

Charity registration number: 1072772

The Intercom Trust

Annual Report and Financial Statements
for the Year Ended 31 August 2018

Thompson Jenner LLP
1 Colleton Crescent
Exeter
Devon
EX2 4DG

The Intercom Trust
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The Intercom Trust

Reference and Administrative Details

Trustees	Robert Reevy Andrew Duncan Matthew Millmore Chris Musgrave Stephen Guy Jenny Wilcox
Secretary	Jenny Wilcox
Principal Office	PO Box 285 Exeter Devon EX4 3ZT
Charity Registration Number	1072772
Bankers	CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ
Independent Examiner	Thompson Jenner LLP 1 Colleton Crescent Exeter Devon EX2 4DG

The Intercom Trust

Trustees' Report

The trustees present the annual report together with the financial statements of the charity for the year ended 31 August 2018.

Structure, governance and management

Key powers of the Trustees (from the Deed of Trust, section 5):

1. To co-operate with voluntary and statutory agencies and other organisations and associations operating in furtherance of the Objects or of similar purposes and to exchange information and advice with them;
2. To establish or support any charitable trusts, associations or institutions formed for any of the charitable purposes included in the Objects;
3. To act as a focus and resource for other agencies and organisations who in the opinion of the trustees share all or some of these Objects or else contribute to their fulfilment;
4. To improve the sense of community amongst isolated and vulnerable lesbians, gay men, bisexuals and trans people, to broaden their access to mainstream services on the level of full equality with other members of the public, and to enable them to create new structures of self-help;
5. To work by all lawful educational and charitable means towards the eradication of homophobic and transphobic violence, prejudice and discrimination from private, public and corporate life;
6. To facilitate, encourage and publicise lesbian, gay, bisexual and trans communal and cultural activities in all fields including but not limited to the arts, sport and leisure activities;
7. To support families whose members include lesbian, gay, bisexual or trans people.

As a community-led organisation, responsive to community needs, the Trust's principal activities under the Constitution are centred on issues that related to social isolation, crime and community safety, equal access to services, and young people's needs. Community consultation is main-streamed throughout all services. The primary activities are (1) providing direct help for individuals in need, (2) developing the local and sub-regional community by the provision of infra-structure support services for other community-led organisations, and (3) partnerships, consultancy and training for a wide range of organisations in the public and other sectors.

The Trust's primary area of benefit is the South West. (Currently our primary activities are focused on Cornwall, Devon, and Dorset). The governing document also allows the Trust to act at a regional or national level provided that such action brings a direct benefit to LGBT people in the primary area.

Organisational structure

The Executive Director Dr Michael Halls retired in September 2017, after many years of dedicated service to the Trust. As a result of this, Andy Hunt was promoted from Deputy Director to Chief Executive Officer.

The Board of Trustees meet every six weeks and (except for any reserved items) staff are welcome to attend and speak. The Chief Executive Officer, Andy Hunt, is normally present at all meetings. Andy Hunt has held the role of Advisor to the Trustees since September 2017. The CEO is responsible to the Board of Trustees through Chris Musgrave, the Treasurer, who is his line-manager.

His responsibilities are as follows:

1. All activities and operations of the Trust.

The Intercom Trust

Trustees' Report (continued)

2. Ensuring compliance with funding agreements and other obligations.
3. Budgeting and use of human, financial and capital resources.
4. Defining, and implementing, Trust strategy and policy within limits defined from time to time by the Board of Trustees.
5. Strategic development of the Trust.
6. Delivery of the Trust's partnership and infrastructure services.

Max Cohen now manages the Help, Support and Advocacy team. The HSA team consisted, during this six-month period, of four full-time and three part-time support-workers, based in our central office in Exeter and our off-site offices in Plymouth and Redruth. The CEO has operational responsibility for all other services, and is the Trust's nominated officer with responsibility for implementing and developing Trust policies. In parts of this latter role he is supported by Matthew Millmore (fostering social worker with Action for Children) who is the Trustee with safeguarding responsibilities. Paul Dawson, the Office Manager, works to the CEO.

Appointment of Trustees

Trustees are appointed by vote of the Board of Trustees, following a recruitment and selection process that matches the skills, experience and qualifications of candidates with the needs of the Trust and the requirements for charity trustees. The recruitment process is administered and supervised by the Chair of the Board of Trustees.

