

COMPANY REGISTRATION NUMBER: 06946785

CHARITY REGISTRATION NUMBER: 1133457

Suffolk User Forum
Company Limited by Guarantee
Unaudited financial statements
31 March 2021

Suffolk User Forum

Company Limited by Guarantee

Financial statements

Year ended 31 March 2021

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Trustees' annual report (incorporating the directors' report)

Year ended 31 March 2021

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2021.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Companies Act 2006 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

Reference and administrative details

Registered charity name	Suffolk User Forum
Charity registration number	1133457
Company registration number	06946785
Principal office and registered office	3a Grange Business Centre Kesgrave Ipswich IP5 2BY

The trustees

The trustees who served during the year and at the date of approval were as follows:

G Pachent (Chair from 26/11/2020)
M Blowers
P Gaffney (Resigned 14/09/2021)
B Griggs (Appointed 05/10/2020)
C Maher (Appointed 01/10/2020, Resigned 26/06/2021)
R Nesbitt
B Parrott
D Pennock (Resigned 23/10/2020)
J Stern (Chair until 26/11/2020)
M White (Appointed 28/04/2021)
M Wright (Appointed 13/11/2020, Resigned 20/07/2021)

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2021

Chief executive officer	J Stevens
Solicitors	Bates Wells and Braithwaite Solicitors 29 Lower Brook Street Ipswich IP4 1AQ
Bankers	The Co-operative Bank 9-11 Queen Street Ipswich IP1 1SW Ipswich Building Society Unit 22 Sailmakers Shopping Centre Ipswich IP1 3BB
Company secretary	K Burr (Resigned 31/07/2020) R Nesbitt (Appointed 01/08/2020)
Independent examiner	L Thurston FCCA Lovewell Blake LLP Chartered accountants First Floor Suite 2 Hillside Business Park Bury St Edmunds IP32 7EA

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2021

Objectives and activities

Suffolk User Forum, also referred to as SUF, a term used throughout these accounts is the voice for mental health service users in the East and West of Suffolk. SUF is a user-led charity and everyone involved in the charity has lived experience of mental health as service user, family carer or worker.

SUF delivers engagement and inpatient mental health advocacy services, working to give mental health service users a powerful unified voice for their experiences of care and support, promoting individuals' rights, options and choices for care and support.

The charity works with service providers and commissioners to ensure that the voice of lived experience is central to improving emotional wellbeing and mental health services in East and West Suffolk. This is achieved through the charity's engagement and advocacy roles, which alongside supporting people, prioritise the gathering and recording of people's experiences of services. By connecting areas of individual feedback together, the charity draws together key themes and emerging trends in mental health experience. These are reported on quarterly in the SUF publication titled 'Making our Voice Count' which is presented to providers, commissioners and to strategic partners, to assist with decision making and to promote coproduction, so that providers and commissioners can understand and actively respond to the current lived experience of people with emotional wellbeing and mental health needs.

The charity's aim and objectives for this financial year include:

1. Increasing parity of esteem by raising the profile of mental health and emotional wellbeing.
2. Ensuring that the voices of service users and family carers are at the heart of service transformation through the development of the new mental health strategy #AVeryDifferentConversation and future implementation plans.
3. Using knowledge and feedback gained from service user and family carer engagement, to contribute to improving existing services and shaping the design of future models.
4. Providing a service that gives individual service users and family carers an increased understanding of the local mental health system and where they can access help and support.
5. Facilitating opportunities for mental health service users and family carers to meaningfully come together, promoting communities, reducing isolation, and lowering impact on statutory services.

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Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2021

Objectives and activities *(continued)*

SUF's mission is to be an inclusive and trusted mental health user-led network that values, promotes, and strengthens the user voice for positive change, independence, legal rights, choice, and control.

SUF's vision is to become the leading organisation for adults in Suffolk championing equal and valued partnerships between mental health service users, commissioners, and providers, combining mutual strengths and experience to improve services, achieving emotional wellbeing and mental health for all.

SUF's values were coproduced at the SUF AGM in 2018:

1. We are open, honest, and trustworthy
2. We are inclusive and have people at our heart
3. We are caring & compassionate.
4. We speak out together to make a difference

Our Objectives for 2020-2021:

1. To speak out for the emotional wellbeing and mental health of people with mental ill-health of any description, who are living in East and West Suffolk, and are, or need to be, receiving services, through listening to service users, valuing them as experts in equal partnership, communicating their views, and actively involving them in co-designing and co-producing mental health services with commissioners and providers.

2. To promote the rights of people with mental ill-health who are, or need to be, receiving services in East and West Suffolk, through one-to-one advocacy (inpatient care), information provision, communications, partnership, networks and maintaining effective relationships with commissioners, providers, statutory and voluntary organisations as well as service users.

3. To support the empowerment and enablement of service users, through assisting service users to feel empowered to speak out, assert their rights and needs to make changes in their lives.

4. To recruit, maintain and support SUF members and volunteers, enabling opportunities for active involvement at the level they wish, and providing them and other mental health service users with co-produced services which will improve their lives.

Public Benefit

In shaping our objectives for the year and planning our activities, the trustees have considered the Charity Commission's guidance on Public Benefit including, The Public Benefit Requirement (PB1), Running a Charity (PB2) and Reporting (PB3).

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Year ended 31 March 2021

Achievements and performance

1. Increasing parity of esteem

Promoting parity of esteem to enable equal access to physical and mental health services, developing the SUF Healthy Together peer support project for people living with Severe Mental Illness (SMI).

