



# Trustees' Annual Report for the period

		Period start date		Period end date	
From		06	04	2016	To
		3 <sup>rd</sup>	03	2017	

## Section A

## Reference and administration details

<b>Charity name</b>	Mermaids
<b>Other names charity is known by</b>	
<b>Registered charity number (if any)</b>	1160575
<b>Charity's principal address</b>	Suite 5, High Street House, 2 The High Street, Leeds
<b>Postcode</b>	LS19 7PP

### Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Caroline Roberts	Chair	Chair from October 2016, Trustee for whole year	
2	Helen Haynes			
3	██████████	Trustee with dispensation		
4	Janet Adams		February 2017 to date	
5	Neil Mackin		February 2017 to date	
6	Laura Allard		April 2016 to July 2016	
7	██████████	Trustee with dispensation	April 2016 to August 2016	
8	John Adams		April 2016 to August 2016	
9	Theresa Garretty		April 2016 to September 2016	
10	Kimberley Bird		April 2016 to October 2016 (Chair)	
11	Allison Ewing		April 2016 to January 2017	
12	██████████	Trustee with dispensation	April 2016 to January 2017	
13	Susie Green		April 2016 to February 2017	
14	Isabella Segal		April 2016 to February 2017	
15				
16				
17				
18				
19				
20				

### Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year


### Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

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

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## Section B Structure, governance and management

### Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Constitution
How the charity is constituted (eg. trust, association, company)	CIO
Trustee selection methods (eg. appointed by, elected by)	Nominated then elected by trustees.

### Additional governance issues (Optional information)

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

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

We have procedures in place to deal with any possible conflicts of interest, plus all trustees are Enhanced DBS checked and undertake safeguarding training. Mermaids has safeguarding policies in place, and has undertaken a major step change. Our organisational structure has changed enormously, with a number of trustees resigning for personal reasons. Our CEO was also a trustee, and in February 2017 made the decision to resign as a trustee to enable the governance and operational roles to become separate, although the constitution did allow this.

We have grown from a single part time employee to 3 full time and one part time employee. Our aim is to continue to improve and expand services as need dictates. We have continued to develop additional policies and procedures to protect the charity, and have received a number of major donations plus developed relationships with corporate partners.

Our work with other charitable sector organisations continues, and we are continuing to develop links to strengthen service provision as needed.

## Section C Objectives and activities

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

To relieve the mental and emotional stress of all persons aged 19 years and under who are in any manner affected by gender variance, and their families. We aim to support professionals involved in children and young people's care, and to advance public education in the same.

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

Mermaids began as a small support group responding to a limited number of enquiries for help. Over the last 10 years, year on year demand has grown for the support facilities Mermaids offers. Mermaids has also become more active in lobbying on behalf of its members for better treatment, in contributing towards policy decisions within the NHS, in providing training on trans issues specifically regarding children and young people, and in speaking and attending conferences to try to educate the wider community. All of this is crucially important to help influence changes that are so desperately needed. Mermaids now employs 3 full time staff members, plus 1 part time staff member, and in addition has in excess of 30 volunteers who provide email, helpline and group support, plus run local groups and assist at residential weekends. Mermaids operates a support phone line, an email information service, plus online forums for parents and teens to connect and share experiences and to support each other. We run local groups in 8 locations nationwide and a number of residential weekends – 3 in 2016, 4 are planned for 2017.

**Additional details of objectives and activities (Optional information)**

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

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

### Summary of the main achievements of the charity during the year

#### Mermaids in 2016/17

##### Support Activities

- Helpline and email information and support service
- Parents and teens online forums
- Residential weekends for whole family
- Local groups at 8 locations nationwide
- Campaigning and advocacy
- Speaking at conferences and events nationwide
- Raising awareness by attending Pride and other LGBT events
- Training into schools, social services, and many other agencies supporting children, young trans people and their families
- Liaise with EHRC and other agencies to help identify and combat poor practice

Dealing with the increase in calls and emails was a primary focus for Mermaids, and recruiting, training and managing new volunteers to help cope with this ongoing rise in demand was a key factor for 2016. At the end of 2015 we were answering only 9% of calls to our helpline. One of the first tasks our CEO, Susie Green undertook in January 2016 was to develop a training program and support mechanism for volunteers, including making grant applications for staff members to manage this part of our service.

