Dept. (largest department) 	<ul style="list-style-type: none"> Only 1 employee declaring a disability
Gender (as defined at birth)	<ul style="list-style-type: none"> 74.5% of the workforce are women Fairly even split amongst the Trustees and Senior Management Biggest differentials within Care & Support (308 females vs 118 males) & Paragon (95 females vs 4 males) Less than 0.4% disclosed they are transgender or non binary 	<ul style="list-style-type: none"> Fairly equal split of male and female employees although, unlike YOU there are slightly more male employees (55.6% men vs 44.4% women)
Ethnicity	<ul style="list-style-type: none"> Almost 66% of staff report as White British Currently 144 have not disclosed Next biggest group is made up of staff reporting as Black, Black British, Caribbean at 11.6% Care & Support has the most diverse population, followed by Premier Crew 	<ul style="list-style-type: none"> 88.9% of all MLC employees declare they are White British 11.1% that they are either Asian/Asian British or of a mixed ethnic group
Sexual Orientation	<ul style="list-style-type: none"> 63% of our team say they are heterosexual 2.5% Bi-sexual 2.3% Homosexual 32% chose not to disclose 	<ul style="list-style-type: none"> 78% of the team state they are heterosexual 11.1% Homosexual 11.1% chose not to disclose

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.

Blended Learning Approach:

- Workshops (face 2 face)
- e-Learning (supported by MLC)
- Webinars
- Continued Professional Development
- Apprenticeships

During the last financial year we ran:

- 305 workshops, a combination of webinars and face 2 face
- 3412 learners attended those workshops
- 1590 e-learning courses were completed in this period via MLC
- 14 staff completed and apprenticeship qualification

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.

Workforce Wellbeing

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.

Volunteers

During this year 60 volunteers dedicated their time to supporting the work of YOU. We recognise the mutual benefits of volunteering for clients, for the business and for the volunteers themselves. Charitable work is rooted in the principle of reciprocity and evidence indicates that volunteering provides health and wellbeing benefits to anyone who does it as well as the beneficiary. Some examples of volunteering activity are as follows:-

20

On the Isle of Wight – an army of 20 volunteers revamped the garden of our refuge

1190

In Portsmouth trainee Counsellors provided 1190 hours for volunteer Counselling

360

In Portsmouth trainee Counsellors provided 360 hours for voluntary peers within groups

117

117 volunteering hours were donated by individuals for Paragon Hampshire

4

4 people volunteered with Advice Portsmouth

We have a deep and enduring appreciation for all those people in our community who volunteer for YOU and want to restate our thanks in this Annual Report. Throughout the year we value our volunteers. For example, in June, the Counselling Service organised a tea party and thank you gifts for volunteer week. Here are some of the people who volunteer in this service – if you want to give it a try, please do contact us.



YOU warmly thanks all of our volunteers for all that they have done for our clients and communities – your contribution has been beyond measure.

"I want to thank you for giving me this great opportunity! I enjoyed volunteering with you and I gained valuable experience during that time! The advisors are so welcoming and kind and overall the atmosphere of the office made me comfortable and happy!!"

STRUCTURE, GOVERNANCE AND DECISION MAKING

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.

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

The YOU Group Board of Trustees

Steve Pitt, a long-standing member of the YOU Board and Chair for four years stood down from this post this year, and Derek Marshall was subsequently elected. All the staff and trustees want to record our earnest thanks to Steve for steering YOU through the past few years. His skilled chairing and professionalism ensured YOU has continued to work hard for communities and grow through what have been the most unprecedented of times.

Caroline Sharman-Mendoza and Trudy Mansfield were elected to the roles of Deputy-Chair for the Board. For the first time, YOU have elected two deputy-chairs and the Articles of Association were duly amended to allow for this in the future.

During 2023/24, the Board received resignations from three trustees. We were sad to lose Matt Haynes, Sara Langston (Chair of the Organisational Development Committee) and Saif Mohammed. The Board would like to state our thanks to these three people for their outstanding contributions and allegiance to the Charity over the past few years. We wish them well for their next challenge.