This year we have delivered 711 hours of work to enable equal access to physical and mental health. This has included:

- Working with SUF members, supporting their involvement with East Suffolk and North East Essex NHS Foundation Trust (ESNEFT), and their quality improvement programme to become a mentally healthy acute trust. This has included supporting SUF members to become volunteers with ESNEFT, SUF attendance at Mental Health Steering Groups, Carers' Steering Group, and support for the development of the ESNEFT Carers' Passport.
- Supporting the GP Federation with their work to reach out to as many women as possible for cervical screening, through the development of an enhanced service. This included providing longer appointment times and reasonable adjustments for women with mental health needs, and those who would appreciate support to attend appointments.
- Supporting mental health service users to get physical healthcare appointments and mental health appointments during the pandemic and national lockdowns.
- Supporting shielded persons during lockdown to get healthcare appointments for their physical health needs and changes in their long-term conditions when they didn't feel able to contact their General Practitioners or Consultants due to the pressures on the NHS due to the COVID-19 pandemic.
- Reporting back the needs of shielded persons to Suffolk County Council and the Clinical Commissioning Groups at strategic meetings, working to address health inequalities, isolation and a strategic response to people's changing needs during the pandemic.
- Supporting shielded persons' family carers to get mental health support during the pandemic from the voluntary sector as well as statutory service support.
- Working with the East and West Suffolk Clinical Commissioning Groups, Norfolk and Suffolk NHS Foundation Trust (NSFT) and SUF members in the autumn of 2020 to develop the SUF Healthy Together Peer Support Project. This pilot project started in February 2021 and was funded through the Integrated Care System. Healthy Together is for people living with severe mental illness who would benefit from additional support in relation to their health needs and wellbeing goals identified at their annual SMI health check.

Our Healthy Together team provide individualised support to help people plan and to attend physical health care appointments, to achieve their physical health and wellbeing goals. By 31st March 2021, our Healthy Together Champions were already supporting 11 people, with a range of health care support needs including COVID-19 vaccinations, cancer care, increasing hydration and exercise, health eating, physiotherapy appointments, diabetes appointments and living well with diabetes, support to register with a dentist. This is a pilot project that will continue through to July 2021.

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Year ended 31 March 2021

2. Making Our Voice Count

Ensuring that service users and family carers have an equal voice in Suffolk's local health and care system.

Listening and giving people a voice through conversations about mental health and emotional wellbeing, is at the heart of our organisation. We believe that people's individual stories and feedback empowers service user leadership which is essential to improve services and to make a difference to the experience of others. We have spent over 1800 hours listening and gathering people's feedback about mental health services. We provide a platform for people's stories and views to be heard. During 2020/21, we have collated and reported people's experiences in our feedback publication called 'Making Our Voice Count'. We have published five feedback reports in 2020/21, sharing over 3200 experiences of mental health services, including anonymised personal stories. Where we have received a range of feedback about a service, we have shared stories that describe both positive and negative experiences. Making Our Voice Count has been presented at strategic meetings including.

- Norfolk & Suffolk NHS Foundation Trust (NSFT) -Overview and Assurance Group.
- NSFT Board of Governors.
- The Mental Health Alliance Implementation Group.
- NHS and Suffolk County Council COVID-19 Strategic Groups.
- The Care Quality Commission (CQC).

Our achievements include.

- Embedding the coproduced LISTEN Model into the commissioning of all Mental Health services.
- Supporting service users to work in coproduction, informing mental health transformation and suicide prevention, including development of the new Personality Disorder and Complex Needs Service due to commence in June 2021; development of mental health crisis support services including the Suffolk First Response Service (FRS); improvements to Psychiatric Liaison Services; development of the new community model for mental health.
- Supporting the county's response to our communities in COVID-19 providing communication about the resources and support across our communities to ensure they are clear and accessible; Identifying gaps and emerging needs due to the impact of COVID-19, working with partners to bring forward service users' ideas and recommendations seeking to address them.
- Coproduction at Wedgwood House (NSFT) with the service user group called the Supportive Friends, assisting in the ongoing improvements for inpatient care.
- In March 2021, providing service user feedback to inform the NSFT Board of Governors' Annual plan for 2021/22.

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- Working strategically, we raised concerns about the disproportionate impact of COVID-19 for people from our ethnic minority communities, focusing with NSFT leadership on the needs and support for both staff and service users.
- Following service user concerns about local press articles reporting on deaths by suicide, or sudden and unexpected deaths, we have worked in partnership with the NSFT Communications Team and Archant (the local newspaper and magazine publishing company) to agree press statements that better support people who may be affected or distressed by the content contained in articles.
- We have raised people's experiences in three press publications in the East Anglian Daily Times and in June 2020 we gave an interview to BBC Radio Suffolk about the experiences of people shielding during the pandemic.

3. #AVeryDifferentConversation

Ensuring the voices of service users and family carers are at the heart of mental health service transformation.

In 2018, the Ipswich & East Suffolk and West Suffolk Clinical Commissioning Groups (CCGs) started working together with the other Suffolk NHS, voluntary and statutory organisations to design the new mental health strategy for east and west Suffolk for 2019-2029. Since this time SUF has been an active coproduction partner working to ensure the voices of mental health service users, family and parent carers are at the heart of mental health transformation.

This work has been known as #AVeryDifferentConversation and has involved some coproduction, service user, family/parent carer involvement, through meetings, surveys, and events. The start of the COVID-19 pandemic in March 2020 meant that the next steps planned for 2020/21 were paused, as our local NHS adapted to meet the needs of people during the early part of pandemic.

The transformation programme recommenced via virtual meetings in late April 2020/May 2020. SUF staff have delivered 852 hours representing the service user voice at the following meetings, sharing current feedback on services and people's views on how services could be improved and developed.

