

TRUSTEES' ANNUAL REPORT & FINANCIAL STATEMENTS

For the year ended 30 April 2020



Supporting Families who experience Neonatal Care in Greater Manchester

Charity Registration Number: 1167043



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Administrative Information

Trustees:	Kirsten Mitchell (Chair)	Resigned November 2020
	Lee Garner	
	Sarah Moxon	
	Caroline Looby	
	Tracey Rawlinson	
	Pamela Ashcroft	Appointed July 2020
	Khadijah Nazir Salim	Appointed August 2020
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Charity Address:	Until 10 September 2020 101 Crow Hill South Middleton Manchester M24 1LA	From 11 September 2020 Spoons Charity Albany Mill Old Hall Street Middleton Manchester M24 1AG
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Bankers:	Lloyds TSB Bank Plc Birmingham OSC 4 Ariel House 2138 Coventry Road Sheldon B26 3JW	
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Accountant:	Beyond Profit Ltd G104 Bolton Arena Arena Approach Horwich Bolton BL6 6LB	
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Independent Examiner:	It Doesn't Have to Cost the Earth Ltd 47 St Dunstans Close Worcester WR5 2AJ	

TRUSTEES ANNUAL REPORT

Structure, governance and management

Spoons is a Charitable Incorporated Organisation with the Charity Registration Number 1167043. The governing document of Spoons is a constitution dated 11 May 2016.

Trustees are appointed for a 3-year period by resolution passed at a Trustee meeting. Trustees meet at least 3 times per year.

Objectives and Activities for the Public Benefit

The object of the charity is to relieve the needs of parents and families of babies who experience neonatal care in Greater Manchester by the provision of support, information and to advance the awareness and education of neonatal care and the implications for the family to health professionals and the general public.

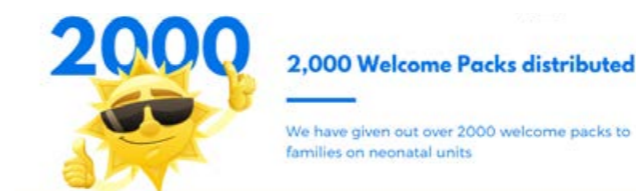
The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning future activities and setting the grant making policy for the period.



REVIEW OF ACTIVITIES AND ACHIEVEMENTS



The Neonatal Family Support Charity is 4 Years Old!
Take a look at what our small charity has achieved so far...



PROVISION OF PACKS AND PHYSICAL RESOURCES

WELCOME PACKS

We have continued to provide Spoons "Welcome Packs" to the family of every baby admitted to neonatal care at Royal Oldham Hospital and North Manchester Hospital. Packs contain our range of neonatal milestone cards, an inkless footprint kit, neonatal baby diary, water flask, pen, hand cream, lip balm and Spoons parent support leaflet. Our plan is to secure funding to allow us to roll the packs out in all 8 neonatal units in Greater Manchester.

"Spoons has genuinely been a life saver for me. I remember getting the lovely family pack when we were first in NICU, it was so touching and made everything a little bit easier. I could not wait to do the footprint kit and the little touches made a horrible experience a little happier. I didn't reach out to spoons during our NICU stay. However, I really began to struggle further down the line, and I didn't know where to turn. I saw my Spoons water bottle and remembered there was someone I could contact. I reached out and immediately I felt less alone. After a chat I was sent a referral form for Trauma therapy and this helped me so much! It turned my whole life around and if it weren't for Spoons, I don't know what I would have done"

A message from our founder, Kirsten Mitchell

Wow, what a year it has been for Spoons! We have seen significant growth within our organisation and have achieved all that we set out to do at the start of the year. Our year ended with the unexpected arrival of the COVID-19 pandemic which brought with it many challenges and required our board and volunteers to be creative and think outside of the box. This has been a hugely challenging time for us and many of our plans had to be placed on hold.

