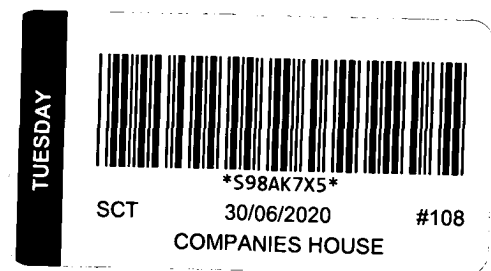


REGISTERED COMPANY NUMBER: SC221598 (Scotland)
REGISTERED CHARITY NUMBER: SC031960

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020
FOR
Good Morning Project Limited**

V J Burgoyne & Co
Chartered Accountants
52 Weymouth Drive
Glasgow
G12 0LX



Good Morning Project Limited

CONTENTS OF THE FINANCIAL STATEMENTS For The Year Ended 31 March 2020

	Page
Chairman's Report	1
Report of the Trustees	2 to 12
Independent Examiner's Report	13
Statement of Financial Activities	14
Statement of Financial Position	15
Notes to the Financial Statements	16 to 22
Detailed Statement of Financial Activities	23

Good Morning Project Limited

CHAIRMAN'S REPORT For The Year Ended 31 March 2020

I am honoured to be the chair of such an inspirational charity. In the coming year I intend to work as hard as it does to continue the success of our life-transforming and life-saving Good Morning Call service, our crime prevention and community connecting work as well as our group befriending service. I am delighted to include a report on our progress in a demanding year in the next section.

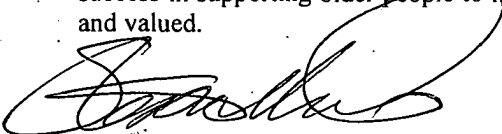
Sincerest thanks go to all our funders and partners and the many friends of the charity who undertook fund-raising activities and gave donations. Thanks go to solicitors, Dallas Macmillan, who provided pro bono legal support throughout the year as well as fund-raising activities. Thank you to all - your generosity is warmly appreciated.

Thanks to Police Scotland who have worked in partnership with us since 2000 and who responded to emergency alerts, and together with Trading Standards we work to improve individual and community safety.

Lastly, thank you to our incredible staff team lead by Nicky Thomson, Chief Executive, for their dedication and professionalism. It's our people who make the service a success.

The quality of our befriending relationships is hugely significant and why we invest in getting the right person for the job and in training and developing our staff.

We have many challenges moving forward but I am confident we will meet them head on, ensuring our continued success in supporting older people to live independently, living life to the full where they are and feel connected, safer and valued.



Steve Maule
Chair

Good Morning Project Limited

REPORT OF THE TRUSTEES For The Year Ended 31 March 2020

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2020. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

ACHIEVEMENT AND PERFORMANCE

Charitable activities

The company's principal activity is the provision, without charge, of a telephone care and alert service to target groups within the operating area.

Review of the Business and Future Developments

The Trustees are satisfied with the performance of the organisation during the year. The Charity made approximately 50,000 Good Morning Calls in the year providing support to older people in Glasgow City Council and South Ayrshire Council areas: building trusting, meaningful relationships and alerting to unanswered Good Morning Calls which enabled it to provide emotional, social and practical support 365 days a year.

The Charity continued to provide a wide range of supplementary services, including a crime alert scheme and good doorstep management advice in partnership with Police Scotland, advice on how to avoid becoming a victim of scams advice in partnership with Trading Standards, distribution of call-blocking devices; referrals on to national and local agencies; a monthly group befriending service whereby members visit a place of interest on regular social outings; and providing company and gift hampers to those who wouldn't see anyone else throughout the Christmas and New Year festive period, including on Christmas Day.

The Charity employed an average of 17 staff during the year and the Trustees would like to thank them for their professionalism and enthusiasm. Their hard work and willingness to go that 'extra mile' were greatly appreciated. The Trustees will monitor the staffing level and service provision to ensure financial security in the next year.

Future Plans

Planning for future periods continues to be a challenge in a climate of wider public and third sector financial uncertainty - not least because of the global pandemic. Our greatest challenge is in attracting funding to meet the existing need for people supported by our service whilst demand for our service continues to grow and grow.