- Suffolk Mental Health Alliance Implementation Group Meeting (six weekly).
- Personality Disorder and Complex Needs Pathway transformation (fortnightly).
- Mental Health community steering group (fortnightly).
- Crisis Steering Group (fortnightly).
- Early Adopter for community mental health in primary care - Haverhill (weekly).

We have actively supported the following developments.

- Ensured that the coproduced LISTEN model is fully embedded in all mental health transformation, including the quality assurance framework and, staff training. We have recommended it is included in staff, supervision, and appraisal and in patient/service user feedback (Friends & Family test).
- Responding to the difficulties that NSFT service users experienced accessing the First Response Service (FRS) we have worked with NSFT to ensure there is clarity of information about who people call when in crisis. We have raised concerns and changes have been made to NSFT answer phone messages and public information, including the NSFT website, to confirm that all service users receiving NSFT services can call the FRS.

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- Enabled SUF members and supporters to be directly involved in mental health transformation including being involved in providing feedback and/or attending meetings for the new Personality Disorder and Complex Needs service, crisis care pathways, community mental health care and planning for dementia care.
- Contributing to the training plan for mental health staff recommending it includes training in Coproduction, Complaints, the LISTEN model, compassionate care, working and supporting people living with Personality Disorders and those with eating disorders, so that services can respond better to the increased mental health needs post COVID.

In addition, we have shared the user voice and views in meetings to link priorities across the mental health system; supporting key lines of enquiry to evaluate assurance on the proposed new services and the way in which they will be delivered. Our SUF CEO shared service user experiences of crisis services at the Eastern Region, NHS England Clinical Senate in November 2020. In the Autumn 2020 we promoted the East and West Suffolk CCG consultation and survey about the developing plans for new mental health services, inviting people to comment and share their views. In total 450 people provided feedback. Our SUF CEO took part in live online question and answer sessions. As the year ends, we coproduced the outcomes people would like to experience through the changes being made in mental health services, using the Think Local Act Personal 'I' statements.

4. Sharing our knowledge and Information

Help to access mental health services and community support

One of the biggest problems that people face is understanding how our local mental health care system works and what support is available in our communities.

- **Telephone support:** Through our telephone support work for SUF members and shielded persons, mental health advocacy and contact from members of the public we have spent 697 hours signposting 790 people to local Suffolk services and mental health organisations, including COVID-19 support.
- **Our website:** During this year we updated our website to provide information about new services and support during the COVID-19 pandemic. With over 22,700 views, we have supported people to access information about a range of services, including our Thrive With Five series, based on the Five Ways Wellbeing. Be Active, Take Notice, Keep Learning and Give. Our most viewed page has been Help Now which provides emergency information for people in mental health crisis. This page had over 2,170 views, an increase of 98 % from 2019/20. Other 'most viewed' pages include:
 - Covid-19 support (813 views)
 - LGBTQ+ support (637 views)
 - Suffolk County Council Customer First (529 views)
 - Housing support (285 views)
 - Mental health support by diagnosis (274 views)
 - Suffolk County Council, including Housing, Help and Support (260 views)
 - Suffolk Careline (215 views)
 - Missing People (185 views)
 - Caribbean African Community Health Support Forum (141 views)
 - PHOEBE Promotion of Health Opportunity Equality Benevolence Empowerment (139 views)
 - How to Use Microsoft Teams (127 views)
 - Bereavement by suicide support (117 views).

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- **Social Media:** We continue to grow our social media presence year on year. Our SUF social media plays a crucial role in connecting people and developing our relationships. It also provides a great opportunity for people to find out information about mental health and support and to share information that other may find helpful. Social media enables us to value people's input, to answer questions and to listen to their feedback. This year we achieved:

- Twitter: 2219 Twitter followers, showing an 11% increase in Twitter followers. 655,700 Impressions.
- Facebook: 1595 Facebook Likes, a 31.5% increase in Facebook likes. 793,746 reach.

- **Email and postal communication:** The use of digital communication has been essential during the pandemic as we have been following Government's COVID-19 guidance. We are aware that about 10% of our SUF community members do not have access to digital technologies including email/smart phones. As we have developed new digital ways of working through our website, Zoom, MS teams and using email, we have also ensured we share information and important news by post. This year we have introduced Chair's update letters after each board meeting which briefs our SUF community members on the work of the board.

- **Connecting to share Five Ways to Wellbeing:** SUF's 'Five Ways to Wellbeing' course was developed in coproduction with SUF community members. Since 2019 this course has been delivered to five service user groups, where we have worked in partnership with our SUF community members, The ACE Project, Julian Support, and Icenl.

With funding from the West Suffolk Clinical Commissioning Group's Realise Ambitions Fund, our team successfully moved this five-week course to an online group in 2020. We ran two courses for service users, one in the autumn of 2020 and a second in late winter 2021.

Based on the 'Five Ways to Wellbeing' programme, our coproduced course focused on people's individual needs and goals, enabling connections with local support. The course covers the five key areas for wellbeing; Connect, Be Active, Take Notice, Keep Learning and Give.

The skills that the course promotes include good sleep, nutrition, exercise, and relaxation and these have been important elements in coping with the huge changes that have taken place during 2020, keeping us strong and healthy in mind, body, and spirit.

The focus on setting small goals helps to make a big difference to our self-care and can tap into renewed energy and enthusiasm.

To support this course this year we coproduced in 2020/21 our Thrive with Five series of booklets which are also based on the Five Ways to Wellbeing programme. These can be downloaded from our website and contain links for support in East and West Suffolk.

5. SUF telephone peer support

COVID-19 support to shielded persons and SUF community members - a lifeline during the pandemic.

