



Trustees' Annual Report for the period

	Period start date			Period end date		
From	01	09	2020	To	31	08 2021

Section A Reference and administration details

Charity name Angels Support Group Hitchin

Other names charity is known by

Registered charity number (if any) 1117059

Charity's principal address Unit 19, The Pixmore Business Centre,
 Letchworth
 HERTS
Postcode SG6 1JG

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Clare Slater	Chair		Members at AGM/ trustees
2	Olukemi Adejare			Members at AGM/ trustees
3	Hilary Forrester	Secretary		Members at AGM/ trustees
4	Justin Richards			Members at AGM/ trustees
5	Rowena Crabtree			Members at AGM/ trustees
6	John Skeeles	Treasurer		Members at AGM/ trustees
7	Abbie Carpenter		To 16/07/2021	Members at AGM/ trustees
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Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)

The charity employed the following senior staff members during the year:

Parent Support Manager; Leise Cooper

Specialist Support Practitioner; Penny Howarth

Financial Manager; Raine Simcox

Meeting Supervisor and Specialist Support Practitioner; Kirsten Bennet

Specialist Support Practitioner; Judith Russell

Administrator: Caroline Upcraft

Section B Structure, governance and management

Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Constitution adopted on the 19 th January 2005. As amended 29 th September 2015
How the charity is constituted (eg. trust, association, company)	Unincorporated Association
Trustee selection methods (eg. appointed by, elected by)	Appointed at the AGM by the members or at other times by the existing trustees

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

Summary of the objects of the charity set out in its governing document

1. Provide support and guidance to parents/carers/siblings of children who are diagnosed with (or are being assessed for) Attention Deficit Hyperactivity Disorder (ADHD) and/or Autism and their associated conditions.
2. Provide relief for the above children and their parents/carers by providing facilities in the interest of social welfare and for recreation and other leisure time occupation.
3. Advance the education of the public and statutory bodies in matters related to ADHD and Autism.
4. Promote other such charitable purpose.

Regular support group meetings

We held two daytime meetings for parents/carers each week during term time and two evening drop-in sessions every half term. Some of the meetings provided advice from external professionals or Angels staff on a range of topics related to Autism and ADHD. The other sessions were self-help groups with a qualified facilitator present. Covid restrictions have impacted our services throughout this year, so all the support groups were delivered remotely via Zoom.

These meetings benefit the members of the charity in several ways.

- They provide the opportunity to find out about new strategies and ideas which they can use to support their children. This can help parents/carers to adapt their parenting skills to ease the stress and anxiety of children with Autism/ADHD
- Having the opportunity to discuss issues in self-help groups with people with similar concerns helps to relieve parents/carers from some of the stresses and feelings of isolation that can result.
- They help parents/carers to feel confident in supporting their child in the education system which in turn helps the child to reach their potential.
- They help parents/carers and their children to have a more positive self-image following diagnosis.

These benefits are all in line with objective one as set out above.

The meetings are open to anyone who is a member of the charity. Membership is subject to only one criterion and that is that the member must be a parent/carer of a child who has been diagnosed with (or is being assessed for) Autism/ADHD. This ensures that the beneficiaries are in line with the charity's aims.

There is no membership fee and no charge for attending the meetings. We give attendees the opportunity to make a small voluntary donation if they would like to but there is no pressure to do so. This ensures that all members can benefit regardless of income levels.

There is no geographical restriction imposed by the charity. The virtual meetings via zoom have made it easier for members to attend regardless of their location. During the pandemic we have seen an increase in the number of new members who are from a wider geographic area than the North Herts and Stevenage community, as our services have become more accessible online.

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

Most of the meetings are during the day as this enables parents/carers to attend while their children are at school. During lockdown, the virtual meetings have been accessible for those parents who have had their children at home whereas physical meetings would have been impossible for them to attend. Evening meetings are held every half term to enable those who work during the day to attend.

In response to the pandemic, we also continued our virtual meetings during the summer holidays, to give parents extra support during the long break while usual holiday activities and support were not available.

Angels/Nessie parent workshops

During the Autumn and Spring terms we ran a series of workshops for parents of children who were either newly diagnosed with Autism or had been referred for an assessment. These sessions were jointly presented by Angels staff and staff from Nessie in Ed CIC (a local organisation that specialises in supporting the mental health of students within education settings). The sessions covered a range of topics: Early years (0-8), Teenage years, Siblings of children with additional needs, Girls and Women, Beginning of the journey (language and understanding the SEN world), Transitions back to school after lockdown, Relationships and sexuality, Supporting your child with Anxiety and Change, Managing Meltdowns and Supporting a Child who self-harms positively. The workshops were all run virtually through zoom.

