

BRIGHTON AND HOVE LGBT SWITCHBOARD

**TRUSTEES ANNUAL REPORT AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2014**

**Registered Number: 3920445
Registered Charity Number: 1088133**

**CHARITY COMMISSION
FIRST CONTACT**

06 NOV 2014

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BRIGHTON & HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)

(Registered Number: 3920445)

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BRIGHTON & HOVE LGBT SWITCHBOARD

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TRUSTEES' ANNUAL REPORT

The Trustees (who also act as Directors for Companies Act purposes) have pleasure in presenting their report and financial statements for the year ended 31 March 2014.

The Trustees believe that the financial statements comply with current statutory requirements and the Charity's governing document.

REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name:	Brighton and Hove LGBT Switchboard	
Company Number:	3920445	
Charity Number:	1088133	
Directors (Trustees):	M Antoniou	(resigned 19 February 2014)
	D L Cooper	(resigned 31 May 2013)
	T M G Elsworth	(resigned 31 May 2013)
	D Joiner	
	V Mulholland	(resigned 31 May 2014)
	J A Blakely	(resigned 28 February 2014)
	R Apsey	(resigned 28 February 2014)
	G M Leonard	(appointed 21 August 2013; resigned 30 June 2014)
	T D Read	(appointed 22 January 2014)
	E K Johnson	(appointed 19 February 2014)
	R J Adams	(appointed 22 February 2014)
	K M Richardson	(appointed 15 January 2014)
	M O'Donnell	(appointed 15 January 2014)
	A Von Spreckelsen	(appointed 31 July 2014)
Company Secretary:	D Joiner	(resigned 14 July 2014)
	R J Adams	(appointed 14 July 2014)
Registered Office:	Community Base Brighton East Sussex BN1 3XG	
Bankers:	Santander UK PLC BBAM Bridle Road Bootle Merseyside L30 4GB	Bank of Scotland 33 Old Broad Street London BX2 1LB
Independent Examiner:	C R Tyler FCA DChA Clark Brownscombe Limited Chartered Accountants 8 The Drive Hove East Sussex BN3 3JT	

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TRUSTEES' ANNUAL REPORT - continued

STRUCTURE, GOVERNANCE AND MANAGEMENT

Incorporation

Brighton and Hove LGBT Switchboard was incorporated as a company limited by guarantee (registered number 3920445) on 7 February 2000. The governing document is the Memorandum and Articles of Association as amended by Special Resolutions dated 18 June 2001 and 6 November 2013. The company became a registered charity (registered charity number 1088133) on 21 August 2001.

Trustees

The first members of the Company shall be the Subscribers to the Memorandum of Association. The Management Committee (Directors) may at its discretion admit to membership any lesbian, gay man, bisexual and transgender person who is a volunteer and has satisfactorily completed the volunteer training programme and/or meets such other criteria the Management Committee shall specify pursuant to Article 77.

Risk Management

The Directors have reviewed the major risks to which the charity is exposed and have implemented any necessary systems to mitigate those risks.

PUBLIC BENEFIT

In shaping our objectives and planning our activities for the year, the Trustees have given consideration to the duties set out in section 4 of the Charities Act 2006 to have due regard to public benefit. In particular, the Trustees have considered how the planned activities will contribute to the overall aims and objectives that they have set.

The Trustees believe that the following paragraphs, specifically on the "Objectives and Activities" and "Achievements and Performance" for the year, relate in detail the benefit that the charity provides to the public.

OBJECTIVES AND ACTIVITIES

Objectives

The objects of the Company shall be for the benefit of the public to (i) protect and preserve public health and (ii) to relieve mental and emotional distress of persons and in particular of people who are homosexual, bisexual, lesbian, gay, transgender or in doubt about their sexuality by in particular the provision of advice, information and counselling services.

ACHIEVEMENTS AND PERFORMANCE

Chair's report

This has been a year of gradual and sustainable change for the Switchboard. I joined the Board as Chair in February 2014 and took over officially from the Interim Chair, Maria Antoniou, in March. By that point, the board had spent 12-18 months strengthening organisational policies and practices; putting in place more robust monitoring and reporting procedures for our core services; and constructing a formal operational plan.

Switchboard has climbed back up from financial difficulties to a strong position during the year. The incumbent board had obviously done a solid job of creating a strong base from which to grow in the future. However, that work took its toll, and several Management Committee members decided to step down in 2013-14 after approximately a year's tenure. Our current Trustee Board comprises seven members. We are still developing policies and practices, and looking towards the future.

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TRUSTEES' ANNUAL REPORT - continued

In terms of our service to the LGBT community, Switchboard has also had a good year. The Helpline and Counselling services continue to be used and valued, and have undergone some developments this year in order to strengthen and improve them. The LGBT Health and Inclusion Project (LGBT HIP) has undertaken a number of important community engagement and consultation projects, not least playing a significant role in supporting Brighton & Hove City Council's ground-breaking Trans Equality work.

In 2013-14, we also successfully bid for funds for a new older people's project, in collaboration with community partners. The project, which started in April 2014, aims to better understand the needs of a typically neglected demographic group, LGBT people over age 50, and to develop or improve local services for them. We also further strengthened our partnership with RISE, with their two LGBTQI Domestic Violence workers based at the Switchboard office for part of the week.