The success of the Good Morning Service in combating loneliness, isolation and providing a safety-net alert service which enables older people to be, and feel, connected, safer and valued, operates in a context of accelerating demand as growth of Scotland's ageing population continues to rise. Forecasts predict a 25.3% increase of people aged 85 years and over in 2026.

The light-touch, low-cost support provided by the Charity is delivering at the forefront of the early intervention and prevention agenda of the Scottish Government. We believe it is an investment by local authorities and funding bodies and aim to build on our success to grow the service to reach the older people who need us - as evidenced by a waiting list of people referred by our health and social care public sector partners.

We aim to build on the current level of service by widening the base of funding partners, tendering for contracts and also to explore the generation of income from service provision. Experience shows we will have significant challenges going forward, as well as opportunities to make a difference.

Good Morning Project Limited

REPORT OF THE TRUSTEES For The Year Ended 31 March 2020

ACHIEVEMENT AND PERFORMANCE

REPORT OF THE TRUSTEES

For The Year Ended 31 March 2020

The Good Morning® Service

The Good Morning Service is a multi-award winning charity, providing approx. 50,000 Good Morning Calls to over 300 older people each year. It is currently operating in Glasgow and South Ayrshire. As the multi-faceted service provides practical and emotional support which meets health, social care and safety objectives, Good Morning Service would like to see every older person in Scotland have the opportunity to be, and feel, connected, safer and valued, as a member of our Good Morning Community.

1. Introduction

Loneliness and social isolation are deeply personal and value-based to the individual. They are neither co-dependent nor mutually exclusive. Loneliness and the effects of social isolation are major public health risks - but can be mitigated and prevented. The increasing population of older people and the resultant demands which will be placed on statutory services is well documented both at local and national levels.

The Scottish Government's guidance identifies older people as a priority group and the need for preventative and anticipatory support to help older people retain their independence for as long as possible in their own homes and communities.

This is precisely what the light-touch, high-impact Good Morning Service does.

It is widely recognised that older people can become isolated and lonely and, as such, less resilient to coping with difficult and challenging events associated with advancing age such as the deterioration of physical health, the loss of role, of family and friends. The level of incidence is indicated in national statistics, about half of older people consider the television as their main form of company (1), 10% those over 65 report being often or always lonely (1), while 50% of people aged 70 or over report having a limiting illness, health problem or disability (2). In contrast, having good social networks and the availability of social support is associated with higher levels of life satisfaction and happiness.

(3) Research demonstrates that lonely people are more likely to visit A&E than non-lonely individuals. Non-lonely people spend fewer days in hospital and have fewer outpatient appointments. (4) When looking at GP services, the results of a UK survey indicate that at least 1 in 10 visits by older people to their GP appear to be motivated mainly by loneliness. (4)

Ultimately, social isolation can dramatically increase the risk of mortality in both men and women (by almost 50%), even after underlying health problems are taken into account. (5)

Summary of Activity

Connected, safer, valued and the confidence to live in their own home. Average client age: 81 years.

- | | |
|-------------|---|
| Connected: | older people are connected to the Good Morning Community, and in turn to their wider community. |
| Safer: | older people feel safer knowing that potential health problems will be alerted to if they fail to answer their phone. |
| Valued: | older people feel valued because we build trusting relationships with them, get to know them very well - they consider Good Morning Service staff to be their friends (and some even call us their family). |
| Confidence: | as a result they have the confidence to live alone - or as a Carer, as independently as possible. |

Good Morning Project Limited

REPORT OF THE TRUSTEES For The Year Ended 31 March 2020

ACHIEVEMENT AND PERFORMANCE

In addition, local services and events have benefited from referrals and publicity which has strengthened the community network. Telephone befrienders are better equipped to support clients as result of their ongoing training.

3. A Summary of the Year

A. Connected, Safer, Valued and Confidence to Live Independently

Good Morning Service improved the quality of life of 312 older people by means of regular telephone conversations which directly reduced isolation, monitored the well-being of and alerted to potential health problems of members at an early stage.

