

there for you

supporting UNISON members
when life gets tough



Annual report & accounts

Year ended 31 December 2020

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General information

Charity

There for You (working name of UNISON Welfare) is a registered charity no.1023552 and is governed by a Constitution and Rules approved by the Charity Commission on 1 July 1993 and as amended in 1995, 1998, 2001, 2003, 2004, 2011, 2019. It is also a registered charity in Scotland SCO 38305.

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Karen Poole

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Carol Sewell – Chair

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Maxine Warrican – appointed December 2020

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Message from the chair

I would like to welcome you to this year's annual report.

2020 has been an unimaginably difficult year for all of us. For so many, the pandemic has changed life as we know it. Frontline workers and our members on low pay, who struggle to put food on the table or cope with rising fuel bills, have borne the brunt. Members whose finances have been upended in an instant – through no fault of their own – never dreamt they would be needing to claim benefits for the first time. Others left vulnerable, have had nowhere to turn.

It's one thing not having enough money, but having to also cope under immense pressure and the impact COVID has had on people's individual health has been something else.

In this unprecedented year, we rose to the challenge and supported more members than ever before. This was only made possible because of the kindness and generosity of branches, individuals and others who supported our COVID-19 fundraising appeal. Few of us could have imagined the all-encompassing impact the coronavirus pandemic would have on lives. While tough times are far from over, the Board of Trustees is buoyed by the wonderful support you and others have given and all that it has allowed us to achieve.

I am proud of the fact that our union has its own charity. We are a union that understands that help does not end with resolving workplace issues. We shall always be here, ready to support members when needed.

Finally, I would like to thank the trustees and all UNISON staff for everything they have done this year in helping the charity to achieve such amazing results. I would also like to acknowledge the wonderful support we have received from UNISON and to thank the other UNISON staff who generously stepped up to lend a hand when demands on our service grew. We simply could not have achieved everything we did without everyone's hard work and enthusiasm.

A heartfelt thank you to everyone.

A handwritten signature in black ink, appearing to read 'C Sewell', with a stylized, cursive script.

Carol Sewell

Chair of trustees

Structure, governance, and management

Who we are and how we work together

Board of Trustees

There for You is the working name of UNISON Welfare. The charity is governed by a Board of Trustees who are responsible for:

- the strategic direction and operational oversight of the charity's activities
- compliance with our legal and statutory requirements
- the safe and effective running of the charity.

Of the 12 board members, six are required to be members of UNISON's National Executive Council. A further six members are elected at the AGM from our network of welfare activists, who are either branch welfare officers or members of the regional welfare committees. Trustees hold office for two years and may be re-elected. Any vacancy is filled by appointment or election. The chair and vice chair are appointed by trustees from among their number. The board has agreed that the position of chair should be held by an NEC (National Executive Council) appointed trustee. The vice chair position is held by a trustee elected by the AGM.

All trustees have signed an 'eligibility to serve' declaration form and a declaration of any conflicts of interest. These are reviewed annually. On appointment, trustees are also given the constitution and rules, as well as relevant policies and procedures.

The board meets quarterly to take all-important strategic, policy and financial decisions. At these meetings, trustees receive reports from the head of the charity, as well as from operational leads, each of whom covers a specific areas of activity. Trustees are responsible for reviewing the structure, size, and composition of the board, including the skills, knowledge and experience required. Day-to-day management of

the charity is delegated to the head of welfare. The board authorises sub-delegation by the head of welfare to team leaders and other staff.

The board met throughout 2020 - with regular briefings held in-between where the chair and vice-chair were updated on developments.

Our strong governance and financial management put us in a robust position to weather the COVID pandemic, which has affected so many of our members. While the situation has created a lot of uncertainty, we are proud that in 2020 we rose to the challenge and were able to help many more members than ever before.

According to individual skills or areas of interest, trustees are invited to support any sub-committees, forums etc, as appropriate. Sub-committees are governed by their own terms of reference and delegated duties as approved by a full board.

In 2020, the board continued to undertake a detailed review of many policies and procedures. We also looked at practices in relation to safeguarding and will be actioning recommendations on this in 2021.

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Trustee induction and training

The charity provides training for trustees, including a mandatory induction programme. On induction, new trustees are provided with relevant background information to help familiarise them with their responsibilities. These include:

- legal obligations under charity law
- an overview of their responsibilities
- understanding the constitution and rules
- understanding key policies
- the committee and decision-making processes
- an overview of current and future activities
- any other relevant information.

During the year, trustees will also be given an overview of investment performance, investment policy and strategy by the charity's investment fund managers.

Individually, trustees are also encouraged to identify their own training needs. All trustees are given access to the NCVO online trustee training.

Governance

UNISON Welfare takes account of its charitable status, the nature of its activities and its risk profile. Internal controls over all forms of financial commitment and expenditure are in place and reviewed regularly. Similarly, processes exist to ensure performance is monitored and that appropriate management information is prepared and reviewed regularly. The systems of internal control are designed to provide reasonable assurance against material misstatement or loss. These include:

- an annual budget and operational plan approved by the trustees.
- regular consideration by the trustees of financial results and variances from budget.
- delegation of day-to-day management authority and segregation of duties.
- identification and management of risks.

Charity Governance Code

The Board of Trustees has considered the Charity Governance Code and concluded that the charity is compliant with its principles. Areas of improvement are factored into the annual work programme. We believe that good governance is key to the ongoing success of the organisation. In terms of maintaining high standards of governance and, on the back of the adoption of the Charity Governance Code, the board continues to review and strengthen its governance practices.

Fundraising

UNISON Welfare does not employ professional fundraisers. However, we do run a lottery and have commissioned Sterling Lotteries Ltd, a licensed ELM (External Lottery Manager) to administer the UNISON Lottery on our behalf. The rules of the lottery have been designed to afford what the Board of Trustees believes is a reasonable degree of protection and to avoid issues, such as problem gambling. This is achieved by limiting the amount individuals can play to a maximum of £10 each month. We have a clear complaints' procedure in place and aim to provide a response or an update to any concern within five working days. For the 12 months to 31 December 2020, we received no complaints in relation to our fundraising activities.

Related parties

None of our trustees receive remuneration or any other benefit from their work with the charity, although expenses are paid. Any connection between a trustee and a request for financial assistance, which is under discussion, will be disclosed at a Board of Trustees' meeting in the same way as any other contractual relationship with a related party. In the current year, no such related party transactions were reported.

Details of trustee expenses are disclosed in note 9 to the accounts.

Regional structure

We have 11 regional welfare committees and Eastern Region has established a forum. Their primary role is to encourage and support the branch welfare officers in their work. Members of the regional welfare committees

and other stakeholders can also serve on advisory forums, known as task groups. The committees/forum are a link between the branch welfare officers, who provide support and assistance to our beneficiaries, and the Board of Trustees.