Induction and Training of Trustees

Prospective trustees attend Trustees' meetings as observers, and then apply to become Trustees, giving an account of how their knowledge, skills and experience match the Trust's formal Trustee Core Skills document. Trustees are provided with induction and training that cover the aims, values, operations and history of the Trust, and the responsibilities of charitable trustees.

Objectives and activities

Charitable Objects

The Objects of the Trust are:

1. To relieve the needs of lesbian gay bisexual and transgendered people and others who are in need on account of discrimination suffered in relation to sexual orientation or gender identity in such ways as are charitable at law;
2. To promote human rights (as set out in the European Convention of Human Rights and subsequent legislation, case determinations, conventions and declarations) by raising awareness of human rights issues, promoting public support for human rights, obtaining redress for the victims of human rights abuse, and contributing to the sound administration of human rights law;
3. To advance the education of the public in relation to all aspects of discrimination and other disadvantage suffered by reason of being lesbian gay bisexual or transgendered.

The Intercom Trust

Trustees' Report (continued)

Achievements and performance

Public benefit

The Trustees have considered the Trust's duty to report on the public benefit of the Trust's operations, and believe that on the evidence of the activities detailed below the Trust is providing a significant public benefit within the region.

Corporate activities

Trustees: There have been no changes in the board to report on, however we have plans to organise a trustee recruitment drive in the Autumn of 2018.

Development.

We have taken the decision to change our financial and reporting year, hence this six-month report. We will now be reporting annually from April – March, to better fit with our funders.

We are also investing in a new finance package as agreed with our accountants. This will be implemented by the next full financial year.

The Strategic Plan and Operational Plan made many new contacts across the public sector, identified new funding opportunities, updated many policies and procedures to be compliant with new funding contracts, and significantly broadened awareness of Intercom's services, and of LGBT+ community profiles, needs and issues.

The Trust, as of 1st September 2017, is now a CIO operating under our new charity number 1171878.

For the first time in many years our Cornwall service is fully funded through Cornwall Council (Troubled Families) and now Kernow Clinical Commissioning group. We are also in talks about expanding our service and receiving funding through the CCG for another full time worker for Cornwall.

We have been awarded a three-year funding bid from Children in Need to secure 'Young and Yourself' the long-established LGBTQ Youth Group in Cornwall. We have now merged the two organisations to ensure the continuation of the critical services that YAY provides for LGBTQ young people in Cornwall.

Our on-line presence continues to grow and we have a large following across all our social media platforms. This has become our primary means of communication with the thousands of followers we have. It is a valuable tool for keeping our communities informed and engaged with the work we do and issues relevant to us. Traffic to the new website continues to grow and the site is being accessed by more and more people. We are expanding to include online referral forms and our website will soon have a FAQ section for clients and referrers into the service.

Partnerships

We continue to work on developing our community-based stakeholder relationships, including funded partnerships, with local government, the NHS and the police service.

The Intercom Trust

Trustees' Report (continued)

The national NHS Gender Identity Service for under-18s, "GIDS", continue using part of our premises two or three days a week, under contract with us, as a South West hub for their own services to young people and their families. We have long been working in close partnership with GIDS, as well as with the equivalent service in Exeter for adults (The Laurels) We welcome this very practical strengthening of the relationship, which has greatly benefited both theirs and our own service-users, and helped with the smooth running and efficiency of both organisations. There is a significant overlap between their client-list and our own, and a great deal of day-to-day signposting and referral in both directions.

Our relationship with Plymouth University's Department of Clinical Psychology has continued very fruitfully: we very warmly thank Sementi Sagathevan, who was our intern for the year.

In the third sector, we continue to work closely with a wide range of local and regional organisations in all sectors, across Dorset, Devon, and Cornwall, and further afield with our colleagues at the national Consortium of LGB and Trans Community and Voluntary Organisations; and others.

Training

The demand for our CPD accredited face-to-face training, including many schools continues to grow.

We held two of our very popular "Lost in Transition" conferences on young people and the transitioning pathway, for professionals around gender conflict in children and young people. The first was in Plymouth in December 2017. And for the second we were commissioned by Babcock to deliver a conference to school staff at Exeter race course in January.

Donations.

We thank all individual, corporate and charitable donations to the Trust during the year. All donations are valued and put to good use.

Many of our own present and past service-users were able to contribute to our Ashton Fund, a dedicated hardship fund for the direct support of people in special need. All Payroll Giving donations are also added to the Ashton Fund.

