

ANNUAL REPORT and ACCOUNTS

for the year ended 31st December 2014

Registered Charity No. 1077787 Company Limited by Guarantee No. 03805837



SNAP (Special Needs And Parents) is an Essex charity for families with children and young people who have any special need and disability.

SNAP's aims are to inform, encourage and support parents, allowing them to grow in strength and knowledge so they are better equipped to give the best possible help to their children.

SNAP Services

Parent Advice and Support

- Advice and Information
- Helpline
- SNAP Directory
- Face to Face Parent Support
- Library of Specialist Books and DVDs
- 7+, 11+ and 16+ Information Networks
- Education Surgeries
- Counselling
- Specialist Talks and Training Courses
- Website

Activities

- Parent & Pre-school Children's Sessions
- Music, Yoga, Drama and Activity Groups
- Holiday Sessions
- SNAP+ (for older children and young people)
- Sibling Support
- Social Events for Parents and children
- Multi-Sensory Room
- Specialist IT Suite

About Us

Website: www.snapcharity.org

Email: info@snapcharity.org

Telephone: 01277 211300

Fundraising

Email: fundraising@snapcharity.org

Fundraising Tel: 01277 245345

SNAP (Special Needs And Parents)

The SNAP Centre, Pastoral Way, Warley, Brentwood, Essex CM14 5WF.

Registered Charity No. 1077787

A company limited by guarantee in England and Wales No. 03805837



Special Needs And Parents

REPORT OF THE TRUSTEES FOR THE PERIOD ENDED 31st DECEMBER 2014

CONTENTS

Reference and Administrative Information	1
Chairman's Review	2 & 3
Aims & Objectives	4 & 5
How Our Services Deliver Public Benefit	5 & 6
Achievements and Performance	7 - 11
Financial Review	12
Plans for Future Periods	13
Structure, Governance and Management	13 - 16
Independent Examiner's Report to the Trustees of Special Needs And Parents Charitable Company	17 & 18
Statement of Financial Activities	19
Balance Sheet as at 31st December 2014	20
Notes to the Accounts	21 - 28

The trustees present their annual report and financial statements of the charity for the year ended 31st December 2014. This report represents the directors' report as required by s417 of the Companies Act 2006. The financial statements comply with current statutory requirements, the Memorandum and Articles of Association and the Statement of Recommended Practice - Accounting and Reporting by Charities issued in March 2005.

Reference and Administrative Information

Charity Name: Special Needs And Parents Limited

Working Name: SNAP
Charity Registration No: 1077787
Company Registration No: 03805837

Registered Office and The SNAP Centre, Pastoral Way,
Operational Address: Warley, Brentwood, Essex CM14 5WF

Trustees

Mrs S Davies (Chairman) Mrs M Kiel
Mr J McKay (Treasurer) Mr D Levell
Mrs P Hills Mr M O'Connell

Mrs J Gray Mr M Bishop (appointed July 2014)

Mrs A Pepper

Staff (as of April 2015)

Manager: Hilary Needham • Assistant Managers: Christina Stubbs & Karen Boath

Family Information Officer: Andrea Pereira • Family & Projects Officer: James McKenna

Family Support Workers: Liza Bowring & Bernadette Garrard

Family Support Assistants: Kate Crouch, Alison Tama, Mary Lamb & Laura Morgan

Family Services Administrator: Kate Aldridge • Office Assistant: Jill Ault

Statutory & Trusts Fundraiser: Jos Hollington • Fundraising Co-ordinator: Robert Dennis

Finance & Fundraising Co-ordinator: Sally Bennett

Accountants

Tiffin Green, Chartered Accountants, 11 Queens Road, Brentwood, Essex CM14 4HE

Solicitors

Wortley Byers, Cathedral Place, Brentwood, Essex CM14 4ES

Bankers

CAF Bank Limited, PO Box 289, West Malling, Kent ME19 4TA
NatWest Bank, 46 High Street, Brentwood, Essex CM14 4AN
Lloyds TSB, 47 High Street, Brentwood, Essex CM14 4RN
Virgin Money plc, E-Savings, NEA 3780, Newcastle upon Tyne NE3 4ZE
Principality Building Society, PO Box 89, Queen Street, Cardiff CF10 IUA
Scottish Widows, PO Box 12757, 67 Morrison Street, Edinburgh EH3 8YJ
Shawbrook Bank Ltd, Lutea House, Warley Hill Business Park, Brentwood, Essex CM13 3BE

Insurance Advisers

Access Insurance Services, 212-220 Addington Road, South Croydon, Surrey CR2 8LD

Chairman's Review

The celebration of SNAP's 20th Anniversary in 2014 has brought into sharp focus how far the Charity has evolved over this time and that there is still a great need for the services we provide to our families throughout Essex. It has also reinforced the tremendous support we receive from all of those involved in the life of SNAP, whether that be staff, volunteers or trustees or our amazing network of supporters, fundraisers and donors.

During 2014 the supporters committee was formed to organise a variety of fundraising events 'in house'. This is a continuing initiative and they are busy planning for 2015 and beyond. We are incredibly grateful to those on the committee and the hard work and dedication they have put in contributing to the future funding of SNAP.

We were also delighted to have been chosen by local retailers, businesses and schools to be their charity of the year reinforcing our place at the heart of the local community.

2014 was a wonderful opportunity to hold our 20th Anniversary open day on 12th September, this enabled us to showcase SNAP to all of those who have been involved in some way in the shaping of SNAP over this time. A new timeline was unveiled, recalling fond memories of times gone by and bringing to life the journey of SNAP from its inception in 1994 up to the current date. This highlighted the tremendous progress which has been made during this period but reinforced that SNAP's values have kept to its original core vision.

With this in mind the values have been reaffirmed as follows:

Supportive, Welcoming, Encouraging and Empathetic

Non-judgemental, Understanding, Caring & Compassionate

Always consistent, Reliable, Dependable & Sharing information

Professional, Knowledgeable, Trustworthy & Respectful

Throughout the year we have continued to develop and implement our robust fundraising strategy to ensure that we are in a continuing strong financial position for the future, thus safeguarding the charity and the much needed services that we provide to Essex families with children and young people with any special need or disability. The sustainability of the charity is monitored at each trustee meeting against the budgets prepared by our treasurer to ensure that we are abreast of the current and predicted future financial situation of SNAP enabling us to continue to plan ahead for the delivery of the services relied upon by our families. We also review at each meeting progress against our 3 year rolling business plan, along with the risks faced by the charity, thus enabling the trustees to take appropriate action on a timely basis.