Valuing volunteers

This report gives an indication of the huge amount that has been achieved considering our modest staff numbers. A large part of this is down to the contribution made by UNISON Welfare's network of branch welfare officers, who are supported by the regional welfare committees. Around 700 UNISON members actively support the charity at any one time.

Key management and personnel

The activities and performance of the charity rely on the commitment and hard work of its valued staff. The Board of Trustees, assisted by a team of staff, is responsible for turning the vision and strategy into reality. The head of the charity is responsible for the overall management and the day-to-day running of the charity.

Julie Grant heads up the charity and ensures that the staff team is recruited and supported to provide the skills and expertise needed to run a successful organisation. There is currently a staff of nine.

There are also nominated staff in the regions who support the regional welfare committees. These staff make an important contribution to the charity's overall success, even though their welfare duties are just a small part of a much bigger role that they have within UNISON.

Pay policy for senior staff

Our staff are employed by UNISON under its terms and conditions. Staff salaries and pension on-costs form part of their annual donation to the charity. The pay of senior staff is reviewed in the same way as all staff remuneration – on an annual basis and governed by the pay and grading agreement and negotiation arrangements as set out in UNISON's recognition agreement.

Risk management and internal controls

How we manage risk

The trustees are responsible for risk management which includes ensuring that internal controls are in place and that they operate effectively.

The trustees have introduced a formal risk management process to assess business risks and to implement risk management strategies. This involves:

- identifying the types of risks the charity faces
- prioritising the risks in terms of potential impact and likelihood
- identifying means of mitigation.

Our risks are identified and managed in the following ways:

- our risk management policy is reviewed annually.
- the findings from the external audit functions are considered.
- policies, systems and procedures are established to mitigate those risks identified.
- budgeting systems and financial reporting, which indicate financial performance against the budget and forecast, are reviewed and agreed by the Board of Trustees.

Our key risks and uncertainties

The charity has a relatively low and stable risk profile with risks that typically can be managed, rather than eliminated. The board considers the following to be the key risks currently facing the charity:

Demand

There is increasing demand for our services against stagnant and falling income. While the risk represents a major challenge and is subject to trends, demand is managed, as far as possible, through regular reviews of operational statistics and other management information; and by exploring new fundraising initiatives and discussion with UNISON, our primary donor.

Sustainable funding

Our financial position is continually under review, which ensures that the long-term financial stability of the charity is safeguarded. We continue to strengthen our internal controls and to operate tight budget management with a focus on efficiency saving and controlling costs.

Fall in investment returns

The potential of our investment returns falling in value is considered one of the major financial risks facing the charity. This risk is mitigated by: retaining expert investment managers; having diversified investment portfolios; and regularly reviewing the portfolios using available benchmarking information.

Data protection

We pay close attention to data protection risks across the service as a reflection of our concern for our beneficiaries and for the reputation of the service. We will continue to monitor compliance, particularly having regard for the requirements of the General Data Protection Regulations (GDPR). Ensuring confidentiality remains a fundamental core principle of the service we provide.

Reputational damage or unexpectedly being prevented from providing some of services.

This risk is mitigated by monitoring performance against service level agreements with third party service providers and by undertaking regular staff training.

Technology

Technology underpins and services our financial assistance programme. This reliance on technology is also increasing, as we realise our ambition to deliver a self-serve website and online applications for financial assistance. This risk is mitigated by a service level agreement with third-party suppliers, which includes regular reviews.

COVID-19

The COVID-19 pandemic has not had a significant, immediate financial impact on our operations. Income from UNISON has been maintained at forecast levels, as membership numbers are increasing and donations from branches have increased against forecast levels. Returns on investments have been lower than anticipated. The value of the two investment portfolios has increased, as they remain well-diversified across asset classes, markets and investments. This has mitigated the short-term risk and resulted in the portfolios participating in the global recovery markets. However planned activities and developments, such as website improvements and training programmes, have been put on hold, but will be prioritised as soon as possible. Although somewhat disappointing, it has not had a significant impact on the running of the charity.

Should the impact of COVID-19 continue, it is possible that the value of our investment portfolio may fluctuate because of market volatility. However our investment managers are working closely with the Board of Trustees and the charity's senior management to mitigate that risk. It is not anticipated that levels of support from UNISON and branch donations will be as high in 2021 as they were for 2020.

Reserves are not anticipated to change significantly as a result of the pandemic. This is because our reserves' policy – linked to plans, activities and financial and operating risks – is reviewed

regularly and professional advice is secured through our fund managers. Investment performance is monitored quarterly against agreed financial indices/benchmarks.

Taking into account the balance sheet position, the impact of COVID-19 on UNISON Welfare's income and expenditure plans and cash flow projections for 2020 and 2021, the Board of Trustees believes the going concern assumption remains appropriate. Therefore the financial statements continue to be prepared on this basis.

Our objects and principal activities

Objects

The charity's objects and purpose are defined by our Constitution and Rules as approved by the Charity Commission. These are to provide assistance to UNISON members and their dependants and dependants of members at times of financial hardship or personal difficulty. These include redundancy, bereavement, illness, or relationship breakdown. We also help members caring for a relative or those with special needs. Assistance may be in the form of grants or loans and other services.

Grant-making policy

Our charitable objective is to alleviate hardship of distress for UNISON members and their financial dependants. Most of our charitable work is awarding grants to individuals. Grants are awarded in accordance with the charity's financial assistance policy and agreed strategy. Our eligibility criteria and the kind of assistance available is published on our website. Our aim is to improve members' ability to become self-sufficient and for them not to have to rely on repeated requests for financial support.

The charity invites applications through advertising within UNISON and other relevant media. Applications are assessed against specific criteria agreed by the Board of Trustees.

The award of financial assistance is based on:

- **eligibility** – the applicant must be a UNISON member or their financial dependant.
- **situation** – the circumstances that led to hardship and/or distress include: reduced income, caring, bereavement, ill-health, domestic abuse, unsuitable accommodation. Generally, the charity will only assist in cases of unanticipated difficulty, such as household bills and goods, disability aids, property repairs and clothing. Financial help is also available under the Wellbeing Breaks Programme. This is for workers needing time off work due to illness, injury or if their family is experiencing difficult circumstances.
- **need** – ascertaining the specific needs (this may not always be exactly the type of help that is asked for).
- **alternative assistance** – applications are guided by the above policy and the availability of alternative statutory and voluntary help. This may be an entitlement to benefits or grants from other charities which, in some cases, may be able to share the UNISON Welfare funding or provide additional help.

Financial help includes: grants to replace or repair essential household items; property adaptations; mobility equipment; rental deposits for new rented property; well-being breaks and more.

