

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

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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 2015.

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):	D Joiner	(resigned 14 December 2014)
	T D Read	(resigned 30 September 2015)
	E K Johnson	
	R J Adams	
	K M Richardson	(resigned 17 December 2014)
	M O'Donnell	
	A Von Spreckelsen	
	D. Scully	(appointed 26 November 2014)
Company Secretary:	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

Three themes reflect my year as Chair: building the board, the Switchboard's 40th birthday, and partnerships. The common thread is that of planned change and evolution.

The first theme is that of preparing a board of trustees to help move the organization forward. When I came on as Chair in February 2014, nearly the whole board had resigned due to burnout. So, while one could view that as dire, I saw it as an opportunity to build a board that could help evolve Switchboard to a new identity and purpose in the Brighton and Hove LGBTQ community. To do that, I wanted board members who had experience in the non-profit sector, to guide us wisely, as well as the corporate sector, to challenge us out of our comfort zone. It has been a year of continuous recruitment to the board. While we have had some stability challenges, we are actually somewhat forward in creating a cohesive strong board. We have a treasurer who is ably guiding us on our finances. We have an HR-focused board member who supports us with employment aspects. We have several trustees who know a lot about non-profit associations. We are also learning as we go along, particularly around fundraising. Our aim is to grow to about 10-12 trustees in total, which will allow us to be more representative of the entire LGBTQ community. For instance, we are focused now on having a service user as a trustee.

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TRUSTEES' ANNUAL REPORT - continued

The second theme is Switchboard's 40th birthday. This is a significant year for both Switchboard and the Brighton and Hove LGBTQ community. A highlight was being presented with a special award at the Golden Handbags Awards. We planned out an ambitious year of celebratory fundraising activities, with the triple aim of raising our community profile, partnering with other local groups, and raising some funds. To-date we have had a very successful firewalk and we are still promoting our 40:400 Club, which had the aim of raising £400 from 40 sponsors. The sponsors might simply donate the money or fundraise on our behalf. While we have only recruited half the number of sponsors at this time, we have been successful at raising our community profile, such as through hosted dress-down days, payment-by-donation workshops, and sales-revenue donations (including from Lush and the Breakfast Club).

It's not many non-profit community organisations that have survived so long. We think it's because of the much-needed services we have historically provided, including the helpline and counselling, but also because we have evolved over the years. A few years ago we took on the Health Inclusion Project (HIP), and our Older People's Project emerged out of that. This past year we added a chat-line element to the helpline. We acknowledge that we must continue to evolve, building on our historical heritage. My vision is that the Switchboard expands its offerings to a wider community network. The trustees held a strategy day in January and again very recently in October, and our debate tends to be about what the future might look like. Part of what we can offer is direct to our community, while part is in support of community development (e.g., to assist other LGBTQ organisations).

Our debate also revolves around how ambitious we can be. We are in a relatively healthy financial situation. However, with local council budget cuts looming, we are very conscious that we must consider alternative funding sources. To this end, our immediate aim is to create a more deliberate fundraising strategy that gets support from a wider variety of outlets and allows us some more autonomy as well (i.e., provides more unrestricted funds). So, we will focus on solidifying this strategy first, followed later in the year by some more ambitious planning about how we evolve, such as moving into a new service offering or supporting a new segment of the LGBTQ community. One thing is certain: we will re-brand at some point in the next year or two, to a name and identity that both acknowledges our past heritage and directs us to a new future.

The third theme I have already referred to, that of building more partnerships with local and national organisations. We work closely with a number of local LGBTQ and other groups, including MindOut and Allsorts, and we have also initiated a number of relationships with national groups who would like a base in the city or want our LGBTQ expertise, such as Stonewall Housing and RISE (on domestic violence). Our aim is to collaborate even more, so that we can support a wider array of the LGBTQ community. Indeed, our future success will depend upon partnerships.

The thread running throughout these three themes has been the need for change. Switchboard must evolve for the time. With the help of a strong board and meaningful partnerships, it will become a stronger, more diverse and modern organization for its next 40 years.

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:

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TRUSTEES' ANNUAL REPORT - continued

- Telephone Help-line
- Face to face Counselling Service.
- LGBT engagement, consultation, community development and Infrastructure support project (LGBT HIP)
- LGBT older peoples' 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.

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.