As we enter our 40th year - a monumental achievement surely for a small, community and niche (LGBT) charity - our core services and our strong governance form the building blocks for future development. Our vision is to make Switchboard even more of a 'go-to' LGBT community organisation for Brighton & Hove. We have been traditionally known for the Helpline. As stated above, we already do much more. Moving forward, we want to continue with our core offer, but we also hope to develop Switchboard as an LGBT organisation offering a range of support and services to the community. What will this look like? Well, the planning and detail are yet to come, and will include members' and the wider community's input.

We are certain, however, that want to continue working in partnership with other LGBT and non-LGBT community organisations, statutory services, and businesses. This will require collaboration and trust, which we are working hard to build. In a voluntary sector where time and other resources are limited, we are committed to working together to provide enhanced support to the local community. As we move forward, one of our aims is to build deeper and stronger relationships, to communicate more effectively about our work and its impact, and to continue providing the information and support that LGBT people still so evidently need.

Gene Johnson

Chair

1. About Brighton & Hove LGBT Switchboard

Brighton and Hove LGBT Switchboard is a community LGBT organisation working with anyone over the age of 16 who identifies as LGBT or is affected by issues related to gender or sexual identity. We are not age or issue specific, and are here to listen, inform and support any LGBT person (or family and friends of LGBT people) with any concern that is impacting on wellbeing and health, and to give information including signposting on to other places where needed. We also provide opportunities to connect with other LGBT people and to participate in the community. Our main services and projects are:

- Telephone Help-line
- Face to face Counselling Service.
- Community engagement, consultation and development project (LGBT HIP)
- Older LGBT project
- Volunteering opportunities

Our help-line and counselling services are provided by approximately 30 volunteers at any one time, drawn from the community. Volunteers are also active within our other projects and support a range of outreach activities.

Our track record, experience and knowledge of the unique needs of LGBT people continues to ensure that Brighton & Hove's LGBT community is supported via our services and via the partnership work and connections that we make within and beyond the city's LGBT community.

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TRUSTEES' ANNUAL REPORT - continued

As the only generic LGBT organisation in the Brighton & Hove area, our expertise and specialist knowledge of the needs and experiences of the LGBT community is frequently called upon by other agencies seeking to develop their own knowledge and skills in responding to and supporting LGBT service users. This means our work reaches many more people than those that have direct contact with us. We are well regarded by our partners and statutory agencies, as evidenced by the number of those regularly approaching us for advice, consultation, training and representation at community events.

This year we celebrated our 39th birthday, responded to almost 1,000 enquiries via the help-line and delivered an average of 5 counselling sessions each to over 50 LGBT people. We also provided volunteering opportunities for over 40 people and engaged with, represented the voices of, and indirectly helped many LGBT people via the LGBT Health and Inclusion Project (LGBT HIP). We also developed a new LGBT older people's project.

2. Introduction

In 2013-14, as we strengthened our financial position, we also recognised the need to develop and strengthen our core services. The Management Committee requested monthly reports on the helpline and counselling services. This highlighted the need for some improvements - for the helpline, the challenge was to improve volunteer retention and motivation in order to ensure shifts were covered; for the counselling service, we needed to bring down waiting times. As such, we took decisive action to increase staff capacity during the year, appointing a Helpline Volunteer Coordinator and a Counselling Service Manager. The new staffing arrangements enabled us to provide enhanced support for helpline volunteers, ensuring shifts were covered. In the counselling service, we were able to respond to service users in a more consistent and timely way, cutting the waiting list significantly.

For the helpline, we secured a grant from Big Lottery Awards for All to develop the service and to make it more relevant to the community. Amongst other things, the grant has enabled us to increase access to the helpline for a wider range of people via the introduction of Webchat - where people can 'talk' live to a helpline volunteer via their computer. We have also been able to provide training to volunteers and to publicise the service.

These improvements to our core services began in 2013-14, but the impact - in terms of beneficiary numbers - will be more clearly seen in the 2014-15 annual report. Thanks to our staff and volunteers, we directly helped almost 1,000 people via the helpline and provided counselling to over 50 people in 2013-14.

In 2013-14 we also took on sole management of the LGBT Health and Inclusion Project (LGBT HIP) which had been previously co-managed with the Terrance Higgins Trust.

3. Key achievements

- Provision of a Helpline service to 932 callers
- Provision of 279 counselling sessions to 51 clients
- Volunteering opportunities for over 40 LGBT people
- Took on sole management of LGBT HIP, including management of the Coordinator
- Worked in partnership with MindOut to deliver out of hours telephone service to support LGBT people's mental health and wellbeing
- Strengthened partnership with domestic violence charity RISE, including location of RISE LGBTQI domestic violence service workers within Switchboard office for part of the week
- Secured funds, in collaboration with Impact Initiatives, Trust for Developing Communities and Hangleton and Knoll Project, for the Older LGBT project - engaging with LGBT people age 50+ in order to ascertain need and improve local services
- Developed operational plan, plus new organisational policies and plans

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TRUSTEES' ANNUAL REPORT - continued

4. LGBT Switchboard staff, trustees and volunteers

Staff: Switchboard started the year with 3 staff members: a part-time Director, a part-time Administrator and a full-time Coordinator for LGBT HIP. As we reviewed our core services, we decided to expand our team to include a part-time Helpline Volunteer Coordinator and Counselling Service Manager. Later in the year, we reviewed our operational needs and decided to replace the Administrator post with a Finance & Administrative Officer role. We ended the year with 5 roles, although the Finance & Admin post was vacant.