The pandemic has had a huge impact on families in neonatal care and restrictions have been devastating for families with babies on the neonatal unit. Shielding meant our families who are clinically more vulnerable, were increasingly isolated and lonely as we were forced to suspend face to face support and universal health services stopped running.

We noted that some parents were triggered by the pandemic and this had a negative impact on their emotional health and psychological wellbeing.

Siblings are no longer able to attend the neonatal unit and we are increasingly concerned about the impact of this on the other children in the family. In the short term we have responded to this by adapting our sibling journal to fit with hospital visiting restrictions. Our new COVID-19 sibling journal explains why the child cannot be on the neonatal unit and provides activities to help them understand this whilst still feeling part of the neonatal journey. We have also designed special inkless footprint kits so parents can do their baby's first for the sibling to keep.

Spoons responded to the COVID-19 crisis initially by taking all services online. This included virtual support groups, online baby massage, virtual quizzes and games and remote trauma therapy and counselling. Our online parent Facebook support group was a lifeline for many parents and our volunteers have been an amazing source of online support for families.

We have opened our offer up to the whole of the Greater Manchester neonatal community. This has meant building relationships with new neonatal teams and recruiting more volunteers. We saw a huge increase in those who access our trauma therapy service and we do feel this will continue to increase rapidly as the impact on mental health becomes more apparent. Our neonatal community has been utterly amazing throughout the pandemic and has pulled together. Our families have supported each other, and we have worked closely with NHS trusts and the North West Neonatal Operational Delivery Network to increase dedicated support for families who experience neonatal care in Greater Manchester.

Our commitment to supporting our families from admission to the neonatal unit and beyond is stronger than ever and we feel hugely privileged to embark on the neonatal journey with families in Greater Manchester.

As we embark on our 5th year as a charity we are as always grateful to those who continue to support our work.

SPOONS KIDS CLUB SIBLING PACKS

Thanks to funding from the National Lottery "Awards for All" we introduced our "Spoons Kids Club" sibling pack.

Introduced Spoons Kids Club sibling packs. The pack includes a selection of keepsakes to ensure the child feels involved in the neonatal journey. And a journal which was written and designed by a focus group made up of parents, siblings, Spoons volunteers and neonatal staff. The purpose of the journal is to provide child friendly information about neonatal care and the hospital environment. It also created opportunities for siblings to record their own thoughts and feelings and encourage them to talk about their worries. We have received funding from Tameside Council which has enabled us to roll the packs out into Tameside Hospital Neonatal Unit.



GOING HOME PACKS



Spoons "Going Home" packs are given to every family that leaves the neonatal unit in North Manchester Hospital and Royal Oldham Hospital. We have also been able to extend this offer to the neonatal unit at Tameside thanks to funding from Tameside Council. Our plan is to roll this out to all 8 neonatal units in Greater Manchester.



PEER SUPPORT ON THE NEONATAL UNIT

Our peer support project has continued to run on the neonatal unit at Royal Oldham Hospital and North Manchester Hospital. In the period of 2019/2020 Spoons peer support volunteers provided 731 hours of support on the neonatal units at Royal Oldham Hospital and North Manchester Hospital. Investment from Tameside Council also means we can recruit peer support volunteers for the Tameside area.



COMMUNITY SUPPORT GROUPS

We have continued to run our Oldham based neonatal support community group which has been held at Shaw Children's Centre. This year we have also set up two further community support groups. One in the North Manchester area which takes place in North City Children's Centre and one in the Tameside area which is held in Hyde Children's Centre.

One of our mums told us; "Even 7 years later the community support group in Hyde was invaluable. It has been helpful to be able to share my NICU story with people who understand and don't assume I should have got over it or moved on by now" The support groups are led by our peer support volunteers and ensure that families have continuity of support post discharge from the neonatal unit. This year we have held 27 community support groups with support from our volunteers and the Children's Centres. We held the first of our "Spoons Dads" support groups.