All applications are evaluated against various criteria, including: length of membership, income, savings, as well as the individual's circumstances and situation. In all cases, we require the most recent last two months' bank statements for all members of the households to determine the situation and need. It also assists us to have an informed discussion with the applicant.

Where savings exceed £4,000, we do not normally consider financial assistance, but may give advice on other forms of help, if required. We apply maximum amounts to certain grants and review these annually. Our financial support payments are mainly one-off grants.

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While applicants are not restricted in the number of times they can apply, a review of previous applications is undertaken, including the amount of financial support paid and advice given already. All applications are considered objectively on their individual merits. When we do make a grant, it is made on an entirely discretionary basis. At various levels of the organisation, decisions are reviewed to ensure their appropriateness and compliance with the fund's policies and procedures. The trustees also consider criteria for grant-making at regular intervals and staff will refer grants outside their discretion to the trustees where appropriate.

Advice and assistance

The help and advice offered is often all that is needed to empower individuals to deal with their problems. Anecdotally, we know that many UNISON members are helped in this way through our branch welfare officer network. At the same time, UNISON members increasingly contact us direct for support.

The direct financial support we give often provides a breathing space while we work with outside agencies and other parts of UNISON to find longer-term solutions to the needs of applicants. Many of the charity's beneficiaries have multiple and complex needs. Consequently, casework has become increasingly time-consuming. In common with most grant-giving charities, we always try to ensure applicants are claiming their full entitlement to state benefits.

Personal debt continues to be a problem for many members - as it is in society. Applicants with debt problems are referred to UNISON Debtline for specialist advice. This is provided in partnership with PayPlan, a national debt management company. Self-referrals are also made via the free-phone telephone number. The service provides free, confidential debt advice along with ongoing support where needed. Advisers are aware of the type of help that the charity can provide and will refer callers to us if they think we might be able to assist with a grant.

Support for other charities

As well as assisting those eligible for support from UNISON Welfare, we also administer the Ambulance Service Workers' Hardship Fund. Eligibility is restricted to ambulance personnel who are either members of UNISON, Unite or GMB.

Our mission

Our mission is to:

- be an invaluable resource to UNISON.
- provide quality advice, information, and assistance to UNISON members.
- offer financial assistance to all UNISON members and their dependants, who are in financial difficulty and meet the criteria for help.
- deliver services that are flexible, responsive, and relevant.

Strategic aims

Our four strategic aims are:

- to manage our finances and increase our income through capitalising on all fundraising opportunities.
- excellence in governance.
- to maintain and expand our welfare services in response to the changing needs of UNISON members.
- effectiveness and efficiency - so we can better help our beneficiaries and increase the impact of our work.

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Achievements, activities, and performance

We support UNISON members through their toughest times - ensuring members get the help they need.

We are proud of the often life-changing support we provide to UNISON members. For over 120 years, we have been dedicated to delivering care and support to those who need our help.

Last year 2020, was unprecedented for the charity with 6,342 members applying for financial help - a massive 108% increase on the previous year.

The pandemic impacted on everyone. While government initiatives, such as furlough and the Universal Credit uplift, offered some financial protection, it was inevitable that there would be households, particularly those on low income, that would fall through the net or would struggle due to an increase in the cost of living. Our grants' programme became a critical means of support for many of our most vulnerable members.

Rising to the challenge, we recognise that a grant is much more than a sum of money. Often it is a lifeline for those in need of a little extra help to cope with events outside their control, which have impacted negatively on their finances. Whatever the issue, we are a safety net for UNISON members, whether it's: struggling to put food on the table; managing to stretch the budget while benefit applications are processed; paying for urgent home repairs; or helping pay for the funeral of a loved one.

Financial assistance and advice

Incredibly, UNISON Welfare awarded £982,936 in grants in 2020 - including nearly half a million pounds through our COVID-19 Response Fund.

Alongside financial assistance, we advise every member on the benefits to which they are entitled. By accessing all sources of income and support available, we can ensure greater focus to our grant giving. We can also improve our members overall financial position by providing them with sustainable solutions.

This is particularly relevant, given the multi-faceted problems our members face. These include financial, health and relationship difficulties.

In 2020, support was awarded, as follows:

Grant type	£
Emergency crisis payments (where the member has no money for food or fuel – these requests are turned around within 24 hours of receipt)	22,905
Special payments – including hospital travel, childcare	12,738
Short-term weekly assistance	109,410
Household – white goods and furniture	56,568
Priority commitments (for example rent, mortgage, council tax)	52,112
Disability, health, medical	8,219
Household maintenance and services	24,862
Clothing	6,365
Utility costs	19,247
Priority debt (for example rent, mortgage, council tax)	38,900
Small grants – school uniforms	55,400
Small grants – winter fuel	21,640
Bankruptcy	14,316
Wellbeing programme	3,250
Funeral	37,832
Exceptional payments	1,624
COVID-19 Response Fund	497,546
TOTAL	982,934

We support UNISON members through their toughest times - ensuring members get the help they need.

Small grants programme

Overall, our small grants programme represented 64% (4,034) of all applications. These included:

COVID-19 Response Fund

The enormous success story for 2020 was the COVID-19 Response Fund. In its first phase, it provided grants of £250 to help members whose income was affected as a result of the pandemic. In Phase 2 we were able to expand help, which meant members could apply for grants of up to £500. Almost 3,000 applications were received and by the end of 2020, nearly half a million pounds had been awarded.

School uniform grant

With our help, 1,108 children returned to school after the summer break wearing the correct school uniform (an increase of 24% on the previous year). This increase was largely due to COVID, as more members needed help. It was also due to improved awareness about the grant due to publicity. Applications for the grant were moved online and members responded positively to this. This year's fund was also boosted by a donation of £10,000 from the Civil Service Insurance Society.

Winter fuel grant

There were 758 winter fuel grant applications in 2020 compared to 933 in 2019. However, the numbers recorded vary depending on the launch date as some applications were processed and grants paid before the year starts.

Our small grants programme continues to be a success story with awareness of the charity increasing as a result.

Health and wellbeing

When life gets difficult, a break away from home can help enormously. It can give a huge boost to those struggling to cope with health issues. It can also provide a much-needed rest for carers, who need a break from their caring responsibilities. Others may have recently lost a close loved one.

Our Wellbeing Breaks programme is directed at helping those who are suffering significant health problems. A break can be anything from help with a

day out to a week away. These breaks are an important service for members and families. If well arranged, they can benefit not only the member, but they can also make a difference to the family's wellbeing. For some, it can reduce the likelihood of hitting a crisis point.

Take up for this programme is low when compared to other forms of assistance. This is mainly because 'taking a break' continues to be seen as less of a priority when compared to wider problems. In 2020, 11 households were given the opportunity of a break away.

In other areas of wellbeing, members were assisted with the provision of disability equipment and property adaptations to enable them to continue to live independently. Grants were also provided to help with dental and prescription costs.