We have now recruited and trained 14 helpline volunteers who are responsible for calls and emails, and are managed by our new Helpline Managers, recruited in September 2016. We are now answering 80% of calls consistently, and 90% of emails are answered within 24 hours.

In 2016/17 we had 1,709 telephone contacts and sent 2,227 emails - this exceeded our target for 2018/19 of 3,000 contacts in a year, but also demonstrates that the need for Mermaids' support is growing faster than predicted.

In 2016 we held 3 residential weekends around the UK, supporting 270 individuals to attend these weekends which are truly life saving for families and young people.

During 2016 our parents and teens forums have grown from just over 500 parent group members to 974 members of the parents email forum, and 344 parents on the secret Facebook group. We have grown our teens forum membership from just over 100 to 262

We attended over 100 events including 12 Pride events nationwide, spoke at conferences and meetings, delivered training and provided individual advocacy and support for families into schools and other agencies. These activities were supported by our parents and young people.

During 2016 we have recruited 30 new volunteers to help Mermaids attend more events to further raise awareness and understanding.

Our working relationships and campaigning works continues, with details below of some of the work we are doing:

- We developed a working relationship with the Equality and Human

Rights Commission to facilitate greater more effective support for families dealing with inequality at GP's, Schools and other agencies.

- We are involved with TELI, the Trans Equality Legal Initiative, to try to source strategic legal cases to move legislation forward and improve the rights of transgender people.
- We work in collaboration with GIRE5 Gender Identity Research and Education Society, and are currently working on a research study regarding treatment and impacts of current NHS waiting times and protocols.
- We partnered with Leeds Beckett University on a research study to show how primary school age children and families were supported, and how their gender variance was treated in school.

Mermaids was honoured to be nominated for 7 major awards throughout 2016, and was placed or won at all. The awards are listed below:

Sparkle Charity of the Year

Sparkle Diversity Champion of the Year for our CEO Susie Green

National Diversity Awards Charity of the Year

Helplines Partnership Helpline of the Year – 3<sup>rd</sup> place

Pink News Awards Charity of the Year

Children and Young People Now Awards Charity of the Year

European Diversity Awards Charity of the Year

We applied for funding to support our plans for the next 3 years and received significant funding grants as follows:

Children in Need – April 2016, £128k over 3 years

Leathersellers – May 2016, £40k over 4 years

Awards for All – July 2016, £10k for one year

Department of Education – October 2016, £35k over 2.5 years

We have developed relationships with a number of companies, and are the Financial Conduct Authority's and Herbert Smith Freehills' Sponsored Charity of the year. We are working in partnership with the LGBT networks for Lloyds Bank and Barclays Bank, and are discussing ongoing partnership working with a number of other organisations for 2017. These organisations have assisted us financially and with professional development support, venue use and volunteer recruitment.

## Section E Financial review

Brief statement of the charity's policy on reserves

In the Trustees' view, the reserves should provide the charity with adequate financial stability and the means for it to meet its charitable objectives for the foreseeable future.

The trustees propose to maintain the charity's reserves at a level which is at least equivalent to six months operational expenditure and have done so having regards to its manner of operation of likely funding streams.

The trustees review the amount of reserves that are required to ensure that they are adequate to fulfil the charity's continuing obligations on a quarterly basis at their finance meeting.