COMMUNITY OUTREACH SESSIONS

Weaning sessions

Parents often report feeling stressed when it comes to weaning their baby, in response to this we continue to run our "Spoons Weaning Sessions" in partnership with the Speech and Language Therapist from Northern Care Alliance. Over the year we have held 5 weaning sessions across the Oldham and North Manchester area.



Baby massage sessions

Parents of babies who have been in neonatal care often report feeling isolated when they have taken their baby home. They can sometimes feel reluctant to attend standard community baby groups. Especially if their baby has additional care needs. Spoons baby massage sessions provide a safe space for parents to have opportunities to take part in some of the things they may otherwise miss out on. Our families tell us that initially after their baby has been discharged, they prefer to attend groups with those who have had a similar experience to them. These groups can be a bridge for parents to gain confidence to attend standard baby groups. The sessions are also valuable for promoting bonding and attachment. This year we have held 20 baby massage sessions.

First Aid

We held 5 paediatric first aid sessions throughout this year. The aim of the sessions is to improve confidence of parents, grandparents and older siblings who have experienced neonatal care. The sessions have a focus on respiratory problems, which our parents report is something they often worry about when they have taken their baby home from the neonatal unit.



"I'm so pleased to finally be at a class. It's made me realise how much we've missed out on since Grace was born as I'd have loved to have done this from day one"

"Rowan loved it, and it was great for me to meet other mums. Janine is lovely"

"It was lovely!! We had such a nice time. It felt surreal to be around other mums & babies finally."

But we loved it and can't wait for next week. Thank you so much"

WINTER WORKSHOP

This year saw the first “Spoons Winter Workshop” this was held in partnership with Dr Lydia Bowden from the neonatal intensive care unit at Royal Oldham Hospital. Our families tell us that winter can make them feel quite anxious as the cold and flu season approaches and they often feel like they need to hide away for the winter. It can help families to have a good source of professional and credible advice as they receive so much conflicting information. The winter workshop session gave families the opportunity to ask Dr Bowden questions and discuss their concerns. Parents reported that the session made them feel more confident in caring for their baby over the winter months.

We hope to run this session each year and offer it to a wider audience of neonatal families.



MENTAL HEALTH SUPPORT, TRAUMA THERAPY AND EMDR

We first launched our EMDR service in 2018 as part of our Spoons Community Support (SCS) project. Research by the charity Bliss highlighted that up to 80% of families who experience neonatal care will experience mental health problems as a direct result. Current NHS mental health pathways can be difficult for families who experience neonatal care to access. They often miss out on the universal postnatal and health visiting services, especially when babies spend a long time in neonatal care. Our fast track trauma therapy services mean parents can self-refer and be seen within by a therapist within a week. This service is available to families across the Greater Manchester area and will remain a huge focus to ensure it is sustainable, without it some of our families would be in crisis.

Our therapists have a holistic approach to support, and treatment can be in form of counselling, trauma focused yoga or Eye Movement Desensitisation Reprogramming (EMDR) therapy. EMDR is a highly effective treatment for Post-Traumatic Stress Disorder and features in NICE Guidelines. Spoons is exceptionally proud to be the first dedicated neonatal charity in the UK to offer EMDR therapy and it has been fantastic to see colleagues across the country start to offer this service.

This year we have provided 96 session of trauma therapy or EMDR to families who have experienced neonatal care in Greater Manchester.

CASE STUDY: “JO”

This case study uses information obtained from speaking to one of the mums that Spoons has worked with; the pseudonym “Jo” is used to respect her privacy.

Jo had undergone the traumatic experience of neonatal intensive care with a premature baby.

She explains that she became lonely and isolated upon being discharged from the intensive care unit. This is a normal experience of parents who are worried about taking their vulnerable and often visibly different (e.g. noticeably small) babies in public.