Once again, the Trustees thank all staff for their loyalty, commitment, dedication, and their professionalism and skills.

At the end of the year the Trust has three offices; in Exeter, Plymouth, and Redruth.

Help, Support and Advocacy Service ("HSA")

The Help Support and Advocacy service continued to respond to calls for help from individual members of the public across Cornwall, Plymouth, Devon and Torbay and the wider UK. We currently have five volunteer counsellors, all in their final year of professional training. They all receive joint external supervision on Intercom's behalf from our colleagues in the Red Earth Counselling service.

Our HSA manager, Max Cohen, and Mo Low an occupational therapist from The Laurels Gender Identity Clinic, worked together to deliver a 10-session course of compassionate mindfulness badged as "Kind Mind", which again proved very successful.

Sementi Sagathevan, our intern carried out an evaluation and follow up group. We have used this to re write our upcoming third course, taking place later in the year.

The Intercom Trust

Trustees' Report (continued)

Our Gender Identity Family Days are social and self-help groups for families who include a child or young person who is living with a degree of gender identity conflict, we have held 28 of these in Camborne, Dorset, Exeter and Plymouth. These days run in partnership with our local stakeholders, such as YAY (LGBTQ Youth Cornwall), SPACE Youth Project in Dorset, and X-Plore in Devon and our national colleagues in GIDS. (see monitoring below).

We continue to work closely with Devon and Cornwall Police Victim Care Unit, and with our partners within the VCU Network. Just over one quarter of all our service-users are victims of crime or bring us a crime-related problem.

Funding

The work of this service-area was supported during this period by a major grant from the Big Lottery Fund's Reaching Communities programme, and by local grants and contracts with Cornwall Council, Northern Eastern and Western Devon Clinical Commissioning Group, South Devon and Torbay Clinical Commissioning Group, Kernow CCG and the Police and Crime Commissioner for Devon & Cornwall.

Monitoring.

In this BLF reporting year (March 2017-February 2018) the Helpline service logged 8091 activities (calls and meetings), up from 6726 a 17% increase on last year.

981 service users compared to 716 in the previous year up 37%

Client 1-1 meetings are up from 757 to 1098, an increase of 31%

Total number of service users who had 1-1 meeting is 320

Counseling 138 sessions to 16 different clients

Our Family days in Exeter, Dorset, Plymouth and Cornwall have grown enormously and feedback has been excellent. The days are intended to reduce the isolation of parents and siblings of gender non-conforming or trans young people. In the last BLF full reporting year, we had 561 attenders, up from 254 in the previous year.

The Trustees thank not only the Intercom staff team for their work, but also the dedicated external team of professional counsellors who have provided their skills and time, often at reduced cost or entirely free of cost, to support some of our most seriously disadvantaged clients and help them move onwards.

We are extremely grateful to all our funders for making it possible for the Trust to maintain this critical service for the public. On the evidence of our helpline contacts, and of the issues that are being brought to us, both the social need and the public demand for this service continue to increase year on year.

The number of service users across the board continues to grow, especially Young people and their families with gender conflict.

The Intercom Trust

Trustees' Report (continued)

Partnerships for Equality

We maintain our funded role in Devon County Council's Equality Reference Group, which we joined when it was set up in 2002. This provides professional third-sector equality and diversity expertise, support and scrutiny for the Council, and community expertise and skills for the Devon Equality Partnership. The contract was re-commissioned during the year, according to its three-year cycle, and we are glad to say that in company with most of our partner-agencies on the existing group Intercom's tender was successful.

Community Development

We continue to provide infrastructure support services for approximately 100 independent LGBT community-led groups and projects across the peninsula, helping with fundraising, governance etc., and supporting new initiatives to set off on a sound sustainable basis. The LGBT+ Directory continues to provide a unique opportunity for local people and their frontline groups to liaise, and promote their events, set up new groups, and make their voices heard across the peninsula.

Financial review

The Trustees confirm that these accounts comply with requirements of relevant statute law, the Constitution of the Trust, and the appropriate edition of the Charity Commissioners' Statement of Recommended Practice. The relatively low level of donations from members of the public continues to reflect the fact that the great majority of our service-users and supporters are not themselves financially secure. We are deeply grateful to all who have given what they can, whether in financial support or in hours of time, to support the Trust's work among the largest vulnerable community in the peninsula.