We are able to assess that there is still a growing demand for the support we provide to our Essex families by the 328 new families who have registered with us during 2014 as well as providing the continuing support to our existing families. The helpline and the directory continue to underpin the work carried out by SNAP and are invaluable resources to our parent advisers and also assisting parents and carers to access the right support for their individual needs. To be accessible to as many families as possible and to ensure that we

work in the most efficient manner we make sure that our website and computer infrastructure is as efficient as possible, hence the reason we have invested in our database during the year and in early 2015 we have invested in a new server; this is in addition to the investment we have made in upgrading our website over the past couple of years.

The board of trustees and myself express our heartfelt thanks to all of those who have contributed so much to SNAP during 2014, be that staff, volunteers, supporters, fundraisers or donors, and to those continuing to do so in the future; this puts us in a position to take this very special charity forward for the next 20 years!

Suzanne Davies Chairman



OUR ENORMOUS THANKS TO ALL OUR SUPPORTERS

We are most grateful to all the organisations, charitable trusts, clubs, businesses and individuals that made donations to SNAP during 2014.

2014 saw the formation of a Supporter's Committee to expand and run some of the bigger fundraising events 'in-house', as well as charity partnerships with local retailers and businesses. Together with our many fundraising supporters, who once again arranged and participated in a variety of activities, it was an extremely busy and rewarding year. Activities included:

Sponsored Walks, Fun Runs, Half Marathons & Marathons
Golf Day • Sponsored Cycle Marathons & Fun Bike Rides • Skydives
Firewalks • Abseiling • Tough Mudders • Mountaineering
Charity Balls • Coffee Mornings • Cake Sales • Ice Bucket Challenges
Bingo Night • Quiz Nights • Raffles • Hamper Draws • Donations from Talks
SNAP Christmas Card Sales

Many people involved in these initiatives are families who have received support from SNAP and we are enormously proud and grateful that the importance of our work is endorsed in this way. We send our heartfelt thanks to everyone for their hard work and continued efforts on our behalf.

Aims & Objectives

Introduction

Special Needs And Parents Limited (known as SNAP) is an Essex charity for families with children and young people aged 0 to 25 years who have any special need or disability. The children have a wide variety of disabilities including autism, cerebral palsy, Down syndrome, sensory impairment, speech and language difficulties and learning disabilities. The mission of the charity is to inform, encourage and support parents, allowing them to grow in strength and knowledge so that they are better equipped to give the best possible help to their children.

Since the organisation was first formed, it has helped numerous families cope with the difficulties faced by parents and carers of disabled children. The charity (at January 2015) has 2,540 Essex families on its database and every week new families turn to SNAP for help. Since 1994 over 3,600 families have been supported by our charity. Existing families remain with SNAP because as their children with special needs become older the problems that they face do not go away but evolve. Consequently, there is a continuing need for advice and support.

The charity's home, The SNAP Centre in Brentwood, is a purpose built and specially equipped building secured on a peppercorn 25 year lease dated 10th July 2006.

Objectives and Activities

In the charity's Memorandum of Association the objectives are: "for the relief of children with physical and/or mental disabilities or other special needs particularly by the provision of information, encouragement and support to their parents and such other charitable activities as the Executive Committee in their absolute discretion shall decide".

At The SNAP Centre, the charity provides a variety of resources to further improve the lives of families who have children and young people with any special need or disability.

SNAP maintains a rolling three-year business plan, which details the charity's strategy.

The overall strategic objectives are to provide:

- Education, training and support for parents and carers of children and young people aged 0 to 25 with any special need or disability
- Activities, courses and therapies for children and young people aged 0 to 25 years with any special need or disability
- Activities, courses and support for siblings of children and young people aged 0 to 25 years with any special need or disability

The provision, of services and activities, is:

For Parents and Carers: telephone helpline; face-to-face advice and information; counselling sessions; information and advice by way of a directory of sources of help, website, specialist library, family news sheets; social events.

For Children and Young People: pre-school groups; music, drama, yoga and IT sessions; family counselling sessions; after school activity sessions, holiday sessions, discos and family outings.

For Siblings: activity, holiday and supportive listening sessions; family counselling; family outings; annual 'SIBS' week.

The outcomes witnessed are:

- Improved confidence, communication, self-esteem, emotional resilience, mental health and well-being of parents, children/young people with specials needs and siblings through participation in a variety of activities, courses and therapies
- Improved understanding within families of the development of children/young people with special needs and the extra needs of siblings by means of joint counselling sessions, joint activity sessions and shared experiences
- Increased empowerment and resilience for parents, as a result of counselling, training and access to other providers
- Increased support for families from professional bodies, including statutory agencies and other voluntary sector organisations, by working better in partnership as a result of workshops, specialist talks and focus events
- Improved parenting skills as a result of information, knowledge, encouragement and support given to parents
- Reduced feelings of isolation through the provision of information sources, counselling sessions, training sessions and interaction forging relationships with other families

Each service and activity also have their own specific outcomes.

How Our Services Deliver Public Benefit

The trustees have referred to the Charity Commission's general guidance on public benefit when reviewing SNAP's aims and objectives and in planning future activities. The trustees consider how planned activities will contribute to the aims and objectives they have set.

SNAP's charitable purposes are for the public benefit and fall within the description "the relief of those in need, by reason of youth, age, ill-health, disability, financial hardship or other disadvantage" in the Charities Act 2011.

We constantly monitor the performance of the charity and ensure that our work remains focussed on our stated aims and objectives. This Annual Report gives a detailed account of the charity's services, its achievements and performance throughout 2014 and how it has benefited the people it was set up to help. Feedback from our families is continuously sought and this, along with monitoring and evaluation, indicates that we are providing high quality services.

