

Charity registration number: 1171878

# The Intercom Trust

Annual Report and Financial Statements  
for the Year Ended 31 March 2019

Thompson Jenner LLP  
1 Colleton Crescent  
Exeter  
Devon  
EX2 4DG

## The Intercom Trust

### Contents (continued)

Reference and Administrative Details	1
Trustees' Report	2 to 8
Statement of Trustees' Responsibilities	9
Independent Examiner's Report	10
Statement of Financial Activities	11
Balance Sheet	12
Notes to the Financial Statements	13 to 24

## The Intercom Trust

### Reference and Administrative Details

<b>Trustees</b>	Chris Musgrave Stephen Guy Jenny Wilcox Adam Killeya Georgina Savill-James Suzi McGoldrick Richard Smith Simon Hill
<b>Secretary</b>	Jenny Wilcox
<b>Principal Office</b>	PO Box 285 Exeter Devon EX4 3ZT
<b>Charity Registration Number</b>	1171878
<b>Bankers</b>	CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ
<b>Independent Examiner</b>	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 March 2019.

#### 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 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.
2. Ensuring compliance with funding agreements and other obligations.
3. Budgeting and use of human, financial and capital resources.

## The Intercom Trust

### Trustees' Report (continued)

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 manages the Help, Support and Advocacy team. The HSA team consisted, of five 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 trans+ 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 trans+.

# 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 several changes in the board to report on, as a result of a Trustee recruitment drive we held in September 2018. We are happy to report we have some excellent additions to the board: Adam Killea, Richard Smith, Georgina Saville- James and Suzi McGoldrick.

This in turn has allowed for some of our longer standing Trustees to step down. We wholeheartedly thank Andrew Duncan, Rob Reevey and Mathew Millmore for their years of dedicated service to the trust.

We are pleased, however, that Mathew Millmore has retained his role as our Safeguarding Expert and that Andrew Duncan has been given the title of Emitus Trustee due to his many years of loyal service to the Trust.

#### Development.

We are now reporting annually from April - March, to match the financial year and to better fit with our funders.

We have invested in a new accountancy and finance package called Xero, as agreed with our accountants. This has now been implemented and this is our first full financial year report using this system.

Our Cornwall service is fully funded through Cornwall Council (Troubled Families) and Kernow Clinical Commissioning group.

Children in Need funding was secured for three years so that 'Young and Yourself' - the long-established LGBTQ Youth Group in Cornwall - can thrive and grow. This enabled us to employ a part time YaY co-ordinator. 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.

In order to increase our profile, we have also invested in and launched a selection of videos which outline our organisation and the work we do. These videos are complemented by a short film from one of our ex-clients, who talks in a powerful and moving way about his journey and the valuable support he received from us.

Traffic to the new website continues to grow and the site is being accessed by more and more people. We have expanded the site to include secure online referral forms and our website now has a FAQ section for clients and referrers into the service.

## The Intercom Trust

### Trustees' Report (continued)

#### Partnerships

On a national level we have become much more recognised for the work that we do in the South West. This is partly due to us having a higher profile, becoming part of the National LGBT CEO's group, attendance at the annual LGBT conference and also being asked to attend Downing Street for the annual Pride celebrations.

We have also attended the first Action Impact group alongside other larger LGBT+ organisations. John Peart from the Government Equalities office attended and spoke at our first Schools gathering in Cornwall - which had over seventy young LGBT+ people in attendance for a day conference hosted at a school in Cornwall.

We have been successful in obtaining funding through Government Equalities Office to fund a part time Sustainability Manager who will start working with us 1st April 2019.

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

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). This continues to benefit both theirs and our own service-users, and helps 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 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. In fact, we have had the busiest year in our history providing this much needed professional service.

We held a 'Lost In Transition Conference' in Plymouth, in partnership with GIDS, which was attended by approx. 80 professionals that work with young people.

We are working in consultation with Hospice Care southwest to improve their standard of care for members of the LGBT+ communities that they work with both via their commercial outlets and their nursing support.

In 2018 we relaunched the Dorset Police Consultation Group - bringing together members of the LGBT+ communities with Dorset Police to explore a wide range of community concerns and issues.

#### Donations.

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

We have this year been chosen as Vodafone Exeter charity of the year and are working on fundraising events to be staged in the coming year.

## The Intercom Trust

### Trustees' Report (continued)

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 based in Exeter and now our Plymouth Office. They all receive joint external supervision on Intercom's behalf from our colleagues in the Red Earth Counselling service.

Our HSA manager, Max Cohen, an occupational therapist from The Laurels Gender Identity Clinic, worked together to deliver a 6-session course of compassionate mindfulness badged as "Kind Mind", which again proved very successful.

We have continued to run our Gender Identity Family Days, which are social / 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 total across 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 we have delivered during this period has been supported 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. We are working towards a more sustainable funding cycle with Kernow CCG and Devon CCG i.e.: two year contracts.

#### Monitoring.

In this BLF reporting year (March 2018-February 2019) the Helpline service logged 9666 activities (calls and meetings), which is up from 8091 - a 16.2% increase on last year.

We supported 817 service users, compared to 981 in the previous year - which is down 20.07% (See below Schools groups)

Client 1-1 meetings are down from 1098 to 1053 - a slight decrease of 3.1%



## The Intercom Trust

### Trustees' Report (continued)

Total number of service users who had 1-1 meeting is 271, down from 320 - which is a 15.31% decrease (see below for school's groups work)

This decrease in 1-1 meetings is partly due to the overwhelming demand on our Cornwall service (we only have one full time worker for the whole of the county), specifically by young LGBTQI young people through Schools. This year we introduced more School's lunchtime drop-in groups in Cornwall, facilitated by our worker Steve Cannon and in partnership with 11 schools.

