

Charity registration number: 1171878

# The Intercom Trust

Annual Report and Financial Statements

for the Year Ended 31 March 2025

Thompson Jenner LLP  
Chartered Accountants  
1 Colleton Crescent  
Exeter  
Devon  
EX2 4DG

**The Intercom Trust**  
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## **The Intercom Trust**

### **Reference and Administrative Details**

<b>Trustees</b>	Simon Hill (Chair) Jana Funke (Treasurer) Helen Casson Adam Jackson Philip Evans Richards Kaye Stevenson David Briars Katherine Fraser
<b>Secretary</b>	Adam Jackson
<b>Charity Registration Number</b>	1171878
<b>Principal Office</b>	Zone 1 Wrentham Business Park Exeter Devon EX4 6NA
<b>Independent Examiner</b>	Thompson Jenner LLP 1 Colleton Crescent Exeter Devon EX2 4DG
<b>Accountants</b>	Thompson Jenner LLP Chartered Accountants 1 Colleton Crescent Exeter Devon EX2 4DG
<b>Bankers</b>	CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ

## Trustees Report

The trustees present their report and the financial statements for the year ended 31 March 2025. The trustees who served during the year and up to the date of this report are set out on page 1.

### Structure, Governance, and Management

*Key powers of the Trustees* (from the Deed of Trust, section 5):

1. To co-operate with voluntary and statutory agencies and other organisations and associations operating in furtherance of the Objects or of similar purposes and to exchange information and advice with them;
2. To establish or support any charitable trusts, associations or institutions formed for any of the charitable purposes included in the Objects;
3. To act as a focus and resource for other agencies and organisations who in the opinion of the trustees share all or some of these Objects or else contribute to their fulfillment;
4. To improve the sense of community amongst isolated and vulnerable lesbians, gay men, bisexuals and trans+ people, to broaden their access to mainstream services on the level of full equality with other members of the public, and to enable them to create new structures of self-help;
5. To work by all lawful educational and charitable means towards the eradication of homophobic and transphobic violence, prejudice and discrimination from private, public and corporate life;
6. To facilitate, encourage and publicize lesbian, gay, bisexual and trans+ communal and cultural activities in all fields including but not limited to the arts, sport and leisure activities;
7. To support families whose members, include lesbian, gay, bisexual or trans+ people.

As a community-led organisation, responsive to community needs, Intercom's principal activities under the Constitution are centered on issues that related to social isolation, crime and community safety, equal access to services, and young people's needs. Community consultation is mainstreamed throughout all services. The primary activities are (1) providing direct help for individuals in need, (2) developing the local and sub-regional community by the provision of infra-structure support services for other community-led organisations, and (3) partnerships, consultancy and training for a wide range of organisations in the public and other sectors.

Intercom's primary area of benefit is the South West. (Currently our primary activities are focused on Cornwall and Devon). The governing document also allows Intercom to act at a regional or national level provided that such action brings a direct benefit to LGBT+ people in the primary area.

## Charitable Objectives

The Objectives of Intercom are:

1. To relieve the needs of lesbian, gay, bisexual and trans+ people and others who are in need on account of discrimination suffered in relation to sexual orientation or gender identity in such ways as are charitable at law;
2. To promote human rights (as set out in the European Convention of Human Rights and subsequent legislation, case determinations, conventions and declarations) by raising awareness of human rights issues, promoting public support for human rights, obtaining redress for the victims of human rights abuse, and contributing to the sound administration of human rights law;
3. To advance the education of the public in relation to all aspects of discrimination and other disadvantage suffered by reason of being lesbian, gay, bisexual or trans+.

## Organisational Structure

The Board of Trustees meet every six weeks and (except for any reserved items) staff are welcome to attend and speak. The Chief Executive Officer, Andy Hunt, is normally present at all meetings. Andy Hunt has held the role of Advisor to the Trustees since September 2017. The CEO is responsible to the Board of Trustees through Simon Hill, the Chair of Trustees, who is his line-manager.

His responsibilities, through a devolved authority policy are as follows:

1. All activities and operations of Intercom.
2. Ensuring compliance with funding agreements and other obligations.
3. Budgeting and use of human, financial and capital resources.
4. Defining, and implementing, Intercom strategy and policy within limits defined from time to time by the Board of Trustees.
5. Strategic development of Intercom.
6. Delivery of Intercom's partnership and infrastructure services.

The trustees confirm that they have complied with the requirements of section 4 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

## Trustees

### Appointment

Trustees are appointed by vote of the Board of Trustees, following a recruitment and selection process that matches the skills, experience and qualifications of candidates with the needs of Intercom and the requirements for charity trustees. The recruitment process is administered and supervised by the Chair of the Board of Trustees.

### Induction and Training

Prospective trustees attend Trustees' meetings as observers, and then apply to become Trustees, giving an account of how their knowledge, skills and experience match Intercom's formal Trustee Core Skills document. Trustees are provided with induction and training days that cover the aims, values, operations and history of Intercom, and the responsibilities of charitable trustees.

# Introduction

Intercom Trust is a community-led charity that provides help, support, and advocacy to LGBT+ people of all ages across the Devon, Cornwall, Plymouth and Torbay, including their loved-ones and the professionals who work with them. The overall aim of our charity is to help make the Southwest a better place to live for people with diverse sexual orientations and gender identities.

Intercom experienced another successful yet challenging year from April 2024 to March 2025. The social, economic, and political climate over the past year has posed significant difficulties. The ongoing national cost-of-living crisis, combined with increasingly prominent socially conservative narratives, has created obstacles for Intercom, its staff, volunteers, and clients. The amplification of anti-trans rhetoric and hate speech at both local and national levels by government entities and anti-trans groups continues to present challenges. Nonetheless, we remain committed to working diligently at both local and national levels to counteract these divisive and harmful narratives.

We have observed a continual increase in the severity and complexity of needs among those seeking our support. Clients are presenting with more complex issues, including more severe mental health concerns, housing instability, financial hardship, and higher incidences of victimisation through crime and bullying, particularly among young people and trans and non-binary clients.

Our staff and volunteers demonstrate resilience in their ongoing efforts to provide support and understanding, challenge prejudice and discrimination, and foster connection across divides. Throughout the year, we have expanded our service offerings and increased our outreach efforts.

We have continued to grow and develop our Safer Rainbow domestic abuse service, significantly increased the capacity of our LGBTQ+ school-safe-space Open Project and expanded our Low-Cost Counselling service. Additionally, we have piloted several new social and support groups to better serve our community.

- We have delivered the Family Pride service to support LGBT+ Families, improving family networks and family / partner cohesion until the conclusion of the project in December. Subsequently, we integrated parts of this project into our help, support and advocacy service.
- We have continued to contribute to NHS One Devon, domestic violence, and young people's strategic development.
- We have increased our overall capacity and skills as a staff team, via continued development of grant income for our services.
- We have partnered with Cornwall Women's Centre and become part of the Bridge Project South West, which offers Independent Sexual Violence Advisor services in Cornwall.

- We have run vaccination clinics in the Exeter, Plymouth and Truro offices offering a range of vaccines from Covid to Mpox/monkeypox.
- We have continued to work in partnership with First Light Cornwall, providing training, hosting and peer support to their LGBT+ IDVA.
- We continue to be a member of the Devon County Council Equality Reference group, as well as joining the newly established Torbay Council Inclusion Partnership board.
- We have worked with Devon County council's Joint Engagement Forum which is focused on adult social care.
- We continue to work in partnership with and through Consortium on national matters impacting the LGBT+ charity sector, as well as issues affecting the wider LGBT+ community across the UK.

As a charity, we have faced significantly increased operating costs, as well as requiring additional support for our staff to meet their personal living costs, professional development and support needs. At the same time, securing ongoing service funding has become more challenging amid decreasing available resources.

The ongoing decline in political and social support towards equality and the LGBTQ+ community, which was more prominent in previous decades, has continued to contribute to increased administrative and morale challenges. Additionally, evolving political and social attitudes are leading to a more divisive and polarized approach to issues of equality.

Last year we received our first anonymous bomb threat, which has resulted in us having to change how we approach social media and promotion of the service whilst ensuring the security and safety of our staff team and community. We have taken any personal details and photos of the team off our website and promotions.