A small fee (usually £5.00 per session) is requested for some of SNAP's activities to help towards costs but if a family is unable to pay due to its financial circumstances the service is still available to them.

SNAP is a local charity providing information and hands-on services and the main area of benefit is Essex. However, information resources such as the SNAP Directory and family news sheets are available to all members of the public online at our website. When the telephone helpline receives calls from outside Essex the advisers assist callers as much as possible and signpost them to their nearest support organisations if known.

The section 'Achievements and Performance' below describes the activities of the charity, which are undertaken to fulfil our charitable purposes for the public benefit.

Partnership Working

SNAP works in partnership with health, education and social care services as well as other organisations concerned with the welfare of children and young people with disabilities and their families. Many of these organisations, and specialists from within, support some of the services and activities at The SNAP Centre and are invited to meet parents and carers at our focus events (see page 9).

Our representatives attend Children's Trust Board stakeholder meetings and Parent & Partnership Management Board meetings with the Brentwood Children's Centres, Team Around the Child meetings and other statutory and voluntary partner meetings.

SNAP is part of the Multi-Disciplinary Assessment Team at Brentwood Community Hospital, working with the paediatricians and other professionals from health and education to support families with children who have any special need, disability or developmental concerns. Families who have attended the clinic then receive intensive ongoing support from SNAP.

This partnership approach plus our work with a wide range of members of the public such as professionals, supporters, funders, interested parties and volunteers also benefits all these sections of the public.



"I have received lots of useful information and different approaches to situations and I believe we will be able to use them to shape our son's future in a more confident way "

Achievements and Performance

In 2014, the trustees, management team, staff and volunteers continued to develop the range of services offered to children, young people and their parents while also looking forward to 2015 given the continuous nature of many of our services and activities. In this section, we detail:

- Our achievements and aspirations
- 'SNAP Shot' number of families supported in 2014
- Our services and activities for Parents and Families
- Our services and activities for Children and Young People
- A profile of our children's special needs
- The area of public benefit within Essex

Achievements and Aspirations

In 2014, we:

- ✓ Carried out the research and updating of the SNAP Directory
- Developed and enhanced the SNAP specialist library
- Reviewed the use of volunteers and resources available to manage volunteers
- ✓ Continued updating and developing the SNAP website
- ✓ Enhanced our fundraising strategy
- Developed a new three year business plan
- Reviewed and updated SNAP's professional database
- ✓ Continued to progress formal PQASSO accreditation for SNAP
- ✓ Reaffirmed SNAP's values

In 2015, we aim to:

- Undertake a user survey, evaluating the results for future planning purposes
- Review and develop existing services for SNAP families, using survey results, in line with available resources
- Develop the measuring and evaluation of outcomes and impacts of services
- Research new entries for the SNAP Directory
- Develop SNAP's partnership working
- Continue to develop SNAP's specialist library
- Develop further the PQASSO accreditation for SNAP
- Review the use of volunteers and resources available to manage volunteers
- Review trustee recruitment and training
- Continue updating the three year business plan

205 SNAP's Anniversary

6 Staff

9 Trustees

115

Volunteers

'SNAP' Shot - Number of Families Supported in 2014

1,555
Essex families supported

328

New families registered

1,877

Children and young people with special needs

3,617
Helpline Telephone calls & Emails

223

Sibling young carers supported

553

Children and young people attended holiday services and individual sessions

766

293

Children and young people attended clubs & activities from pre-school groups to after-school clubs

Face-to-face parent advice appointments and surgeries

407

Participants in training courses and talks

2,899

Information resources given to parents from our specialist library 428

Counselling sessions for parents & families

Parents and Families - Services and Activities

Helpline Telephone and E-mail Support The SNAP helpline is open from 9.00am to 5.00pm weekdays to give information and support.

The **SNAP Directory** underpins the work of the charity, and is now an integral part of Essex County Council's Local Offer. It is a comprehensive online guide of useful contacts to point both parents and professionals in the right direction, as well as being a vital source of information for the telephone helpline. It can be accessed from the SNAP website.



The **Specialist Library of Books and DVDs** is an extensive collection of over 2,000 specialist books, nearly 300 specialist DVDs and hundreds of information sheets which provide targeted information relating to specific issues or difficulties.

The **Information Network** updates parents, via targeted email groups, with information relevant to specific age groups including social opportunities in the local area, events that are time limited, useful information relating to benefits and much more.

Face-to-Face Parent Advice gives parents the opportunity of coming to the Centre on an individual basis to access the library and talk over their current concerns with SNAP's trained staff or receive Education and Benefits advice from our specialist partner providers.

Counselling is provided by trained counsellors and offered to parents experiencing significant stresses and problems. Children, young people and siblings can also benefit, alongside their parents, in complimenting family sessions.

Parent Training includes large specialist talks; workshops aimed at parents of children with particular difficulties or to help with a specific issue; focus events and opportunities to meet representatives from other organisations in one place.



Parent Yoga sessions aim to improve both the mental and physical well-being of parents and carers.

"SNAP has always been fantastic to us and I know that if I have any problems I only need to call. I can't tell you how comforting that is. As you know it's not easy, we have good days and bad days and to know you are only a phone call away, to offer support and advice, makes us feel we are not alone."

Children and Young People - Services and Activities

The Multi-Sensory Room, has a range of specialist interactive equipment, and is available for use either on an individual basis or during group sessions.

The IT Suite, further upgraded in 2014, has four iPads and two touchscreen computers, with specially designed keyboards and mice to aid the development of IT skills.



Holiday Sessions include: 'Sensorise' for families with children and young people with profound and multiple learning difficulties; 'SNAP+' for young people aged 12 and over; 'Stay and Play' for primary school age children and 'Diddlies' for pre-school ages.



For Pre-school Children sessions include 'SNAP on a Monday' offering play and singing as well as using the multi-sensory room and IT Suite; 'Therapeutic Thursdays' offering a stimulating, interactive and sensory experience using art, music, the multi-sensory room and IT Suite; 'Music Making', using music to stimulate and encourage interaction within the group and between the parent and child.