The workshops provide the same benefits as the support group meetings which are in line with objective one as set out above.

These workshops are available to a wider group of parents – not just members of Angels but any parent/carer with a child diagnosed (or in the process of being assessed) with Autism which is still in line with the main aims of the charity. Some of the attendees of the workshops do go on to join Angels as a member but there is no requirement to do so.

There is no charge for attending the workshops

The only geographical restriction is that the attendees must live in Hertfordshire, as the workshops were funded by Herts County Council.

One-to-One Clinic meetings

Angels provided several clinic appointments each week during the school terms. These offered members the opportunity to access more targeted, specific support where needed. The appointments allowed members the time to discuss particular issues related to their child on a one-to-one basis with a trained Specialist Support Practitioner (SSP). They also provided the facility for a SSP to attend a school meeting or other appointment to provide support for the parent/carer. This year as covid restrictions impacted on our services, the one-to-one service continued mainly remotely using a variety of applications e.g. zoom, Facebook Messenger, WhatsApp with only occasional in person meetings if it was essential due to the specific needs of the parent.

The clinic appointments provide the same benefits to the members as the support group meetings but are just more flexible. They allow members, who do not feel comfortable discussing issues in a group setting, access to support and also provide a more suitable time for issues which are too complex and would take up too much time in a group meeting.

These benefits are all in line with objective one as set out above.

The meetings are open to anyone who is a member of the charity (see above for definition of membership). This ensures that the beneficiaries are in line with the charity's aims. The service has been popular, and the number of appointments limited because of funding restrictions so there has often been a waiting list in place.

There is no charge for attending the appointments.

There is no geographical restriction imposed by the charity and having virtual meetings via zoom etc. has meant that this service is accessed by members from a wider area including most parts of Hertfordshire and some parts of Cambridgeshire and Bedfordshire.

Parent Support via phone, email and Facebook

In addition to the one-to-one clinic appointments members have also accessed advice and support from the SSP's remotely via phone, email or Facebook Messenger. This support was available during term time and a limited service was also available over the school holidays. There was also a "secret" Facebook group which was available only to members and allowed them to discuss issues and get advice from other parents as well as the SSPs. This online group was fully moderated by the SSPs so it enabled parents to access support at a time that suits them.

This support provides the same benefits to the members as the support group meetings but just in a more flexible, virtual way. It allows members, who do not feel comfortable discussing issues in a group setting or face to face, access to support and also provides support to parents who can not attend the support groups due to their location or timing.

These benefits are all in line with objective one as set out above.

This support is available to anyone who is a member of the charity (see above for definition of membership). This ensures that the beneficiaries are in line with the charity's aims.

There is no charge for accessing this support.

There is no geographical restriction imposed by the charity, so this part of the service is accessed by members from a wider area including most parts of Hertfordshire and some parts of Cambridgeshire and Bedfordshire.

Networking with various organisations

The Parent Support Manager and other team members regularly meet with local statutory agencies such as health professionals (Health Visitors, Speech and Language Therapists, CAMHS workers and Community Paediatricians and their teams) working with ADHD and Autism, the Herts County Council Communication and Autism Specialist Advisory service, Herts Children Services social workers, Family Centre Managers, local school SENCO's and Outreach workers, the Herts Parent Carer Forum and other agencies supporting parents and representatives from other similar support groups supporting parents/carers of children with ADHD and/or Autism from across Hertfordshire, as a way of pooling resources and avoiding duplication of effort. The Parent Support Manager has also been involved in work to develop the Autism and ADHD diagnostic pathway in Hertfordshire, in partnership with NHS and County Council colleagues, and also to develop a county-wide support offer for all families and young people diagnosed with the conditions.

The benefits of this are as follows;

- It enables the Parent Support Manager and other team members to keep up to date with the available support for children/families and ways of accessing it. They can then pass this information on to members as required.
- It ensures that local statutory services are kept aware of the needs of children with Autism/ADHD and their families.
- It ensures that health professionals in the area are aware of the charity and the support provided and so will pass on the details of the charity to families with a newly diagnosed child.
- It enables them to talk directly to teaching professionals which helps improve understanding of the conditions within local schools.

These benefits are in line with objectives one and three.

The beneficiaries include our member families as they can access the information through support group meetings. The benefit of this activity also extends beyond our membership as consultation with local teaching professionals/ statutory services can help to improve services for all children with Autism/ADHD in the local area not just those who are members of the charity.

There is no charge associated with this activity.