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Applications and regional distribution of grants

Region	Total number of applications	£ COVID grants (included in total)	£ Total grants paid
Eastern	654	59,700	92,535
East Midlands	265	21,200	54,124
Greater London	618	47,930	102,157
Northern	361	25,500	56,870
Northern Ireland	583	56,900	84,419
North West	1191	97,532	169,142
Scotland	812	55,500	120,700
South East	280	21,450	49,265
South West	224	19,630	47,790
Wales	229	18,645	44,266
West Midlands	401	30,250	73,803
Yorkshire & Humberside	724	43,308	87,862
Total	6,342	497,546	982,934

Measuring success

When members provided all the information, 81% of the 6,342 applications were successful. Even where someone did not receive a grant, advice relevant to their situation is always given.

19% were out of criteria for financial support. (In 10% of cases, this was due to applicants not responding to requests for further information.)

Advice and support

Many of those who come to us for help are so overwhelmed by their problems that having someone to talk to is the first step in finding a solution to wide-ranging and complex issues.

In total, over 8,000 members received advice from our staff on debt, benefit entitlement and housing rights. This includes those who used our online calculator on a range of issues through our partners at PayPlan (providers of UNISON Debtline). The use of our online benefits tool has continued to grow with 4,565 members completing a calculation. Of these, 9% were ill or caring for someone and 26.5% stated that their household income had changed.

Operations

When the COVID-19 pandemic was felt across the country, our focus was on ensuring that we did everything possible to minimise any disruption to the service. We reacted quickly by modifying our application forms, adapting our working methods to ensure all staff could carry out their work and supporting those working remotely through regular briefings and team meetings. We also recruited new staff. Working closely with UNISON Communications and UNISON Direct, we made certain that we provided: up-to-date information for members; introduced online applications; and trained a cohort of staff working in other parts of UNISON to help manage the increasing number of enquiries and applications. Much of our success was based on the hard work and commitment of our small team. Other UNISON staff also provided invaluable support in 2020. Our staff will always go the 'extra mile' to help members.

In 2020, the big shift was to online applications which made applying for financial assistance so much easier and represented 93% of all applications. In 2021, members will have the option to apply for all forms of financial assistance online. This move will make it easier to apply for help and ensure we can get support to members much faster.

We also conducted our annual policy

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review on financial assistance which resulted in several positive changes in the way we help our members.

Working in partnership

UNISON Debtline

Our partnership with PayPlan - providers of debt solutions and free impartial debt advice to UNISON members - is now in its 19th year. PayPlan is accredited by the FCA (Financial Conduct Authority) to provide debt counselling services.

The level of help members receive varies according to: their personal circumstances; their levels of debt; their assets; and their disposable income. It also varies depending upon their financial priorities and any other issues that may impact on the member.

In 2020, 320 members contacted UNISON Debtline for advice. The range of help members received included:

- advice on budgeting
- income maximisation, including advice on claiming benefits
- flexible debt management plans
- individual voluntary arrangements, trust deeds, bankruptcy etc.

The main reasons given for debt were hardship/reduced income (30%), illness or injury 26.5% and bereavement 10%. Around 29% had average debt levels of between £10,000 and £20,000. Almost half (46%) were suffering from mental health difficulties.

For some members, learning that their union provided welfare support eased their worries – just knowing someone was there if they found themselves struggling made an enormous difference.

Volunteers

This year, due to the pandemic, all face-to-face training was put on hold. Newly appointed branch welfare officers accessed our online module 'Introduction to There for You' which provides an overview of how to get started in the role, explains how the charity operates and the services we provide. In addition, branch welfare officers are required to complete the online GDPR module. The handbook was also recirculated to help guide them in their work.

Consequently, we saw the steepest rise in members applying direct which, as borne out by the year end statistics, did not affect take-up. While the branch welfare officer role is vital in providing support to members locally and for those who need help completing our application form, we anticipate that this shift to more direct applications will continue once all forms of assistance are accessible online.

Regional welfare committees held virtual meetings. Some committees were forced to hold fewer meetings - often due to work pressures. Many planned activities had to be shelved due to the pandemic. However where possible, the committees were still able to organise online forums.

Our aim remains to increase the number of volunteers participating in training. Therefore, our focus in 2021 will be to move to delivering more online training. This will ensure branch welfare officers, who were previously excluded from attending face-to-face training either due to work or family commitments, can now receive training at times more suited to their circumstances.

Building awareness

A key focus of our work is to increase engagement and build awareness of the charity and the services we offer. To this end, we are acutely aware that communication is vital to engage with those in need. The charity is therefore committed to ensuring that UNISON Welfare is promoted within UNISON media and events.

During the year, UNISON's in-house magazine which is distributed to over one million members several times a year contained features about how the charity is helping members.

In addition, new materials were placed in and around the workplace or where

The impact of COVID affected many members and the new programme of assistance available through the COVID Response Fund was widely publicised. Specific campaigns targeted members in low-income groups, health and care workers, school staff and BAME.

they could be accessed online. Targeted emails and social media campaigns aimed at raising awareness about the help available also ran throughout the year. Consequently, we received many more enquiries than ever before. For some members, learning that their union provided welfare support eased their worries – just knowing someone was there if they found themselves struggling made an enormous difference.

The impact of COVID affected many members and the new programme of assistance available through the COVID Response Fund was widely publicised. Specific campaigns targeted members in low-income groups, health and care workers, school staff and BAME. Our thanks go to UNISON staff in the regions who did their bit to ensure members knew we were very much open for business and were doing everything possible to support members through some of the toughest times.

Looking ahead to 2021

At UNISON Welfare, we plan in 2021 to:

- continue to improve our financial systems and processes.
- increase the number of members helped.
- grow awareness, improving understanding of the range of help available to members.
- maximise income from existing fundraising channels, including a further branch appeal.
- plan the relaunch of our Wellbeing Breaks programme.
- continue to make one-off grants through our small grant programme.
- continue work to start moving all financial assistance programmes online (while retaining paper forms for those who prefer using this process).
- expand our information and advice materials.
- improve how we measure the impact and effectiveness of our services to inform future delivery.
- develop our training programme and increase the number of branch welfare officers trained.
- extend our fundraising campaign and continue to raise more money for our COVID Response Fund.
- review and improve access to our services.
- launch our new online budgeting tool.
- explore how we can support members struggling with mental health issues.

Where our money comes from

Annual donation

UNISON gives the single largest donation to UNISON Welfare and in 2020 we received £874,360 plus £57,796 donation in kind which includes accommodation and other services received free of charge.

UNISON Lottery

The UNISON Lottery provides a regular

annual income generating £116,694 in 2020 from which £36,000 was paid out in prize money.

Grants from other organisations

A donation of £10,000 from the Civil Service Insurance Society (CSIS) meant we were able to increase payments given through the annual school uniform programme. This continued support is much appreciated.