For Older Children and Young People sessions include 'Drama' which builds self-esteem, confidence while encouraging independence, creativity and imagination; 'SNAPTASTIC' which offers the use of all the resources at the Centre, via free play, arts and crafts, soft play and technology; 'Yoga Grooves and Groovettes', which offers a variety of benefits such as learning about fitness, improving social skills and making new friends.





Sibling Support, offers inclusive activities such as the pre-school children groups, after school clubs, holiday sessions and sibling activity days, including SIBS4FUN. Siblings are able to use facilities at The SNAP Centre while their brothers/sisters are taking part in courses and get time away from being a 'young carer', meeting other children who are in similar situations.

"It is so nice to find somewhere where everything just clicks and you feel like you are at home when everywhere else just doesn't work. He can't access other playgroups but the way the session is run he was able to cope with moving from one activity to the next and cooperate as he knew something else was going to come along. He was in his element."

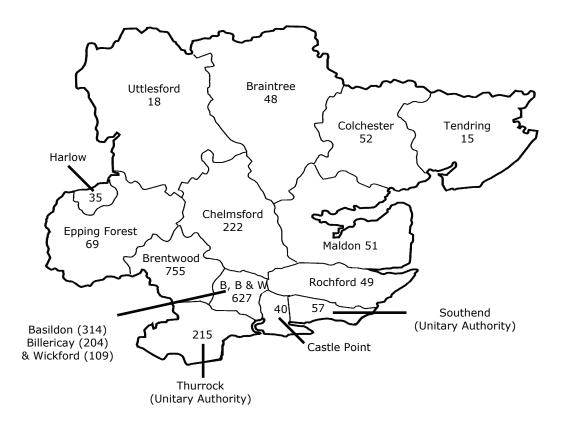
Profile of Children's Special Needs

An approximate statistical profile of SNAP's 3,140 children with special needs according to diagnosis is shown below. In total there were 5,131 recorded diagnoses for the children because some children are diagnosed as having more than one disability.

DIAGNOSIS	No.	%	DIAGNOSIS	No.	%
Autistic spectrum disorder	1,493	30	Epilepsy	144	3
ADD/ADHD	525	10	Behavioural difficulties	119	2
Speech & language difficulties	345	7	Physical disability	117	2
Dyslexia	277	5	Visual impairment	97	2
Developmental delay	275	5	Down syndrome	90	2
Dyspraxia	216	4	Hearing impairment	47	
Learning difficulties	194	4	No diagnosis	101	2
Cerebral palsy	163	3	Rare and other conditions	928	18

Area of Benefit

As at January 2015 SNAP had 2,540 Essex user families. The following map shows the Essex County Council districts in which 2,253 of these families live:



In addition to the above 2,253 families, we also have 287 Essex families who live in the London Borough of Havering in the following towns: Barking 3; Dagenham 12; Hornchurch 66; Ilford 17; Rainham 17; Romford 126; and Upminster 46.

Financial Review

The trustees are pleased to report that Lee Elsworth FCCA, FCA of Tiffin Green was appointed as independent examiner to the charity during the year and has expressed his willingness to continue to act.

The budget for 2014 was for expenditure of £490,203. Actual expenditure for the year was £503,366. Income for the year was £492,131.

Budgets - The Finance Committee agrees the budgets for the financial year and prepares the accounts for presentation to the Executive Committee. The budget for 2015 is for expenditure of £527,700 including £38,000 of depreciation of our tangible assets. The trustees are mindful that over the coming years computers, multi-sensory room items and other equipment will need to be replaced and funds will also have to be spent on the upkeep of the building.

Fundraising Plan - There is a fundraising plan and the income forecast for 2015 is £492,282. This forecast is dependent on successful applications to charitable trusts, statutory agencies and a community fundraising plan. In the current economic climate it is difficult to predict the outcome of such applications. This forecast would result in a reduction of approximately £35,000 in the cash reserves.

Reserves - At 31st December 2014. SNAP's unrestricted reserves were £371,510 including a designated reserve of £50,000. Please see Notes to the Accounts - Reserves Policy on page 28.

SNAP's Banks - Due to the unsettled economic climate, the trustees have split SNAP's funds and they are currently held by seven different banks with separate government guarantees for each account: CAF Bank; Nat West; Virgin Money; Lloyds Bank; Principal Building Society; Scottish Widows and Shawbrook Bank Limited.

Statutory Funding - Principal statutory funding sources for the year were NHS Clinical Commissioning Groups and Essex County Council. These accounted for 36% of our incoming resources and we are most grateful to them for their support.

Other Main Funders - During the year were: The QBE Foundation; Council for Disabled Children; The McKenna Charitable Trust; Essex Fairway Charitable Trust; Wipe Away Those Tears and Paul & Rachel Jeffreys Charitable Trust. We give enormous thanks to these and all our fantastic supporters.

The success of our financial position during the year is also due to the ongoing generosity of our many donors. Individuals, businesses, Rotary clubs, public houses, schools, sports clubs, children's clubs and other organisations raise money every year to help us fund our activities. We are also extremely grateful to Future Office Solutions for all their assistance with our IT needs.

Plans for Future Periods

SNAP plans are to continue the services and activities outlined in the Achievements and Performance section of the Trustees' Report subject to sufficient income from grants, donations and fundraising.

Our Business Plan for the period 2015 to 2017 contains work plans for the life of the business plan, which will be regularly reviewed.

Structure, Governance & Management

Governing Document

SNAP's governing document is its Memorandum and Articles of Association, which states that its objects "are for the relief of children with physical and/or mental disabilities or other special needs particularly by the provision of information, encouragement and support to their parents and such other charitable activities as the Executive Committee in their absolute discretion shall decide".

SNAP was formed in 1994 and was registered as a charity in September 1996. On 6th May 1999 it was agreed by the trustees that SNAP Special Needs And Parents (Registered Charity No. 1058255) should become a charitable company limited by guarantee and that the trustees elected at the Annual General Meeting on 26th May 1999 would be the initial directors of the incorporated charity. Special Needs And Parents Limited (Company No. 03805837) was incorporated under the Companies Act 1985 on 13th July 1999 and was registered as a charity by the Charities Commission on 13th October 1999 (Registered Charity No. 1077787). Special Needs And Parents Ltd has continued to be known as 'SNAP' and that acronym has been used throughout the report.