Along with other LGBT+ organizations, we are aware that some individuals and groups are actively working to hinder our efforts in supporting trans+ communities.

Despite these challenges, we remain committed to advocating for LGBT+ rights and are dedicating additional resources to publicity and reputation management in preparation for ongoing and future obstacles.

## Staffing

### Management

The Management team consists of: 1st April 2024

Andy Hunt, CEO, supported by the Deputy CEO and the Office Manager.

Andy Hunt, the CEO, has operational responsibility for all other services and is Intercom's nominated officer with responsibility for implementing and developing Intercom policies, supported by the Deputy CEO. In parts of this role, he is also supported by Helen Casson (fostering social worker with Action for Children) who is the Trustee with safeguarding responsibilities and Caldicott Guardian.

Once again, the Trustees thank all staff for their loyalty, commitment, dedication, and their professionalism and skills.

### *Practitioners*

In April 2024 the **Help, Support, and Advocacy (HSA)** team consisted of eight full-time and two part-time LGBT+ Practitioners, based in our central office in Exeter and our off-site offices in Plymouth and Truro.

**The Open Project** employs one full time schools worker and one term time schools worker.

**Young and Yourself Cornwall LGBTQ Youth Group** employs one part time coordinator, one senior youth worker and one peer support worker. The group also employs sessional youth workers.

**Safer Rainbow** employs one Full-time Safer Rainbow Devon Senior IDVA/IDSVAs & one full time IDVA.

**Counselling Service provision** employs one part-time Counselling & Volunteer Coordinator.

**Family pride Project** employs one full time manager, and 2 practitioners.

**In Reach Project** – one part time practitioner

**College Hubs Project** – one part time staff member

**Office administrator** – one Full-time Administrator



### *Changes to the Team 2024-2025*

We said farewell to our Deputy CEO and hello to our new Operations Manager.

We also recruited a new full time IDVA for Safer Rainbow Devon, and said a fond farewell to two other members of staff.

#### **As of March 2025 we had:**

- 2.75 FTE Management
- 1 FTE Administrator
- 0.8 FTE Counselling & Volunteer Co-Ordinator
- 1 FTE HSA Manager
- 8 FTE HSA Staff
- 3 FTE Family Pride Staff
- 1.8 FTE Open Project Staff
- 2 FTE Safer Rainbow Staff
- 1.2 FTE YAY Youth Group Staff
- 0.5 FTE MH In-Reach Staff
- 0.5 FTE MH College Hub Staff

# Headlines

## **In total we supported 4022 people in the 2024 - 2025 year (last year 3,498):**

- 368 people accessed our confidential Helpline support (375)
- 600 people accessed our 1-1 Support & Advocacy service (525)
- 147 people received low / no-cost counselling (106)
- 91 people accessed our domestic abuse and sexual violence service (71)
- 176 people (56 families) accessed our new Family Pride support service (140 people, 39 families)
- 314 people were supported through Family Pride Events (142)
- 2,234 pupils were supported through LGBT+ Lunchtime Schools Groups (1,982)
- 82 were supported through YAY Youth Groups and activities (76)

## **Our activities over the year included:**

- 2,673 one-to-one or family support sessions (face-to-face or video or phone) (2,603)
- 839 counselling sessions (face-to-face or over video or phone) (872)
- 2,299 phone calls, 12,774 emails, and 9,792 text messages (1,858, 10,444, 5,525)
- 610 LGBT+ Lunchtime Schools Groups (522)
- 68 YAY Youth Groups (62)
- 25 Family Pride Events (27)
- 49 College Support Groups (20)
- 20 Safer Rainbow Group Sessions
- 20 Other support Groups (36)

# Intercom's Work: Detail

## Helpline, Support and Advocacy (HSA)

Our primary service, HSA, continues to provide the core of our 1-1 support across Devon and Cornwall for LGBT+ people and their loved ones.

Our **Confidential Helpline** has continued to be actively engaged, handling inquiries, providing assistance, and offering listening and emotional support via phone and email. The volume of calls has remained similar to last year which was a decrease due to the implementation of our updated and enhanced referral pathway on our website. This online resource serves as the primary point of contact for individuals seeking information or support and functions as the main entry point to our other services.

We continue to provide 1-2 -1 support across Devon and Cornwall, Plymouth and Torbay and we remain an accessible service by LGBT+ Practitioners traversing the counties to ensure clients' needs are met. We work both in-person and online and while online appointments are an option, we continue to recognize the importance of face-to-face interactions.

The support needs that we often work with clients on are:

- Supporting those who have experienced discrimination or prejudice, including bullying, hate crimes and/or hate incidents. This could be in school, within the community or in the workplace.
- Supporting those who are isolated to link in with community groups and to address the barriers which may be faced when accessing other services.
- Supporting those who continue to be on long NHS waiting lists.
- Providing clients with a safe space where they can share how they feel about their identity.
- Supporting those who are struggling with their mental health alongside gender identity and/or sexual orientation.

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*'I'm really grateful that Intercom trust exists. I probably wouldn't be here if it wasn't for them' – Client feedback*

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Over the past 12 months, the transgender and non-binary communities have encountered increasingly significant challenges. Adult Clinical Gender Identity services currently have an approximate 9-year wait time for assessment, compounded by the closure of the Tavistock and Portman Youth Service. Consequently, we have experienced a rise in both demand and complexity within our services. This has seen an increase in the length and volume of our waiting lists for one-on-one support, however we remain committed to assisting individuals on these lists through our helpline as needed.

## Counselling Service

The increased demand on our services over the past year has also been reflected in more need for our **Low/No-Cost Counselling Service** through which we can provide more therapeutic support. We have been able to provide counselling support to many of our service users by utilising student counsellors that complete placements with us. We're currently working with four major training providers across Devon and Cornwall, as well as working with qualified counsellors who volunteer their time which enables us to support more complex clients to access our safe space counselling.

As a result of the increasing demand for our counselling service, we are now recruiting two cohorts of student counsellors a year. We recruited and inducted 13 new students in 24-25, as well as continuing to work with a few of the 27 inducted students from the year before, providing over 839 sessions to 147 clients.

We have recently been able to offer therapy to our more complex clients that have come through our Safer Rainbow Project, we were able to pay sessional Qualified Counsellors to see these clients for 12 sessions.

### Student Feedback

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*"I felt really valued and supported and I learnt a lot. I really value the group supervision"*

*"I really enjoyed the client work – I really enjoyed being part of the team and I felt supported"*

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### Client Feedback

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*"I feel like if you are not from that community, you can't quite grasp the feelings that the other person is truly thinking and feeling so having someone to talk to that was LGBT+ made a huge difference to knowing they really knew how it felt to have the feelings I was having."*

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*"My experience with Intercom has had such a positive impact on my life. Having access to an LGBTQ+ specialised counsellor has hugely improved my emotional wellbeing and understanding of my sexuality, gender, and many other aspects of my identity and mental health. My counsellor was brilliant, one of the kindest, most supportive people and I am very grateful"*

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*for the work Intercom does connecting people in need of support. My experience visiting the Intercom offices was always positive, and the environment itself and any staff members I encountered always ensured I felt safe, welcome, and comfortable. Thank you for the work your service does.”*

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## Safer Rainbow Service

We have continued to focus on the development of the **Safer Rainbow Project**, funded by Ministry of Justice.

The Safer Rainbow project consists of a senior LGBT+ IDVA/ISVA and another LGBT+ IDVA. The service is a shame sensitive, trauma informed domestic abuse and violence service supporting LGBT+ victims and survivors across Devon, including Plymouth and Torbay. Since August of 2023 the project has expanded its offer to include support for victims of sexual abuse and violence, including supporting clients reporting to the police and through the court process. The Safer Rainbow Project worked with 92 individual clients during the last year.

In addition to 1-2-1 support, we have continued to roll out the “Empowerment & Recovery following Domestic Abuse” 8-week face-2-face group programme which was well attended and based in both Exeter and Plymouth. This is currently moved to a bi-monthly ongoing themed group for Safer Rainbow clients at differing stages of recovery from their domestic abuse experiences. We will be piloting a new Safer Rainbow Trauma Stabilisation 6-week group in Exeter and plan to run this group in Plymouth also.