Good Morning Service provided befriending sessions 365 days a year in recognition that those at risk of vulnerability are most at risk when other public, private and third sector support services stop at the weekend and on public holidays Good Morning Calls were provided between 08.00am and 15.30pm on weekdays and 08.00am and 12.30pm on weekends and public holidays. In addition, Good Night Calls provided extra support on two nights per week, over the dark winter months (November to February) to 60 clients.

The average age of a client was 81 years. Three quarters were female which mirrors the wider public and third sector ratio experience. Staff training was undertaken once per month, in the afternoon so that clients continued to receive their Good Morning Calls.

B. Supporting People at Risk of Vulnerability Through Early Intervention and Prevention

In the past year approx. 50,000 befriending sessions were provided thereby directly reducing isolation and improving connectivity. But we go further. The quality of relationships are of utmost importance hence staff are carefully chosen, often from the caring professions including mental health, nursing and social work, are highly skilled and well trained individuals.

Contrary to what is often portrayed in the media, older people are not an easy demographic to support. Older people are a high risk group for mental ill-health and suicide. In 2014, the World Health Organization found that suicide rates were highest in people aged over 70 in almost all regions of the world. [Preventing Suicide: A Global Perspective, WHO, 2014.]

The British Journal of Psychiatry report that rates for self-harming, and repetition leading to suicide in over 65s is higher than average. The motivation for self-harm in older people is reported as: loss of control, increased loneliness and perceived burdensome ageing. [British Journal of Psychiatry, Volume 214, Issue 4, pp186-200. April 2019].

The Royal College of Psychiatrists (RCP) report that 40% of older people in GP clinics experience mental ill-health, (50% in hospital and 60% in care home settings).

The RCP also point out that 85% of older people with depression 'receive no help from the NHS'. [Suffering in Silence: age inequality in older people's mental health care. CR221, Royal College of Psychiatrists, 2018.]

Telephone befrienders need an understanding of mental health conditions in order to better understand clients as well as to prepare staff for a crisis event on a Good Morning Call. Initial training courses included: Applied Suicide Intervention and Support Training (ASIST) and Scotland's Mental Health First Aid (SMHFA). One afternoon per month was set aside for ongoing training: an awareness of age related conditions eg dementia, as well as cancer, alcohol use and keeping up to date on useful services. Our chief executive qualified as an ASIST and SMHFA instructor and is author of 'Communicating with someone who has dementia: 12 helpful hints', published by Sporting Memories Network and Alzheimer Scotland and promoted by councils across the country.

As well as being associated with higher levels of life-satisfaction and happiness, having good social networks is considered to be a protective factor against the onset of dementia ["Good for You, Good for Your Brain" Alzheimer Scotland 2010]. People with a high degree of loneliness are twice as likely to develop Alzheimer's than people with a low degree of loneliness. Staff are dementia awareness trained and regularly updated.

Good Morning Project Limited

REPORT OF THE TRUSTEES For The Year Ended 31 March 2020

ACHIEVEMENT AND PERFORMANCE

C. Older People Are - and Feel - Valued and Connected

It is the quality of relationships that make the Good Morning Service work so well.

Telephone befrienders built trust. Through long-standing, meaningful and thus therapeutic relationships befrienders became a friend, with some clients describing befrienders as family. In some cases family members are a source of worry causing stress to the older person rather than being part of their support network. Where a family member has an addiction and /or suffering from a long-term condition often the worry this generates can have a detrimental effect on the mental health of the client, many of whom themselves are living with alcoholism, a long-term condition or experienced very poor physical or mental health during the year.

Good Morning Service provided a listening ear and because of the quality of relationships we were able to provide emotional support tailored to the individual client i.e.: the right support, by the right person at the right time. Befrienders were able to give emotional support at traumatic or difficult times, e.g., from discussing their worrying symptoms, how to prepare for asking their doctor, through going to for hospital tests and waiting for results, through to getting an unwanted diagnosis (e.g. cancer) and treatment (or none available) and having to come to terms with a new way of living.

We're with people at every step.