Special Needs And Parents Limited had 312 members at the end of the year. The members' liability in the event of SNAP winding up is £1 each.

Trustee Recruitment and Appointment

SNAP is governed by a board of directors, which forms the Executive Committee. The directors of SNAP are known as trustees and are referred to as such throughout the annual report and accounts.

Currently nine trustees sit on our Executive Committee, which has a balanced mix of parents of children with disabilities and members of the community with relevant experience.

A skills audit of the Executive Committee is carried out regularly to ensure that a broad mix of skills is achieved. If particular skills are needed, individuals are approached to offer themselves for election and the opportunity to become a trustee is also advertised.

All members of the Executive Committee give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 15 of the accounts.

The trustees may by ordinary resolution appoint a person who is willing to be a trustee

either to fill a vacancy or become an additional trustee. At a general meeting a person may be appointed a trustee if he or she is recommended by the trustees in accordance with the Articles or if a member qualified to vote at the meeting nominates a person in accordance with the Articles. The maximum number of trustees is twelve.

Trustees

Suzanne Davies (Chairman) is a retired accountant who has worked in the adult training sector. Previously she was a partner at a firm of Certified Accountants and worked with a wide range of charitable trusts and institutions.

John McKay (Treasurer) is an accountant. John's son, William, has special needs.

Paula Hills started a music therapy charity for pre-school children with special needs in 1993 and she is a founder of SNAP. Paula previously co-ordinated the Essex Forum. Paula's second child Oliver is multiply disabled.

Margaret Kiel is a personal and relationship counsellor with 18 years' experience at Relate.

Michael O'Connell is a retired solicitor and a Notary Public.

Ann Pepper is a retired teacher and a governor of the local special needs school.

David Levell is a commercial manager for a European defence organisation with experience of procuring, selling and delivering information management solutions.

Julia Gray has two sons and is currently a full time mum. Her eldest, Archie, has special needs. Previously she worked for 20 years in the City for several financial companies.

Michael Bishop is a qualified accountant. His career was primarily in financial services and he recently retired as managing director of a major investment management firm.

Clerk to the Trustees: Penny Bloom

Patrons: Lord Petre, Lord Lieutenant of Essex.

Steve Davis, the former world snooker champion.

Trustee Induction and Training

As part of the recruitment process, prospective trustees receive a Trustee Information Pack, which includes the Charity Commission publication "CC3 The Essential Trustee: What you need to know". The pack also contains information on the charity's structure, aims and objectives, policies and procedures, sub-committees, latest Annual Report & Accounts and Memorandum and Articles of Association.

Prospective trustees are invited to attend an Executive Committee meeting to discuss the responsibilities of being a SNAP trustee. They visit the charity to see it in operation and meet the staff and volunteers and follow an induction programme. Trustee training is continually reviewed and information is provided of training courses available. The Executive Committee carries out a skills audit and regularly evaluates its performance.

Organisational Structure

SNAP has an Executive Committee of up to twelve members. The Executive Committee is responsible for the strategic direction and policy of the charity and there are currently nine trustees.

The Executive Committee has a scheme of delegation in place and there are sub-committees to which some executive powers are delegated. These include the Finance Committee and the Remuneration Committee. The Manager and the two Assistant Managers report directly to the trustees at the Executive Committee meetings, which are held a minimum of four times a year.

The day-to-day running of SNAP is entrusted to the Manager supported by two Assistant Managers and thirteen further staff members, some of whom work part-time. The Manager works within the trustees' approved guidelines on: strategy; operational aims; operational objectives; business plan; annual budget; financial regulations; and standing orders and refers back to the Executive Committee regarding any major decisions.

The Family Forum is made up of parents that regularly use SNAP. The Forum meets twice a year and provides invaluable feedback and helps in the planning of future services.

Volunteers

SNAP has 115 committed volunteers working on a regular basis and more than 250 voluntary hours are worked each week. Holiday sessions and after school clubs are also supported by young volunteers.

Volunteer roles include supporting parents and children in individual sessions and at group activities, identifying and cataloguing material for the specialist library, and helping with office duties. Many volunteers work hard at, or take part in, our fundraising activities. SNAP was one of the first charities in Essex to receive, in 2003, The Queen's Award for Voluntary Service, which recognised the outstanding achievement and contribution of our volunteers.

It is very difficult to calculate the value of our volunteer input because the volunteers' skills are so varied. There are associated costs to the charity including the management of volunteers by the Manager and other staff, volunteer training, administration and other support.

Staff and Volunteer Training

SNAP continually appraises the development needs of its staff and volunteers. Our policy aims to create a culture of training and development throughout where individuals take responsibility in partnership with the charity for their development. SNAP recognises the need to develop its people so that they are fully equipped to deliver the charity's objectives; both now and however they may change in the future.

Related Parties

SNAP has no subsidiaries or connected charities but works in partnership with other

organisations concerned with the welfare of children and young people with disabilities and their families. Please see page 6 for further details.

Risk Management

The Trustees have identified the major risks to which the charity is exposed and systems have been established to mitigate those risks. The systems of internal control include:

a three-year business plan
an annual budget and regular reviews of the budget against financial results
identification and management of potential risks to the charity
annual risk assessments of SNAP's services and operating environment
annual review of SNAP's policies (listed below)
clear procedures regarding delegation of authority and segregation of duties
formulation of business continuity plan

SNAP's Policies

SNAP implements the following policies and procedures, which are regularly reviewed:

Child Protection • Safeguarding Adults • Uncollected Children
Anti-Fraud • Whistle Blowing • Bribery Prevention • Code of Conduct
Compliments, Comments & Complaints • Social Media & IT
Confidentiality • Data Protection • Diversity & Equality
Health & Safety • Educational Visits • Lone Worker • DBS
Maternity Leave • Parental Leave • Paternity Leave • Adoption Leave
Environmental • Infection Control • Volunteering • Use of Private Vehicles
Fire Risk Assessment & Fire Procedure • Risk Assessment
Risks to the Charity • SNAP's Financial Regulations
Grievance & Disciplinary • SNAP's Internal Standing Orders
Safer Recruitment • Redundancy • Flexible Working • Training & Development

Monitoring and Evaluation

Training has been received in the monitoring, evaluation and quality assurance of SNAP's services. SNAP follows PQASSO, the Charities Evaluation Services' Practical Quality Assurance System for Small Organisations, and we are constantly developing the monitoring and evaluation systems of our services.