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*“Counselling services and Safer Rainbow have been instrumental in aiding my recovery from addiction, Domestic Violence and Sexual Violence experiences. It has also helped me to be more confident in my Gender Identity and how I am perceived.”*

*“It was a year today I moved out my dad’s place. I just wanted to send a message over to say thank you for your incredible support during that time. I am so grateful that I had [Intercom Trust] as a support in my life. It is incredible that you have impacted multiple people in this way! I have had the best year of my life and I have never felt happier, safer and more comfortable in every aspect of my life before. Thank you for making this possible! I am forever thankful.”*

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## Working with Young People and with Schools

### YAY

Our **LGBTQ+ Youth Group, Young and Yourself**, which is based in Cornwall have continued to run throughout the year, ensuring consistent in-person support. We facilitate weekly in-person groups for individuals aged 13-17, featuring a diverse programme of activities, opportunities to build social networks, as well as providing issue-based workshops during term time which cover a range of areas of focus such as life skills, resilience, self-acceptance and confidence building.

We ensure the young people are involved in the delivery planning for sessions, and that outcomes such as reducing isolation, improving ability to make positive choices and increasing wellbeing are at the heart of our sessions. We also have partnerships with various other organisations such as the TATE St Ives, Attune, and The National Trust, which create further opportunities for young people. Additionally, we offer a summer holiday programme, and this year the Youth Group took part in an adventure residential with BF Adventure during the October half term.

This year we moved premises in Cornwall, and our Youth Group now has a bigger space in which to run sessions, with better accessibility within the building as well as being in an area of Truro with better transport links.

We received additional funding from Cornwall Community Foundation so were able to continue to facilitate fortnightly in-person sessions for young adults aged 18-25. These sessions focus on mental health support, building social skills and transitioning into adulthood. While initially established to maintain support for existing Young and Yourself members, we are pleased to have welcomed new participants, which has helped reduce social isolation among young people.

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*“I don’t think I would be here without YAY”*

*“I didn’t have a friend, and now I have a group of friends that I am safe with”*

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### Open Project

Our Schools Group services continue to provide a valuable and supportive environment for students. We have established LGBTQ+ student groups in every secondary school in Cornwall and 35 in Devon to date. These groups have contributed to reducing social isolation, enhancing students' confidence and self-acceptance, and encouraging some students to attend school regularly when they might otherwise be absent. We have received disclosures of bullying and harassment that had not previously been reported; these cases have been appropriately

addressed, resulting in positive outcomes. For example, one student who previously experienced low moods and avoided school due to bullying has now become actively involved in multiple clubs and participated in school drama performances, reflecting progress in their well-being and confidence.

Feedback regarding the groups and their positive impact on students has been overwhelmingly favourable. Despite limited resources, an increasing number of schools are expressing interest in participating in this initiative.

This work continues to be complimented by our Support and Advocacy service described earlier, which enables us to provide further practical and emotional support on a 1-2-1 basis for those who are really struggling.

We held our annual **LGBTQ+ School Gatherings** in July 2024. The theme this year in Devon at Exeter University was 'PRISM: a Queer science celebration', with over ten schools in attendance. The day included guest speakers and workshops. In Cornwall we had three separate gatherings, East, West and Central Cornwall with over 25 schools in attendance and over 200 students. The theme for these was 'participation in sport', as many young LGBTQ+ people face challenges in accessing PE and sports.

### College Hubs Cornwall

Our mental health worker, working in partnership with Young People Cornwall provides weekly support one day a week in Truro College and another in Penwith College, providing 1-2-1 support and lunch time groups for LGBTQ+ students in these colleges. We supported 43 young people over the year and facilitated 49 college drop in groups.

#### Open Project

Supported over **2,234**  
young people with **610**  
LGBTQ+ Schools Groups  
(1,982, 522)

Now supporting **32 of the 32**  
secondary schools in  
Cornwall and **35 of the 58**  
schools in Devon to provide  
this crucial safe space.

## Family Pride

The Family Pride project continued until December 2024 at which point the funding for this pilot project came to a close. During the course of the project, 45 family pride events were delivered which reached at least 120 families. 40 families accessed family support from a Family Practitioner. We delivered online sessions to parents on a range of topics which may lead to conflict within families. The project was externally evaluated by the University of Exeter, the findings showing that the support significantly reduced clients' experiences of minority stress. Interviews with parents who accessed the services showed the importance of having a space for them to be themselves and get support from an LGBT+ specific charity.

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*"I don't quite know where we would be now if we hadn't had that [support] ... I don't think we would be here ... in terms of our level of acceptance, our level of understanding not just of our young person but of ourselves"*

*"We needed to have that [support] ... from people that really kind of knew what it was like ... who didn't have an agenda necessarily around what the young person needed"*

*"There needs to be more [support] because I just think like if that can be as easily available as it was for us thankfully at that time, it completely saved our family"*

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## Additional Mental Health Support initiatives

We continue to provide support to deliver the In-Reach Service.

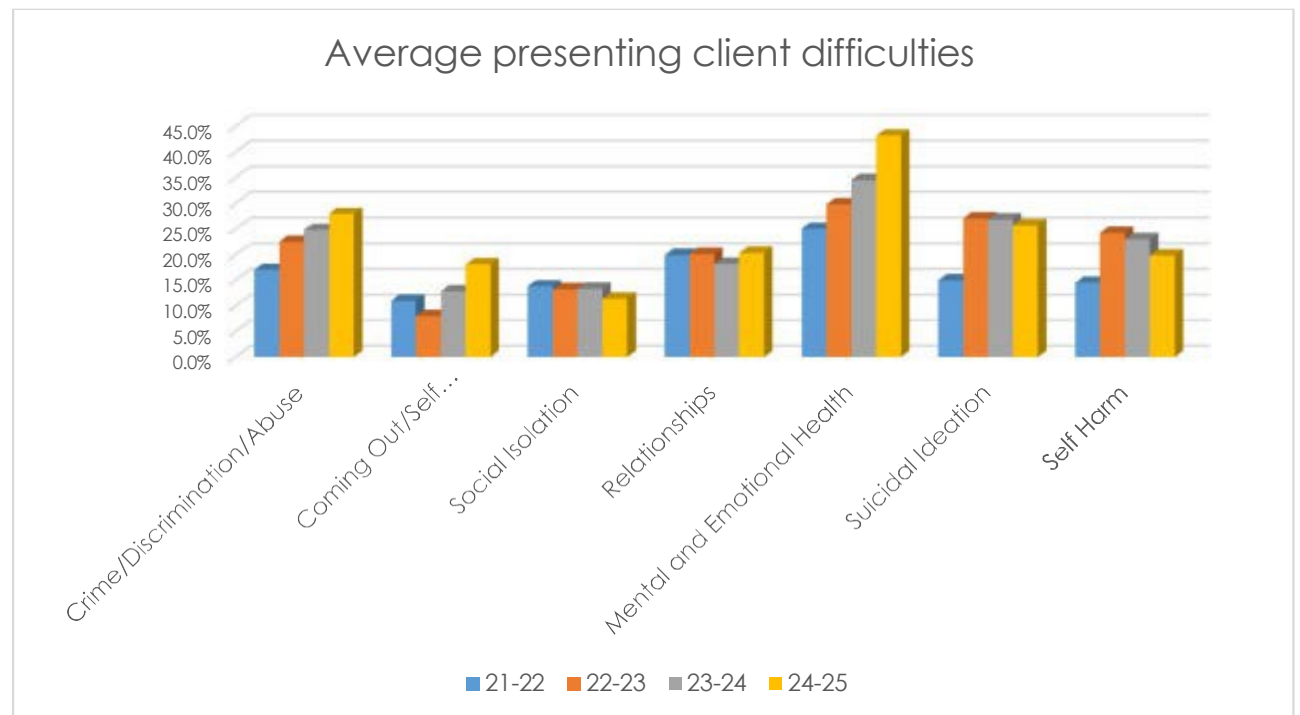
We continue to work closely with Young Devon to deliver the In-Reach Service where those aged between 13-17 who have been admitted to a ward due to concerns for their mental health have a specialist youth worker. We currently have one part-time LGBT+ In-Reach worker for this service who has supported 13 individuals in a one-to-one capacity as well as facilitating group sessions throughout this period. The commissioners, young patients and hospitals all report positive outcomes.