In April 2014 we responded to 1380 enquiries via the help-line including emails and webchats and delivered an average of 8 counselling sessions each to 48 LGBT people. We engaged with, represented the voices of, and indirectly helped 3206 LGBT people via the LGBT Health and Inclusion Project (LGBT HIP). Our LGBT Older Peoples' service supported 87 older people and worked with 39 non-LGBT older peoples' services in the city to improve their LGBT awareness and make their services more accessible to LGBT people.

We also provided volunteering opportunities to an average of 40 people

2. Introduction

The increase to our staff capacity in the previous year 2013-2104 strengthened the delivery of our help-line and counselling service and increased the number of sessions provided. It enabled us to provide increased support and management for our volunteers, improve our monitoring and evaluation systems and freed up more capacity for the Director to focus on the development of Switchboard's newer services and the partnerships to deliver these.

During 2014-2015 our successful tendering for a Brighton and Hove City Council commission to develop support and activities for LGBT Older People meant that we were able to begin this project in April 2014 and we recruited Helen Bashford who began in post as our LGBT Older Peoples' Development Worker in April 2014.

During this year we also secured a new contract for our LGBT HIP project with additional resource to increase and expand the work that HIP does. The project was sub-contracted by Community Works as part of the Brighton & Hove City Council 3rd Sector Development Prospectus and placed the project in the best position to work closely with Community Works and other partners to continue providing engagement opportunities to local LGBT people. In addition to engaging with LGBT people the new contract enabled us to develop the work of HIP to include community development work and infrastructure support work for small LGBT community groups.

3. Key achievements

- Provision of a Helpline service to 1380 callers
- Provision of 384 counselling sessions to 48 clients
- Volunteering opportunities for approximately 40 LGBT people
- Worked in partnership with MindOut to deliver out of hours telephone service to support LGBT people's mental health and wellbeing

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TRUSTEES' ANNUAL REPORT - continued

- Worked in partnership with RISE, including location of RISE LGBTQI domestic violence service workers within Switchboard office for part of the week and the delivery of domestic violence training to Switchboard volunteers.
- Developed and set up the LGBT Older People's project – supporting and providing activities for LGBT people age 50+ and working in partnership with Impact Initiatives, Trust for Developing Communities and Hangleton and Knoll Project to make non-LGBT Older people's services more accessible to LGBT people.
- Expanded the work of the HIP engagement project to include community development work and infrastructure support to small LGBT community groups working in partnership with Community Works and their other key partners.
- Strengthened our financial management capacity by recruiting a Finance and Administration Officer to support the charity's objectives and service delivery.

4. LGBT Switchboard staff, trustees and volunteers

Staff: 2014-2015 was a time of change and development for the Switchboard staff team. We started the year with 4 staff members: a part-time Director, a full-time Coordinator for LGBT HIP, a part-time Helpline Volunteer Coordinator and a part-time Counselling Service Manager. The Director went off on maternity leave in May and an Interim Director was appointed, and the HIP Coordinator left to take up alternative employment in London - also in May.

We appointed our LGBT Older Peoples' Development Worker in April and our Finance and Administrative Officer in July. In September we appointed our HIP project manager and our HIP Support Officer.

We ended the year with 7 staff members.

Trustees: We started the year with a management committee made up of 8 members with a wide variety of skills including third sector experience, business planning, policy development, finance, marketing, HR and strategic vision. The committee has had some churn, with some new appointments resigning with less than a year on-board. The committee has been quite hands-on for the past few years, and this can mean too heavy a workload for some. Nonetheless, the board has recently formed new sub-committees for finance and HR and fundraising. Membership is now at 7, but the plan is to grow it to 10-12.

Volunteers: Over 2014-15 an average of 21 volunteers delivered the help-line service, and 10 volunteer counsellors provided a counselling service. We also had 7 trustees volunteering, 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 are 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.

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TRUSTEES' ANNUAL REPORT - continued

5. Service & Project Reports

5.1 Counselling

During the year 2014-2015, 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 provided more counselling sessions than last year. We responded to 73 requests for counselling, 48 people received counselling and a total of 406 counselling hours were delivered. Counselling was provided by 7 volunteer qualified counsellors and 3 counsellors in training.