Trustees: We started the year with a strong management committee made up of 7 members with a wide variety of skills including third sector experience, fundraising, business planning, policy development, finance, marketing, HR and strategic vision. This included an Interim Chair. The committee spent the year strengthening our governance structures and reviewing and strengthening our operational policies and practices, and our services. The committee took a hands-on role and individuals had a heavy workload and, as such, several members decided to step down once they had achieved the tasks set out for them in the year's operational plan. However, they each stayed to help recruit new trustees and we ended the year with 5 members, including a new Chair, plus an on-going recruitment process.

Volunteers: Over 2013-14, 27 volunteers delivered the help-line service, and 8 volunteer counsellors provided a counselling service. We also had 4 volunteers helping with the LGBT HIP project over the year and 1 volunteer providing I.T. support to the charity.

Although our staff team has expanded, we still have a volunteering ethos at our core, and we are pleased to provide a range of volunteering opportunities to members of the LGBT community in both service delivery and office-based work.

We appreciate the dedication and loyalty that our volunteers demonstrate in their work for us and we invest in them through the provision of support and training. All help-line volunteers are given an initial 2 day training, peer mentoring practical training during an induction period as well as attending a programme of 7 mandatory training courses. These cover the areas of HIV, general sexual health, trans awareness, mental health awareness, counselling skills, LGBT hate crime supporting and reporting, and suicide interventions skills training. Counsellors can access the same training programme and we aim to meet any additional training needs that the counselling team may have. All volunteers attend regular team meetings that allow them to share knowledge of the wider work that we undertake as well as giving an opportunity to volunteers to contribute to our development. Volunteers also have an opportunity to help with outreach work at events.

5. Service & Project Reports

5.1 Counselling

During the year 2013-2014, Switchboard continued to provide a confidential, low-cost (sliding scale) counselling service to the LGBT community and those unsure or questioning their identity. Our counselling service by and for LGBT people is unique in the local area.

During this 12 month period, the counselling service received more requests for counselling than last year, and provided more support to more clients. We responded to **76 requests for counselling, 51 people received counselling** and a total of **279 counselling hours were delivered**. Counselling was provided by **5 volunteer qualified counsellors** and **3 counsellors in training**.

In April 2013 we appointed a Counselling Service Coordinator to manage the service. We saw the benefits of this as the year progressed. The waiting time for counselling reduced from 5-6 months, to just 8 weeks, which we managed to sustain.

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TRUSTEES' ANNUAL REPORT - continued

Issues dealt with in counselling sessions included: Mental health, Physical health, Alcohol misuse, Relationship difficulties, Relationship breakdown, Risky sexual behaviour, Suicidal ideation, Sexual identity/coming out, Homophobia, Family rejection, Gender identity/coming out, Employment discrimination, Hate incidents – relating to sexual identity, ethnicity and disability, Self harm, Domestic violence, Bereavement and Eating disorder.

At the end of counselling, we signposted clients to other services including trans support groups, LGBT social groups, Samaritans, Switchboard's help-line, LGBT Substance misuse service, Mankind and the Claude Nicole Clinic.

100% of clients who completed feedback forms said they felt better about the difficulties they came to counselling with after they had completed counselling with us. Comments made by clients over the year in answer to 'How would you describe your counselling experience?' include:

- 'Excellent, professional'
- 'Extremely helpful and enlightening'
- 'Expectations were exceeded'
- 'Fantastic – I have come away from practically every session with something new'
- 'Helpful, non-judgemental, let me open up about things that were difficult to talk about'
- 'Brilliant – really helpful to have someone to listen to me'
- 'Excellent, empathic and supportive – top quality'
- 'Very positive, very helpful'

Comments made by clients when asked 'What has changed for you as a result of the counselling?' serve to evidence the impact and outcomes of the counselling service:

- 'More confident, assured'
- 'I am no longer suicidal!'
- 'I have been able to establish boundaries because I am able to talk about things and no longer feel ashamed.'
- 'I feel assured about my confidence around this area'
- 'I have more of an insight into myself'
- 'I think my self-esteem has gone up a bit – extra self-belief'
- 'More aware of why I feel certain ways and how I can help myself'
- 'I am able to talk positively about my life and what I have achieved'
- 'I see myself in a much better place'

The counselling service will continue to be at the heart of our support to the LGBT community.

5.2 Helpline

During this year the Helpline received **932 calls** and **56 emails** requesting information and support. Support was provided on a wide range of issues including:

- Mental & emotional wellbeing – 27%
- Sexual identity – 21%
- Relationships – 11%
- Social connection – 10%
- Other e.g. Switchboard business, volunteering - 9%
- Housing - 8%
- Sexual health – 7%
- Gender identity – 6%
- Community Safety – 4%
- Physical health or disability related – 3%
- Discrimination and exclusion – 3%

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TRUSTEES' ANNUAL REPORT - continued

This year the helpline was covered by an average team of 20 volunteers, with up to 27 volunteers in some months.