## What people were struggling with

The chart below highlights the most common challenges presented by our clients. Compared to previous years, there has been a slight decrease in reports of social isolation and suicidal ideation. We have also observed a reduction in self-harm



incidents; however, these levels remain a cause for concern. Conversely, the prevalence of discrimination, abuse, and crime experienced by our clients has continued to rise, following the trend observed over the past three years. Additionally, the proportion of clients seeking support for mental and emotional health issues has increased significantly over the past year, with a more than 20% rise compared to the 2021/22 period.



## Demographics and diversity

The significant growth of our school groups in recent years has resulted in approximately 74% (↑) of those we support being under the age of 18. Approximately 48% (↑) of the individuals we assisted through our Helpline, Support and Advocacy services were also under 18.

Where data was collected (we do not record some participant demographics from our group work), as we found last year, approximately 55% (↓) of our clients identified as transgender or non-binary (including genderqueer and gender fluid identities) – this is down 10% from last year – while an additional 17% reported that they were questioning their gender identity. Similarly, approximately 33% of our clients identified as gay or lesbian (↓), and another 21% as bisexual, 11% (↑) as pansexual, 9% (↓) as heterosexual, 4% (↓) as asexual, and a further 21% (↑) in another way.

We are committed to providing support and care that inclusively recognises individuals with diverse intersectional identities. Currently, approximately 86% (↓) of our clients identify as White British, while the remaining clients represent a broad range of racial and ethnic backgrounds. This distribution aligns closely with regional statistics from the Office for National Statistics (ONS). We remain dedicated to improving our accessibility for all individuals and have observed a gradual increase in the number of clients from non-White British backgrounds accessing our services.

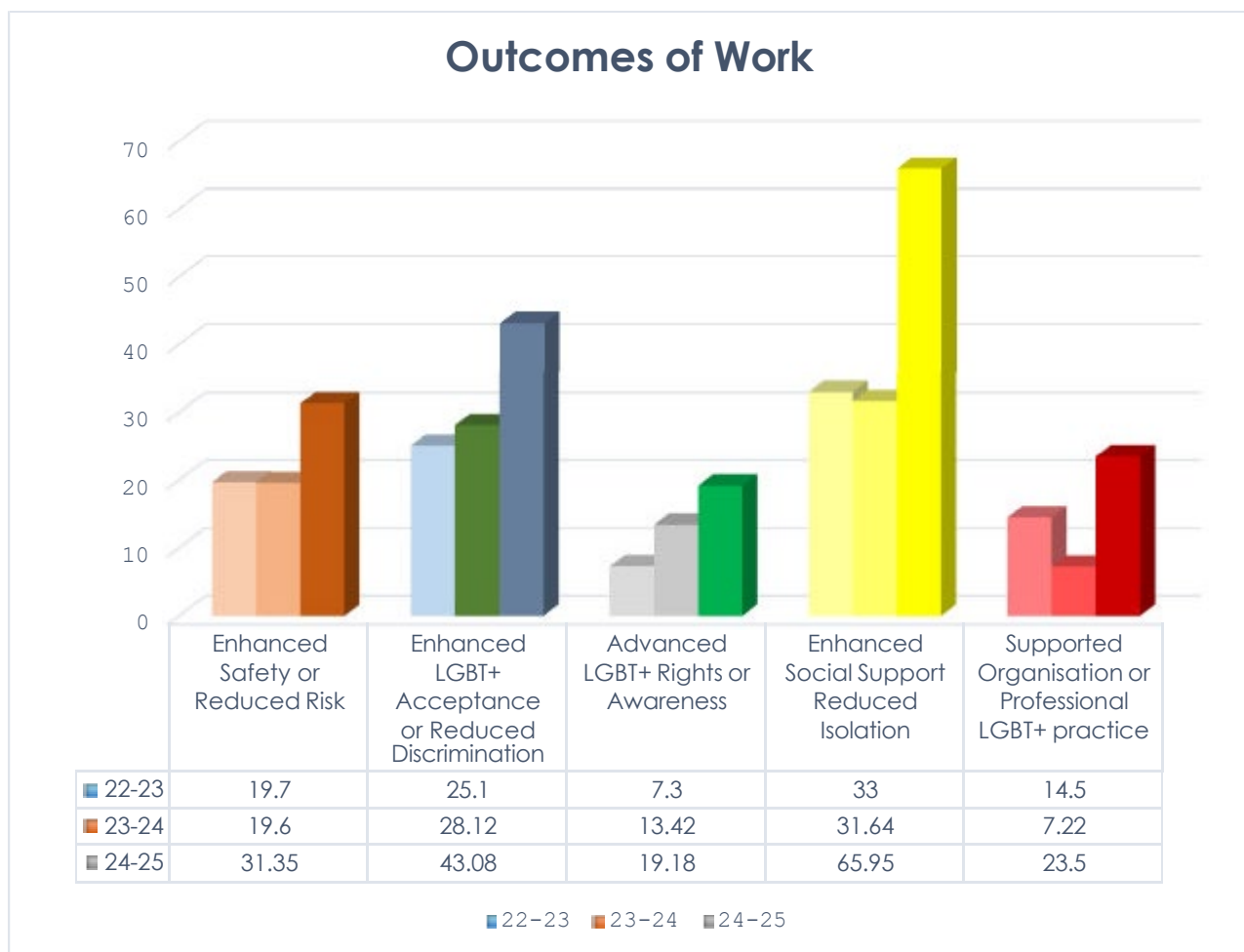
Approximately 30% (↑) of our clients have disclosed additional access needs, primarily related to mental health. Access needs related to neurodiversity, physical health, and other factors range from approximately 6% to 20%, depending on the specific category. We acknowledge that a significant portion of these individuals are on the autism spectrum. We continue to be committed to exploring new approaches to ensure a supportive and inclusive environment for our neurodiverse clients.

## Outcomes and Satisfaction

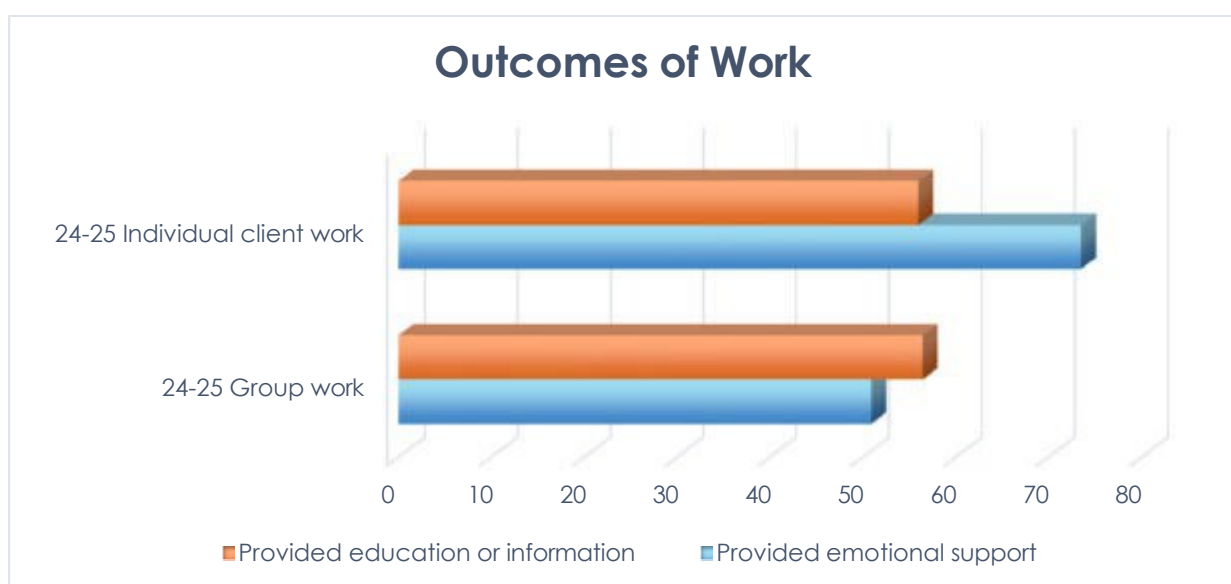
Throughout this year, there has been a notable emphasis on promoting LGBT+ acceptance and reducing discrimination, addressing concerns arising from the current political and social climate.