For all the above activities there have been no identified harmful effects associated with providing the benefits. The charity does employ people to provide various services and so does provide private benefits to people other than the beneficiaries. These private benefits are all incidental as they all contribute directly towards achieving the charity's objectives.

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding what activities the charity should undertake.

Additional details of objectives and activities (Optional information)

Although the charity employs several staff it is still very dependent on the contribution made by volunteers. There is a loyal team of volunteer members working hard in all the following areas;

Completing various administrative tasks.
Fundraising and Funding Applications
Promoting our services within the local community
Planning and overseeing services through being involved in our management committee.

The trustees would like to thank all our volunteers for their hard work without which we would not be able to provide the same level of service

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

Summary of the main achievements of the charity during the year

Activities

During the year from 1st September 2020 to 31st August 2021 the membership of the charity has increased by 221 families so at 31st Aug 2020 we had 1787 families in our membership with at least 3792 children including siblings. 1929 of the children have a diagnosis of (or are being assessed for) ADHD and/or Autism (992 have a diagnosis of ADHD and 1504 of Autism).

Throughout the year 133 parents/carers attended one or more of the support groups (all virtual meetings). Some members attended very regularly (over 30 times during the year) and some for just one or two meetings. On average they attended 6 meetings each this year.

In addition to our regular support groups, we have also run several workshops covering the topics: Access to Healthcare and EHCP application forms. These courses provide more in-depth information in smaller groups. 63 families have accessed support through these smaller groups.

256 families used the one-to-one service during the year. They accessed support in a variety of ways with the service providing: 265 hours of face to face (or video call) meetings, 206 hours of support at meetings with other professionals (school, Health Visitor, multi-agency meetings etc.), 181 hours of support via phone/email and 57 hours of support through text/Facebook Messenger.

We also jointly delivered (with Nessie in Ed CIC) 18 workshops to parents with children that were newly diagnosed with Autism (or awaiting assessment) which enabled parent/carers outside our membership to also access support from us.

Outcomes

In order to be able to measure the benefits to our members, of accessing Angels services, we have implemented a ladder scale for 4 outcomes that we have identified as important to our members. The four outcomes are:

- Parents will have a greater understanding of their child's conditions and how they impact on their child's learning and behaviour.
- Parents will have improved confidence in their parenting skills having gained a wider range of strategies to support their child.
- Parents feel less isolated, with a network of local parents to talk to who understand the issues they are facing.
- Parents are working more effectively with their child's school, services and community resulting in a positive experience for their child.

For members that joined Angels since October 2016 we have asked them to complete an initial questionnaire to find out how they rated themselves on the scales for each of the four outcomes. 6 months later we asked them to redo the questionnaire and have captured the improvements they have made.

We have gathered initial and follow up questionnaires for 326 of these members and improvements have been as follows:

- 65% have improved their understanding of their child's conditions
- 61% have improved confidence in their parenting skills
- 49% have reported feeling less isolated
- 42% have reported that they are working more effectively with their child's school and other services.

We will continue to track and record progress of these members and expect the proportions reporting an improvement to increase as they continue to access Angels services over subsequent years. We will also be tracking progress for new members joining Angels.

We started off the year hoping that things would swiftly return to normal but once again covid has disrupted things and it has continued to be a challenging year for everyone. We are grateful to our staff for responding swiftly to the various changes in lockdown rules so that we have been able to continue supporting families throughout the year. We are planning to return to face-to-face support meetings in September 2021 but will continue with a regular zoom support meeting each week as it has proved popular for some parents and enables those parents who are still avoiding contact with other people or who can't travel to our groups to still access a support group. Our one-to-one service will still be mainly via zoom or phone as it enables us to meet the increased demand for this service, caused partly by the pandemic and partly by the growth in membership.

Brief statement of the charity's policy on reserves

The Trustees have decided that the charity needs to hold reserves to cover the possibility of a grant being cut short or not renewed. Holding reserves will allow the Trustees time to find alternative sources of funding without having to make immediate redundancies. It was agreed that a level of 6 months of payroll and rent costs would allow enough time for alternative funding to be found or cutbacks in expenditure to be planned.

This gives a planned reserve of £34,683 based on the budgeted salary and rent costs for the first half of the 2020/2021 financial year.