Details of any funds materially in deficit

Not applicable

## Section F Other optional information

## Section G Declaration

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

Signed on behalf of the charity's trustees

Signature(s)

Caroline Roberts

Full name(s)

CAROLINE ROBERTS

Position (eg Secretary, Chair, etc)

CHAIR

Date

9<sup>th</sup> May 2017



# Independent examiner's report on the accounts

## Section A: Independent examiner's report

<b>Report to the trustees/ members of</b>	Charity Name <b>Mormaids</b>		
<b>On accounts for the year ended</b>	31st March 2017	<b>Charity no (if any)</b>	1160575
<b>Set out on pages</b>	Section A and Section B (receipts & payments accounts template) <small>(remember to include the page numbers of additional sheets)</small>		
<b>Respective responsibilities of trustees and examiner</b>	<p>The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed. [The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of [named body]]. <i>Delete [ ] if not applicable.</i></p> <p>It is my responsibility to:</p> <ul style="list-style-type: none"> <li>• examine the accounts under section 145 of the Charities Act,</li> <li>• to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and</li> <li>• to state whether particular matters have come to my attention.</li> </ul>		
<b>Basis of independent examiner's statement</b>	<p>My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.</p>		

## Section A: Independent examiner's report

(cont)

**Independent  
examiner's statement**

In connection with my examination, no matter has come to my attention  
(other than that disclosed below\*)

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
  - to keep accounting records in accordance with section 130 of the Charities Act, and
  - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act
 have not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

\* Please delete the words in the brackets if they do not apply.

**Signed:**

**Date:**

24/05/2017

**Name:**

William Steward, KW Steward Ltd

**Relevant professional  
qualification(s) or body  
(if any):**

FCA (ICAEW)

**Address:**

Bay Tree Lodge

Gower Road

Weybridge, Surrey KT13 0HA

## Section B: Disclosure

Only complete if the examiner needs to highlight material problems. (E.g. accounting records have not been kept in accordance with s132 of the Charities' Act 2011 and those accounts do not comply with the requirements of the 2008 Regulations setting out the form and content of charity accounts; any material expenditure or action which appears not to be in accordance with the trusts of the charity; any failure to be provided with information and explanations by any past or present trustee, officer or employee; and any material consistency between the accounts and the trustees' annual report.)

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

None



Charity name **Mermaids**

Charity number (if any) **1 1 6 0 5 7 5**

For the period from (start date) **0 6 0 4 1 6**

to (end date) **3 1 0 3 1 7**

## Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
<b>A1 Receipts</b>					
Voluntary receipts	67,793			67,793	27,870
Grants and awards	25,000	21,386		46,386	16,152
Activities for generating funds (trading activities)	12,294			12,294	3,645
Investment dividends / interest	1,448			1,448	467
Other receipts				-	35,621
<i>Sub total</i>	106,536	21,386		127,922	83,755
<b>A2 Asset and investment sales, etc</b>					
<i>Total receipts</i>	106,536	21,386		127,922	83,755
<b>A3 Payments</b>					
Administration and Office costs	6,788	3,844		10,632	1,415
Advertising and Promotional	1,724			1,724	1,500
Bank Charges	993			993	
Helpline Operations	8,066	635		8,700	14,968
Insurance	343			343	281
Legal and Professional Fees	2,022			2,022	4,859
Pension Contributions	5,755			5,755	
Pride Events	2,573			2,573	2,507
Software and website	1,091			1,091	800
Travel and Meetings	10,665			10,665	3,451
Wages / salaries and national insurance	34,703	23,457		58,160	4,801
Weekend Residentials	20,572			20,572	17,526
<i>Sub total</i>	95,294	27,935		123,229	52,108
<b>A4 Asset and investment purchases, etc</b>					
<i>Total payments</i>	95,294	27,935		123,229	52,108
<i>Net of receipts/(payments)</i>	11,242	(6,549)		4,693	31,647
<b>A5 Transfers between funds</b>					
<b>A6 Cash funds last year end</b>	25,098	6,549		31,647	0
<i>Cash funds this year end</i>	36,340	0		36,340	31,647

	Details	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £
<b>B1 Cash funds</b>	Current Account 1	24,422		
	Savings Account	1,004		
	Current Account 2	267		
	Petty Cash	170		
	<i>Total cash funds</i> (agree balances with receipts and payments account(s))	25,863		

	Details	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £
<b>B2 Other monetary assets</b>				

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B3 Investment assets</b>	M&G Investments	Charifund		£10,477

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B4 Assets retained for the charity's own use</b>				

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
<b>B5 Liabilities</b>				

Signed by one or two trustees on behalf of all the trustees

Signature	Print name	Date of approval