A particular challenge for us at the start of the year was motivating and supporting volunteers to ensure cover for all of the advertised opening hours (The help-line continued to operate weekdays 5-9pm and weekends 5-7pm). However, we took on 10 new volunteers in August and, with the recruitment of our Helpline Volunteer Coordinator in October, shift coverage and call numbers began to increase. Indeed, by the end of the financial year, we almost doubled the percentage of advertised opening hours covered and the number of calls taken per month.

We continued with the ring-back service that was introduced during the previous year - if there was not a volunteer available, callers were able to leave a message and they receive a call back. With the help of a grant from Big Lottery Awards for All, we were able to explore ways of making the helpline service more relevant and useful to LGBT people. We researched new technologies and decided on a Webchat service, which we implemented at the very end of the year.

We also continued to work closely with MindOut in our help-line provision and development to support people with their mental health 'out of hours' service, complementing their other services.

Feedback we received from callers illustrates how helpful and valuable the service has been to them:

'It was good to talk to someone who understands the coming out process'

'Very helpful'

'A friendly voice I needed to hear'

'Feels better after talking'

'Thanks for talking'

'Good to get the information'

'It's made me think a little more'

'It was good to talk about these things'

'It made a difference'

6. Community engagement and representation

The LGBT Health and Inclusion Project (LGBT HIP) became a Switchboard project in April 2013 (previously jointly managed with the Terrance Higgins Trust). LGBT HIP undertakes engagement and consultation with LGBT people in Brighton & Hove in order to improve local council and health services.

LGBT HIP has over 600 LGBT individuals on its mailing list, and separate lists of LGBT and other organisations. These lists are used to publicise engagement and consultation opportunities. Activities are also publicised using social media and outreach work e.g. stalls at community events.

During the year, LGBT HIP undertook, amongst other things: a survey of NHS urgent care services, consultations to inform the city's Mental Health Wellbeing Strategy, a survey on suicidal distress, consultations on the development needs of the LGBT third sector, and consultations of the needs of LGBT disabled people, LGBT carers, and LGBT BME people.

LGBT HIP also took a key role in Brighton & Hove City Council's Trans Equality Scrutiny process, including attending sub-committee meetings, helping to develop the Trans Alliance and to set up the Trans Swimming initiative.

7. Priorities and Areas for Development in 2014-15

In 2014-15 we are continuing to strengthen the organisation and to develop the range of and quality of services and support we offer to the LGBT community. Priorities include:

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TRUSTEES' ANNUAL REPORT - continued

- Establish and develop the Older LGBT project, to engage with LGBT people over 50, to reduce isolation, and to improve services and support
- Develop the helpline via the introduction of new technologies, enhanced support for volunteers, and coverage of all advertised opening hours
- Develop the counselling team in order to see more clients and reduce the waiting list
- Increase the remit of LGBT HIP to include community development activities, by securing additional funding
- Develop existing partnership work and explore new partnership work to meet unmet needs of the LGBT community
- Continue to improve governance and recruit new management committee members including a permanent Treasurer and an HR specialist
- Improve outcome based monitoring and evaluation systems
- Develop the website and the use of social media
- Develop a community fundraising plan

8. Financial report

The year ending March 2014 has been a year of expansion and consolidation for Switchboard.

Unrestricted reserves have been almost doubled (2013 - £27,511; 2014 - £50,257) and we now hold funds that will ensure the charity will be able to continue providing its core functions and to fulfil its moral and legal obligations for at least 3 months were cash flow to be catastrophically interrupted. This is in line with Switchboard's reserves policy and will provide a stable and confident base for operations to be undertaken.

The consolidation of Switchboard's core financial stability has happened alongside an exciting growth in additional activity which has seen expenditure amount double (2013 - £54,196; 2014 - £110,355). The majority of this extra expenditure has been directly funded by restricted grants, allowing Switchboard to effectively provide these additional services without impacting on helpline or counselling provision. We are extremely grateful to the following funders for their support and consequently the support that they have shown for the local LGBT community that Switchboard serves and who make use of the charity's services.