When the COVID-19 lockdown started in March 2020, we made it a priority to contact our SUF community members and to offer regular telephone peer support. We were pleased that Suffolk County Council recognised the importance of this work and supported us with additional funding. We were also able to extend our support to some GP surgeries with short-term funding from the Ipswich and East NHS Clinical Commissioning Group (CCG). With this additional funding we delivered 2981 hours of telephone peer

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support throughout 2020/21.

Between April and July 2020, we spoke with over 1500 people, delivering Times Ten Together peer support for 642 people who were shielding. As well as providing telephone support, we ensured people had the information they needed to receive their essential supplies including medication and food. We provided signposting for additional support, including family and young carers' support, and we also ensured that people received medical support for their changing healthcare needs by making referrals back to their GPs and hospital consultants.

We arranged ongoing weekly peer support to 80 SUF community members, providing a reassuring and supportive voice. Our work included supporting people during mental health crises and enabling people to focus on their own weekly personal wellbeing goals.

Shielded persons valued our telephone contact, which was made on behalf of their GP surgeries, saying that they felt cared for and supported at a very difficult and worrying time. The 80 people receiving our regular peer support have all told us that our regular calls had been a lifeline during the pandemic. Many have specifically thanked our individual SUF staff. They have said that our support made them feel valued. Having regular contact with us reduced their isolation, provided the opportunity to talk through their worries and to achieve incremental goals to support their wellbeing.

6. LISTEN for Suicide Prevention

Coproduction for suicide prevention and the Stay Alive App for Suffolk.

This year we have spent 846 hours supporting suicide prevention in Suffolk. In the Autumn of 2020, we bought together SUF community members who spoke to us about living with suicidal thoughts and suicide prevention. Meeting in small groups on Zoom and in one-to-one conversations, people shared 142 experiences, helping us to understand what works well to support people in extreme distress and what really does not help. This has identified further suicide-prevention work which we have taken forward this year with the North East Essex and Suffolk Suicide Prevention Steering Group.

Twenty experiences related to the response received at Accident and Emergency (A&E) departments in Suffolk and from Psychiatric Liaison teams (the mental health crisis service provided in acute trusts by Norfolk and Suffolk NHS Foundation Trust (NSFT)). We have already started working with NSFT who have welcomed SUF and two of our service user members as partners at their Crisis Steering Group. This means that we can work together to ensure that LISTEN is used to better support people and to coproduce improved outcomes for people receiving crisis support in A&E. With the reported increase in mental health crises as COVID-19 rules ease, this is an important area for development in 2021/22, alongside working with commissioners to plan alternative responses such as crisis cafés.

For World Suicide Prevention Day (10th September 2020) we promoted the importance of staying connected through our coproduced publication LISTEN for Suicide Prevention. Service users with lived experience of suicidal thoughts and distress worked with us to develop this helpful approach for anyone to use.

Our SUF Suicide Prevention Lead this year supported two SUF members to share their personal experiences of living with suicidal thoughts through videos and podcasts on YouTube. This work complements the award-winning StayAlive App, which SUF bought to Suffolk in 2019, now has 1400 users in the county.

The stories in these videos and podcasts have been promoted by the North East Essex and Suffolk Suicide Prevention Steering Group and can be seen on our SUF website. They provide powerful insights and help build an understanding of what it can be like when living with suicidal thoughts. The material also sets out what is helpful and supportive, how to recover and where to get support. Their stories include:

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- Two personal podcasts, Part 1, and Part 2.
- Stay Alive 1 - When suicide is on your mind.
- Stay Alive 2 - Things that do and do not help when someone is suicidal.
- Stay Alive 3 - How to protect your mental health when feeling suicidal.
- Stay Alive 4 - Break the stigma.

Our other suicide prevention work includes supporting service users to be involved in action in relation to locations that present a higher suicide risk. This has included working with strategic partners in Suffolk County Council and Highways England, exploring the opportunity to make some areas safer with the installation of new Samaritan signs, relocation of Samaritan telephone boxes, increasing safety through permanent closure of high-risk laybys and the possible installation of 'happy to talk' benches.

Our SUF Suicide Prevention Lead has worked closely with the Public Health team in Suffolk County Council to involve service users in the coproduction of support leaflets and to ensure families and people in local communities are offered emotional and practical support following deaths by suicide. We have also supported local organisations with their work on suicide prevention. This has included raising the profile of mental health awareness, suicide prevention training and Suffolk Life Savers with local construction companies, football associations and farming communities. Our SUF Advocate has worked closely with NSFT, supporting and participating in their monthly suicide prevention webinars throughout 2020/21.

7. SUF inpatient mental health peer advocacy

Working together as peers to make your voice heard

This year our we have delivered 186 hours of peer led, non-statutory inpatient Independent Mental Health Advocacy (IMHA), and 81 individual advocacy interventions. We have delivered this work as an advocacy partner within the Total Voice Advocacy Contract.

Due to the COVID-19 pandemic we were unable to undertake our regular weekly advocacy ward drop ins at Woodlands and Wedgwood House, or our monthly drop ins at Foxhall House. We quickly adapted our advocacy service to provide support by phone and to ensure that we had weekly contact with inpatients by attending the ward community meetings virtually using Microsoft Office Teams.

We have valued the support from staff at Wedgwood House, Woodlands and Foxhall House, who worked hard to be inclusive and to support our advocacy role through virtual meetings during the pandemic restrictions. Our SUF Peer Advocate has also supported people in community groups and through individual advocacy interventions. This has included:

- Support for people to know their legal rights and the basis for people's admission, as either a detained or voluntary patient.
- Information about people's care and treatment, including care plans.
- Information and support for inpatients to get permission, called authorisation, to leave the ward for what is called 'authorised leave'.
- Support to have one-to-one time with a named nurse.
- Support for queries about medication, test results and appointments.