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; MindOut, LGBT support groups, Trans support groups, LGBT social groups, Other therapeutic agencies e.g. As You Are, Brighton Housing Trust, Claude Nicol, Samaritans, Switchboard's help-line, LGBT Substance misuse service

82% 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:

"It has been nothing short of life changing. A great help and a wonderful experience"

"Wonderful, life-saving... I felt understood and listened to for the first time. So great to be counselled by someone who understands the MSM experience"

"Very positive experience with a likeable and very professional counsellor."

"Very empowering"

"Extremely beneficial"

"Consistently excellent."

"Professional, experienced, helpful, thought provoking"

"Sincerely the most important thing I have ever done."

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:

"I feel calmer and more in touch with myself. More peaceful and able to better manage my emotions."

"The way I see myself in the world and in my own life has completely changed for the better."

"Greater self-knowledge, able to disclose details of traumatic life events."

"Sexual identify, confidence has increased"

"Feel more able to cope with issues"

"I am so much more aware of my behaviours and the reasons why I am the way that I am. There are things that I have avoided all of my life and never had the opportunity to talk about before."

Our counselling service is part funded with a HIV prevention grant – we work with people who use counselling to explore the reasons for taking sexual risks and during this year we received the following feedback from clients in relation to their sexual health;

17 clients said they felt they had increased confidence to openly discuss sex, sexuality, relationships and sexual health.

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13 clients said they felt they had improved negotiation skills in relationships and sexual encounters

9 clients said they had increased access to information, opportunities, resources and skills to maintain good sexual health

11 clients said they felt they had a better understanding and awareness of personal issues that contribute to their sexual risk taking

9 clients said they felt they were less likely to take part in risky sexual behaviour

7 clients said they were more likely to get tested for HIV

4 clients said they were more likely to use condoms

7 clients said they are more likely to use clinical services, like GPs, community sexual health clinics and HIV agencies

13 clients said they feel a difference in their attitude or behaviour to sex and sexual health?

5.2 Helpline

During this year the Helpline received 1150 calls and 229 emails and webchats requesting information and support. Support was provided on a wide range of issues including:

- Mental health & emotional wellbeing
- Sexual identity
- Gender identity
- Relationships
- Social connection
- Housing
- Sexual health
- Community Safety
- Physical health or disability related
- Discrimination and exclusion
- Other e.g. Switchboard business, volunteering

This year the helpline was covered by an **average team of 21 volunteers**.

This year our help-line continued to operate weekdays 5-9pm and weekends 5-7pm. The increase to our staff capacity in the previous year (2013-2014) resulted in enhanced management and support for our help-line volunteers which has been demonstrated in better commitment to covering shifts – during this year the help-line was open on average 80% of the advertised opening times.

We continued to offer a ring-back service so that if there was not a volunteer available, callers were able to leave a message and they received a call back. We also continued to offer email and webchat as additional ways for people to connect with us.

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

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

Thank you for listening, it feels good

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TRUSTEES' ANNUAL REPORT - continued

It helped me see a different perspective

Brilliant, very helpful, thanks for getting back

Good to talk, thanks for being there

Very helpful, able to talk about my feelings

Feeling much more confident about exploring my sexuality

Thank you so much, you've been a real life saver

Really helpful to just talk

I needed to talk to someone and I didn't know I could talk so freely

I was able to talk about my concerns about sex in confidence

Thanks for listening you do a great job

5.3 LGBT HIP Project

The LGBT Health and Inclusion Project (LGBT HIP) continues to offer a voice and representation to our local LGBT community. This year the HIP project has grown significantly in both its reach and its remit; we engaged with over 3000 people via this project, we developed partnerships with Community Works and other community development and infrastructure support organisations in the city to expand the work of the project to include community development and infrastructure support to local LGBT individual and groups – in partnership we were re-commissioned by the city council to continue our existing engagement work and develop this new work. We also continue to be funded for our engagement work via Brighton & Hove Clinical Commissioning Group.

During the year, LGBT HIP undertook the following consultation work:

- Better Care
- Integrated Care
- Patient Record Sharing
- Patient Participation Groups
- Lesbian, Bi and Queer Women's Health
- Substance Misuse
- NHS Health Checks
- Voter registration
- Children's Centres
- Council Tax reduction
- Council budget consultations

In the last quarter, we achieved better engagement with BME and faith communities. Following consultation, we produced information on LGBTQ services in 6 community languages, launched these at a BME health event, and made them available to other organisations. We also attended the One Voice community meetings and media training and have noted that, whilst this forum was initially targeted to faith and BME groups, with our active participation has become a way for marginalised communities to work together to tackle hate crime.