Our clients are often learning to cope with significant life changes e.g., the loss of a life-long spouse or them going into a care home, loss of a beloved pet or reduction in homecare support, i.e., situations which would be challenging for someone of any age, but older people have less access to a support network (e.g. most of our clients are not online) in general than younger people.

We are not counsellors (but we have counselling skills); we are a trusted friend and thus have a closer relationship than that of a counsellor/client. It's that closeness while remaining professional which makes our support work.

D. Older People Are Safer - and Feel - Safer

When repeated calls went unanswered Tele-befrienders liaised with local service providers in an attempt to locate the person and verify their safety. Appointments at GPs and hospitals were checked. Where someone's safety could not be verified Good Morning Service alerted a nominated contact person, their GP or Police Scotland. In the past year across the organisation we located someone to verify their safety 700+ times and made 77 emergency alerts to Nominated Contacts and 1 to Police Scotland.

On one occasion we alerted a daughter to our unanswered Good Morning Calls. On entering the house she found her dad 'in a heap' on the floor beside his Zimmer frame. He had tripped and fallen when putting on his housecoat that morning and was unable to get up. He'd 'got a fright' and was a little shaken but didn't need medical attention.

"I'm so thankful you managed to get me help. I don't know what would've happened had you not got hold of my daughter. I'd been trying for over an hour and couldn't get myself back up. Even though I'm now more careful when walking and using my Zimmer, it's reassuring knowing that should anything happen then you will get me help."

Client, 80 years

His daughter appreciated of our service:

"You're Dad's safety-net and it makes us, the family, feel good too because we know if anything happens to him, or you can't get him, you'll be right on the phone to me or my brother. Thanks for all that you do." **Daughter**

Sadly, it's not always a positive outcome. There are occasions when the nominated contact person will visit the person's home to find that their parent had passed away during the night. Our telephone befrienders take time to listen, offering support and understanding to family and friends in emotional distress.

Staff are well trained to deal with emergency situations. Knowing that accidents and health problems will not go unnoticed clients felt safer, more confident and enabled to live in their own home - they and their families are reassured.

Good Morning Project Limited

REPORT OF THE TRUSTEES For The Year Ended 31 March 2020

ACHIEVEMENT AND PERFORMANCE

E. Supporting People With Mental Ill Health

Many of our clients have dealt with mental illness throughout their life and find our relationship helps:

"At the time I didn't want to live any more. I felt, 'If this is Life, I don't want it', and my GP put me on to Good Morning. Talking has helped me more because, medication, you become immune to it and it doesn't do anything for you. I've found talking is the best therapy." **Client, 68 years**

We are often the first people the person will disclose to about their fears and anxieties. We are their 'safe' person, who won't judge or be frightened of their condition or thoughts. We'll listen non-judgementally, send out information and plug them into specialist support where needed.

In Summary:

Befrienders used their relationship and training to help those older people who had received an unwanted diagnosis eg of cancer, giving them time to talk through their fears and anxieties. Through befriending sessions clients were able to process and (in most cases) come to terms with their challenging situations, which would be difficult whatever the age of the person.

Providing on-going regular support was key to being able to maintain good or improve mental health. Because of the quality of relationships, telephone befrienders were able to maintain and/or restore a sense of individual self-worth, of being valued, and were often valued simply by being there to really listen to someone.

Older people were - and felt - cared about.

F. Improving Personal and Community Safety

In addition to alerting to unanswered Good Morning Calls and deterioration in health or circumstance, we work with the Police and Fire Service to promote safer communities.

1 Bogus Caller Alert Service

This is a joint venture with Police Scotland. A description of any bogus caller conman, fake identities and modus operandi, was passed onto clients alerting them to be on their guard. Care was taken not to alarm anyone. Bogus Caller crime traditionally peaks in Spring and Summer, however, we have seen an increase in telephone scams, duping older people into revealing their pin number on the telephone and then handing their bank card over to a criminal who arrives at their door. This type of crime is not seasonal.

In the year our members were educated in good doorstep management, fraud prevention and given warning of conmen operating in the area as supplied from Police Scotland via befriending sessions and monthly newsletters - but it is in the quality of relationships built that mean advice is listened to.