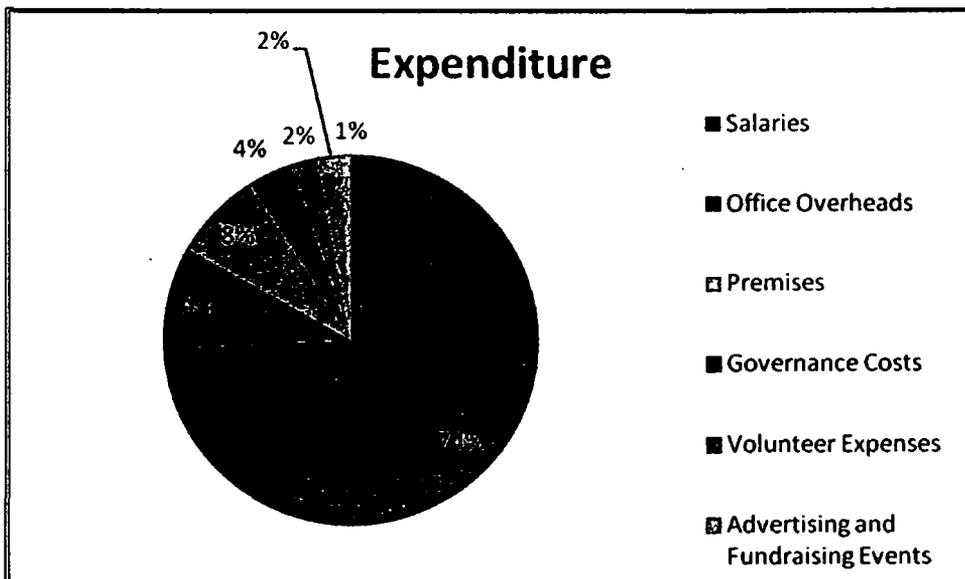
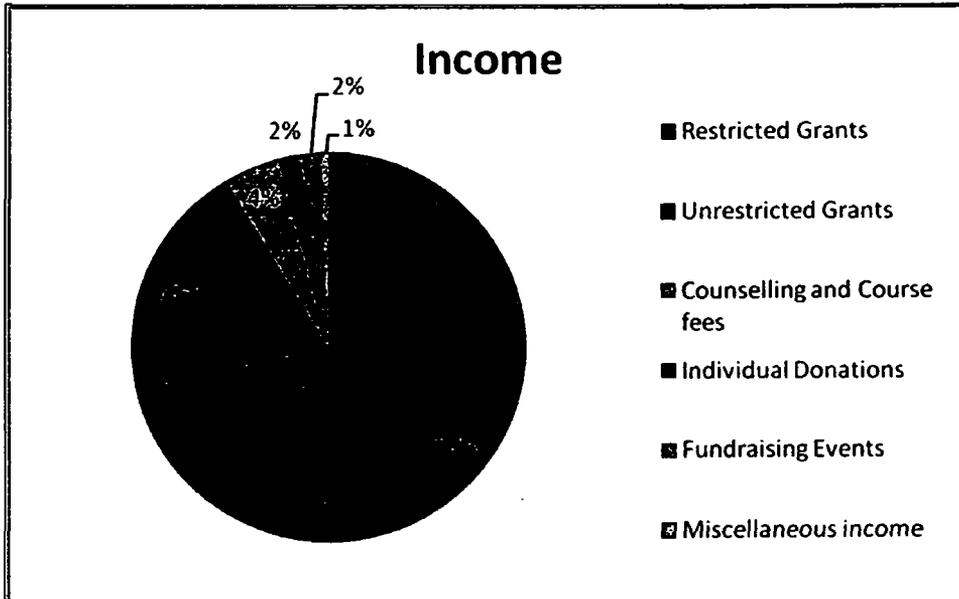
- Brighton & Hove City Council Discretionary Grants
- Brighton & Hove City Council Public Health HIV Prevention Team
- Brighton & Hove City Council Communities, Equalities and Third Sector Team
- Brighton & Hove Clinical Commissioning Group
- Brighton & Hove City Council Pride Grant
- Brighton & Hove Primary Care Trust
- Sussex Community Foundation (Rainbow Fund)
- Sussex Community Foundation (Comic Relief)
- Big Lottery Awards for All
- Lloyds TSB Foundation
- DemSoc
- MindOut
- Cooperative Membership Community Fund

While restricted grants have grown to become an important part of Switchboard's funding mix it is important to be aware that those funds are reliant on projects and initiatives that are often outside of the charity's control. While Switchboard remains proud to be partners in delivering vital services it is with a certain worry that it can be observed voluntary individual and corporate donations have fallen slightly in 2014, although fundraising through events has increased. Combined these streams account for only 13% of unrestricted income, with 16% from charitable activities undertaken, primarily the provision of the counselling service and the remaining 71% made up from an unrestricted grant.

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TRUSTEES' ANNUAL REPORT - continued

It is now a priority to ensure that Switchboard is able to deepen its ties to the community it supports and expand the base of funding that will ensure financial freedom to pursue the charity's future plans and core goals.



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TRUSTEES' ANNUAL REPORT-continued

STATEMENT OF DIRECTORS' (TRUSTEES') RESPONSIBILITIES

The Trustees (who are also Directors of Brighton and Hove LGBT Switchboard for the purposes of Company law) are responsible for preparing the Trustees 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 company as at the end of the year and of the surplus or deficit of the company for that period. In preparing those financial statements, the Trustees are required to:

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

The Trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the company and to prevent and detect fraud and other irregularities.

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities and in accordance with the Special Provisions of Part 15 of the Companies Act 2006 relating to small companies and with the Statement of Recommended Practice – Accounting and Reporting by Charities.

INDEPENDENT EXAMINER

In accordance with section 72 of the Memorandum of Association the Company has dispensed with the requirement to have its accounts formally audited and has appointed C R Tyler FCA DChA of Clark Brownscombe Limited to act as Independent Examiner.

The report of the Directors has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Signed on behalf of the board:



E K Johnson
Director / Trustee

Date: 3/11/14

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**INDEPENDENT EXAMINERS' REPORT TO THE MEMBERS OF
BRIGHTON AND HOVE LGBT SWITCHBOARD**

I report on the accounts of the company for the year ended 31 March 2014 which are set out on pages 12 to 19.