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By delivering LGBT awareness training to Community Works members and community development workers employed by TDC, we have helped to improve infrastructure services' ability to meet the needs of LGBTQ people and communities.

We have continued to support BHCC's Trans Equality Scrutiny, by recruiting trans community reps for meetings, engaging participants for the Trans Community Research (undertaken by Switchboard and the University of Brighton) and helping BHCC to formulate recommendations arising from the research.

We have also worked with local partners (e.g. SpeakOut) to examine the needs of LGBTQ people with learning disabilities; and with RISE to examine and improve LGBTQ organisations' ability to support those experiencing domestic violence and abuse.

Our community development activity has included consultation with local trans groups on their needs, culminating in a 2-day 'organisational development' training, delivered by a Community Works trainer and supported by HIP staff. One of the groups attending (Trans Pride) are implementing a new governance structure as a direct result. We have established LGBT HIPs role as a point of contact for LGBT groups to access development opportunities through Community Works Partnership and to provide ongoing support with regards to signposting and training. In this capacity, we also provide ongoing consultation to Community Works on LGBT-inclusion and managing relationships and dynamics within the LGBT sector. We have also been working with The Fed to support the establishment of an LGBTQ disabled people's group

5.4 LGBT Older Peoples' Project

We started 2015 with a new commission to develop and deliver a LGBT Older People's project working in partnership with older peoples' services in the city including Impact Initiatives, Hangleton and Knoll project and the Trust for Developing Communities. We recruited and appointed our development worker Helen Bashford in April and she quickly connected with isolated vulnerable older LGBT people in the city, assessed their needs and developed support and activities to meet those needs. By the end of the year this project had achieved the following:

- Engaged with and supported 87 LGBT Older people
- Provided 3 drop-ins per month at 3 different venues across the city
- Offered trips for LGBT Older people
- Worked with 39 people in non-LGBT older peoples' services developing their awareness of LGBT issues and supporting them to make their services more accessible to LGBT people including delivery of LGBT awareness training
- Developed working relationships with Stonewall housing (National LGBT Housing provider) and local housing providers to assess the housing needs of older LGBT people and facilitated a housing workshop for older LGBT people
- Supported a national research bid, led by the University of Brighton, looking at informal helping relationships.
- Won a community Stars award for partnership work

6. Priorities and Areas for Development in 2015-16

In 2015-16 we are continuing to strengthen the organisation and developing the range and quality of services and support we offer to the LGBT community. Priorities include:

- Develop the LGBT Older Peoples' project to meet the needs of beneficiaries that have been identified in year one – including further work to meet housing needs, developing LGBT be-friending and engaging with care services for older people to improve access for LGBT people.
- Develop the helpline and counselling team in order to respond to more people and reduce the counselling waiting list as well as exploring ways to better integrate these support services
- Continue to develop the HIP projects work in the newer areas of community development and infrastructure support

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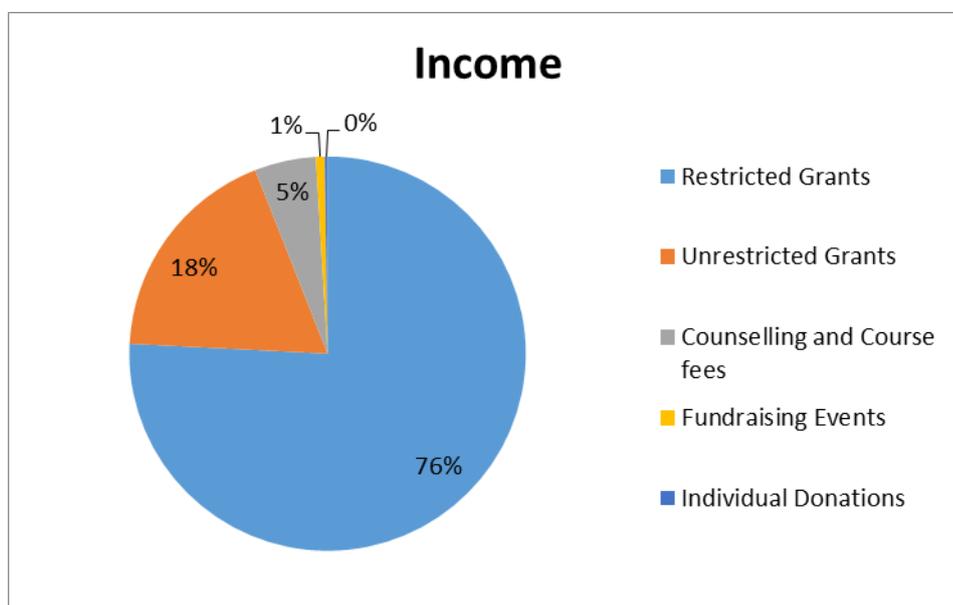
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TRUSTEES' ANNUAL REPORT - continued