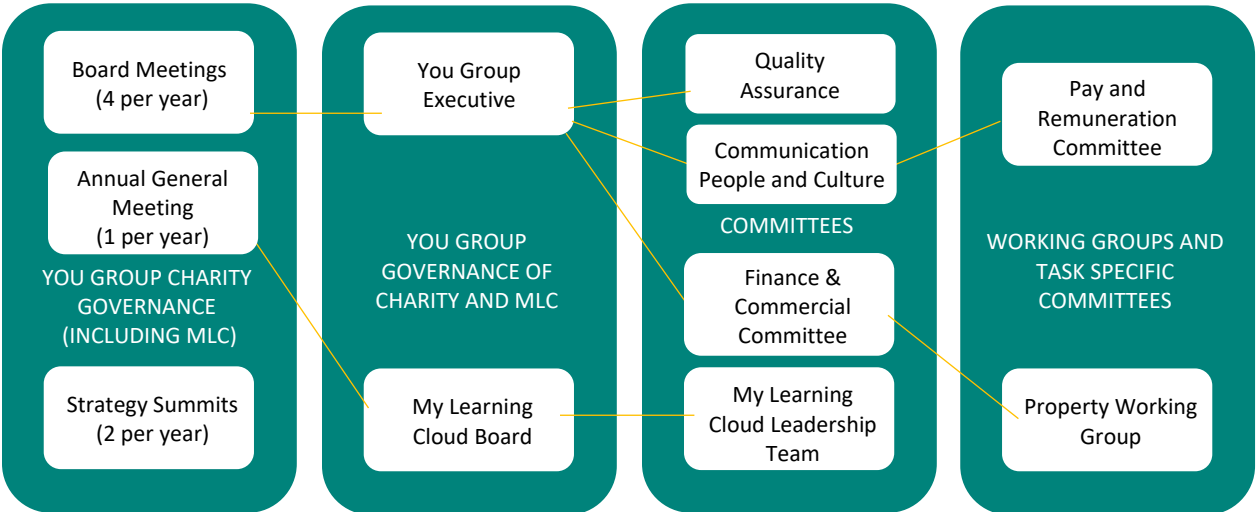
My Learning Cloud is an independent company with its own Articles of Association, Delegation Framework and a Board with its own Terms of Reference. Representatives to the My Learning Cloud Board are appointed by The YOU Group and regular reports, budgets and key decisions are taken to The YOU Group Board along with reports on the progress of My Learning Cloud.

The My Learning Cloud Board has been refined over the years and particularly in the last year. From October 2023, the Board is smaller in size and continues to be made up of paid Executive Directors as well as a YOU Trustee and a Non-Executive Director. Our grateful thanks go out to the Non-Executive Directors, especially the outgoing Chair, Jo Grinstead, who steered My Learning Cloud through the last few years, building a strong core to the business that we are capitalising on now.

Non-executive directors who have stepped down from MLC are:

- James Fullarton
- Elanor Clark
- Derrick Gray
- Jo Grinstead

YOU Governance Structure



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

- YOU Group Trust Executive Committee
- Remuneration Committee
- Quality Assurance Committee
- Group Organisational Development Committee (name changed to Culture. People and Communications in November 2023)
- Group Finance and Commercial Committee

TRUSTEE RECRUITMENT, INDUCTION, LEARNING AND DEVELOPMENT

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.

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.

Trustees are recruited following a review of numbers, diversity and skills of Trustees 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.