Consequently, a significant portion of clients have reported feelings of isolation, which is reflected in the focus on enhancing social support.

Our efforts to improve safety and reduce risk have also increased, likely in response to the higher volume of referrals through the Safer Rainbow Project. This trend may also be associated with the rising prevalence of mental health challenges among clients, highlighting the impact of the ongoing social and political environment on the LGBT+ community.



Additionally, the level of support we have provided concerning education on LGBT+ rights, as well as emotional support, has been a key focus with the clients we assisted over the past year, as illustrated in the chart below.



## Client feedback

We routinely seek feedback regarding our services to ensure we are always listening to the needs of the LGBT+ communities we serve. We invited clients, family members, and professionals to share their experiences, and we are delighted to report that we received a perfect score of **5/5 stars** for the quality of our services again this year.

As a result of our support:

- **91% (79%)** clients reported that they are **more comfortable with their sexual orientation**
- **90% (79%)** clients reported that they are **more comfortable with their gender identity**
- **92% (95%)** clients reported that they **feel less isolated / more connected** to LGBT+ positive people and spaces
- **74%** clients reported that they feel their relationships with others have improved
- **79% (74%)** clients reported that they **feel safer**
- **83% (79%)** clients reported that their **self-esteem and confidence has improved**

Improvements that were supported by the feedback offered by clients, family members and other professionals:

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*"It's made a world of difference. I'm in a completely different place now. My mental health is great. I have so many resources now, I have people who continue to support me. I know how to support people myself now. I have made professional decisions off of that support. My life has completely changed. I'm almost a completely different person than I was three years ago."*

*"It goes double ways, sometimes you want to keep a secret of greatness to yourself, and other times you want to share the secret and spread the word, and absolutely I would spread the word, I would shout it from the roof tops and say 'actually guys, when you think of yourself and no one cares, Intercom do, reach out to them and you will be rewarded tenfold, you will be enveloped and wrapped up in the warmth that is them, the knowledge ability, the reassurance, the perseverance, the resilience, to see me as an individual and to enable me to see myself as an individual through that, is immeasurable"*

*"It's been an interesting time of late for the community, being under an insane amount of attack from everywhere. It makes places like Intercom*

*Trust even more essential when you're going through times like we are at the moment"*

*"Intercom Trust has enabled me to step forward more myself with pride in myself, taking my strength from the journey I am on, being supported by [LGBT+ practitioner], being supported by [volunteer counsellor], being supported by my wife, has been just amazing, every day is one that actually I am so so pleased and proud to have."*

*"I really appreciated the support for the whole family and perseverance from staff. Intercom have been exceptional in their empathy and actual real support."*

*Incredibly knowledgeable and able to direct or signpost me to relevant information. Very supportive at a time in my life which was challenging, this was incredibly helpful and made me feel heard and understood.*

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## Professionals feedback

We ask professionals we provide support to or work in partnership with to provide regular feedback on our services, to ensure that we remain attentive to the needs of the LGBT+ communities we serve. This feedback helps us identify how we can best support professionals in enhancing their understanding and approaches to supporting members of the LGBT+ communities in their roles. We are pleased to report that we received a rating of **5** stars for the quality of services we provide from these professionals.

As a result of our support:

- **80%** of professionals we have worked with **feel their own confidence as a professional working with LGBT+ people has improved**
- **50%** of professionals have seen **clients become more comfortable with their Sexual Orientation**
- **75%** of professionals have seen **clients become more comfortable with their Gender Identity**
- **80%** of professionals have said that **their organisation or service has improved the way they work with LGBT+ people**
- **80%** of professionals have seen **their clients' self-esteem and confidence improve**

Professional's feedback:

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*"Thank you so much for being professional and lovely, and for listening to me. I regularly recommend your organisation to everyone that I speak to."*

*"Thank you for calling today, it's really helped knowing that there is somewhere to go"*

*"I am a professional who referred rather than a client but I can see and they tell me the difference it has made to them individually. This is a superb and vital service and I am so glad we have you!"*

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## Consultancy and Training

We have consistently worked to enhance and improve our training programs in recent years, and our evaluations indicate that we are making a significant impact. Our approach is characterised by warmth and openness, combined with an informative and reflective approach. Professionals who participate in our CPD-accredited training have reported notable improvements in their knowledge and confidence regarding LGBT+ issues, with 100% of attendees completing the training evaluation form affirming this enhancement in their ability to support LGBT+ individuals.

We have delivered in depth LGBTQ+ awareness training, which can be tailored to suit different organisations' approaches if more beneficial, as well as holding Gender Variance and History training. This year we have also started to facilitate our new CPD-accredited Spiritual Abuse training which specifically looks at how religions can be abusive towards the LGBTQ+ community and the impact of this on individuals. This training is constructed for counsellors and other professionals working within a mental health capacity.

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*"I think this was a great way to introduce the whole LGBTQ+ concept to those who are entirely unfamiliar. I think it was delivered in a very welcoming and safe manner and were open to discussions and questions."*

*"I think it's pretty much solidified my confidence and any uncertainty I feel is now more about my own inexperience, rather than being less well equipped."*

*"The training was great and very informative and supported my confidence and awareness to grow"*

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*"I found the session useful and informative, with practical advice that I can use in my day to day work, as well as giving me a broader understanding of LGBT+ history and where we are today"*

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## Quality and Governance

We are committed to providing the highest quality of services and have focused in the past year on evaluating and developing our operational systems, processes and staff.

We prioritise the safety and wellbeing of those we serve. We both participate in and sometimes instigate appropriate safeguarding procedures where needed and we work collaboratively with other agencies to this end. All staff members have successfully completed training in Safeguarding Children, Young People and Adults training. Additionally, we conduct regular refresher courses and relevant discussions on these topics.

Intercom is committed to building collaborative partnerships that go beyond providing direct support to individuals, professionals, and service providers. We proactively engage at structural and strategic levels across local, regional, and national contexts. Additionally, we represent the diverse needs and perspectives of our LGBT+ communities within regional Safeguarding Reference Groups, Domestic Violence boards, and various Voluntary Sector and Equalities partnership networks.

We are dedicated to maintaining compliance with NHS Information Governance standards. This commitment has been central to our technological developments as we strengthen our processes for documenting activities and assessing their impact, all while prioritising security and confidentiality in our sensitive work.

We are proud that we have received our three-year accreditation from Investors in People. We remain committed to cultivating a work environment that is safe, healthy, and engaging for our team. We regularly review the Investors in People report and prioritise ongoing efforts to enhance our workplace, ensuring that our staff feel valued and supported.

## Staff and Trustees

Staff welfare has remained a top priority for us throughout this year. This period has been particularly challenging for our team, especially for staff with lived experience of being trans or non-binary, due to ongoing hostility and negative media coverage surrounding trans rights and healthcare in the UK. Unfortunately, some political figures have further complicated this environment by politicising issues related to gender identity.

In response, we have increased the availability of support, clinical supervision, and therapy for our team members, more than ever before. We sincerely appreciate the resilience and unity demonstrated by our staff during these difficult times. We are deeply grateful for the commitment and professionalism of our staff and volunteers and are committed to supporting their growth and well-being, recognising the extraordinary professional and personal challenges faced over the past few years.

The trustees confirm that they have complied with the requirements of section 4 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

The Intercom Trustee team has demonstrated consistent dedication and resilience throughout the year, despite changes in the management team and the broader social and political challenges impacting our community. We would like to express our appreciation for their ongoing commitment, dedication and hard work.

The trustees convene regularly to provide oversight and support to the management team.

## Premises

We have been operating from our extended premises in Exeter for over a year, and the space is being utilised effectively to meet our needs. We recently relocated to larger premises in Truro following renovations, despite being unsuccessful in securing funding from Cornwall Council, a staunch opponent of any support for Trans people sat on the funding panel as is widely known to be actively transphobic. The majority of the renovation work was carried out by volunteers.