- Continue to improve governance, recruit new trustees and develop a cohesive trustee and staff team with a shared vision for Switchboard's future
- Continue to develop outcome based monitoring and evaluation systems
- Continue to develop the website and the use of social media
- Develop a range of financial sustainability strategies and diversify our income

7. Financial Report

The year ending March 2015 has been a strong one for Switchboard financially, as we have worked to convert accrued restricted income into free reserves. To that end, despite a year of essentially balanced income and expenditure we have been able to increase reserves by £4,488 to £54,745. This is comfortably within our reserves policy that calls for a minimum of three months expenditure, which on the 2015-16 budget of total expenditure of £165k requires a minimum reserve of £41k. The extra reserve will now provide a cushion for future expansion plans and for the expected shift from our currently grant-heavy income pattern.



It is known that local government funding, which makes up the majority of Switchboard's current income, is undergoing cuts. Switchboard has a three-year discretionary grant that is due for renegotiation in 2017 and although we will do everything that we can to secure funding from our traditional support network we have also implemented a series of initiatives aimed at diversifying our income streams and securing our hard-won financial security. Over the coming years we should be seeing an uptake in both corporate and individual giving, as well as an expansion of income generated by the undertaking of our charitable activities. The year ending March 2015 has also been a year of consolidation for Switchboard's financial team, as it has seen the first full year in position of the current treasurer as well as the first year of bookkeeping and administration being taken in house. This has enabled a number of important changes to be made operationally that have secured and streamlined the financial function of the organisation.

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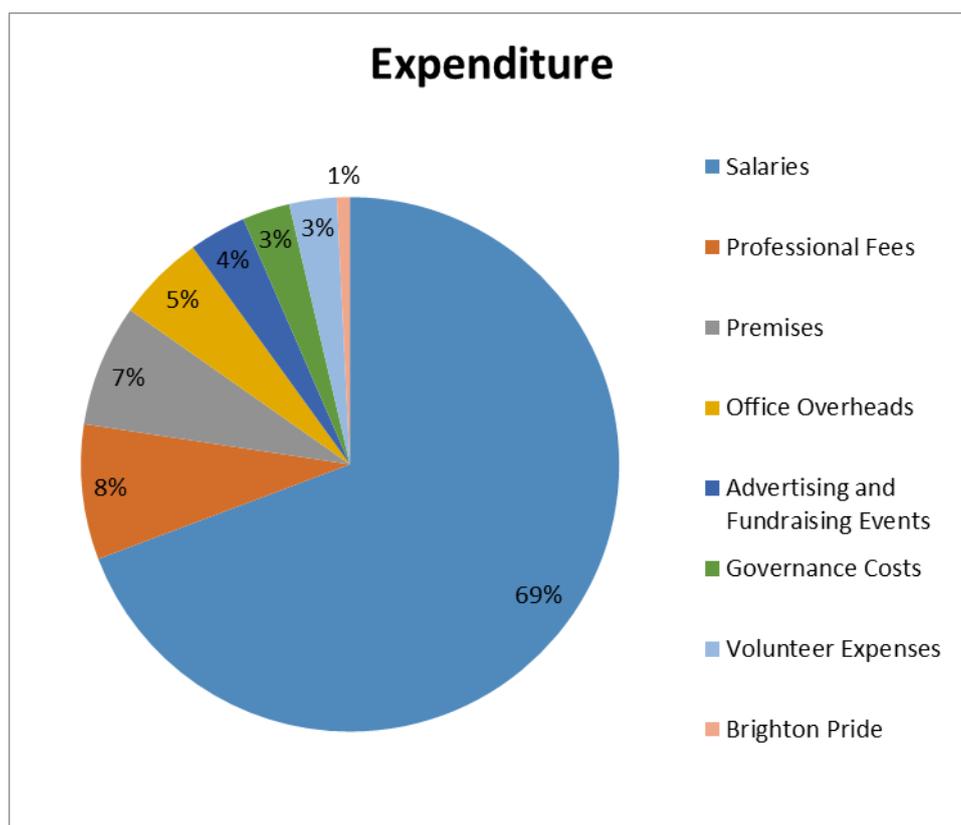
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Banking and payment processes have been overhauled, with a new bank and a new payroll provider being selected after a tender process. Switchboard is now able to pay staff and suppliers via BACS, a secure and efficient system that mitigates previous worries about missing payments disrupting service provision. The financial team, alongside a newly created Finance and HR Subcommittee of the board, will be looking at further improvements to the administration to ensure that, as Switchboard grows and offers its services as a project co-ordinator our administrative systems keep pace and provide security.