120-year anniversary appeal

2021 marked the charity's 120-year anniversary. UNISON branches were each asked to donate £120 to mark the occasion raising £4,325 in total which, while less than hoped for, the unanticipated events of 2021 shifted our focus to raising money in support of those affected financially by the pandemic.

COVID-19 Appeal

The COVID appeal was our most successful appeal to date. It surpassed all expectations and raised staggering £628,587, this included £415,277 from UNISON branches and regions, plus £210,000 from CHSA Healthcare support appeal and £3,310 from elsewhere – making it our most successful appeal to date.

UNISON staff organised a Step Up September challenge raising a magnificent £9,950.

A successful bid to CHSA (the COVID Health Care Support Appeal) resulted in a commitment of £630,000 (£210,000 received in 2020). The trustees are immensely grateful to CHSA for its generous support. This will allow the charity to help many more members working in the health and care sector.

Money raised in response to COVID is held in a restricted fund. Grants are given to help members in financial difficulty as a direct result of the pandemic.

Altogether, a magnificent £1,971,053 (total income is £2,114,807 including lottery and investment income) was raised during 2020 - beating all previous records and being critical to our success.

UNISON gives the single largest donation to UNISON Welfare and in 2020 we received £932,156.

The COVID-19 Appeal was our most successful appeal to date. It surpassed all expectations and raised a staggering £418,587. This included £415,277 from UNISON branches and regions.

Altogether, a magnificent £1,971,053 (total income is £2,114,807 including lottery and investment income) was raised during 2020 - beating all previous records and being critical to our success.

Financial overview

For the year ended 31 December 2020, the total funds of the charity have increased by 6% to £8,684,428 (2019 - £8,177,071) of which £8,380,537 (2019 - £8,004,221) are the unrestricted funds to the charity.

Gains on investments totalling £152,445 (2019 - £845,653) contributed to the overall movements in funds and are entirely attributable to unrestricted funds.

The Statement of Financial Activities and the Balance Sheet provide further details of the charity's financial performance for the year and its financial position at the year end.

Income

Incoming resources for the year totalled £2,114,807 (2019 - £1,470,954) and this represents an increase of £643,853 (44%) compared to the previous financial year. However, of this increase, £628,587 was restricted income. So the year-on-year increase of unrestricted incoming resources was £15,266.

In 2020, the main source of financial support (£874,360) came from UNISON (2019 - £892,065) together with an additional donation-in-kind of £57,796 (2019 - £57,569). This donation-in-kind includes accommodation and other services received free of charge from UNISON to an estimated value.

Lottery income was stable showing a slight increase of £1,968 to £116,694 (2019 - £114,726). This continues to reflect the successful fundraising campaign run in 2018.

No legacy income was received this year (2019 - £12,915). This shows the volatility of such income and therefore cannot be relied upon as a regular source of income.

Investment income decreased by £33,411 (12%) to £234,221 (2019 - £267,632).

Expenditure

Total expenditure in the year amounted to £1,759,905 (2019 - £1,356,364) which is a 30% increase. Of the £403,541 increase, £497,546 relates to restricted

expenditure so the unrestricted resources consumed fell year-on-year by £94,005.

Unrestricted grant payments decreased by £42,678 (8%) to £485,388 (2019 - £528,066). The number of restricted grant payments totalled £497,546, giving total grant payments made to the value of £982,934. The three grant programmes resulted in a significant increase in the number of beneficiaries we supported in this way.

There is still £8,983 to spend towards website development costs from the Make a Child Smile fund and £32,531 from the Centenary Fund. The website project is expected to go live during the next financial year.

The analysis of these costs is shown in the Statement of Financial Activities (SOFA) and the Notes to the Accounts representing the areas of remit and what the expenditure is for.

Capital expenditure

No capital expenditure was incurred in year.

Growing our income

Income raised during the year was both restricted and unrestricted. The majority was unrestricted which ensures the charity has the flexibility to use its funds to best meet its strategic aims. In economic downturns, this is particularly important, because it allows the charity to target its spending where it is most needed. The restricted income was raised following a successful COVID-19 appeal to help members negatively impacted by the pandemic. An agreement with CHSA enabled us to successfully apply for grant funding to specifically help those members in the health sector.

We raise money through regional and central fundraising and a comprehensive review of our fundraising programme over the last five years has helped shape our plans and activities going forward, including the introduction of low-resourced internet-based fundraising.

Investment management

The charity holds investments with a value totalling £8,216,141 at 31 December 2020 (2019 - £7,918,294).

The investments comprise of two portfolios, combined in Note 11: the longer term one containing most of the equities; and the second one being 75% invested in bonds, with a FTSE Government Securities benchmark. This would be the first point of call should the reserves fall below deposits held.

The investments are managed on behalf of the charity by an investment management company – Brewin Dolphin. Investment manager reports are monitored quarterly to ensure the asset allocation meets the objectives and the performance meet expectations.

The effect of COVID-19 did not negatively impact upon the valuation of investments, as the value of the portfolio has increased year on year by £297,847 to £8,216,141 as disclosed in Note 11.

Reserves

At 31 December 2020, the total reserves amounted to £8,684,428 (2019 - £8,177,071) of which £8,380,537 (2019 - £8,004,221) are unrestricted.

The trustees review the charity's reserves policy each year as part of the budget process, taking account of the need to balance resources between the needs of current and future beneficiaries and their dependants.

The trustees duly reviewed the outlook for the charity's income and expenditure during 2019. They took in to account an expected ongoing increase in demand for help, as a direct consequence of public sector spending cuts.

The trustees of Unison Welfare have agreed that the charity's level of available unrestricted reserves should be at least 5 years' of grant expenditure which would be equal to c.£2.5m.

The charity currently has £8.2m in Free reserves so after allowing for £2.5m of target reserves, the charity would still have £5.7m available. Our aim is to ensure that this value of funds is sufficient in future to provide reserves in the event other sources of funding should fail and so that we can continue to increase the help that is given in future

years. This policy is kept under review but in the opinion of the Trustees this approach is necessary to be confident of a secure long-term future of supporting UNISON members.

With regards to ethical investing, the trustees are satisfied that our investments do not conflict with the aims of the charity. Any investments that may hamper the work of the charity will be avoided as will investments that would pose a risk of significant financial detriment.

Trustees aim to grow the value of the investment portfolio. Deposits are in place for our budgeted excess of expenditure over income.

Financial expectations and plans for 2021

In common with all other similar charities, UNISON Welfare continues to face many different trends, threats and opportunities and is likely to continue to do so well into the future. The trustees note that:

- cash reserves will be required to support the help given to UNISON members.
- new expenditure is planned on website development and new training materials for our branch welfare officers.
- an ongoing review of funding arrangements will be necessary to ensure sustainability capacity for the future, as significant growth of income is unlikely.
- policies, procedures and governance documents for the charity will need to be updated to ensure they remain current.
- the investment portfolio will need to be managed to secure income for further development of the charity.
- increasing participation over the longer term is an aim.