Additionally, we require modifications to our office in Plymouth to create more dedicated space for individual counselling and support services. We need an additional 10k for this work.



## Financial Review

The Trustees confirm that these accounts comply with requirements of relevant statute law, the Constitution of Intercom, and the appropriate edition of the Charity Commissioners' Statement of Recommended Practice. The relatively low level of donations from members of the public continues to reflect the fact that the great majority of our service-users and supporters are not themselves financially secure. We are grateful to all who have given what they can, whether in financial support or in hours of time, to support Intercom's work among the largest vulnerable community in the peninsula.

### Reserves

Intercom has no permanent endowment and has never been in a position to build significant long-term reserves. The balance of restricted funds carried forward each year is in accordance with funders' expectations and agreed work plans and covers scheduled expenditure in the short or medium-term future. The balance of unrestricted funds carried forward is to protect Intercom against becoming vulnerable to any short-term funding-gap; the Trustees aim to achieve a position where there is an unrestricted reserve able to cover three months' operating expenses, in case of need, and for the purpose of generating investment income. We are of the opinion that we will reach the three-month reserve in 2025 -2027. The intention is to raise the value of this reserve in line with the growth of the organisation over time.

### Grant making policy

From donations received we are providing direct help for individuals in need, maintained by payroll giving and other donations from members of the public, now by Virgin giving and by occasional small grants.

### Risk exposure

The Trustees and CEO are continuously assessing Intercom's exposure to risk. An organisational risk register is reviewed regularly to manage risks. Expenditure, workplace activities and projections for work and budgeting are all managed on a day-to-day basis so as to minimise all medium and long-term risks, being particularly careful to ensure that Intercom is at all times basing its future budgets for expenditure on income that is definitely assured. The major barrier to Intercom's development continues to be the difficulty of matching the public demand for services across the service area with funding that would enable us to develop the capacity needed.

## **The Intercom Trust**

### **Statement of Trustees' Responsibilities**

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

The law applicable to charities requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

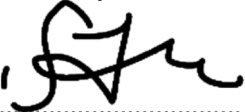
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charities (Accounts and Reports) Regulations 2008, and the provisions of the constitution. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

10/09/2025

Approved by the trustees of the charity on .....and signed on its behalf by:



.....  
Simon Hill (Chair)  
Trustee

## **The Intercom Trust**

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

I report to the trustees on my examination of the accounts of The Intercom Trust for the year ended 31 March 2025.

#### **Responsibilities and basis of report**

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

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

#### **Independent examiner's statement**

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

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

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

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



.....  
David Tucker FCCA  
Association of Chartered Certified Accountants

1 Colleton Crescent  
Exeter  
Devon  
EX2 4DG

Date: 29/09/2025 .....

## The Intercom Trust

### Statement of Financial Activities for the Year Ended 31 March 2025

	Note	Unrestricted £	Restricted £	Total 2025 £
<b>Income and Endowments from:</b>				
Donations and legacies	2	73,150	-	73,150
Charitable activities	3	60,632	813,485	874,117
Investment income	4	<u>4,343</u>	<u>-</u>	<u>4,343</u>
Total income		<u>138,125</u>	<u>813,485</u>	<u>951,610</u>
<b>Expenditure on:</b>				
Charitable activities	6, 7	<u>(88,843)</u>	<u>(817,529)</u>	<u>(906,372)</u>
Total expenditure		<u>(88,843)</u>	<u>(817,529)</u>	<u>(906,372)</u>
Net movement in funds		49,282	(4,044)	45,238
<b>Reconciliation of funds</b>				
Total funds brought forward		<u>278,192</u>	<u>11,443</u>	<u>289,635</u>
Total funds carried forward	18	<u><u>327,474</u></u>	<u><u>7,399</u></u>	<u><u>334,873</u></u>

The notes on pages 30 to 43 form an integral part of these financial statements.

## The Intercom Trust

### Statement of Financial Activities for the Year Ended 31 March 2025 (continued)

#### Prior Year Comparative

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £
<b>Income and Endowments from:</b>				
Donations and legacies	2	48,525	-	48,525
Charitable activities	3	55,920	774,246	830,166
Investment income	4	<u>3,970</u>	<u>-</u>	<u>3,970</u>
Total Income		<u>108,415</u>	<u>774,246</u>	<u>882,661</u>
<b>Expenditure on:</b>				
Raising funds		-	(937)	(937)
Charitable activities	6, 7	<u>(72,336)</u>	<u>(836,685)</u>	<u>(909,021)</u>
Total Expenditure		<u>(72,336)</u>	<u>(837,622)</u>	<u>(909,958)</u>
Net income/(expenditure)		36,079	(63,376)	(27,297)
Gross transfers between funds		<u>(227)</u>	<u>227</u>	<u>-</u>
Net movement in funds		35,852	(63,149)	(27,297)
<b>Reconciliation of funds</b>				
Total funds brought forward		<u>242,340</u>	<u>74,592</u>	<u>316,932</u>
Total funds carried forward	18	<u><u>278,192</u></u>	<u><u>11,443</u></u>	<u><u>289,635</u></u>

The notes on pages 30 to 43 form an integral part of these financial statements.

**The Intercom Trust**  
**(Registration number: 1171878)**  
**Balance Sheet as at 31 March 2025**

	Note	2025 £	2024 £
<b>Fixed assets</b>			
Tangible assets	13	-	411
<b>Current assets</b>			
Debtors	14	48,998	39,182
Cash at bank and in hand	15	<u>309,304</u>	<u>286,715</u>
		358,302	325,897
<b>Creditors: Amounts falling due within one year</b>	16	<u>(23,429)</u>	<u>(36,673)</u>
<b>Net current assets</b>		<u>334,873</u>	<u>289,224</u>
<b>Net assets</b>		<u>334,873</u>	<u>289,635</u>
<b>Funds of the charity:</b>			
<b>Restricted income funds</b>			
Restricted funds	18	7,399	11,443
<b>Unrestricted income funds</b>			
Unrestricted funds		<u>327,474</u>	<u>278,192</u>
<b>Total funds</b>	18	<u>334,873</u>	<u>289,635</u>

For further details and analysis of the Unrestricted Reserve balance, please refer to Note 18 on Page 39 of the accounts.

The financial statements on pages 26 to 43 were approved by the trustees, and authorised for issue on 1.0/0.9/2.0.2.5 and signed on their behalf by:

  
 .....  
 Simon Hill (Chair)  
 Trustee

## The Intercom Trust

### Cash Flow Statement for the Year Ended 31 March 2025

	Note	2025 £	2024 £
<b>Cash flows from operating activities</b>			
Net cash income/(expenditure)		45,238	(27,297)
<b>Adjustments to cash flows from non-cash items</b>			
Depreciation	8	-	292
Investment income	4	(4,343)	(3,970)
Loss on disposal of fixed assets held for the charity's own use	8	411	-
		41,306	(30,975)
<b>Working capital adjustments</b>			
(Increase)/decrease in debtors	14	(9,816)	5,225
Increase in creditors	16	4,003	11,784
(Decrease)/increase in deferred income		(17,247)	17,247
Net cash flows from operating activities		18,246	3,281
<b>Cash flows from investing activities</b>			
Interest receivable and similar income	4	4,343	3,970
Net increase in cash and cash equivalents		22,589	7,251
Cash and cash equivalents at 1 April		286,715	279,464
Cash and cash equivalents at 31 March		309,304	286,715
<b>Reconciliation of net cash flow to movement in net funds</b>			
Increase in cash		22,589	7,251
Net funds at 1 April 2024		286,715	279,464
Net funds at 31 March 2025		309,304	286,715

All of the cash flows are derived from continuing operations during the above two periods.

The notes on pages 30 to 43 form an integral part of these financial statements.

# **The Intercom Trust**

## **Notes to the Financial Statements for the Year Ended 31 March 2025**

### **1 Accounting policies**

The charity is a Charitable Incorporated Organisation (CIO) under the Charities Act.