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- Signposting for other support for example support groups and recovery groups so people feel more connected once they are discharged.
- Referral to an Independent Mental Health Advocate for support to appeal detention where people meet the criteria for statutory advocacy including Independent Mental Health Advocacy (IMHA) or Independent Mental Health Capacity Act Advocacy (IMCA).

As part of the improvement work for Wedgwood House, the SUF Advocate was asked in early May 2020, by the lead nurse of the West Suffolk Care Group, if they could be involved in a new initiative called the Supportive Friends which was starting in Wedgwood House. This initiative invited experts by experience (ex NSFT service users) to evaluate the quality of inpatient care.

During 2020/21 we have worked with the Supportive Friends and valued both their support of inpatients and of our SUF peer advocacy role. They have stayed in regular contact with our peer advocate through virtual meetings and regular catch ups, updating us about the quality improvement work at the inpatient unit.

We have recommended that this model also be adopted at Woodlands. As the year comes to an end, Woodlands are in the process of recruiting a peer support worker and family carer lead. Our SUF Advocate looks forward to developing these relationships to further support the inpatient quality improvement work. We look forward to returning to our in person drop-in visits from 19th April 2021.

Our peer advocacy service adheres to the definition and principles of the Advocacy Charter. We have coproduced our advocacy commitments this year to ensure our advocacy delivery works in true partnership with people, with clarity of purpose, upholding people's rights and promoting social inclusion.

8. Looking Ahead to 2021/22

Our goals and commitments for the coming year are outlined in the plans for future periods note of the accounts.

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Financial review

The charity's income in 2020-21 was £218,440 (2020: £179,545) of which £89,258 (2020: £41,850) related to project restricted activities. The charity's expenditure in 2020-21 was £176,790 (2020: £181,956) of which £89,258 (2020: £44,248) related to project restricted activities. This has continued to contribute to the charity's general reserves.

Principal funding sources

The largest component of our charity's income is received under a funding agreement with Suffolk County Council and the Ipswich & East Suffolk Clinical Commissioning Group (CCG) and West Suffolk CCG via a tri-part fund called the Mental Health Pooled Fund. This funding agreement is overseen by Suffolk County Council, who awarded the Charity a three-year partnership contract commencing from 1st April 2019.

SUF has continued as an advocacy partner within the Total Voice Suffolk (TVS) Partnership, who were awarded the contract for Suffolk Advocacy services from 1st April 2017. The SUF contract within this partnership changed during this fiscal year (February 2020), to include the provision of inpatient independent mental health advocacy.

Additional funding has been awarded by the Ipswich and East Clinical Commissioning Group (IECCG) and West Suffolk CCG people living with mental health needs and those who have been shielding during the first six months of the COVID-19 pandemic, Both CCG's have also awarded funding for a six month pilot project called Healthy Together, delivering peer support to people living with Severe Mental Illness and physical health care needs identified following their annual health check.

Investment policy and performance

The charity's policy is to invest any surplus funds in separated bank accounts to balance security and return. The charity has a Business Deposit Account with the Ipswich Building Society.

Reserves policy

The Trustees remain committed to providing maximum possible service levels. The Trustees have successfully grown SUF reserves during this financial year to provide the charity with reserves equal to at least 6-months operating costs.

It is our revised policy to maintain current general reserves equivalent to six months operating expenditure at current levels, plus redundancy and statutory notice costs of £31,000 and £6,000 to replace IT equipment. This equates to £80,766 (2020: £105,854). Reserves on unrestricted funds at 31 March 2021 are £154,320 (2020: £112,670) which exceeds the reserves policy. The Trustee board will continue to review the reserves policy during the forthcoming year and aim to increase expenditure in the coming year accordingly.

Financial reserves are SUF's savings, helping to strengthen the charity and its sustainability. They help SUF to pay for activities that donors will not fund or handle unplanned events. They also provide additional operating funds over and above the core funding provided by the Mental Health Pooled Fund.

General reserves must be built up from unrestricted income; any surplus on a restricted project is tied to the same restrictions as the original project and may not be transferred to unrestricted funds without the donors' consent.

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Plans for future periods

As we start the new fiscal year 2021/22, we enter the third year of a three-year partnership and funding agreement. Our top priority for this year is to secure sustainable, long-term funding to ensure we can continue to enhance and advance the voices of individual people living with mental ill health and the shared interests of mental health service users collaboratively. We are committed to service user leadership, involvement, personalisation, and co-production with our local statutory partners - - Suffolk County Council and NHS. We aim to continue to grow our mental health user led network, to ensure the voice of lived experience informs and shapes new and existing mental health services, placing the voice of lived experience at the heart of suicide prevention, service improvement and development.

Our key priorities for the next period include:

- Making Our Voice Count - continuing to raise people's voices and lived experience to ensure mental health services, organisations and policies are led and shaped by the people best placed to know what works. People who use mental health services are experts by experience.

To continue actively promoting service user priority areas for mental health improvement. Including:

- The LISTEN model.
- Suicide is not a choice Change the language Save a life Be the change.
- Personalisation and reasonable adjustments for mental health service users, including how these are embedded within our systems zero tolerance policies.
- To continue to build our partnerships to support the County Council and local NHS to discharge their statutory responsibilities for involvement, coproduction, information, assistance, and advocacy in relation to adult mental health service users.
- To secure funding for SUF peer advocacy which provides help at a critical moment to mental health inpatients.
- Expand the SUF Healthy Together Project, promoting the healthcare rights and goals for people living with severe mental illness (SMI). To become a member of Equally Well, coproducing our Equally Well commitments.
- To widen the expertise and lived experience of our trustee board, to include Financial and Accountancy skills, welcoming trustees from our local ethnic minority communities.