The actual reserves held at the end of this financial year were £68,732. This is higher than the planned reserve due to the large legacy gift of £36,000 which was received in July 21. The pandemic has resulted in a significant drop in community fundraising this year which we would normally rely on to cover part of our core costs. The Trustees have decided to use some of the additional reserves to meet any shortfalls in community fundraising income in the short term and in addition recruit a fundraiser to enable the charity to work on diversifying income streams in the long term to improve sustainability

The reserve policy will be reconsidered regularly to make sure that the current financial position of the charity and predictability of future funding is considered in setting the reserve policy

Details of any funds materially in deficit**Further financial review details (Optional information)**

You may choose to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

Grants

The main grant funding we received this year was £67,839 from The National Lottery Community Fund as the 2nd year of the five-year continuation funding which started in November 2019. This covered the main staff costs related to our support groups, some of our one-to-one staff time and most of our overheads.

The remaining one-to-one service costs were covered by St James's Place Foundation funding, with the second instalment of £5,000 received in March 2021, along with £1,799 of funding received from Shanly Foundation in the previous year.

We also received grants totalling £2,715 from Hertfordshire County Council which funded the 18 parent workshops that we delivered in partnership with Nessie in Ed CIC to parents of children that were either newly diagnosed with Autism or had been referred for assessment.

We had received a second £500 grant Tesco Bags of Help Covid 19 community fund at the end of the last year which we used to fund some extra support groups over the summer holidays, and which also funded a rerun of our Access to Healthcare course in October 20.

In addition, we received funding starting in November 2020 (£2,481) from Hertfordshire Community Foundation as part of their Phase 2 Coronavirus Relief Funding which part funded facilitator costs for our zoom support groups and also provided a contribution towards our overheads.

We also received a £500 grant from Magic Little Grants which part funded the facilitator costs for our zoom support groups.

The various Covid 19 grants we received this year have been really helpful in replacing some of the funding we would normally receive from community fundraising which was heavily impacted by the covid restrictions this year.

Donations and Support

Last year one of our members Karl Hudson and his running partner Marc challenged themselves to run a marathon/climb Kilimanjaro. They raised £951 in sponsorship and gift aid before the pandemic prevented them from completing their planned challenges. They did however get to run the marathon this year and added a further £65.25 in donations/gift aid bringing their total up to £1016.25. We are very grateful for their support.

In November 2020 we received a £100 donation from Ladbrook Insurance (specialist charity insurers)

In December 2020 we received a final donation of £53.51 from the staff and customers of White Stuff in Hitchin. They have supported us since 2011 and raised an amazing £20,169 over all those years. We are really grateful for all their support and wish them all the best for their future charity partnership.

We also held a Christmas raffle with prizes generously donated by local businesses, our members and Trustees. This year we raised £935 in ticket sales. We raised a further £75 in a Christmas Jumper competition.

In April 21 we received £50 of donations raised by Maisie Armer through a live streaming gaming challenge

In May 21, two of our members' children took part in Captain Tom's 100 challenges and raised £591 in sponsorship and gift aid.

In July 2021 we heard that we had been left a legacy gift of £36,000 from the estate of Ralph Herman Blow. We never knew Ralph but one of his cousins let us know that she thought he would have benefited from the services of Angels if we had existed when he was a child. We are honoured to have been left this gift and will make sure that we use it to support many more families in the future.

Over the year we have also been supported by many members making one-off and regular donations which we are very grateful for.

Our fundraising income has again been limited this year as community fundraising has continued to be difficult due to the restrictions in place for the pandemic. This will be a key area for us to focus on for next year. We are incredibly grateful to all the community organisations, companies and individuals including our members, their families and friends who have supported us during the year and allowed us to adapt and continue the services we provide to our members throughout the pandemic.


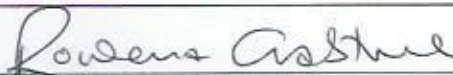
Section F**Other optional information**

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Section G**Declaration**

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	CLARE LOUISE SLATOR	ROWENA JANE CRABTREE
Position (eg Secretary, Chair, etc)	CHAIR	TRUSTEE