COVID-19 fundraising appeals will be run during the year to fund additional support grants for members.

The trustees believe that the charity is well placed to meet the challenges expected.

Statement of trustees' responsibilities

Charity law requires the trustees to prepare financial statements for each financial year in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). The financial statements are required by law to give a true and fair view of the state of affairs of the charity and, of the surplus or deficit of the charity, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently.
- observe the methods and principles of the Charities Statement of Recommended Practice (SORP).
- make judgements and estimates that are reasonable and prudent.
- state whether applicable accounting standards and statements of recommended practice have been followed subject to any departures disclosures and explained in the financial statements.
- prepare the accounts on the going concern basis, unless it is inappropriate to presume that the charity will continue to operate.

The trustees are responsible for keeping proper accounting records that are sufficient to show and explain the charity's transactions and 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 and Trustee Investment (Scotland) Act 2005 and regulations 6 and 8 of the Charities Accounts (Scotland). They 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.

Approved by the Board of Trustees on 27 May 2021 and signed on its behalf by:



Carol Sewell

Chair of the Board of Trustees

Independent auditor's report to the trustees of UNISON Welfare

Opinion

We have audited the financial statements of Unison Welfare for the year ended 31 December 2020 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice). In our opinion the financial statements:

- give a true and fair view of the state of Unison Welfare's affairs as at 31 December 2020 and of its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011 and the Charities and Trustee Investment (Scotland) Act 2005 and Regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (amended).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of Unison Welfare in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have

fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustee's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on Unison Welfare's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information contained within the annual report. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such

material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 and the Charities Accounts (Scotland) Regulations 2006 requires us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient and proper accounting records have not been kept by Unison Welfare; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing Unison Welfare's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section of the Charities Act 2011, and section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and report in accordance with the Acts and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Details of the extent to which the audit was considered capable of detecting irregularities, including fraud and non-compliance with laws and regulations are set out below.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team members.

We then designed and performed audit procedures responsive to those risks,

including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

We obtained an understanding of the legal and regulatory frameworks within which Unison Welfare operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Charities Act 2011 and The Charities and Trustee Investment (Scotland) Act 2005 together with the Charities SORP (FRS 102). We assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statement items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to Unison Welfare's ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within Unison Welfare for fraud. The laws and regulations we considered in this context for the UK operations were employment and taxation legislation and General Data Protection Regulation (GDPR).

Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

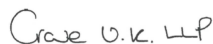
We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within recognition of income and the override of controls by management. Our audit procedures to respond to these risks included enquiries of management and the Board about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, reviewing accounting estimates for biases, reviewing regulatory correspondence with the Charity Commission, and reading minutes of meetings of those charged with governance.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have

properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008 and Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Crowe U.K. LLP

Statutory Auditor

55 Ludgate Hill

London EC4M 7JW

15 September 2021

Statement of Financial Activities

FOR THE YEAR ENDED 31 DECEMBER 2020

	Notes	Unrestricted Funds £	Restricted Funds £	2020 Total £	2019 Total £
INCOME					
Donations and legacies:					
Donation from UNISON	2	874,360	-	874,360	892,065
Donation from UNISON in kind	2	57,796	-	57,796	57,796
Other donations	2	200,310	628,587	828,897	118,156
Legacies	2	-	-	-	12,915
Income from charitable activities:					
Providing advice and support to members and their dependants		2,839	-	2,839	7,664
Income from other trading activities:					
Lottery Income		116,694	-	116,694	114,726
Investment income	3	234,221	-	234,221	267,632
Total		1,486,220	628,587	2,114,807	1,470,954
EXPENDITURE					
Cost of raising funds:					
Generating voluntary income		50,331	-	50,331	49,924
Investment manager and other fees		40,963	-	40,963	43,166
Expenditure on charitable activities:					
Providing advice and support to members and their dependants	4	1,171,065	497,546	1,668,611	1,263,274
Total		1,262,359	497,546	1,759,905	1,356,364
Net gains on investments		152,455	-	152,455	845,653
Net income/ (expenditure) and net movement in funds		376,316	131,041	507,357	960,243
Reconciliation of funds:					
Funds brought forward		8,004,221	172,850	8,177,071	7,216,879
Balance carried forward		8,380,537	303,891	8,684,428	8,177,071

There were no gains during the year other than as stated above. All activities are continuing.

BALANCE SHEET

AS AT 31 DECEMBER 2020

	Notes	£	2020 £	2019 £
FIXED ASSETS				
Intangible fixed assets	10	63,751		63,751
Investments	11	<u>8,216,141</u>		<u>7,918,294</u>
			8,279,892	<u>7,982,045</u>
CURRENT ASSETS				
Loans to members (due after one year)		115,133		116,672
Debtors	12	6,666		9,106
Cash at bank and in hand		<u>313,224</u>		<u>102,740</u>
			435,023	<u>228,518</u>
CREDITORS:				
Amounts falling due within one year	13		<u>30,486</u>	<u>33,492</u>
NET CURRENT ASSETS			404,536	<u>195,026</u>
NET ASSETS			<u>8,684,428</u>	<u><u>8,177,071</u></u>
FUNDS	14			
Unrestricted				
General			8,380,537	<u>8,004,221</u>
Restricted			303,891	<u>172,850</u>
TOTAL FUNDS	15		<u>8,684,428</u>	<u><u>8,177,071</u></u>

Approved by the Board of Trustees and authorised for issue on 27 May 2021 and signed on its behalf by:



Carol Sewell

Chair of the Board of Trustees

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDING 31 DECEMBER 2020

	Notes	2020 £	2019 £
Cash flow from operating activities:			
Net cash provided/(used in) by operating activities	19	121,654	(142,081)
Cash flow from investing activities:			
Dividends, interest and rents from investments		234,221	267,633
Purchase of intangible fixed assets		-	-
Proceeds from sale of investments		1,074,396	846,063
Purchase of investments		(1,022,402)	(1,070,918)
Deposits (Decrease)/ Increase		(197,386)	49,966
Net cash provided by investing activities		88,829	92,744
Increase/(Decrease) in cash and cash equivalent in the year		210,483	(49,337)
Cash and cash equivalent at the beginning of the year		102,740	152,077
Cash and cash equivalent at the end of the year		313,224	102,740

1. ACCOUNTING POLICIES

a. Basis of accounting

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2015.

The financial statements have been prepared to give a 'true and fair' view and have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014.

b. Critical accounting judgement and key sources of estimation uncertainty

In the application of the charity's accounting policies Trustees are required to make judgements, estimates, assumptions about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an on-going basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period or in the period of the revision and future periods if the revision affects the current and future periods.