Switchboard has been able to offer a flexible partnership system that allows for work to be carried out in house by our staff or commissioned in, as can be seen below: professional fees consisting mostly of outworkers.



Switchboard would like to thank the following partners and grant awarding bodies for their contributions in 2014-15.

- Brighton & Hove City Council
- Brighton & Hove Clinical Commissioning Group
- Rainbow Fund
- MindOut
- RISE
- Awards for All
- Brighton & Hove City Council – Older People Project
- Lloyds TSB
- Brighton & Hove PCT – Counselling Project
- Brighton & Hove PCT – HIP Project
- Pride Community

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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:

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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 2015 which are set out on pages 12 to 18.

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:

BRIGHTON & HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)

(Registered Number: 3920445)

(Registered Charity Number: 1088133)

**STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2015**

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2015 £	Total Funds 2014 £
INCOME AND EXPENDITURE ACCOUNT					
INCOMING RESOURCES					
From Generated Funds:					
Voluntary Income:					
Donations - Individuals		(347)	-	(347)	2,701
- Businesses		-	-	-	-
		<u>(347)</u>	<u>-</u>	<u>(347)</u>	<u>2,701</u>
Grants	3	<u>28,000</u>	<u>116,330</u>	<u>144,330</u>	<u>128,870</u>
		<u>27,653</u>	<u>116,330</u>	<u>143,983</u>	<u>131,571</u>
Fundraising:					
Events		<u>816</u>	<u>300</u>	<u>1,116</u>	<u>2,498</u>
Investment Income:					
Room hire		<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
		<u>28,469</u>	<u>116,630</u>	<u>145,099</u>	<u>134,069</u>
From Charitable Activities:					
Counselling and Course fees		<u>7,632</u>	<u>40</u>	<u>7,672</u>	<u>6,237</u>
Other:					
Miscellaneous income		<u>-</u>	<u>-</u>	<u>-</u>	<u>776</u>
TOTAL INCOMING RESOURCES		<u>36,101</u>	<u>116,670</u>	<u>152,771</u>	<u>141,082</u>
RESOURCES EXPENDED					
Cost of Generating Funds	4	<u>2,873</u>	<u>2,378</u>	<u>5,251</u>	<u>2,433</u>
Charitable Activities	4	<u>25,149</u>	<u>118,110</u>	<u>143,259</u>	<u>103,673</u>
Governance Costs	4	<u>3,591</u>	<u>772</u>	<u>4,363</u>	<u>4,249</u>
TOTAL RESOURCES EXPENDED		<u>31,613</u>	<u>121,260</u>	<u>152,873</u>	<u>110,355</u>
NET INCOMING RESOURCES BEFORE TRANSFERS		4,488	(4,590)	(102)	30,727
TRANSFERS		<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
NET INCOMING RESOURCES AFTER TRANSFERS		4,488	(4,590)	(102)	30,727
BALANCES BROUGHT FORWARD		<u>50,257</u>	<u>7,981</u>	<u>58,238</u>	<u>27,511</u>
BALANCE CARRIED FORWARD		<u>54,745</u>	<u>3,391</u>	<u>58,136</u>	<u>58,238</u>

The notes on pages 16 to 20 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 2015**