Respective responsibilities of Trustees and Examiner

The charity's trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself the Charity is not subject to audit under Part 16 of the Companies Act 2006 and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the General Directions given by the Charity Commissioner under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of Independent Examiner's Report

My examination was carried out in accordance with the General Directions given by the Charity Commissioner. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and the seeking of explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent Examiner's Statement

In connection with my examination, no matter has come to my attention:

- which gives me reasonable cause to believe that, in any material respect, the requirements:
 - (a) to keep accounting records in accordance with section 386 of the Companies Act 2006; and
 - (b) to prepare accounts which accord with the accounting records, comply with the accounting requirements of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities (revised 2005) have not been met, or
- to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



C R Tyler FCA DChA
Clark Brownscombe Limited
Chartered Accountants
8 The Drive
Hove
East Sussex
BN3 3JT

Date: 14 November 2014

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**STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2014**

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2014 £	Total Funds 2013 £
INCOME AND EXPENDITURE ACCOUNT					
INCOMING RESOURCES					
From Generated Funds:					
Voluntary Income:					
Donations - Individuals		2,701	-	2,701	2,744
- Businesses		<u>-</u>	<u>-</u>	<u>-</u>	<u>689</u>
		2,701	-	2,701	3,433
Grants	3	<u>28,000</u>	<u>100,870</u>	<u>128,870</u>	<u>67,137</u>
		<u>30,701</u>	<u>100,870</u>	<u>131,571</u>	<u>70,570</u>
Fundraising:					
Events		<u>2,498</u>	<u>-</u>	<u>2,498</u>	<u>1,035</u>
Investment Income:					
Room hire		<u>-</u>	<u>-</u>	<u>-</u>	<u>333</u>
		<u>33,199</u>	<u>100,870</u>	<u>134,069</u>	<u>71,938</u>
From Charitable Activities:					
Counselling and Course fees		<u>6,237</u>	<u>-</u>	<u>6,237</u>	<u>5,556</u>
Other:					
Miscellaneous income		<u>776</u>	<u>-</u>	<u>776</u>	<u>1,744</u>
TOTAL INCOMING RESOURCES		<u>40,212</u>	<u>100,870</u>	<u>141,082</u>	<u>79,238</u>
RESOURCES EXPENDED					
Cost of Generating Funds	4	658	1,775	2,433	1,329
Charitable Activities	4	14,108	89,565	103,673	51,143
Governance Costs	4	<u>2,684</u>	<u>1,565</u>	<u>4,249</u>	<u>1,724</u>
TOTAL RESOURCES EXPENDED		<u>17,450</u>	<u>92,905</u>	<u>110,355</u>	<u>54,196</u>
NET INCOMING RESOURCES BEFORE TRANSFERS		22,762	7,965	30,727	25,042
TRANSFERS		<u>(16)</u>	<u>16</u>	<u>-</u>	<u>-</u>
NET INCOMING RESOURCES AFTER TRANSFERS		22,746	7,981	30,727	25,042
BALANCES BROUGHT FORWARD		<u>27,511</u>	<u>-</u>	<u>27,511</u>	<u>2,469</u>
BALANCE CARRIED FORWARD		<u>50,257</u>	<u>7,981</u>	<u>58,238</u>	<u>27,511</u>

The notes on pages 14 to 19 form part of these Accounts

BRIGHTON & HOVE LGBT SWITCHBOARD
(A Company Limited By Guarantee)
(Registered Number: 3920445)
(Registered Charity Number: 1088133)

BALANCE SHEET
AS AT 31 MARCH 2014

	Note	2014		2013	
		£	£	£	£
FIXED ASSETS					
Tangible fixed assets	5		1,436		175
CURRENT ASSETS					
Debtors	6	3,151		3,317	
Cash at bank and in hand		<u>78,978</u>		<u>73,994</u>	
		82,129		77,311	
CREDITORS: amounts falling due within one year	7	<u>(25,327)</u>		<u>(49,975)</u>	
NET CURRENT ASSETS			<u>56,802</u>		<u>27,336</u>
			<u>58,238</u>		<u>27,511</u>
CAPITAL AND RESERVES					
Restricted funds	12		7,981		-
Unrestricted funds	11		<u>50,257</u>		<u>27,511</u>
			<u>58,238</u>		<u>27,511</u>

The company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2014.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2014 in accordance with Section 476 of the Companies Act 2006.

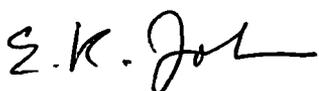
The directors acknowledge their responsibilities for:

- (a) Ensuring that the company keeps accounting records which comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) Preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of each financial year and of its profit or loss for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements were approved by the Board of Directors on its behalf by:

and were signed on



3/11/14

E K Johnson
Director / Trustee

The notes on pages 14 to 19 form part of these Accounts

BRIGHTON & HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)

(Registered Number: 3920445)

(Registered Charity Number: 1088133)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2014**

1. ACCOUNTING POLICIES

1.1 Basis of preparation of financial statements

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008), the Companies Act 2006 and follow the recommendations in Accounting and Reporting by Charities: Statement of Recommended Practice issued in March 2005.

The Accounts have been prepared on a going concern basis.

1.2 Income

Voluntary income is received by way of donations and gifts and is included in full in the Statement of Financial Activities when receivable. The value of services provided by volunteers has not been included.

Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities in the year in which they are receivable.

Other income and income from investments is included when received.

1.3 Resources expended

Resources expended are recognised in the period in which they are incurred and include attributable VAT which cannot be recovered.

In accordance with the Statement of Recommended Practice: Accounting by Charities, the resources expended have been categorised as follows:

- (i) Costs of generating funds – comprise those costs incurred in publicity and fund raising events.
- (ii) Charitable activities – comprise all expenditure directly relating to the principal activity.
- (iii) Governance costs – include those incurred in the governance of the Charity and its assets and are primarily associated with constitutional and statutory requirements.