The address of its registered office is:

Zone 1

Wrentham Business Centre

Exeter

Devon

EX4 6NA

### **Statement of compliance**

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 (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

### **Basis of preparation**

The Intercom Trust meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

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

### **Going concern**

The financial statements have been prepared on a going concern basis.

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

### **Income and endowments**

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

### ***Donations and legacies***

Donations and legacies are recognised on a receivable basis when receipt is probable and the amount can be reliably measured.

### ***Grants receivable***

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.



## **The Intercom Trust**

### **Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)**

#### ***Deferred income***

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

#### ***Investment income***

Investment income is recognised on a receivable basis.

#### ***Charitable activities***

Income from charitable activities includes income recognised as earned (as the related goods or services are provided) under contract.

#### ***Expenditure***

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

#### ***Raising funds***

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

#### ***Charitable activities***

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

#### ***Support costs***

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

#### ***Governance costs***

These include the costs attributable to the Charity's compliance with constitutional and statutory requirements, including audit, strategic management and Trustees' meetings and reimbursed expenses.

#### ***Tangible fixed assets***

Individual fixed assets costing £50 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

## The Intercom Trust

### Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

#### Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

<b>Asset class</b>	<b>Depreciation method and rate</b>
Fixtures, fittings and equipment	25% straight line basis

#### Fund structure

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objects of the Charity.

Designated funds are resources set aside from unrestricted funds for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

#### Pensions and other post retirement obligations

The Charity operates a defined contribution pension scheme. Contributions are charged in the SOFA as they become payable in accordance with the rules of the scheme.

## 2 Income from donations and legacies

	<b>Unrestricted funds General £</b>	<b>Total funds £</b>
Donations and legacies; Donations from individuals	73,150	73,150
<b>Total for 2025</b>	<u>73,150</u>	<u>73,150</u>
<b>Total for 2024</b>	<u>48,525</u>	<u>48,525</u>

## The Intercom Trust

### Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

#### 3 Income from charitable activities

	Unrestricted funds		Restricted funds	Total funds
	Designated £	General £	£	£
Grant income	-	9,440	802,895	812,335
Service level agreements	2,625	480	-	3,105
Training and consultancy income	-	17,996	6,500	24,496
Other charitable activity income	-	30,091	4,090	34,181
<b>Total for 2025</b>	<u>2,625</u>	<u>58,007</u>	<u>813,485</u>	<u>874,117</u>
<b>Total for 2024</b>	<u>-</u>	<u>55,920</u>	<u>774,246</u>	<u>830,166</u>

#### 4 Investment income

	Unrestricted funds General £	Total funds £
Interest receivable and similar income; Interest receivable on bank deposits	<u>4,343</u>	<u>4,343</u>
<b>Total for 2025</b>	<u>4,343</u>	<u>4,343</u>
<b>Total for 2024</b>	<u>3,970</u>	<u>3,970</u>

#### 5 Expenditure on raising funds

##### a) Costs of generating donations and legacies

	Direct costs £	Total costs £
<b>Total for 2025</b>	<u>-</u>	<u>-</u>
<b>Total for 2024</b>	<u>937</u>	<u>937</u>

## The Intercom Trust

### Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

#### 6 Expenditure on charitable activities

	Activity undertaken directly £	Activity support costs £	Total expenditure £
Provision of LGBT+ community resource	15,895	876,926	892,821
<b>Total for 2024</b>	<u>33,485</u>	<u>866,957</u>	<u>900,442</u>

£76,558 (2024: £68,514) of the above expenditure was attributable to unrestricted and £816,263 (2024: £831,928) to restricted.

In addition to the expenditure analysed above, there are also governance costs of £13,551 (2024: £8,579) which relate directly to charitable activities. See note 7 for further details.

## The Intercom Trust

### Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

#### 7 Analysis of governance and support costs

##### Support costs allocated to charitable activities

	Basis of allocation	Information technology £	Staff costs £	Administration costs £	Premises costs including depreciation £	Total funds £
Provision of LGBT+ community resource	ABCD	<u>22,751</u>	<u>715,486</u>	<u>61,520</u>	<u>77,169</u>	<u>876,926</u>
<b>Total for 2024</b>		<u>35,835</u>	<u>700,104</u>	<u>59,285</u>	<u>71,733</u>	<u>866,957</u>

##### Basis of allocation

Reference	Method of allocation
A	For information technology 100% of the costs incurred
B	For human resources based on activity in terms of time taken
C	For administration costs 100% of the costs incurred
D	For premises costs 100% of the costs incurred

##### Governance costs

	Unrestricted funds General £	Restricted funds £	Total funds £
Independent examiner fees			
Examination of the financial statements	5,360	-	5,360
Other fees paid to examiners	6,925	263	7,188
Marketing and publicity	<u>-</u>	<u>1,003</u>	<u>1,003</u>
<b>Total for 2025</b>	<u>12,285</u>	<u>1,266</u>	<u>13,551</u>
<b>Total for 2024</b>	<u>3,822</u>	<u>4,757</u>	<u>8,579</u>

## The Intercom Trust

### Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

#### 8 Net incoming/outgoing resources

Net incoming/(outgoing) resources for the year include:

	2025 £	2024 £
Loss on disposal of fixed assets held for the charity's own use	411	-
Depreciation of fixed assets	<u>-</u>	<u>292</u>

#### 9 Trustees remuneration and expenses

During the year the charity made the following transactions with trustees:

##### **Simon Hill (Chair)**

£679 (2024: £275) of expenses were reimbursed to Simon Hill (Chair) during the year.

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any other benefits from the charity during the year.

#### 10 Staff costs

The aggregate payroll costs were as follows:

	2025 £	2024 £
<b>Staff costs during the year were:</b>		
Wages and salaries	633,754	610,076
Social security costs	46,471	49,772
Pension costs	30,246	27,396
Other staff costs	5,015	12,860
	<u>715,486</u>	<u>700,104</u>

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year was as follows:

	2025 No	2024 No
Service delivery	<u>27</u>	<u>25</u>

25 (2024 - 21) of the above employees participated in the Defined Contribution Pension Schemes.

Contributions to the employee pension schemes for the year totalled £30,246 (2024 - £27,396).

No employee received emoluments of more than £60,000 during the year

## The Intercom Trust

### Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

During the year the charity made the following transactions with key management personnel:

#### **Key Management Personnel**

The Key Management Personnel received remuneration of £103,749 (2024: £105,479)

#### **11 Independent examiner's remuneration**

	<b>2025</b> £	<b>2024</b> £
Examination of the financial statements	<u>5,360</u>	<u>3,780</u>
<b>Other fees to examiners</b>		
All other services	<u><u>7,188</u></u>	<u><u>-</u></u>

#### **12 Taxation**

The charity is a registered charity and is therefore exempt from taxation.

#### **13 Tangible fixed assets**

	<b>Furniture and equipment</b> £	<b>Total</b> £
<b>Cost</b>		
At 1 April 2024	14,013	14,013
Disposals	<u>(14,013)</u>	<u>(14,013)</u>
At 31 March 2025	<u>-</u>	<u>-</u>
<b>Depreciation</b>		
At 1 April 2024	13,602	13,602
Eliminated on disposals	<u>(13,602)</u>	<u>(13,602)</u>
At 31 March 2025	<u>-</u>	<u>-</u>
<b>Net book value</b>		
At 31 March 2025	<u><u>-</u></u>	<u><u>-</u></u>
At 31 March 2024	<u><u>411</u></u>	<u><u>411</u></u>

## The Intercom Trust

### Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

#### 14 Debtors

	2025 £	2024 £
Trade debtors	36,809	33,889
Prepayments	5,064	2,293
Other debtors	7,125	3,000
	<u>48,998</u>	<u>39,182</u>

#### 15 Cash and cash equivalents

	2025 £	2024 £
Cash on hand	1,180	2,065
Cash at bank	308,124	284,650
	<u>309,304</u>	<u>286,715</u>

#### 16 Creditors: amounts falling due within one year

	2025 £	2024 £
Trade creditors	8,733	6,365
VAT grant repayable	826	6,098
Other creditors	7,729	3,855
Accruals	6,141	3,108
Deferred income	-	17,247
	<u>23,429</u>	<u>36,673</u>

#### 17 Pension and other schemes

##### Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £30,246 (2024 - £27,396).