	Note	2015		2014	
		£	£	£	£
FIXED ASSETS					
Tangible fixed assets	5		2,087		1,436
CURRENT ASSETS					
Debtors	6	6,936		3,151	
Cash at bank and in hand		<u>75,570</u>		<u>78,978</u>	
		82,506		82,129	
CREDITORS: amounts falling due within one year	7	<u>(26,457)</u>		<u>(25,327)</u>	
NET CURRENT ASSETS			<u>56,049</u>		<u>56,802</u>
			<u>58,136</u>		<u>58,238</u>
CAPITAL AND RESERVES					
Restricted funds	12		3,391		7,981
Unrestricted funds	11		54,745		50,257
			<u>58,136</u>		<u>58,238</u>

The company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2015.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2015 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 _____ and were signed on its behalf by:

E K Johnson
Director / Trustee

The notes on pages 16 to 20 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 2015

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	-	33⅓% 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:

	2015	2014
	£	£
Operating Lease – Rent	-	-
Depreciation of tangible fixed assets - owned by the company	887	748
Independent Examiners' fee	<u>2,160</u>	<u>1,350</u>

During the year, no director/trustee received any emoluments or reimbursement for services (2014: £Nil).

Details of staff costs are as follows:

	2015	2014
	£	£
Salaries	80,600	62,802
Social Security Costs	<u>5,874</u>	<u>5,138</u>
	<u>86,474</u>	<u>67,940</u>
Average No. of employees	<u>6</u>	<u>4</u>

No employee received remuneration in excess of £60,000 (2014: £None)

3. GRANTS RECEIVED

	Unrestricted	Restricted	2015	2014
	£	£	£	£
Brighton & Hove City Council	-			
- Old Peoples Project	-	19,934	19,934	28,000
- TNA Research	-	10,237	10,237	-
- Discretionary 3 year grant	28,000	-	28,000	-
- HIV Prevention	-	21,000	21,000	21,218
- Engagement	-	-	-	22,000
- Pride Events	-	250	250	250
- HIP	-	28,500	28,500	-
Clinical Commissioner Group	-	23,291	23,291	21,681
Brighton & Hove Primary Care Trust	-			
- Counselling	-	-	-	8,000
- HIP	-	-	-	4,000
Comic Relief (Sussex Community Foundation)	-	-	-	2,500
Rainbow Fund (Sussex Community Foundation)	-	2,500	2,500	2,500
Lloyds TSB Foundation	-	-	-	11,400
MindOut	-	4,010	4,010	4,010
RISE	-	400	400	733
Awards for All	-	6,208	6,208	2,578
	<u>28,000</u>	<u>116,330</u>	<u>144,330</u>	<u>128,870</u>

BRIGHTON & HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)

(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	2015	2014
	£	£	£	£
Awards for All	-	703	703	6,911
Brighton & Hove City Council – Older People Project	-	1,500	1,500	-
Lloyds TSB	-	2,000	2,000	-
Brighton & Hove PCT – Counselling Project	-	8,000	8,000	8,000
Brighton & Hove PCT – HIP Project	-	6,000	6,000	-
Pride Community	-	2,500	2,500	-
Rainbow Fund	-	2,500	2,500	2,500
	<u>-</u>	<u>23,203</u>	<u>23,203</u>	<u>17,411</u>

4. RESOURCES EXPENDED

	Unrestricted	Restricted	2015	2014
	£	£	£	£
Cost of Generating Funds				
Advertising and Fundraising Events	2,873	2,378	5,251	2,433
Charitable Activities:				
Brighton Pride and Other Events	462	730	1,192	770
Helpline and Counselling	12,310	15,524	27,834	13,969
Salaries	6,897	71,124	78,021	67,940
Supervision and Training	909	2,227	3,136	1,728
Insurance	1,371	265	1,636	1,684
Stationery and Postage	410	1,091	1,501	2,153
Subscriptions	226	490	716	517
Sundry Expenses	680	528	1,208	3,245
Computer Expenses	48	82	130	162
Premises Costs	(30)	630	600	192
Rent	802	9,881	10,683	8,349
Telephone	641	1,360	2,001	1,389
Depreciation	356	531	887	748
Volunteer Travel and Expenses	67	1,159	1,226	827
Professional Costs	-	12,488	12,488	-
	<u>25,149</u>	<u>118,110</u>	<u>143,259</u>	<u>103,673</u>
Governance Costs:				
Bookkeeping and Payroll	1,418	772	2,190	2,899
Independent Examiner's Fee	2,160	-	2,160	1,350
Filing Fee	13	-	13	-
	<u>3,591</u>	<u>772</u>	<u>4,363</u>	<u>4,249</u>