In the view of the Trustees, no assumptions concerning the future or estimation uncertainty affecting assets and liabilities at the balance sheet date are likely to result in a material adjustment to their carrying amounts in the next financial year.

c. Going concern

The Trustees approve the annual budgets and periodic forecasts to ensure there is sufficient working capital to meet the charity's obligations over the subsequent 12 months. The charity meets its ordinary working capital requirements through its existing cash balances. The Covid-19 impact has not had a material impact on the charity's financial operations. The Trustees are aware that if the current situation becomes prolonged this may change. The situation is being closely monitored. Having regard to the above, the current cash position, and the expected cashflow over the following 12 months the Trustees believe it appropriate to adopt a going concern basis of accounting in preparing the financial statements.

d. Incoming resources

All incoming resources are recognised once the charity has entitlement to the resources, it is probable (more likely than not) that the resources will be received and the monetary value of incoming resources can be measured with sufficient reliability.

e. Incoming resources from legacies

Legacies are accounted for as income at the earlier of the legacy being received or where the receipt of the legacy is probable and reliably measurable.

Where the charity has been notified of material legacies which have not been included in the SOFA because the conditions for recognition have not been met, this fact and an estimate of the amounts receivable has been disclosed in the notes to the accounts.

f. Donations in kind

Goods and services received at no cost for which UNISON Welfare would otherwise have to pay for are recognised in the financial statements at the value to the charity where this can be reasonably quantified.

g. Intangible fixed assets

Website development costs have been capitalised within intangible assets as they can be identified with a specific project to produce future benefits. Once brought into use they will be amortised on the straight line basis over the anticipated life of the benefits arising from the completed project.

h. Tangible fixed assets

Tangible fixed assets are stated in the balance sheet at cost less depreciation. Assets with a cost of less than £5,000 are fully depreciated in the year of purchase. Depreciation is provided on a straight line basis over the anticipated useful life of fixed assets with a cost in excess of £5,000 as follows:

Computer equipment - over four years

i. Grants

Grants are charged to the Statement of Financial Activities in the period in which beneficiaries are notified and so a constructive obligation is entered into by the charity.

j. Resources expended

Costs of raising funds comprise those costs directly attributable to managing the investment portfolio and fundraising costs.

Costs of charitable activities include grants, plus an apportionment of staff and overhead costs. Governance costs are those associated with constitutional and statutory requirements.

k. Investments

Fixed asset investments are stated at mid-market value at the balance sheet date.

l. Fund accounting Investments

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes. Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes.

m. Unrealised and realised gains and losses

The change in the market value of investments between the value at the start of the year or date of acquisition (if this is during the year) and the year end is recorded as an unrealised gain or loss in the financial statements. Realised gains reflect the difference between the value of an investment at the start of the year and the proceeds received on disposal. Unrealised and realised gain and losses are shown net in the Statement of Financial Activities.

n. Financial instruments

UNISON Welfare has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at amortised cost using the effective interest method. Financial assets held at amortised cost, £228,518, comprise cash at bank and in hand, together with trade and other debtors. Financial assets measured

at Fair Value at the Balance sheet date are represented by Listed equity investments, £7,918,294, with gains and losses being recognised within income and expenditure through the Profit and Loss Account. Financial liabilities held at amortised cost, £33,492, comprise bank loans and overdraft, trade and other creditors.

o. Charity information

The Charity is registered with the Charity Commission in the England and Wales and Scotland (registration numbers: 1023552 and SCO38305) and operates from its registered office address 130 Euston Road, London, NW1 2AY.

2. DONATIONS AND LEGACIES

	2020 £	2019 £
Donation from UNISON	874,360	892,065
Donation from UNISON in kind	57,796	57,796
Legacies	-	12,915
Other donations	828,897	118,156
	1,761,053	1,080,932

UNISON Welfare receives office space and a number of services free of charge from UNISON to an estimated value of £57,796 per annum which have been recognised as Donations in kind.

3. INVESTMENT INCOME

	2020 £	2019 £
Dividends and interest from investment portfolio	234,221	267,632
	234,221	267,632

4. CHARITABLE ACTIVITIES

Providing advice and support to members and their dependents			
	Notes	2020 £	2019 £
Grants	(5)	982,934	528,066
Training Costs	(6)	80	3,096
Staff Costs	(7)	601,114	614,959
Support Costs (incl. Governance costs)	(8)	84,483	117,153
		1,668,611	1,263,274

5. GRANTS

	2020 £	2020 £	2020 £	2019 £
	Unrestricted	Restricted	Total	Total
Health	8,912		8,912	8,808
Wellbeing breaks	3,250		3,250	10,110
Household	152,789	23,500	176,289	164,065
Debt and bankruptcy	53,216		53,216	88,777
Funeral expenses	37,832		37,832	23,117
Income subsidy	122,147		122,147	133,547
Other purposes	107,935	362,396	470,331	99,642
Living Costs	-	93,950	93,950	-
Employment Loss	-	17,700	17,700	-
	486,081	497,546	983,627	528,066

All beneficiaries of grants during the year were individuals

6. TRAINING

Training costs include expenditure directly attributable to the volunteer training and information programme and the Annual General Meeting.

7. STAFF COSTS

	2020 £	2019 £
Salaries	440,525	448,436
Social security costs	44,292	44,145
Pension Costs	106,354	122,379
Other	9,943	-
	601,114	614,960

The average number of employees during the period was 10 (2019 - 9).

UNISON Welfare considers its key management personnel to be the trustees and Head of Welfare.

The total employee benefits of key management personnel were £92,077 (2019 - £88,255).

Pension contributions in respect of higher paid employee amounted to £18,334 (2019 - £17,799).

The number of higher paid employees was:

	2020 No.	2019 No.
between £60,000 - £70,000	1	1
	1	1

8. SUPPORT COSTS

	2020 £	2019 £
Office rent	50,000	50,000
Promotion & Advertising	-	7,092
Travelling and subsistence	347	4,379
Staff training	248	1,457
Office expenses	3,036	11,549
Software support	8,546	9,756
Governance Costs (Note 9)	22,306	32,920
	84,483	117,153

9. GOVERNANCE COSTS

	2020 £	2019 £
Provision for audit	14,000	13,469
Legal and Professional fees	5,808	7,329
Trustees' expenses	2,498	12,122
	22,306	32,920

The number of Trustees reimbursed travel expenses during the period was 12 (2019 - 12).

None of the Trustees received remuneration during this or the previous year.