1.4 Operating leases

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the Statement of Financial Activities as incurred.

1.5 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Computers	-	33½% straight line
Office equipment	-	15% reducing balance

1.6 Unrestricted funds

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

1.7 Designated funds

Designated funds are unrestricted funds earmarked by the management committee for particular purposes.

1.8 Restricted funds

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund, together with a fair allocation of management and support costs.

BRIGHTON & HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)

(Registered Number: 3920445)

(Registered Charity Number: 1088133)

NOTES TO THE FINANCIAL STATEMENTS - continued

2. NET OUTGOING RESOURCES

The net outgoing resources are stated after charging:

	2014	2013
	£	£
Operating Lease – Rent	-	-
Depreciation of tangible fixed assets - owned by the company	573	31
Independent Examiners' fee	<u>1,350</u>	<u>1,450</u>

During the year, no director/trustee received any emoluments or reimbursement for services (2013: £Nil).

Details of staff costs are as follows:

	2014	2013
	£	£
Salaries	62,802	31,741
Social Security Costs	<u>5,138</u>	<u>2,312</u>
	<u>67,940</u>	<u>34,053</u>
Average No. of employees	<u>4</u>	<u>2</u>

No employee received remuneration in excess of £60,000 (2013: £None)

3. GRANTS RECEIVED

	Unrestricted	Restricted	2014	2013
	£	£	£	£
Brighton & Hove City Council				
- Discretionary 3 year grant	28,000	-	28,000	28,500
- HIV Prevention	-	21,218	21,218	21,218
- Engagement	-	22,000	22,000	-
- Pride Events	-	250	250	-
- HR	-	-	-	100
Clinical Commissionary Group	-	21,681	21,681	-
Brighton & Hove Primary Care Trust				
- Counselling	-	8,000	8,000	-
- HIP	-	4,000	4,000	-
Comic Relief (Sussex Community Foundation)	-	2,500	2,500	-
Rainbow Fund (Sussex Community Foundation)	-	2,500	2,500	-
Lloyds TSB Foundation	-	11,400	11,400	9,500
MindOut	-	4,010	4,010	-
RISE	-	733	733	-
Awards for All	-	2,578	2,578	250
The Allen Lane Foundation	-	-	-	244
Co-Operative Membership Fund	-	-	-	2,000
American Express	-	-	-	325
West Sussex County Council	-	-	-	5,000
	<u>28,000</u>	<u>100,870</u>	<u>128,870</u>	<u>67,137</u>

BRIGHTON & HOVE LGBT SWITCHBOARD

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(Registered Number: 3920445)

(Registered Charity Number: 1088133)

NOTES TO THE FINANCIAL STATEMENTS – continued

3. GRANTS RECEIVED – continued

The following amounts were received and deferred to the next year (see Note 7):

	Unrestricted	Restricted	2014	2013
	£	£	£	£
Awards for All	-	6,911	6,911	-
Brighton & Hove City Council	-	-	-	15,000
Lloyds TSB	-	-	-	11,400
Brighton & Hove PCT – Counselling Project	-	8,000	8,000	8,000
Brighton & Hove PCT – HIP Project	-	-	-	4,000
Comic Relief	-	-	-	2,500
Rainbow Fund	-	2,500	2,500	2,500
	<u>-</u>	<u>2,500</u>	<u>2,500</u>	<u>2,500</u>
	<u>-</u>	<u>17,411</u>	<u>17,411</u>	<u>43,400</u>

4. RESOURCES EXPENDED

	Unrestricted	Restricted	2014	2013
	£	£	£	£
Cost of Generating Funds				
Advertising and Fundraising Events	658	1,775	2,433	1,329
Charitable Activities:				
Brighton Pride	12	758	770	440
Qualified Counsellors	2,163	11,806	13,969	2,242
Salaries	6,508	61,432	67,940	34,053
Supervision and Training	531	1,197	1,728	1,896
Insurance	738	946	1,684	1,379
Stationery and Postage	170	1,983	2,153	858
Subscriptions	98	419	517	272
Sundry Expenses	384	2,861	3,245	817
Computer Expenses	54	108	162	48
Repairs and Maintenance to Premises	-	192	192	204
Rent	1,779	6,570	8,349	7,368
Telephone	784	605	1,389	602
Depreciation	476	272	748	31
Volunteer Travel and Expenses	411	416	827	629
Cleaning	-	-	-	304
	<u>14,108</u>	<u>89,565</u>	<u>103,673</u>	<u>51,143</u>
Governance Costs:				
Legal and Professional	1,334	1,565	2,899	274
Independent Examiner's Fee	1,350	-	1,350	1,450
	<u>2,684</u>	<u>1,565</u>	<u>4,249</u>	<u>1,724</u>

BRIGHTON & HOVE LGBT SWITCHBOARD
(A Company Limited By Guarantee)
(Registered Number: 3920445)
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NOTES TO THE FINANCIAL STATEMENTS – continued