Our key commitments are:

- To continue to promote equalities and diversity in all our work including working with our local ethnic communities, women, and younger adults.
- To develop our skills and capacity to support service user leadership and volunteer roles within our charity. Supporting people to gain skills and self-confidence as active citizens, building capacity to increase our support to people living with mental distress and mental health needs

Suffolk User Forum

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2021

Structure, governance, and management

Suffolk User Forum is a charitable company limited by guarantee, incorporated on the 29th June 2009 and registered as a charity (registered number 1133457) on the 5th January 2010.

The company was established under a memorandum of association which sets out the objects and powers of the charitable company and is governed under its articles of association. The liability of the members is limited.

Trustee Board

The Directors of Suffolk User Forum are known as Trustees for the purposes of charity law and under the company's Articles of Association are known as members of the Trustee Board. Recruitment to Suffolk User Forum's Trustee Board seeks to ensure that the organisation's desire to remain service user-led is appropriately reflected through the diversity of the Trustee body. Currently 67% of the SUF Trustee Board have used or currently use mental health services as a service user or family carer.

Recruitment and appointment of Trustee Board

Traditional business, mental health, social care, family carer and service user skills remain well represented on the Trustee Board and has been supported by a robust recruitment policy and procedure. SUF advertises vacancies for new trustees through the SUF website and social media, Reach Volunteering, Suffolk Volunteering and through its wider networks and partnerships. In 2020/21 and April 2021, SUF recruited new trustees, including women and younger people, with skills in public health, finance, and clinical negligence law.

The Trustee Board actively encourages and welcome applications from people of all backgrounds particularly welcoming applications from Black Asian Minority Ethnic groups, women, and younger people, as they are currently underrepresented on the Trustee Board.

Potential trustees are invited to meet SUF trustees and attend Trustee Board Meetings to familiarise themselves with the charity and the context within which it operates. All applicants are asked to apply (using the SUF application form) and to provide a Curriculum Vitae (CV) to the Trustee Board.

Applications are shortlisted by the Chair of Trustees in partnership with at least one other Trustee, who form the recruitment team supported by the Company Secretary. An interview is conducted by this recruitment team which writes an Interview Report. This is submitted at the earliest board meeting for a board discussion and a decision made regarding suitability for appointment. Trustees are appointed by the trustee Board. Trustees serve a term of three years.

Under the requirements of the Memorandum and Articles of Association the charity may by ordinary resolution appoint a person who is willing to be a director and determine the rotation in which any additional Directors are to retire. The Directors also may appoint a person who is willing to act to be a director.

Trustee Induction and Training

All new Trustees receive governance and business documentation relevant to their role, induction, and training.

New Trustees are provided with essential documents to support them in their role.

Suffolk User Forum

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2021

These include;

- The obligations of the Trustee Board members including the Declaration of Interests, the Code of Conduct and Agreement, Trustees roles and a self-reported skills audit, to inform the boards overall skills report, which is regularly reviewed by the board to ensure a balance of knowledge and skills across the trustee Board and to inform the boards annual training plan for Trustees
- The main documents which set out the operational framework for the charity including the Memorandum and Articles of association of Suffolk User Forum
- A copy of all partnership and funding agreements, including those with Suffolk County Council and Total Voice Suffolk.
- Copies of Contract Review Meetings.
- Resourcing and the current financial position as set out in the latest published accounts.
- The charities aims and objectives.
- The current business plan and action plan.
- The current structure of the organisation including its staff.
- The current project plans and reports.
- The latest SUF publications including the quarterly service user feedback reports titled 'Making our voice count', SUF newsletter titled 'Our Voice'.

This documentation is supported by a Trustee Induction programme which provide forums for wider discussion regarding the governing documents, explanation of aims and objectives and of the charity's business and action plan, including strategic plans. All new trustees are encouraged to complete on-line training provided in Suffolk by Community Action Suffolk as part of their induction to ensure they understand their trustee role and responsibilities.

The SUF new Trustee induction programme includes receiving information about key SUF policies and procedures which include;

- Information Governance including confidentiality, data security, data protection, and the SUF Privacy Statement.
- Equality and Diversity.
- Safeguarding of Children and Vulnerable Adults.
- Health and safety including, COVID safety, lone working, and risk management.
- Comments, compliments, and complaints.
- Social Value Strategy.

Suffolk User Forum

Company Limited by Guarantee

Trustees' annual report (incorporating the directors' report) *(continued)*

Year ended 31 March 2021

- Environmental Strategy.
- A copy of the SUF Staff and Volunteer Handbook.

Risk assessment

The Trustees have assessed the major risks to which the charity is exposed and holds a Risk Register that is reviewed quarterly at board meetings to ensure that the board are satisfied that systems are in place to mitigate exposure to the major risks.

Independent examiner reappointment

A resolution to appoint L Thurston FCCA of Lovewell Blake LLP as independent examiner will be proposed at the next meeting.

Small company provisions

This report has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006.

The trustees' annual report was approved on and signed on behalf of the board of trustees by:

G Pachent
(Chair)

Suffolk User Forum

Company Limited by Guarantee

Independent examiner's report to the trustees of Suffolk User Forum

Year ended 31 March 2021

I report to the charity trustees on my examination of the financial statements of the company for the year ended 31 March 2021 which comprise the statement of financial activities (including income and expenditure account), balance sheet and the related notes.