10. INTANGIBLE FIXED ASSETS

	Website under construction £	Computer Software £	Total £
Cost			
At 1 January 2020	63,751	30,611	94,362
Additions		-	
At 31 December 2020	63,751	30,611	94,362
Amortisation			
At 1 January 2020	-	30,611	30,611
Charge this year	-	-	-
At 31 December 2020	-	30,611	30,611
Net book value			
At 31 December 2020	63,751	-	63,751
At 31 December 2019	63,751	-	63,751

11. INVESTMENTS

All securities are in shares quoted on the London Stock Exchange. No investments represented more than 5% of the investment portfolio.

In-year Investment movements	2020 £	2019 £
Market value at start of year	7,918,294	6,897,752
Add: Acquisitions at cost	1,022,402	1,070,918
Less: Disposals at opening market value	(1,074,396)	(846,063)
Realised and unrealised gains during year	152,455	845,657
Deposits Increase/(Decrease)	197,386	(49,970)
Market value at end of year	8,216,141	7,918,294

12. DEBTORS

	2020 £	2019 £
Amounts owed by UNISON	6,666	9,106
	6,666	9,106

13. CREDITORS

	2020 £	2019 £
Other creditors	14,480	13,680
Accruals and deferred income	16,006	19,812
	30,486	33,492

14. ANALYSIS OF CHARITABLE FUNDS

Analysis of movements in funds

	Balance at 1 January 2020 £	Income £	Expenditure £	Investment gains £	Balance at 31 December 2020 £
Unrestricted funds					
General funds	8,004,221	1,486,220	(1,262,359)	152,455	8,380,537
Restricted funds					
Bucket and spade appeal	90,242	-	-	-	90,242
2010 Centenary	32,531	-	-	-	32,531
CSIS Short Break	4,315	-	-	-	4,315
Silent Witness domestic abuse	36,779	-	-	-	36,779
Make A Child Smile	8,983	-	-	-	8,983
COVID-19 Appeal	-	418,587	(383,400)	-	35,187
CHSA Healthcare Support Appeal	-	210,000	(114,146)	-	95,854
Total restricted funds	172,850	628,587	497,546	-	301,891
Total funds	8,177,071	2,114,807	(1,759,905)	152,455	8,684,428

Analysis of movements in funds – previous year

	Balance at 1 January 2019 £	Income £	Expenditure £	Investment gains £	Balance at 31 December 2019 £
Unrestricted funds					
General funds	7,043,978	1,470,954	(1,356,364)	845,653	8,004,221
Restricted funds					
Bucket and spade appeal	90,242	-	-	-	90,242
2010 Centenary	32,531	-	-	-	32,531
CSIS Short Break	4,315	-	-	-	4,315
Silent Witness domestic abuse	36,779	-	-	-	36,779
Make A Child Smile	8,983	-	-	-	8,983
Total restricted funds	172,850	-	-	-	172,850
Total funds	7,216,882	1,470,954	(1,356,364)	845,653	8,177,071

Description of restricted funds:

Bucket and Spade Appeal – Representing funds raised for breaks for UNISON families experiencing difficulty and distress.

CSIS Short Break – A contribution towards the cost of organising a ‘healthy break’ aimed at women suffering the effects of domestic abuse.

Silent Witness domestic abuse – Funds raised by UNISON’s 2009-10 President for the purposes of offering respite breaks for UNISON women suffering the effects of domestic abuse.

2010 Centenary – These funds have been donated to help to subsidise the costs of activities associated with the centenary and beyond. These funds were donated in part to subsidise centenary associated and fundraising activities. The balance was provided for the purpose of delivering on any project linked to the programme of developing new services.

Make A Child Smile – Funds raised by UNISON’s 2011-12 President for the purposes of offering breaks for children in need. The fund will not necessarily be restricted to UNISON members and the scope of activity will be dependent on the amount raised.

COVID-19 Appeal – Funds raised to meet specific hardship of UNISON members caused by the COVID-19 pandemic

CHSA Healthcare Support Appeal – Grant received to meet hardship of UNISON members employed within the health services caused by the COVID-19 pandemic

15. ANALYSIS OF NET ASSETS BETWEEN FUNDS

Analysis of movement in funds

	Unrestricted funds £	Restricted funds £	Total funds £
Intangible fixed assets	63,751	-	63,751
Investments	8,216,141	-	8,216,141
Net current assets	100,645	303,891	404,536
Total assets	8,380,537	303,891	8,684,428

Analysis of movement in funds – previous year

	Unrestricted funds £	Restricted funds £	Total funds £
Intangible fixed assets	63,751	-	63,751
Investments	7,918,294	-	7,918,294
Net current assets	22,176	172,850	195,026
Total assets	8,004,221	172,850	8,177,071

16. RELATED PARTIES

As reported on page 3, the Board of Trustees are elected substantially from the UNISON NEC and the regional and branch network. The objects of the charity provide support to the members of UNISON and UNISON together with its branches donates the majority of the funding.

17. ROLE OF VOLUNTEERS

The Charity benefits greatly from the involvement and support of its many volunteers, details of which are given in our annual report. In accordance with FRS 102 and the Charities SORP (FRS 102), the economic contribution of general volunteers is not recognised in the accounts due to the absence of any reliable measurement basis.

18. RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2020 £	2019 £
Net income/(expenditure) as per the statement of financial activities	507,357	960,243
Adjusted for:		
(Gains) on investments	(152,455)	(845,653)
Dividends, interest and rents from investments	(234,221)	(267,632)
Decrease in loans to members in debtors	1,538	887
Decrease in debtors	2,440	3,039
(Decrease)/Increase in creditors	(3,005)	7,035
Net cash provided by/(Used in) operating activities	121,654	(142,081)

19. STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 DECEMBER 2019

	Unrestricted Funds £	Restricted Funds £	2019 Total £
INCOME			
Donations and legacies:			
Donation from UNISON	892,065	-	892,065
Donation from UNISON in kind	57,796	-	57,796
Other donations	118,156	-	118,156
Legacies	12,915	-	12,915
Income from charitable activities:			
Providing advice and support to members and their dependants	7,664	-	7,664
Income from other trading activities:			
Lottery Income	114,726	-	114,726
Investment income	267,632	-	267,632
Total	<u>1,470,954</u>	<u>-</u>	<u>1,470,954</u>
EXPENDITURE			
Cost of raising funds:			
Generating voluntary income	49,924	-	49,924
Investment manager and other fees	43,166	-	43,166
Expenditure on charitable activities:			
Providing advice and support to members and their dependants	1,263,274	-	1,263,274
Total	<u>1,356,364</u>	<u>-</u>	<u>1,356,364</u>
Net gains on investments	845,653	-	845,653
Net income and net movement in funds	<u>960,243</u>	<u>-</u>	<u>960,243</u>
Reconciliation of funds:			
Funds brought forward	7,043,978	172,850	7,216,828
Balance carried forward	<u>8,004,221</u>	<u>172,850</u>	<u>8,177,071</u>

There were no gains during the year other than as stated above. All activities were continuing.