5. TANGIBLE FIXED ASSETS

	Total £	Computer Equipment £	Furniture, Fittings and Equipment £
Cost			
At 1 April 2013	5,572	3,632	1,940
Additions	2,009	1,469	540
Disposals	<u>(5,572)</u>	<u>(3,632)</u>	<u>(1,940)</u>
At 31 March 2014	<u>2,009</u>	<u>1,469</u>	<u>540</u>
Depreciation			
At 1 April 2013	5,397	3,632	1,765
Charge for the year	573	449	124
On Disposals	<u>(5,397)</u>	<u>(3,632)</u>	<u>(1,765)</u>
At 31 March 2014	<u>573</u>	<u>449</u>	<u>124</u>
Net book value			
At 31 March 2014	<u>1,436</u>	<u>1,020</u>	<u>416</u>
At 31 March 2013	<u>175</u>	<u>-</u>	<u>175</u>

6. DEBTORS

	2014 £	2013 £
Due within one year		
Prepayments and other debtors	1,791	1,223
Gift Aid reclaim	<u>1,360</u>	<u>2,094</u>
	<u>3,151</u>	<u>3,317</u>

7. CREDITORS

	2014 £	2013 £
Amounts falling due within one year		
Other creditors and accruals	1,606	2,531
Social Security costs	4,396	2,130
Loan from Ex Trustee	1,914	1,914
Deferred Income	<u>17,411</u>	<u>43,400</u>
	<u>25,327</u>	<u>49,975</u>

8. COMPANY STATUS

The company is a private company limited by guarantee and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £1 towards the assets of the company in the event of liquidation.

9. OPERATING LEASE COMMITMENTS

At 31 March 2014 the company had no annual commitments under non-cancellable operating leases (2013 nil).

BRIGHTON & HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)

(Registered Number: 3920445)

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NOTES TO THE FINANCIAL STATEMENTS – continued

10. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Tangible Fixed Assets £	Net current Assets £	Total 2014 £	Total 2013 £
Restricted	-	7,981	7,981	-
Unrestricted	<u>1,436</u>	<u>48,821</u>	<u>50,257</u>	<u>27,511</u>
	<u>1,436</u>	<u>56,802</u>	<u>58,238</u>	<u>27,511</u>

11. STATEMENT OF FUNDS

	Balance 1 April 2013 £	Incoming Resources £	Outgoing Resources £	Transfers £	Balance 31 March 2014 £
Unrestricted Funds					
General Reserves	<u>27,511</u>	<u>40,212</u>	<u>(17,450)</u>	<u>(16)</u>	<u>50,257</u>

12. RESTRICTED FUNDING

	Notes	Balance 1 April 2013 £	Incoming Resources £	Resources Expended £	Transfers £	Balance 31 March 2014 £
BHCC	1					
– HIV Prevention (counselling)		-	21,218	(21,226)	8	-
BHCC	2					
– Engagement (LGBT - HIP)		-	22,000	(22,000)	-	-
B&H PCT – Counselling	3	-	8,159	(1,859)	-	6,300
B&H PCT	4					
– Engagement (LGBT – HIP)		-	4,000	(2,319)	-	1,681
Clinical Com Group	5	-	21,681	(21,689)	8	-
- Engagement (HIP)						
Comic Relief SCF (Counselling)	6	-	2,500	(2,500)	-	-
Rainbow SCF (Counselling)	7	-	2,500	(2,500)	-	-
Lloyds TSB Foundation (Salaries)	8	-	11,400	(11,400)	-	-
MindOut						
(Helpline, Mental Health)	9	-	4,010	(4,010)	-	-
RISE (Domestic Violence)	10	-	573	(573)	-	-
Awards for All	11					
– (Helpline Development)		-	2,579	(2,579)	-	-
BHCC	12					
– Pride Events (Pride, Outreach)		-	250	(250)	-	-
		<u>-</u>	<u>100,870</u>	<u>(92,905)</u>	<u>16</u>	<u>7,981</u>

BRIGHTON & HOVE LGBT SWITCHBOARD

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NOTES TO THE FINANCIAL STATEMENTS – continued

12. RESTRICTED FUNDING - continued	Balance b/fwd £	Amount Received £	Balance c/fwd £	Incoming Resources £
Deferred Income				
Unrestricted				
BHCC – Discretionary 3 year grant	<u>-</u>	<u>28,000</u>	<u>-</u>	<u>28,000</u>
Restricted				
BHCC – HIV Prevention (Counselling)	-	21,218	-	21,218
BHCC – Engagement (LGBT HIP)	15,000	7,000	-	22,000
B&H PCT – Counselling	8,000	8,159	(8,000)	8,159
B&H PCT – Engagement (LGBT HIP)	4,000	-	-	4,000
Clinical Com Group – Engagement (HIP)	-	21,681	-	21,681
Comic Relief SCF – Counselling	2,500	-	-	2,500
Rainbow Fund SCF – Counselling	-	2,500	(2,500)	2,500
Lloyds TSB Foundation – Salaries	2,500	-	-	11,400
MindOut – Helpline, Mental Health	11,400	4,010	-	4,010
RISE – Domestic Violence	-	573	-	573
Awards for All – Helpline Development	-	9,490	(6,911)	2,579
BHCC – Pride Events (Pride, Outreach)	<u>-</u>	<u>250</u>	<u>-</u>	<u>250</u>
	<u>43,400</u>	<u>74,881</u>	<u>(17,411)</u>	<u>100,870</u>
Total	<u>43,400</u>	<u>102,881</u>	<u>(17,411)</u>	<u>128,870</u>