Responsibilities and basis of report

As the charity's trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's financial statements as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

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

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the financial statements do not accord with those records; or
3. the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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

L Thurston FCCA
Independent Examiner

Lovewell Blake LLP
Chartered accountants
First Floor Suite
2 Hillside Business Park
Bury St Edmunds
IP32 7EA

Suffolk User Forum

Company Limited by Guarantee

Statement of financial activities (including income and expenditure account)

Year ended 31 March 2021

		Unrestricted funds £	2021 Restricted funds £	Total funds £	2020 Total funds £
Income and endowments	Note				
Donations and legacies	5	118,005	89,258	207,263	149,802
Investment income	6	299	–	299	2
Other income		10,878	–	10,878	29,741
Total income		<u>129,182</u>	<u>89,258</u>	<u>218,440</u>	<u>179,545</u>
Expenditure					
Charitable activities	7	87,532	89,258	176,790	181,956
Total expenditure		<u>87,532</u>	<u>89,258</u>	<u>176,790</u>	<u>181,956</u>
Net income/(expenditure) and net movement in funds		<u>41,650</u>	<u>–</u>	<u>41,650</u>	<u>(2,411)</u>
Reconciliation of funds					
Total funds brought forward		112,670	5,436	118,106	120,517
Total funds carried forward		<u>154,320</u>	<u>5,436</u>	<u>159,756</u>	<u>118,106</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 21 to 30 form part of these financial statements.

Suffolk User Forum

Company Limited by Guarantee

Balance sheet

31 March 2021

	Note	2021 £	£	2020 £	£
Fixed assets					
Tangible fixed assets	11		2,582		3,306
Current assets					
Debtors	12	4,763		7,969	
Cash at bank and in hand		186,624		108,753	
		191,387		116,722	
Creditors: Amounts falling due within one year	13	(34,213)		(1,922)	
Net current assets			157,174		114,800
Total assets less current liabilities			159,756		118,106
Net assets			159,756		118,106
Funds of the charity					
Restricted funds			5,436		5,436
Unrestricted funds			154,320		112,670
Total charity funds	16		159,756		118,106

For the year ending 31 March 2021 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- 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;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on, and are signed on behalf of the board by:

G Pachent
(Chair)

Company registration number: 06946785

The notes on pages 21 to 30 form part of these financial statements.

Suffolk User Forum

Company Limited by Guarantee

Notes to the financial statements

Year ended 31 March 2021

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 3a Grange Business Centre, Kesgrave, Ipswich, IP5 2BY.

2. Statement of compliance

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

The accounts have been prepared on the ongoing concern basis and the Trustees believe that no material uncertainties exist. The Trustees have considered the level of funds held and the expected income and expenditure for the next 12 months from authorising these financial statement. The budgeted income and expenditure is sufficient with the level of reserves for the Charity to be able to continue as a going concern.

The Trustees have taken into account the impact of COVID-19 when assessing going concern.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds where necessary, are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal and fall into one of two sub-classes: restricted income funds or endowment funds.

Income

All income is included in the statement of financial activities when entitlement has passed to the charity, it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

Suffolk User Forum

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2021

3. Accounting policies *(continued)*

Income *(continued)*

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.

- legacy income is recognised when receipt is probable and entitlement is established.

- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.

- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.

- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.

- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable, and consistent basis.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Suffolk User Forum

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2021

3. Accounting policies *(continued)*

Tangible assets *(continued)*

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Computer equipment	-	25% straight line
Office furniture	-	25% straight line

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Suffolk User Forum

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2021

3. Accounting policies *(continued)*

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

4. Limited by guarantee

The company is limited by guarantee and does not have a share capital. Every member of the company undertakes to contribute to the assets of the company if it is wound up during the time that he or she is a member, or within one period afterwards, for payment of the debts and liabilities of the company contracted before the time at which he or she ceases to be a member and of the costs, charges and expenses of winding up and for the adjustment of the rights of the contributors among themselves such amount as may be required not exceeding £10.

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Donations			
Donations	340	–	340
Grants			
Mental Health Pooled Fund	107,415	–	107,415
Suffolk Community Foundation	–	–	–
Public Health QI Project	–	–	–
Transformation - Mental Health Services	–	–	–
Waveney Peer Support	–	–	–
Suffolk County Council (Covid -19)	–	20,000	20,000
NHS West Suffolk CCG	4,150	–	4,150
NHS Ipswich and East Suffolk CCG	6,100	69,258	75,358
	<u>118,005</u>	<u>89,258</u>	<u>207,263</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Donations			
Donations	537	–	537

Suffolk User Forum

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2021

5. Donations and legacies *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Grants			
Mental Health Pooled Fund	107,415	–	107,415
Suffolk Community Foundation	–	993	993
Public Health QI Project	–	941	941
Transformation - Mental Health Services	–	37,916	37,916
Waveney Peer Support	–	2,000	2,000
Suffolk County Council (Covid -19)	–	–	–
NHS West Suffolk CCG	–	–	–
NHS Ipswich and East Suffolk CCG	–	–	–
	<u>107,952</u>	<u>41,850</u>	<u>149,802</u>

6. Investment income

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Building society interest	<u>299</u>	<u>299</u>	<u>2</u>	<u>2</u>

Suffolk User Forum

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2021

7. Expenditure on charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Staff costs	49,729	89,258	138,987
Staff and volunteer expenses	1,284	–	1,284
Support costs	36,519	–	36,519
	<u>87,532</u>	<u>89,258</u>	<u>176,790</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Staff costs	95,631	33,724	129,355
Staff and volunteer expenses	8,410	759	9,169
Support costs	33,667	9,765	43,432
	<u>137,708</u>	<u>44,248</u>	<u>181,956</u>