This report is prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006. The Report of the Trustees on pages 1 to 16 was approved by the Trustees on 22nd April 2015 signed on their behalf by:

Suzanne Davies - Chairman

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Independent Examiner's Report to the Trustees of Special Needs And Parents Charitable Company

I report on the financial statements of the company for the year ended 31st December 2014 as set out on pages 19 to 28.

This report is made solely to the charity's trustees, as a body, in accordance with the section I45 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for my work, for this report, or for the opinions I have formed.

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 financial statements. The charity's trustees consider that an audit is not required for the year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Association of Chartered Certified Accountants.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- i. examine the financial statements under section 145 of the 2011 Act;
- ii. to follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5)(b) of the 2011 Act); and
- iii. to state where 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 Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements and seeking 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 financial statements 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:

- a. which gives me reasonable cause to believe that in any material respect the requirements:
 - i. to keep accounting records in accordance with section 386 of the Companies Act 2006; and
 - ii. to prepare financial statements which accord with the accounting records and to comply with the accounting requirements of the section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

b. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.

Lee Elsworth FCCA

Tiffin Green

II Queens Road

Brentwood

Essex CM14 4HE

Date: 23rd April 2015

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31st DECEMBER 2014

	NOTE	UNRESTRICTED FUND £	RESTRICTED FUND £	2014 TOTAL £	2013 TOTAL £
Incoming resources					
Incoming resources from generated funds					
Voluntary income	2	250,304	205,342	455,646	429,076
Activities for generating funds	3	2,880	-	2,880	2,982
Investment income		4,903	-	4,903	3,294
Incoming resources from charitable activities	4	28,702	-	28,702	25,668
Total incoming resources		286,789	205,342	492,131	461,020
Resources expended					
Costs of generating funds					
Costs of generating voluntary income	6	38,674	-	38,674	19,011
Fundraising trading:cost of goods sold	6	1,186	-	1,186	849
Charitable activities	5	220,015	235,103	455,118	420,591
Governance costs	7	8,388		8,388	7,767
Total resources expended		268,263	235,103	503,366	448,218
Net outgoing resources before transfers		18,526	(29,761)	(11,235)	12,802
Transfers between funds		(263)	263	-	
Net outgoing resources after transfers		18,263	(29,498)	(11,235)	12,802
Reconciliation of funds					
Total funds brought forward		353,247	344,120	697,367	684,565
Total funds carried forward		371,510	314,622	686,132	697,367

The notes on pages 21 to 28 form part of these financial statements.

BALANCE SHEET

AS AT 31st DECEMBER 2014

		201	4	201	3
	NOTES	£	£	£	£
Fixed assets					
Tangible assets	10		326,392		357,882
Current assets					
Debtors	11	5,064			
Cash at bank and in hand		375,396		359,397	
		380,460	_	359,397	
Current liabilities					
	40	00.700		40.040	
Creditors-amounts falling due within one year	12	20,720	=	19,912	
Net current assets			359,740		339,485
Net assets		=	686,132	=	697,367
Reserves					
Restricted funds			314,622		344,120
Unrestricted funds					
Designated funds			50,000		50,000
General funds			321,510		303,247
Total funds	14	_ _	686,132	_ _	697,367

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

For the year ending 31st December 2014 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- (i) The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- (ii) The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

Approved by the trustee directors on 22nd April 2015 and signed on their behalf by:

Suzanne Davies (Chairman)

John McKay (Treasurer)

COMPANY REGISTRATION NUMBER: 03805837

The notes on pages 21 to 28 form part of these financial statements.

1 Accounting Policies

a. Basis of Preparation

The financial statements have been prepared under the historical cost convention and in accordance with the Statement of Recommended Practice-Accounting and Reporting by Charities (SORP 2005) and the Companies Act 2006.

b. Fund Accounting

Unrestricted funds are funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been restricted for other purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes.

c. Incoming Resources

All incoming resources are recognised once the charity has entitlement to the resources, it is certain that the resources will be received and the monetary value can be measured with sufficient reliability.

No amounts are included in the accounts for services donated by volunteers.

Donations are only deferred where these are restricted and where the donations are for expenditure to be incurred in future accounting periods, and were received in advance.

d. Resources Expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with use of the resources.

Expenditure includes VAT which cannot be recovered and is reported as part of the expenditure to which it relates and, in the case of tangible fixed assets, as part of the cost.

e. Tangible Fixed Assets and Depreciation

Tangible fixed assets costing more than £200 are capitalised.

Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life as follows:

New Premises Costs: All expenditure on the New Premises Project is treated as a tangible fixed asset. The cost will be written off over the remaining term of the lease from the date the building and

refurbishment works were completed in May 2007 (i.e. 24 years). The restricted fund for the new premises will be reduced each year by the annual depreciation charge.

Computers and I.T. equipment - 25% per annum straight line.

Fixtures, fittings and equipment - 10% per annum straight line.

f. Pensions

The charity operates a defined contribution pension scheme for full time employees. The assets of the scheme are held separately from those of the charity. The annual contributions payable are charged to the SOFA.

g. Donations in Kind

Donations in Kind are not included in the financial statements due to the difficulty in quantifying their value.

2 VOLUNTARY INCOME

		2014	2013
UNRESTRICTED	RESTRICTED	TOTAL	TOTAL
£	£	£	£
249,863	205,342	455,205	428,853
441	-	441	223
250,304	205,342	455,646	429,076
	£ 249,863 441	£ £ 249,863 205,342 441 -	UNRESTRICTED RESTRICTED TOTAL £ £ £ 249,863 205,342 455,205 441 - 441

- For details of restricted funds refer to note 14.
- Grants and donations also include Fundraising which incorporates the activities of Friends of SNAP, our grass roots fundraising team.