Reserves

The Trust has no permanent endowment, and has never been in a position to build up significant long-term reserves. The balance of restricted funds carried forward each year is in accordance with funders' expectations and agreed work plans, and covers scheduled expenditure in the short or medium-term future. The balance of unrestricted funds carried forward is to protect the Trust against becoming vulnerable to any short-term funding-gap; the Trustees aim to achieve a position where there is an unrestricted reserve able to cover three months' operating expenses, in case of need, and for the purpose of generating investment income.

Grant making policy

Our Ashton Fund is a designated fund solely for providing direct help for individuals in need, maintained by payroll giving and other donations from members of the public, and by occasional small grants. The Ashton Fund can only be used to assist individuals who are living with serious personal hardship.

The Prudence de Villiers Memorial Fund is a restricted fund for supporting Pride events and community development in Plymouth.

The Intercom Trust

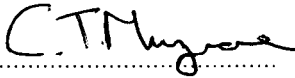
Trustees' Report (continued)

Risk exposure

The Trustees and CEO are continuously assessing the Trust's exposure to risk. Expenditure, workplace activities and projections for work and budgeting are all managed on a day-to-day basis so as to minimise all medium and long-term risks, being particularly careful to ensure that the Trust is at all times basing its future budgets for expenditure on income that is definitely assured. The major barrier to the Trust's development continues to be the difficulty of matching the public demand for services across the service area with funding that would enable us to develop the needed capacity. However, developments over this year and last year continue to be very encouraging.

The trustees recommend that Thompson Jenner LLP remain in office until further notice.

The annual report was approved by the trustees of the charity on ...11:18... and signed on its behalf by:



.....
Chris Musgrave
Trustee

The Intercom Trust

Statement of Trustees' Responsibilities

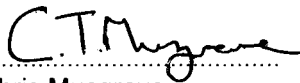
The trustees are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

The law applicable to charities 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 charity and of the incoming resources and application of resources of the charity 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 Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the applicable Charities (Accounts and Reports) Regulations, and the provisions of the constitution. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the trustees of the charity on ...1:11:18..... and signed on its behalf by:



Chris Musgrave
Trustee

The Intercom Trust

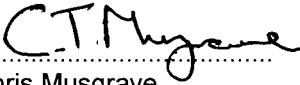
Statement of Financial Activities for the Year Ended 31 August 2018

	Note	Unrestricted funds £	Restricted funds £	Total 2018 £
Income and Endowments from:				
Expenditure on:				
Total Expenditure		-	-	-
Gross transfers between funds		(57,442)	(57,804)	(115,246)
Net movement in funds		(57,442)	(57,804)	(115,246)
Reconciliation of funds				
Total funds brought forward		57,442	57,804	115,246
Total funds carried forward	14	-	-	-
	Note	Unrestricted funds £	Restricted funds £	Total 2017 £
Income and Endowments from:				
Donations and legacies	2	14,786	-	14,786
Charitable activities	3	102,606	287,593	390,199
Investment income	4	78	-	78
Total Income		117,470	287,593	405,063
Expenditure on:				
Charitable activities		(165,205)	(229,617)	(394,822)
Total Expenditure		(165,205)	(229,617)	(394,822)
Net (expenditure)/income		(47,735)	57,976	10,241
Gross transfers between funds		75,314	(75,314)	-
Net movement in funds		27,579	(17,338)	10,241
Reconciliation of funds				
Total funds brought forward		29,863	75,142	105,005
Total funds carried forward	14	57,442	57,804	115,246

The Intercom Trust
(Registration number: 1072772)
Balance Sheet as at 31 August 2018

	Note	2018 £	2017 £
Fixed assets			
Tangible assets	10	-	1,633
Current assets			
Debtors	11	-	12,162
Cash at bank and in hand		-	<u>114,162</u>
		-	126,324
Creditors: Amounts falling due within one year	12	-	<u>(12,711)</u>
Net current assets		-	<u>113,613</u>
Net assets		-	<u><u>115,246</u></u>
Funds of the charity:			
Restricted funds		-	57,804
Unrestricted income funds			
Unrestricted funds		-	<u>57,442</u>
Total funds	14	-	<u><u>115,246</u></u>

The financial statements on pages 10 to 20 were approved by the trustees, and authorised for issue on 1.11.18 and signed on their behalf by:



 Chris Musgrave
 Trustee

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 August 2018

1 Accounting policies

Statement of compliance

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 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

Basis of preparation

The Intercom Trust meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Exemption from preparing a cash flow statement

The charity opted to early adopt Bulletin 1 published on 2 February 2016 and have therefore not included a cash flow statement in these financial statements.