Spoons peer support sessions helped Jo at this time, providing her with a ‘safe space to meet other parents’ who were able to relate to her experiences. Jo also attended Spoons baby massage classes which helped her son’s Cerebral Palsy as it supported his movement and flexibility; this also helped with mother-son ‘bonding and attachment’.

After spending 130 days being by her son’s side in the neonatal unit, Jo felt anxious about discharge from the safety net of the hospital; she said she had become “unattached from her family and friends” and struggled to return to her life before neonatal care. Because of the Spoons support Jo was, in her words, able to “integrate back into normal life”.

Jo also had access to Spoons trauma therapy to help the symptoms of PTSD that resulted from the premature birth of her son and his intensive care. Spoons has provided direct psychological support where it is needed the most, as the EMDR therapy was not available through the NHS.

VOLUNTEERS

Spoons now has 8 peer support volunteers working across the neonatal units at Royal Oldham Hospital and North Manchester Hospital. All these volunteers have had their own experience of neonatal care as a parent and have engaged with Spoons on their neonatal journey. Our volunteers complete an in house one day peer support training session. They all receive regular supervision with one of our trustees and our trauma therapist. They also have external training opportunities through Spoons to add to their personal development.

As a volunteer led service our team of volunteers are the backbone of the charity and we are very aware of the value the add to the organisation.

This year we have held one full day training session for new volunteers, plus an away day and training refresher for existing volunteers. We also held a training session for trustees which focused on upskilling our trustees in response to a skills audit.

In October 2019 we were finalist at the Spirit of Manchester Awards, in the category of best Volunteer Led Service. We were delighted to take our team along to share the evening.

CELEBRATIONS, GIFTS, EVENTS, AND AWARENESS

Gifts

Families can spend weeks or months with their baby on the neonatal unit, this can sometimes mean spending key events in hospital. We are big on celebrating and marking milestone at Spoons and we love helping families to make memories.

Throughout the year we have supported families to celebrate Eid, Christmas, Easter, Valentine's Day, Mother's Day, Father's Day, and World Book Day and provided gifts to families on the neonatal unit at Royal Oldham Hospital and North Manchester Hospital.



Events

This year we held we held a "Messy Play" fundraiser which was organised and run by our team of volunteers. It was a huge success and was attended by many families we have supported, staff from neonatal teams and the local community.

Our 5th World Prematurity Day awareness invite was an amazing success. We marked the day by co-hosting parties with neonatal staff on the neonatal units in Royal Oldham Hospital and North Manchester Hospital. We also held a community family fun day and invited our families, neonatal staff, and our local communities to come along and have some fun.

Our volunteers played a pivotal role in the day and with their support we managed to raise over £1K. It was a day of raising awareness, having fun, and catching up with old friends.



To celebrate Christmas 2019, we hosted our Spoons Christmas party. Inviting family's past and present for an afternoon of festive food and fun. We also had a special visitor who gave all the children a special gift.

We also took Christmas to the neonatal units at Royal Oldham Hospital and North Manchester Hospital. Our very own Spoons Santa paid a visit to all the babies, and siblings to ensure they didn't miss out on that all-important Santa visit, this is especially important for siblings as it normalizes neonatal care a little for them. Every baby and parent got a Christmas gift from Spoons and we also had some special treats for staff who would be spending Christmas day on the neonatal unit.



FUTURE PLANS

Whilst our year ended with an unexpected turn of events in the shape of the worldwide pandemic, we start the next year feeling positive and optimistic for the future. In April 2019 we received a Development Fund from the National Lottery which meant we could recruit our first member of staff to manage the charity and expand on our service provision. The fund has also enabled us to carry out a full external evaluation on our services and focus on key areas of improvement.

Spoons is the only charity in Greater Manchester dedicated to supporting families who experience neonatal care and we are keen to widen our offer by working with more neonatal units, particularly on the provision of our peer support service.