Trustee Training and Development

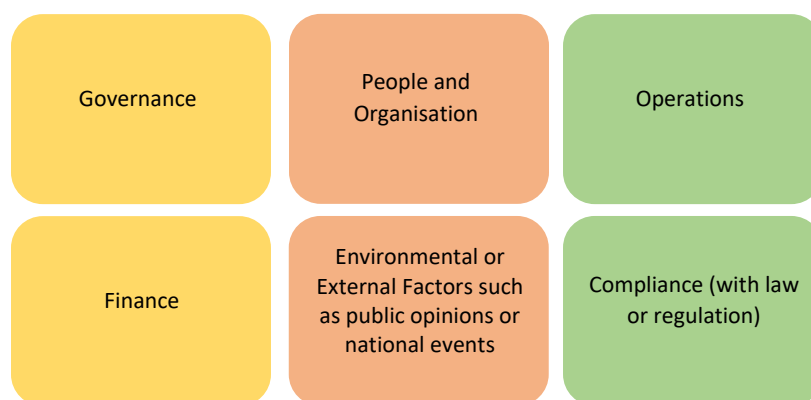
On a regular basis, the Board undertakes a multi-faceted assessment to review its capacity, capability and effectiveness. In October 2023, the Board looked in detail at this issue, using the outcome to develop a recruitment strategy for new trustees and to develop the relationship between the new Group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

RISK AND RISK MANAGEMENT SYSTEM

In accordance with Legislation and Charity Commission Guidance, The YOU Group has a structured approach to risk management and in this report, we include a risk statement. 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 and 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 these 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 My Learning Cloud 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.

DELEGATION OF AUTHORITY

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 is 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 at 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 YOU 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.

INFORMATION GOVERNANCE

The YOU Group has a comprehensive approach to information governance, which includes policies and procedures that encourage practice that both protects and respects the information we are accountable for. This framework is assured by the YOU Group Board.

Every time the Board meets there is a report on how YOU and MLC manage its responsibilities for Information Governance, including Subject Access Requests, breaches and associated reporting and learning

The YOU framework for Data Protection was reviewed in 2023.

POLICY & POLICY DEVELOPMENT & DELIVERY

YOU and MLC have a Policy Bank which is centrally managed and with this a programme of policy review that is managed by senior leaders and the governance system. Policies developed are ascribed a review date and then are updated in accordance with this rhythm. New policies and procedures are developed continually. In 2023, a modern slavery statement was developed for the Group which supports our commitment to preventing and ending this practice.

ENVIRONMENTAL SUSTAINABILITY

Our responsibilities for tackling climate change are important. YOU has systems in place, to reduce, reuse and recycle and to work in a sustainable way. However, given the climate emergency, we are striving to do more. This entails creating a strategic plan to drive forward our ambitions especially for communities who are unequally and negatively affected by the issue.

FINANCIAL REVIEW AND FUNDRAISING

The YOU Group Finance and Commercial Committee met regularly in 2023/24. 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 the financial year 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 that has increased over the last five years.

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.

In order to actively manage the 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.

FUNDRAISING, APPROACH, SUPPORTERS AND DONORS

This year, YOU Trustees made the decision to proactively fundraise in pursuit of our charitable mission. Trustees have an overriding ambition to do more for our communities and to invest further in solutions that will make a difference. This aspiration has crystallised at a time when Public Sector Resources are decimated, need and complexity is rising, inequality is growing and service gaps are more obvious than ever before. Fundraising to compliment the unsolicited donations we receive will allow YOU to find and deliver solutions to these threats and barriers in our communities. The resources will make a significant difference to the lives of our clients and communities.

In July 2023, Trustees approved a fundraising strategy and we registered with the Fundraising Regulator, providing the foundation to deliver our fundraising campaigns. In addition to the fundraising we have ignited, YOU continue to be supported by people in the community and local organisations and grant givers who donate goods, time and funds which we use to enhance and extend our delivery.

We extend our heartfelt thanks to the people and organisations who have supported us. Your contributions (in cash and kind) have made a huge difference to the lives of our clients. Here are just a few examples of donors kindness:-

- Venafi Machine Identity Management Company took a team to the I.O.W to transform the garden with staff and clients at the refuge
- Of all the charities she could have chosen to endorse, Karen Stone and the Glebe Pub in Weymouth chose YOU, donating 110 Easter Eggs and Bunnies to the Dorset Paragon team. As there were so many, these were also shared with families accessing our Dorset Advice Service families in need.