3 ACTIVITIES FOR GENERATING FUNDS

			2014	2013
	UNRESTRICTED	RESTRICTED	TOTAL	TOTAL
	£	£	£	£
Sale of Christmas cards	2,019	-	2,019	1,699
Sale of other merchandise	210	-	210	197
Other activities	651	-	651	1,086
	2,880	-	2,880	2,982

4 INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

			2014	2013
	UNRESTRICTED	RESTRICTED	TOTAL	TOTAL
	£	£	£	£
Music	990	-	990	1,158
Drama	2,414	-	2,414	2,721
SNAPTASTIC	2,586	-	2,586	2,078
SIBS4FUN	2,225	-	2,225	1,690
SNAP+ Disco	200	-	200	175
Family and Parent Counselling	3,455	-	3,455	2,658
Yoga Club	1,485	-	1,485	1,430
SNAP on a Monday	1,516	-	1,516	1,040
Therapeutic Thursdays	1,412	-	1,412	1,248
SNAP centre sessions	3,689	-	3,689	3,587
SNAP+	390	-	390	595
Parent and Professional Training	3,215	-	3,215	2,815
Parent Yoga	1,875	-	1,875	1,727
Education Surgeries	1,198	-	1,198	1,175
Photographs	2,052	-	2,052	1,571
	28,702	-	28,702	25,668

[•] Activities for children, young people and parents are provided at The SNAP Centre and SNAP requests that parents pay a small voluntary contribution towards the general running costs of the charity.

5 RESOURCES EXPENDED - CHARITABLE ACTIVITIES

	LINDECTRICTER	DECEDICATED	2014	2013
	UNRESTRICTED £	RESTRICTED £	TOTAL £	TOTAL £
Childrens' activities	290	10,680	10,970	11,485
Counselling	-	6,780	6,780	6,493
Parent and Professional Training	20	6,017	6,037	4,893
Library	-	1,724	1,724	1,839
Postage	6	841	847	2,326
Office supplies	9,501	2,974	12,475	14,176
Printing	-	-	-	168
Salaries	167,060	151,020	318,080	294,795
Staff & volunteer training	899	1,142	2,041	4,883
Staff recruitment costs	4,984	-	4,984	-
Staff and volunteer travel	8	364	372	1,102
Legal & professional fees	2,840	-	2,840	810
Other expenditure	567	2,389	2,956	2,275
Subscriptions	1,034	838	1,872	546
Telephone	743	5,831	6,574	4,298
Premises costs	15,931	11,824	27,755	23,846
Insurance	3,490	-	3,490	3,431
Website costs	-	1,157	1,157	968
Computer costs	3,095	2,000	5,095	2,060
Bank charges	503	-	503	310
Photographs	1,572	-	1,572	1,211
Tee shirts	-	-	-	1,818
Depreciation	7,472	29,522	36,994	36,858
	220,015	235,103	455,118	420,591

6 FUNDRAISING EXPENDITURE			2014	2013
	UNRESTRICTED	RESTRICTED	TOTAL	TOTAL
	£	£	£	£
Costs of generating voluntary income	10,582	-	10,582	3,044
Salaries	24,956	-	24,956	11,800
Office rent	2,500	-	2,500	3,000
Postage	561	-	561	1,092
Website	75	-	75	75
Fundraising trading:cost of goods sold	1,186	-	1,186	849
	39,860	-	39,860	19,860

- Costs of generating voluntary income also includes entry costs for sponsored activities undertaken on behalf of the charity.
- SNAP is investing in its fundraising capability to ensure that the charity is able to access ongoing funding streams in an ever increasing competitive environment.

7 TOTAL RESOURCES EXPENDED

	BASIS OF	FAMILY	VOLUNTARY		2014	2013
	ALLOCATION	SERVICES	INCOME	GOVERNANCE	TOTAL	TOTAL
		£	£	£	£	£
Costs directly allocated to activiti	es					
Childrens' activities/counselling	Direct	17,750	-	_	17,750	17,977
Parent and Professional Training	Direct	6,037	_	_	6,037	4,893
Library	Direct	1,724	_	-	1,724	1,839
Postage	Direct	847	-	-	847	2,326
Printing	Direct	-	-	-	-	168
Salaries	Direct	318,080	-	-	318,080	294,795
Staff and volunteer training	Direct	2,041	-	-	2,041	4,883
Staff recruitment costs	Direct	4,984	-	-	4,984	-
Staff and volunteer travel	Direct	372	-	-	372	1,102
Office rent	Direct	2,500	-	-	2,500	3,000
Legal & professional fees	Direct	2,840	-	-	2,840	810
Premises costs	Direct	24,860	-	-	24,860	20,261
Equipment repairs and maintenance	Direct	395	-	-	395	585
Subscriptions	Direct	1,872	-	-	1,872	546
Telephone	Direct	6,574	-	-	6,574	4,298
Website costs	Direct	1,157	-	-	1,157	968
Computer costs	Direct	5,095	-	-	5,095	2,060
Photographs	Direct	1,572	-	-	1,572	1,212
Tee shirts	Direct	-	-	-	-	1,818
Fundraising expenditure	Direct	-	12,404	-	12,404	5,060
Support costs allocated to activit	ies					
Insurance	Usage	3,490	-	484	3,974	3,915
Office rent	Usage		2,500	-	2,500	3,000
Meetings	Usage		-	293	293	333
Miscellaneous	Usage	2,956	-	13	2,969	2,275
Office supplies	Usage	12,475	-	-	12,475	14,176
Salaries	Staff time	-	24,956	5,000	29,956	16,800
Accountants fees	Usage	-	-	2,598	2,598	1,950
Bank charges	Usage	503	-	-	503	310
Depreciation	Usage	36,994	-	-	36,994	36,858
	-	455,118	39,860	8,388	503,366	448,218

8 STAFF SALARIES

	2014	2013
	£	£
Wages and salaries	314,476	280,281
Social security costs	24,865	23,938
Employers pension costs	8,695	7,376
	348,036	311,595

- No employee received emoluments of more than £60,000.
 The number of persons employed by the charity during the year was 15.
- The number of employees to whom retirement benefits are accruing under a defined contribution pension scheme is 11 (2013:10).