School groups: March -2018 - February 2019 - we hold sessions once every two weeks, as most schools have a two-week pattern.

Total 132 sessions, with an average of 11 attendees per session (some of the school group numbers are included in the overall stats, but not all - as not all of the YP are clients of the service).

This has reduced the number of 1:1s in some schools (not all) but it has also helped Steve co-ordinate his clients around the county on a two weekly rolling rota.

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. Our trans+ Family days are held in Exeter, Plymouth Dorset and Cornwall. Within this reporting period we held 28 meetings, attracting 179 different families - totalling 487 people. We have not included these numbers in the overall stats.

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 continues to increase year on year. The number of service users contacting us continues to grow, especially young people with gender conflict and their families.

#### *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.

#### *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 on our website continues to provide a unique opportunity for local people to connect with social groups, which helps people develop improved networks and reduce social isolation.

## The Intercom Trust

### Trustees' Report (continued)

#### 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.

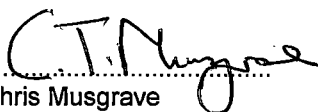
The Prudence de Villiers Memorial Fund is a restricted fund for supporting Pride events and community development in Plymouth.

#### 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 ~~23/03/19~~ 23/03/19 and signed on its behalf by:

  
.....  
Chris Musgrave  
Trustee

## The Intercom Trust

### Statement of Trustees' Responsibilities

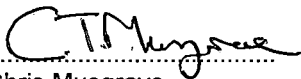
The trustees are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

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 23/05/19 and signed on its behalf by:



Chris Musgrave  
Trustee

## The Intercom Trust

### Independent Examiner's Report to the trustees of The Intercom Trust

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2019 which are set out on pages 11 to 24.

#### Respective responsibilities of trustees and examiner

As the charity's trustees of The Intercom Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the The Intercom Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

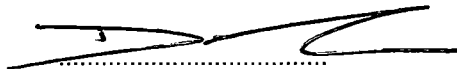
#### Independent examiner's statement

Since The Intercom Trust's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of The Intercom Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



David Tucker FCCA  
Association of Chartered Certified Accountants

1 Colleton Crescent  
Exeter  
Devon  
EX2 4DG

Date: 3<sup>rd</sup> September 2019

## The Intercom Trust

### Statement of Financial Activities for the Year Ended 31 March 2019

	Note	Unrestricted funds £	Restricted funds £	Total 31 March 2019 £
<b>Income and Endowments from:</b>				
Donations and legacies	2	2,502	-	2,502
Charitable activities	3	185,926	130,557	316,483
Investment income	4	110	-	110
Total income		<u>188,538</u>	<u>130,557</u>	<u>319,095</u>
<b>Expenditure on:</b>				
Charitable activities	5, 6	<u>(163,542)</u>	<u>(191,844)</u>	<u>(355,386)</u>
Total expenditure		<u>(163,542)</u>	<u>(191,844)</u>	<u>(355,386)</u>
Net income/(expenditure)		24,996	(61,287)	(36,291)
Gross transfers between funds		<u>10,340</u>	<u>(10,340)</u>	<u>-</u>
Net movement in funds		35,336	(71,627)	(36,291)
<b>Reconciliation of funds</b>				
Total funds brought forward		<u>61,732</u>	<u>91,614</u>	<u>153,346</u>
Total funds carried forward	15	<u><u>97,068</u></u>	<u><u>19,987</u></u>	<u><u>117,055</u></u>

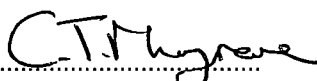
	Note	Unrestricted funds £	Restricted funds £	Total 31 March 2018 £
<b>Income and Endowments from:</b>				
Donations and legacies	2	67,652	57,804	125,456
Charitable activities	3	33,310	196,555	229,865
Investment income	4	39	-	39
Total Income		<u>101,001</u>	<u>254,359</u>	<u>355,360</u>
<b>Expenditure on:</b>				
Charitable activities	5	<u>(142,365)</u>	<u>(59,649)</u>	<u>(202,014)</u>
Total Expenditure		<u>(142,365)</u>	<u>(59,649)</u>	<u>(202,014)</u>
Net (expenditure)/income		(41,364)	194,710	153,346
Gross transfers between funds		<u>103,096</u>	<u>(103,096)</u>	<u>-</u>
Net movement in funds		<u>61,732</u>	<u>91,614</u>	<u>153,346</u>
<b>Reconciliation of funds</b>				
Total funds carried forward	15	<u><u>61,732</u></u>	<u><u>91,614</u></u>	<u><u>153,346</u></u>

**The Intercom Trust**

**(Registration number: 1171878)  
Balance Sheet as at 31 March 2019**

	Note	31 March 2019 £	31 March 2018 £
<b>Fixed assets</b>			
Tangible assets	11	8,825	721
<b>Current assets</b>			
Debtors	12	47,334	30,756
Cash at bank and in hand		<u>73,889</u>	<u>143,784</u>
		121,223	174,540
<b>Creditors: Amounts falling due within one year</b>	13	<u>(12,993)</u>	<u>(21,915)</u>
<b>Net current assets</b>		<u>108,230</u>	<u>152,625</u>
<b>Net assets</b>		<u>117,055</u>	<u>153,346</u>
<b>Funds of the charity:</b>			
<b>Restricted funds</b>		19,987	91,614
<b>Unrestricted income funds</b>			
Unrestricted funds		<u>97,068</u>	<u>61,732</u>
<b>Total funds</b>	15	<u>117,055</u>	<u>153,346</u>

The financial statements on pages 11 to 24 were approved by the trustees, and authorised for issue on 29/03/19 and signed on their behalf by:

  
 .....  
 Chris Musgrave  
 Trustee