The expansion of our services will ensure that every single family that passes through a neonatal unit in Greater Manchester will have the opportunity to be supported by our peer support service and the opportunity to tap into our community outreach resources if or when they feel they need more support. Families will leave neonatal care feeling supported and confident in caring for their sick or vulnerable baby and will have the safety net of our services in the community.

With our support and links with other specialist services they will also be able to access support from other appropriate agencies, bringing our community together to support them fully.

We also aim to have our own community space which will be a central hub for neonatal families in the community. This would provide a safe space for us to run our community groups and outreach sessions, even during times of social distancing. Ideally the space would also have a dedicated therapeutic space which would allow us to provide if our dedicated trauma therapy services. We would also be able to run more training events for volunteers and facilitate events for our key stakeholders.



Financial review

During the year we have successfully increased our income to £122,132. The majority of this is through grants received from a number of organisations.

In line with this our expenditure has increased from £35,959 to £55,707 with the majority of the increase relating to our charitable activities.

This means that the total funds at the end of the year were £102,826 comprising of £24,761 of unrestricted funds and £78,065 of restricted funds.

Reserves Policy

As Spoons is still a relatively new charity we have not yet had chance to develop a full reserves policy and this will be one area that we look to develop in 2020/2021.

At the 30 April 2020, our unrestricted free reserves were £23,211, this being the total of our unrestricted funds less our assets retained for the charity's own use.



Trustees’ responsibilities in relation to the financial statements

The charity trustees are responsible for preparing a trustees’ annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the charity trustees to prepare financial statements for each 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 the financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgements and estimates that are reasonable and prudent
- state whether applicable accounting standards have been followed, subject to any material departures that must be disclosed and explained in the financial statements;
- 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 to enable them to ensure that the financial statements comply with the Charities Act 2011, the applicable Charities (Accounts and Reports) Regulations, and the provisions of the Trust deed. They are also responsible for safeguarding the assets of the charity and taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity’s website in accordance with legislation in the United Kingdom governing the preparation and dissemination of financial statements.

Approved by the trustees on 07/12/20 and signed on their behalf by:

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Sarah Moxon

Trustee

Statement of Financial Activities for the year ended 30 April 2020

		30 April 2020			30 April 2019		
	Notes	Unrestricted funds £	Restricted funds £	Total funds £	Unrestricted funds £	Restricted funds £	Total funds £
Receipts:							
Donations and legacies	2	24,826	95,731	120,557	42,969	15,000	57,969
Charitable Activities		1,575	-	1,575	-	-	-
Total:		26,401	95,731	122,132	42,969	15,000	57,969
Raising Funds		10,285	-	10,285	741	-	741
Charitable Activities	3	12,176	24,418	36,594	28,093	7,125	35,218
Support, administration and governance	4	7,704	1,123	8,827	-	-	-
Total		30,165	25,541	55,707	28,834	7,125	35,959
Net receipts/ (payments)		(3,764)	70,190	66,978	14,135	7,875	22,010
Cash funds at 30 April 2019	5	28,375	7,875	36,250	14,390	-	14,390
Transfers between funds				-	-	-	-
Cash funds at 30 April 2020	5	24,761	78,065	103,228	28,525	7,875	36,400

Balance Sheet as at 30 April 2020

	30 April 2020			30 April 2019		
	Unrestricted funds £	Restricted funds £	Total £	Unrestricted funds £	Restricted funds £	Total £
Cash Funds:						
Cash at bank & in hand	23,212	78,065	101,276	28,525	7,875	36,400
	23,212	78,065	101,276	28,525	7,875	36,400
Assets retained for the charity's own use						
Office equipment and computers	1,550	-	1,550	-	-	-
	1,550	-	1,550	-	-	-
Liabilities						
Creditors: amounts due within 12 months	-	-	-	-	-	-
	-	-	-	-	-	-
Total Charitable Funds	24,762	78,065	102,826	28,525	7,875	36,400

Signed on behalf of the Trustees of Spoons on 07 12 20

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Sarah Moxon
Trustee

Notes to the Accounts

1) Receipts and Payment accounts

Receipts and payments accounts are statements that summarise the movement of cash into and out of the organisation during the financial year. In this context "cash" includes cash equivalents, for example, bank accounts where cash can be readily withdrawn to pay for debts as they become due.