Going concern

The operational activities, assets and liabilities were transferred to the newly incorporated CIO (charity number 1171878) on the 1 September 2017. On this basis, these accounts have been prepared on a cessation basis.

Income and endowments

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Donations and legacies

Donations and legacies are recognised on a receivable basis when receipt is probable and the amount can be reliably measured.

Investment income

Investment income is recognised on a receivable basis.

Charitable activities

Income from charitable activities includes income recognised as earned (as the related goods or services are provided) under contract.

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 August 2018 (continued)

1 Accounting policies (continued)

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs

These include the costs attributable to the Charity's compliance with constitutional and statutory requirements, including audit, strategic management and Trustees' meetings and reimbursed expenses.

Tangible fixed assets

Individual fixed assets costing £50 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Fixtures, fittings and equipment	25% straight line basis

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objects of the Charity.

Designated funds are resources set aside from unrestricted funds for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations

The Charity operates a defined contribution pension scheme. Contributions are charged in the SOFA as they become payable in accordance with the rules of the scheme.

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 August 2018 (continued)

2 Income from donations and legacies

	Total 2018 £	Total 2017 £
Donations and legacies;		
Donations from companies, trusts and similar proceeds	-	696
Donations from individuals	-	14,090
	-	14,786
	-	14,786

3 Income from charitable activities

	Total 2018 £	Total 2017 £
Community support activities	-	225
Service level agreements	-	4,250
Training and consultancy income	-	15,647
Other charitable activity income	-	12,592
Comic Relief	-	6,786
Dorset Police and Crime Commissioner	-	17,132
Devon NHS	-	13,560
Cornwall Council	-	24,000
Devon and Cornwall Police and Crime Commissioner	-	35,000
BLF Reaching Communities	-	159,791
Local Sustainability Fund	-	31,920
NHS England	-	1,000
Dorset police	-	17,760
Devon Clinical Commissioning Group	-	50,536
	-	390,199
	-	390,199

4 Investment income

	Total 2018 £	Total 2017 £
Interest receivable and similar income;		
Interest receivable on bank deposits	-	78
	-	78
	-	78

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 August 2018 (continued)

5 Analysis of governance and support costs

Governance costs

	Total 2018 £	Total 2017 £
Independent Examiner's remuneration	-	3,960
	<u>-</u>	<u>3,960</u>

6 Net incoming/outgoing resources

Net (outgoing)/incoming resources for the year include:

	2018 £	2017 £
Depreciation of fixed assets	-	1,249
	<u>-</u>	<u>1,249</u>

7 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

8 Staff costs

The aggregate payroll costs were as follows:

	2017 £
Staff costs during the year were:	
Wages and salaries	251,740
Social security costs	16,394
Pension costs	9,877
	<u>278,011</u>

The monthly average number of persons (including senior management team) employed by the charity during the year expressed as full time equivalents was as follows:

	2018 No	2017 No
Service delivery	<u>9</u>	<u>10</u>

The Intercom Trust

Notes to the Financial Statements for the Year Ended 31 August 2018 (continued)

8 Staff costs (continued)

No employee received emoluments of more than £60,000 during the year

9 Taxation

The charity is a registered charity and is therefore exempt from taxation.

10 Tangible fixed assets

	Furniture and equipment £	Total £
Cost		
At 1 September 2017	45,764	45,764
Disposals	<u>(45,764)</u>	<u>(45,764)</u>
At 31 August 2018	<u>-</u>	<u>-</u>
Depreciation		
At 1 September 2017	44,131	44,131
Eliminated on disposals	<u>(44,131)</u>	<u>(44,131)</u>
At 31 August 2018	<u>-</u>	<u>-</u>
Net book value		
At 31 August 2018	<u>-</u>	<u>-</u>
At 31 August 2017	<u>1,633</u>	<u>1,633</u>

11 Debtors

	2018 £	2017 £
Trade debtors	-	7,398
Prepayments	-	1,764
Other debtors	<u>-</u>	<u>3,000</u>
	<u>-</u>	<u>12,162</u>