Analysis of support costs

	2021 £	2020 £
Office rent	13,080	13,263
Rates	512	512
Light and heat	1,671	1,727
Telephone	3,219	3,258
Payroll bureau	895	719
Computer and website costs	5,845	3,189
Equipment hire	2,555	2,451
Postage and stationery	1,481	3,895
Repairs and renewals	83	500
Marketing	1,834	5,321
Insurance	1,023	1,058
Room hire and events	–	1,878
Depreciation	1,799	2,887
Trustees' expenses	435	1,047
Sundry expenses	303	431
Legal and professional fees	384	–
Independent examination fee	1,400	1,296
	<u>36,519</u>	<u>43,432</u>

8. Net income/(expenditure)

Net income/(expenditure) is stated after charging/(crediting):

	2021 £	2020 £
Depreciation of tangible fixed assets	<u>1,799</u>	<u>2,887</u>

Suffolk User Forum

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2021

9. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2021	2020
	£	£
Wages and salaries	129,445	118,888
Social security costs	5,763	5,652
Pension costs	3,779	3,192
Other employee benefits	–	1,623
	<u>138,987</u>	<u>129,355</u>

10. Trustee remuneration and expenses

The key management personnel of the charity comprise the trustees and the Chief Executive. The trustees neither received nor waived any remuneration during the year (2020: £Nil). The total amount of employee benefits (including employer pension contributions) received by senior management for their services to the charity was £49,927 (2020: £43,594).

11. Tangible fixed assets

	Computer equipment	Office furniture	Total
	£	£	£
Cost			
At 1 April 2020	16,505	2,065	18,570
Additions	<u>709</u>	<u>366</u>	<u>1,075</u>
At 31 March 2021	<u>17,214</u>	<u>2,431</u>	<u>19,645</u>
Depreciation			
At 1 April 2020	14,276	988	15,264
Charge for the year	<u>1,191</u>	<u>608</u>	<u>1,799</u>
At 31 March 2021	<u>15,467</u>	<u>1,596</u>	<u>17,063</u>
Carrying amount			
At 31 March 2021	<u>1,747</u>	<u>835</u>	<u>2,582</u>
At 31 March 2020	<u>2,229</u>	<u>1,077</u>	<u>3,306</u>

12. Debtors

	2021	2020
	£	£
Prepayments and accrued income	4,763	7,654
Other debtors	–	315
	<u>4,763</u>	<u>7,969</u>

Suffolk User Forum

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2021

13. Creditors: Amounts falling due within one year

	2021	2020
	£	£
Trade creditors	1,382	487
Accruals and deferred income	30,683	1,435
Other creditors	2,148	–
	<u>34,213</u>	<u>1,922</u>

14. Deferred income

	2021	2020
	£	£
Amount deferred in year	29,333	–
	<u>29,333</u>	<u>–</u>

15. Pensions and other post-retirement benefits

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £3,779 (2020: £3,192).

Suffolk User Forum

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2021

16. Analysis of charitable funds

Restricted funds

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
Mental Health Service User expenses	4,690	–	–	–	4,690
SCC Waveney Peer Support	746	–	–	–	746
COVID work for SUF members	–	20,000	(20,000)	–	–
COVID work for shielded persons	–	53,591	(53,591)	–	–
Healthy Together	–	15,667	(15,667)	–	–
	<u>5,436</u>	<u>89,258</u>	<u>(89,258)</u>	<u>–</u>	<u>5,436</u>

	At 1 April 2019 £	Income £	Expenditure £	Transfers £	At 31 March 2020 £
Mental Health Service User expenses	5,449	–	(759)	–	4,690
Life Stories booklets	150	–	(150)	–	–
Transformation funding Suffolk Community Foundation	2,235	37,916	(40,151)	–	–
	–	993	(993)	–	–
Public Health Q1 Project	–	941	(941)	–	–
SCC Waveney Peer Support	–	2,000	(1,254)	–	746
	<u>7,834</u>	<u>41,850</u>	<u>(44,248)</u>	<u>–</u>	<u>5,436</u>

The Mental Health Services User expenses - is funded by the Ipswich & East Suffolk Clinical Commissioning Group; West Suffolk Clinical Commissioning Group and Suffolk County Council, through the Suffolk Mental Health Pooled Fund, SUF have agreed to hold and administer an amount of now less than £5,000 on behalf of Suffolk County Council.

SCC Waveney Peer Support was funded by Suffolk County Council to support a restricted project in line with the objectives of SUF.

COVID work for SUF members was funded by Suffolk County Council to support a restricted project in line with the objectives of SUF.

COVID work for shielded persons was funded by NHS Ipswich and East Suffolk CCG to support a restricted project in line with the objectives of SUF.

Healthy Together was funded by NHS Ipswich and East Suffolk CCG and NHS West Suffolk CCG to support a restricted project in line with the objectives of SUF.

Suffolk User Forum

Company Limited by Guarantee

Notes to the financial statements *(continued)*

Year ended 31 March 2021

17. Analysis of net assets between funds

As at 31 March 2021

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Tangible fixed assets	2,582	–	2,582
Net current assets	151,738	5,436	157,174
Net Assets	<u>154,320</u>	<u>5,436</u>	<u>159,756</u>

As at 31 March 2020

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Tangible fixed assets	3,306	–	3,306
Net current assets	109,364	5,436	114,800
Net Assets	<u>112,670</u>	<u>5,436</u>	<u>118,106</u>

18. Operating lease commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2021 £	2020 £
Not later than 1 year	12,529	12,046
Later than 1 year and not later than 5 years	<u>2,915</u>	<u>711</u>
	<u>15,444</u>	<u>12,757</u>

19. Related parties

Travel expenses were paid during in the period amounting to £368 (2020: £811), with none of the Trustees being paid expenses as users. There were no other related party transactions in the year.