BRIGHTON & HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)

(Registered Number: 3920445)

(Registered Charity Number: 1088133)

NOTES TO THE FINANCIAL STATEMENTS – continued**5. TANGIBLE FIXED ASSETS**

	Total £	Computer Equipment £	Furniture, Fittings and Equipment £
Cost			
At 1 April 2014	2,009	1,469	540
Additions	1,538	778	760
Disposals	-	-	-
At 31 March 2015	<u>3,547</u>	<u>2,247</u>	<u>1,300</u>
Depreciation			
At 1 April 2014	573	449	124
Charge for the year	887	664	223
On Disposals	-	-	-
At 31 March 2015	<u>1,460</u>	<u>1,113</u>	<u>347</u>
Net book value			
At 31 March 2015	<u>2,087</u>	<u>1,134</u>	<u>953</u>
At 31 March 2014	<u>1,436</u>	<u>1,020</u>	<u>416</u>

6. DEBTORS

	2015 £	2014 £
Due within one year		
Debtors	6,121	-
Prepayments	777	1,791
Gift Aid reclaim	<u>38</u>	<u>1,360</u>
	<u>6,936</u>	<u>3,151</u>

7. CREDITORS

	2015 £	2014 £
Amounts falling due within one year		
Other creditors and accruals	1,961	1,606
Social Security costs	1,293	4,396
Loan from Ex Trustee	-	1,914
Deferred Income	<u>23,203</u>	<u>17,411</u>
	<u>26,457</u>	<u>25,327</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 2015 the company had no annual commitments under non-cancellable operating leases (2014 nil).

BRIGHTON & HOVE LGBT SWITCHBOARD

(A Company Limited By Guarantee)

(Registered Number: 3920445)

(Registered Charity Number: 1088133)

NOTES TO THE FINANCIAL STATEMENTS – continued

10. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Tangible			
	Fixed	Net current	Total	Total
	Assets	Assets	2015	2014
	£	£	£	£
Restricted	-	3,391	3,391	7,981
Unrestricted	<u>2,087</u>	<u>52,658</u>	<u>54,745</u>	<u>50,257</u>
	<u>2,087</u>	<u>56,049</u>	<u>58,136</u>	<u>58,238</u>

11. STATEMENT OF FUNDS

	Balance				Balance
	1 April	Incoming	Outgoing	Transfers	31 March
	2014	Resources	Resources		2015
	£	£	£	£	£
Unrestricted Funds					
General Reserves	<u>50,257</u>	<u>36,101</u>	<u>(31,613)</u>	<u>-</u>	<u>54,745</u>

12. RESTRICTED FUNDING

	Balance				Balance 31
	1 April	Incoming	Resources	Transfers	March
	2014	Resources	Expended		2015
	£	£	£	£	£
BHCC					
– HIV Prevention (counselling)	-	21,000	(21,000)	-	-
BHCC					
– Engagement (LGBT - HIP)	-	28,500	(28,212)	-	288
B&H PCT – Counselling	6,300	(60)	(6,280)	-	(40)
B&H PCT					
– Engagement (LGBT – HIP)	1,681	-	(1,681)	-	-
Clinical Com Group	-				
- Engagement (HIP)	-	23,291	(23,291)	-	-
BHCC – TNA Research	-	10,337	(10,337)	-	-
Rainbow SCF (Counselling)	-	2,500	(1,215)	-	1,285
MindOut					
(Helpline, Mental Health)	-	4,010	(3,007)	-	1,003
RISE (Domestic Violence)	-	400	-	-	400
Awards for All					
- (Helpline Development)	-	6,208	(6,208)	-	-
BHCC					
– Pride Events (Pride, Outreach)	-	250	-	-	250
BHCC					
- Older Peoples Project	<u>-</u>	<u>20,234</u>	<u>(20,029)</u>	<u>-</u>	<u>205</u>
	<u>7,981</u>	<u>116,670</u>	<u>(121,260)</u>	<u>-</u>	<u>3,391</u>