Date

ANGELS SUPPORT GROUP HITCHIN No. 1117059

Receipts and Payments for the year to 31st August 2021

	Unrestricted	Restricted	Total 2021	Total 2020
	£	£	£	£
Income Receipts				
Grants and Donations				
Grants		£ 78,535	£ 78,535	£ 76,943
Donations	£ 41,496	£ -	£ 41,496	£ 11,057
	£ 41,496	£ 78,535	£ 120,031	£ 88,000
Activities In Furtherance of Objectives				
Activity Deposits		£ -	£ -	£ 5
Events		£ -	£ -	£ 213
Library		£ -	£ -	£ -
	£ -	£ -	£ -	£ 218
Activities to raise funds				
Fundraising Events		£ -	£ -	£ 16
Meeting Donations		£ -	£ -	£ 437
Raffle	£ 935	£ -	£ 935	£ 518
	£ 935	£ -	£ 935	£ 971
Investment Income				
Interest	£ 0	£ -	£ 0	£ 8
	£ 0	£ -	£ 0	£ 8
Other income				
Misc		£ -	£ -	£ -
	£ -	£ -	£ -	£ -
Total Receipts	£ 42,431	£ 78,535	£ 120,966	£ 89,197
Expenditure Payments				
Payment in furtherance of Objectives				
Creche Costs		£ -	£ -	£ 1,746
Facilitator	£ 473	£ 2,058	£ 2,531	£ 2,434
Insurance		£ 1,534	£ 1,534	£ 1,294
Office Expenses		£ 1,526	£ 1,526	£ 2,389
Payroll costs	£ 2,642	£ 64,310	£ 66,952	£ 56,496
Phone calls		£ 545	£ 545	£ 553
Print/post/copy/stationary		£ 543	£ 543	£ 848
Rent		£ 9,216	£ 9,216	£ 9,173
Return of Activity Deposits		£ -	£ -	£ 5
Room Hire		£ -	£ -	£ 280
Speaker costs	£ 760	£ -	£ 760	£ 195
Sports/After school		£ -	£ -	£ 72
Training	-£ 48	-£ 82	-£ 130	£ 1,231
Travel		£ 54	£ 54	£ 1,712
Website		£ 506	£ 506	£ 2,682
	£ 3,827	£ 80,210	£ 84,037	£ 81,110
Payments made to generate funds				
Fundraising Events	£ 42	£ -	£ 42	£ 108
Refreshments		£ -	£ -	£ 74
	£ 42	£ -	£ 42	£ 182
Management and Administration				
		£ -	£ -	£ -
		£ -	£ -	£ -
	£ -	£ -	£ -	£ -
Return of Grants				
		£ -	£ -	£ -
		£ -	£ -	£ -
Total Payments	£ 3,869	£ 80,210	£ 84,079	£ 81,292
Net receipts for the year	£ 38,562	-£ 1,675	£ 36,887	£ 7,905
Cash and bank balances at 31 August 2020	£ 30,170	£ 20,792	£ 50,962	£ 43,057
Cash and bank balances at 31st August 2021	£ 68,732	£ 19,117	£ 87,849	£ 50,962

ANGELS SUPPORT GROUP HITCHIN No. 1117059

Statement of Assets and Liabilities at 31st August 2021

	Bank Account	Cash in Hand	Total at 31st August 21
MONETARY ASSETS			
General Fund	£ 68,702	£ 30	£ 68,732
The National Lottery	£ 17,466		£ 17,466
St James Foundation	£ 1,651		£ 1,651
			£ -
			£ -
Total Monetary Assets	£ 87,819	£ 30	£ 87,849

OTHER ASSETS

None

LIABILITIES

None

Approved by the trustees on 09/05/2022 and signed on its behalf by:

Signature: [Signature] Name: C. L. SLATOR
 Signature: [Signature] Name: JOHN W. SKEELES

These accounts were prepared by _____

Signature: [Signature] Name: MRS RAINE V SIMCOX

ANGELS SUPPORT GROUP HITCHIN No. 1117059

Notes to the Accounts for the year ended 31st August 2021

1. These accounts have been prepared on a receipts and payments basis.

2. Restricted Balances

	Opening Balance	Receipts	Payments	Closing Balance
Herts Community Foundation	£ -	£ 2,481	£ 2,481	£ -
The National Lottery	£ 15,404	£ 67,839	£ 65,777	£ 17,466
St James Foundation	£ 3,089	£ 5,000	£ 6,438	£ 1,651
Shanly Foundation	£ 1,799		£ 1,799	£ -
Tesco Bags of Help	£ 500		£ 500	£ -
HCC/Nessie	£ -	£ 2,715	£ 2,715	£ -
Magic Little Grants	£ -	£ 500	£ 500	£ -
	£ 20,792	£ 78,535	£ 80,210	£ 19,117



Section A

Independent Examiner's Report

Report to the trustees/ members of	Angels Support Group Hitchin		
On accounts for the year ended	31/08/2021	Charity no (if any)	1117059
Set out on pages	1-2 <small>(remember to include the page numbers of additional sheets)</small>		

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/08/2021.

Responsibilities and basis of report As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

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

**Independent
examiner's statement**

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

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

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

Signed:  **Date:** 23/6/22

Name: Philip M Jones FCA

Relevant professional qualification(s) or body (if any): Fellow of the Institute of Chartered Accountants in England & Wales

Address: 13 Walled Garden Close
Beckenham
Kent BR3 3GN

Section B

Disclosure

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

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