## The Intercom Trust

### Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

#### 18 Funds

	Balance at 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2025 £
<b>Unrestricted funds</b>					
<i><b>General</b></i>					
Unrestricted income fund	118,192	135,500	(88,843)	(28,334)	136,515
<i><b>Designated</b></i>					
Reserves	160,000	-	-	28,334	188,334
Open Project	-	2,625	-	-	2,625
	<u>160,000</u>	<u>2,625</u>	<u>-</u>	<u>28,334</u>	<u>190,959</u>
<b>Total unrestricted funds</b>	<u>278,192</u>	<u>138,125</u>	<u>(88,843)</u>	<u>-</u>	<u>327,474</u>
<b>Restricted funds</b>					
Big Lottery Fund	(329)	334,880	(334,551)	-	-
Cornwall Community Foundation - YAY	3,661	-	(3,661)	-	-
Cornwall College Hub	-	20,000	(20,000)	-	-
Tudor Trust	9,166	45,000	(54,166)	-	-
Children In Need Fund	121	33,420	(33,541)	-	-
Intercom Training	-	6,500	(6,500)	-	-
Devon ICS	-	65,187	(65,187)	-	-
MOJ LGBT IDVA	7,572	84,692	(85,033)	-	7,231
Kernow ICS	-	50,000	(50,000)	-	-
Reducing Parental Conflict - Family Pride	(8,748)	117,569	(108,821)	-	-
Victim Support	-	20,000	(20,000)	-	-
Young Devon In-Reach	-	32,247	(32,247)	-	-
The Zone	-	3,990	(3,822)	-	168
<b>Total restricted funds</b>	<u>11,443</u>	<u>813,485</u>	<u>(817,529)</u>	<u>-</u>	<u>7,399</u>
<b>Total funds</b>	<u><u>289,635</u></u>	<u><u>951,610</u></u>	<u><u>(906,372)</u></u>	<u><u>-</u></u>	<u><u>334,873</u></u>

## The Intercom Trust

### Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
<b>Unrestricted funds</b>					
<i><b>General</b></i>					
Unrestricted income fund	82,782	37,564	(1,927)	(227)	118,192
<i><b>Designated</b></i>					
Reserves	160,000	-	-	-	160,000
Open Project	(442)	70,851	(70,409)	-	-
	<u>159,558</u>	<u>70,851</u>	<u>(70,409)</u>	<u>-</u>	<u>160,000</u>
<b>Total unrestricted funds</b>	<u>242,340</u>	<u>108,415</u>	<u>(72,336)</u>	<u>(227)</u>	<u>278,192</u>
<b>Restricted</b>					
Big Lottery Fund	-	333,343	(333,672)	-	(329)
Prudence de Villiers Fund	937	-	(937)	-	-
Cornwall Community Foundation - YAY	-	4,158	(497)	-	3,661
Cornwall College Hub	20,000	-	(20,000)	-	-
Garfield Weston	23,139	-	(23,140)	1	-
Tudor Trust	-	47,000	(37,834)	-	9,166
Health Education Peers Supporters	12,872	-	(12,870)	(2)	-
Children In Need Fund	1,225	33,320	(34,424)	-	121
Intercom Training	-	12,928	(12,937)	9	-
Devon ICS	-	65,187	(65,210)	23	-
MOJ LGBT IDVA	5,400	84,691	(82,519)	-	7,572
Kernow ICS	-	49,800	(49,791)	(9)	-
Rainbow Flag Award	-	2,985	(2,987)	2	-
Reducing Parental Conflict - Family Pride	-	124,828	(133,576)	-	(8,748)
Victim Support	-	20,900	(21,103)	203	-
Young Devon In-Reach	<u>11,019</u>	<u>(4,894)</u>	<u>(6,125)</u>	<u>-</u>	<u>-</u>
<b>Total restricted funds</b>	<u>74,592</u>	<u>774,246</u>	<u>(837,622)</u>	<u>227</u>	<u>11,443</u>
<b>Total funds</b>	<u>316,932</u>	<u>882,661</u>	<u>(909,958)</u>	<u>-</u>	<u>289,635</u>

## **The Intercom Trust**

### **Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)**

The specific purposes for which the funds are to be applied are as follows:

Unrestricted funds comprise those funds which the trustees are free to use in accordance with the charitable objectives.

#### **Reserves**

An unrestricted fund specifically designated to protect Intercom against becoming vulnerable to any short-term funding-gap and is created to cover 3 months running costs or redundancies in the absence of other funding.

#### **Open Project (designated from unrestricted)**

Within our unrestricted funds we have a funding pot we have designated towards our Open Project which provides LGBT+ safe spaces in schools across Devon and Cornwall.

#### **Big Lottery Fund**

The Big Lottery Fund is a five-year restricted grant (3 of 5 complete), to support Intercom's Helpline Advocacy and Support services for individuals in need across Cornwall, Devon, Plymouth and Torbay.

#### **Children in Need**

This is a three-year restricted fund (2 of 3 completed) to support the running and staffing costs of Young and Yourself, YAY, our Cornwall LGBTQ+ Youth Groups.

#### **Devon ICS**

This NHS funding supports the provision of our Help Support and Advocacy service in Devon.

#### **Garfield Weston Fund**

This one-off grant is supporting our work in Help, Support, and Advocacy.

#### **Kernow ICS**

This NHS funding supports the provision of our Help Support and Advocacy service in Cornwall.

#### **MOJ LGBT IDVA**

This SLA enables us to provide a specialist LGBT+ Domestic Violence service (Safer Rainbow) in Devon and support the service in Cornwall, funded by Ministry of Justice through Torbay Council.

#### **Tudor Trust**

This was a three-year restricted fund (3 of 3 completed) to significantly contribute to the core costs of running the charity.

#### **Victim Support**

This year-on-year grant supports us to provide support to LGBT+ victims of crime across Devon and Cornwall.

## **The Intercom Trust**

### **Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)**

#### **Cornwall College Hub**

This funding, provided by Kernow ICS via Cornwall Young People, enables us to provide specialist LGBT+ youth worker support to some Colleges in Cornwall.

#### **Cornwall Community Foundation - YAY**

A grant to provide an 18-25 youth group in Cornwall.

#### **Health Education Peers Supporters**

This grant enabled us to train and support Peer Supporters in our Cornwall Youth Group, YAY.

#### **Intercom Training**

We provide LGBT+ training to various organisations throughout the year.

#### **Prudence de Villiers Fund**

This fund comprises the assets of the former charity Plymouth Pride Event, which were transferred to Intercom under the terms of the dissolution of Plymouth Pride Event. The fund's purpose is to assist and support local community-led Pride and similar events in Plymouth.

#### **Rainbow Flag Award**

We are part of a national consortium of LGBT+ agencies providing consultancy and training to schools.

#### **Reducing Parental Conflict - Family Pride**

Is funded by the DWP to work with LGBT+ families in reducing parental and family conflict. Providing a range of Family Days, as well as couples counselling, parenting support and family relationship support.

#### **Young Devon In-Reach**

This funding enabled us to employ a part-time youth worker to provide mental health support to young LGBT+ people on hospital wards throughout Devon.

#### **The Zone**

The Zone is a partner organisation (In-reach project), we are providing a worker to cover maternity for them.

### **19 Related party transactions**

There were no related party transactions in the year.

## The Intercom Trust

### Notes to the Financial Statements for the Year Ended 31 March 2025 (continued)

#### 20 Analysis of net assets between funds

	Unrestricted funds		Restricted funds	Total funds at 31 March 2025
	General	Designated		
	£	£	£	£
Current assets	154,838	190,959	12,505	358,302
Current liabilities	(18,323)	-	(5,106)	(23,429)
Total net assets	<u>136,515</u>	<u>190,959</u>	<u>7,399</u>	<u>334,873</u>

	Unrestricted funds		Restricted funds	Total funds at 31 March 2024
	General	Designated		
	£	£	£	£
Tangible fixed assets	398	-	13	411
Current assets	137,220	160,000	28,677	325,897
Current liabilities	(19,426)	-	(17,247)	(36,673)
Total net assets	<u>118,192</u>	<u>160,000</u>	<u>11,443</u>	<u>289,635</u>