KEY FINANCIAL POLICIES

Reserves Policy

The Reserves Policy was reviewed in September 2023 and a target of £1,500,000 free (unrestricted) reserves was agreed. The value of unrestricted reserves is calculated as the figure 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.

Our policy means that, if our level of reserves exceeds this figure, 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. In light of the Pension Deficit, the Trustees do not consider the reserves to be excessive.

Investment Policy

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

YOU – Audit Approach

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 risks ranked in 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.

Service Charges

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.

PROPERTY AND ASSETS

YOU owns and leases a discrete number of buildings which we use to deliver services from. There is a working group that reports to the Finance and Commercial Committee on property matters.

TRUSTEE RESPONSIBILITY STATEMENT

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 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.

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.

DISCLOSURE OF INFORMATION TO AUDITORS

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.

Derek Marshall (Chair) 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.
Derek Marshall (Chair)

Signature of the Chair – signing off the Trustees Report -



AUDITED ACCOUNTS

Auditors appointed by Trustees – Carpenter Box

Statement of Trustees responsibilities in respect of Trustee Annual Report and Financial Statements

REPORT OF THE INDEPENDENT AUDITORS 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.

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.

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.

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.

Jordan Abbott BSc ACA (Senior Statutory Auditor)

for and on behalf of Sumer Audit

**Chartered Accountants
Statutory Auditor**

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

Sumer Audit 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

Sumer Audit is a trading name of Sumer Audit

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

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

	Notes	Unrestricted funds £'000	Restricted funds £'000	Total 2024 £'000	Total 2023 £'000
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 and income and expenditure account under the Companies Act 2006.

CONSOLIDATED BALANCE SHEET

**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	<u>-</u>	<u>-</u>	<u>10</u>	<u>10</u>
		<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	21	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

CONSOLIDATED CASH FLOW STATEMENT

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

NOTES TO FINANCIAL STATEMENTS

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 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.

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	
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.

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 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	-	41
	<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.

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>19,734</u>	<u>2,752</u>	<u>22,486</u>	<u>20,349</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	(29)	-
Retained in subsidiary	<u>2</u>	<u>13</u>
The assets and liabilities of the subsidiary were:		
Fixed Assets	30	42
Current assets	994	865
Current liabilities	(995)	(880)
Total net assets	<u>29</u>	<u>27</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>

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

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	<u>428</u>	<u>2</u>	<u>430</u>	Time
	<u>2,357</u>	<u>27</u>	<u>2,384</u>	

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	1	-

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)

12 Staff Numbers

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

	2024	2023
	Number	Number
Management and administration	58	54
Direct and support staff	<u>452</u>	<u>435</u>
	<u>510</u>	<u>489</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.

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>

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	-	1	-	-	-	1
At 31 March 2024	1,823	307	79	913	54	3,176
Depreciation						
At 1 April 2023	596	187	27	616	23	1,449
Charge for year	22	8	1	137	2	170
On disposals	-	-	-	-	-	-
At 31 March 2024	618	195	28	753	25	1,619
Net book value						
At 31 March 2024	1,205	112	51	160	29	1,557
At 31 March 2023	1,227	121	52	242	11	1,653

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	-	-	-	-	-	-
At 31 March 2024	1,823	275	79	859	54	3,090
Depreciation						
At 1 April 2023	596	187	27	571	23	1,404
Charge for year	22	5	1	129	2	159
On disposals	-	-	-	-	-	-
At 31 March 2024	618	191	28	700	25	1,563
Net book value						
At 31 March 2024	1,205	83	51	159	29	1,527
At 31 March 2023	1,227	88	52	233	11	1,611

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>

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 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>

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>

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.

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.

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.

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

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>

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)	(2,573)	1,675	(1,096)
	<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	(2,213)	1,124	(874)
	<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.

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	-	-	254	264
Between one and five years	-	-	182	101
In more than five years	-	-	-	23
	-	-	436	388

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>