2) Donations, grants and legacies

	Unrestricted funds £	Restricted funds £	2020 Total funds £	Unrestricted funds £	Restricted funds £	2019 Total funds £
Donations and gifts	21,817	-	21,817	41,914	15,000	56,914
Gift Aid	1,009	-	1,009	1,055	-	1,055
Action Together	-	1,281	1,281	-	-	-
Ecclesiastical Movement for Good	2,000	-	2,000	-	-	-
Royal London Grant	-	5,000	5,000	-	-	-
Tameside Metropolitan Borough Council	-	20,050	20,050	-	-	-
Tampon Tax Fund	-	9,450	9,450	-	-	-
The National Lottery Main Grants: Awards for All	-	9,950	9,950	-	-	-
The National Lottery Main Grants: Development fund		50,000	50,000			
	24,826	95,731	120,557	42,969	15,000	57,969

3) Direct Charitable Expenditure

	Unrestricted funds £	Restricted funds £	2020 Total funds £	Unrestricted funds £	Restricted funds £	2019 Total funds £
Charitable Activities	12,176	24,418	36,594	28,093	7,125	35,218
	12,176	24,418	36,594	28,093	7,125	35,218

4) Charity Management and Administration

	Unrestricted funds £	Restricted funds £	2020 Total funds £	Unrestricted funds £	Restricted funds £	2019 Total funds £
Administration Costs	6,132	339	6,471	-	-	-
Governance Costs	337	-	337	-	-	-
Volunteer Costs	1,236	784	2,020	-	-	-
	7,704	1,123	8,827	-	-	-

The Xero accounting system was introduced in April 2019 which has enable the charity to separately identify administration, governance and volunteer costs therefore the comparable data for the prior year is not available.

5) Funds

	Balance at 1 May 2019 £	Incoming Resources £	Resources Expended £	Balance at 30 April 2020 £
Restricted Funds:				
Postcode Lottery	2,875	-	-	2,875
Action Together	-	1,281	(1,797)	(516)
MSV Housing	-	-	(1,042)	(1,042)
Royal London Grant	-	5,000	(4,873)	127
Tameside Metropolitan Borough Council	-	20,050	(5,581)	14,469
Tampon Tax Fund	-	9,450	(1,275)	8,175
The National Lottery Main Grants: Awards for All	5,000	9,950	(5,088)	9,862
The National Lottery Main Grants: Development fund	-	50,000	(5,885)	44,115
Total Restricted Funds	7,875	95,731	(25,541)	78,065
Unrestricted funds	28,525	26,401	(30,165)	24,761
Total Funds	36,400	122,132	(55,707)	102,826

6) Related party transactions and Trustees' expenses and remuneration

The Trustees all give freely their time and expertise without any form of remuneration or other benefit in cash or kind (2019: £nil).

During the year Kirsten Mitchell was reimbursed expenses of £2,423 relating to travel expenses and items purchased for the charity in her role as Trustee and a Peer Support Volunteer.

No Trustees, or person related or connected by business to them has received any payments or other benefits from the charity during the year.

Trustee indemnity insurance is purchase by the charity.

Independent examiner's report to the trustees of Spoons Charity

I report to the trustees on my examination of the accounts of Spoons (the Charity) for the year ended 30 April 2020.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

1. Accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. The accounts do not accord with those records.

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.



Teresa Fennell, ACMA

It Doesn't Have to Cost the Earth Ltd

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Date: 8 / 2 / 21



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Charity Registration Number: 1167043