9 PENSION COSTS

The company operates a defined contribution pension scheme in respect of its employees. The scheme and its assets are held by independent managers. The pension charge represents contributions due from the company and amounted to £8,695 (2013: £7,376).

10 TANGIBLE FIXED ASSETS

	LEASEHOLD PREMISES	FIXTURES FITTINGS & EQUIPMENT	COMPUTER EQUIPMENT	TOTAL
	£	£	£	£
Cost:	~	~	~	-
At 1st January 2014	381,961	131,175	82,175	595,311
Additions		3,216	2,288	5,504
At 31st December 2014	381,961	134,391	84,463	600,815
Depreciation:				
At 1st January 2014	103,447	67,204	66,778	237,429
Charge for the year	15,915	13,410	7,669	36,994
At 31st December 2014	119,362	80,614	74,447	274,423
Net book value				
At 31st December 2014	262,599	53,777	10,016	326,392
At 31st December 2013	278,514	63,971	15,397	357,882
		· · · · · · · · · · · · · · · · · · ·		

11 DEBTORS	2014	2013
	£	£
Deposit on new server	4,921	-
Prepayments	143	
	5,064	

12 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2014	2013	
	£	£	
Sundry Creditors	3,533	3,496	
Provision for car park maintenance	10,000	10,000	
Taxes and social security costs	7,187	6,416	
	20,720	19,912	

13 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	GENERAL	RESTRICTED	TOTAL
	FUNDS	FUNDS	FUNDS
	£	£	£
Tangible fixed assets	19,546	306,846	326,392
Current assets	372,684	7,776	380,460
Current liabilities	(20,720)	-	(20,720)
	371,510	314,622	686,132

14 MOVEMENT IN FUNDS

	AT 1st JAN 2014 £	INCOMING RESOURCES £	OUTGOING RESOURCES £	TRANSFERS £	AT 31st DEC 2014 £
Restricted funds					
Capital projects (note 14a)	334,018	2,350	(29,522)	-	306,846
Other restricted funds (note 14b)	10,102	202,992	(205,581)	263	7,776
	344,120	205,342	(235,103)	263	314,622
Unrestricted funds					
General funds	353,247	286,789	(268,263)	(263)	371,510
	697,367	492,131	(503,366)	-	686,132

14a Capital projects	AT 1st JAN 2014	INCOMING RESOURCES	AT 31st DEC 2014	EXPENDED ON TANGIBLE FIXED ASSETS
	£	£	£	£
Various donors	545,255	2,350	547,605	547,605
Less depreciation to date	(211,237)	(29,522)	(240,759)	
	334,018	(27,172)	306,846	547,605
·				

		AT 1st JAN 2014 £	INCOMING RESOURCES £	OUTGOING RESOURCES £		AT 31st DEC 2014 £
14b Other restricted funds Donor	Restriction					
ECC Schools Children & Families	SNAP Directory Project 2013/14	-	10,000	10,000		-
ECC Public Health Grant 2013/15	Support to carers	1,369	9,772	10,493	_	648
Paul & Rachel Jeffreys						
Charitable Trust	Music Making	-	8,000	8,000	-	-
ECC Short Breaks	Holiday and after-school clubs SNAP's support to children and	-	51,889	51,889	-	-
NHS Basildon & Brentwood CCG	young people with special needs	-	39,780	39,780		
NHS Thurrock CCG	SNAP's support to children and young people with special needs	-	18,720	18,720		
ECC Family Innovation Fund	Improving Family Relationships	445		445	-	
ECC Family Innovation Fund	Family Empowerment Project	2,800		2,800		
ECC Family Innovation Fund 4	Family resilience	-	24,078	20,834	-	3,244
ECC Family Innovation Fund 4	Family communication	-	13,900	12,836	-	1,064
Council for Disabled Children	Volunteering programme	2,345	4,787	6,653		479
Thurrock Disabled Children Service	SNAP Directory Project	-	5,000	5,000	-	-
The QBE Foundation	SNAP Helpline	3,143	5,000	8,143	-	
The Moody Charitable Trust	SIBS4FUN	-	2,500	2,500	-	-
Rotary Club of Brentwood a Becket	Zoo meal allowances & equipment	-	250	250	-	-
The Boshier-Hinton Foundation	Equipment-Arts & crafts	-	1,400	1,263	-	137
Haslers Foundation	Equipment & library	-	262	262	-	-
Essex Community Foundation High Sheriff	Volunteering programme	-	1,000	1,000	-	-
Pauline Meredith Charitable Trust	Teenagers and siblings	-	1,000	1,000		
The Beatrice Laing Trust	Database upgrade	-	2,000	2,000	-	-
The Hedley Foundation	IT suite upgrade part 2	-	2,204	-		2,204
Wipe Away Those Tears	Festive Fun		1,450	1,450		
Capital items						
Toy Trust	IT Suite Upgrade part 1	-	2,100	2,288	188	-
LV=	Fibre optic light	-	250	325	75	-
	- -	10,102	205,342	(207,931)	263	7,776

14 RESERVES POLICY

The charity's reserves and its policy are set out as follows:

	Current Year: 2014	Previous Year: 2013
Unrestricted Funds	£321,510	£303,247
Designated Funds (Building Refurbishment)	£50,000	£50,000
Restricted Funds	£314,622	£344,120
Total Funds	£686,132	£697,367
Ratio of Unrestricted and Designated Reserves to Annual Operating Expenditure	0.74 (8.88mths)	0.79 (9.45mths)

In the Trustees' view, the reserves should provide the charity with adequate financial stability and the means for it to meet its charitable objectives for the foreseeable future.

The trustees propose to maintain the charity's unrestricted reserves at a level which is equivalent to nine months operational expenditure and have done so having regards to its manner of operation and likely funding streams.

The trustees review the amount of reserves that are required to ensure that they are adequate to fulfil the charity's continuing obligations at each executive meeting.

15 TRUSTEES' REMUNERATION AND EXPENSES

Charity funds have been used to purchase trustees indemnity insurance at a cost of £484, as permitted by the charity's Articles of Association.

No trustees nor any persons connected with them received any remuneration or expenses during the current or previous year.