A key part of our work is in supporting clients who have become a victim of a scam/ theft to:

- a) talk to someone in their family whom they trust,
- b) talk to the police,
- c) help them recognise what lead to them becoming a victim, and,
- d) agree a plan of action for next time if there is one.

Good Morning Project Limited

REPORT OF THE TRUSTEES For The Year Ended 31 March 2020

ACHIEVEMENT AND PERFORMANCE

2 Nuisance Calls and Call Blocking Equipment

We identified clients who'd benefit from (and be able to use) the True Call call-blocking device recommended by Trading Standards. We installed three in the year, (most were installed the year before).

"The box is a great thing because I was scared to answer the phone I was getting that many nuisance calls. But now I know when the phone rings it's somebody genuine." Client, 83 years

Other key safety messages included: Fire & Rescue Scotland's fire safety at home info and First Bus' Safe Journey Cards. Key learning points are followed up on in the individual befriending sessions tailored to the person's circumstances and abilities so that clients can relate it to themselves and (hopefully) modify their behaviour.

G. Better Supported by the Wider Community

As we build trust and a meaningful relationship we get to know someone so well we can tailor our approach and the services which will benefit someone. We acted as a community directory and made referrals to statutory and community services to get clients any other practical or emotional help they needed. It helps them get the most out of their community, in turn helps strengthen local communities.

Giving someone the knowledge of support services available to them is the first step in them accessing those services.

We take the next step by following up in the befriending session to explain how a service would be used (in our opinion), answer questions and encourage the older person to take up the service where appropriate. It can be a fear of trying something new or having to phone for information which prevents an older person from accessing other support services. Good Morning Service removes this fear. Again, this strengthens individuals, services and thus local communities through increasing participation rates.

H. Impact

Postal questionnaires were returned by 161 clients. Scale: Strongly disagree, disagree, Don't know, Agree and Strongly Agree with an open section for comments.

How have we made a difference?

1. 100% have re-assurance to live independently

"I won't give up my independence without a fight so I've told my family not to worry because I've got you looking out for me. I know my family are glad of it too." Client, 95 years

2. 97% overall sense of health and well-being is improved

"When you're the only one left of your friends well, you really appreciate having someone at the end of the line everyday. I know them all. They're all friends now; and I don't feel on my own. We have a good laugh and I tell them all my adventures at the hospital... as they said, I should get frequent flier miles!" Client, 89 years

3. 100% have boosted confidence and self-esteem

"Life got a lot harder after I lost my husband, it was a big shock. It was the doctor who told me about your service and I'm glad he did because you've been a big, big help to me. I'll never get over him not being here but I am getting by now and I feel a bit better in myself. I cried every day but nobody minded - they're wonderful, caring people." Client, 72

Good Morning Project Limited

REPORT OF THE TRUSTEES For The Year Ended 31 March 2020

ACHIEVEMENT AND PERFORMANCE

4. 100% feel safer at home

"When I tripped and fell they knew to phone my daughter. She came round and helped me get up onto the chair. Boy, I gave myself a fright! I've always felt good knowing they'll tell my daughter but now I know it works, I know I am looked after. She likes it that I have you." **Client, 93 years**

5. 99% feel cared about

"I talk to them if I'm feeling hurt or upset and they listen. Nobody else does that the way they do, and so when somebody else asks if I'm OK I say 'yes, fine', but I'm not. Not by a long shot. But I know I can talk to my caller in the morning. They care about you. It's a lifeline for me and I'm sure many, many other people." **Client, 56 years**

6. 100% have reduced feelings of isolation and loneliness

"The elderly are often alone as family life can often be too busy to include them and give them time and respect. My callers all take time to listen to what I say and they ask me what I think. Sharing stories or commenting on the news, although we might not always agree I know they care about what I think. It's respectful and it makes me feel good. I've told my family they need to take a leaf out of your book." **Client, 86 years**

7. 99% feel better connected to the community

"I feel that I am part of the community more because, thankfully, you enlighten us on things that are useful to us and keep us up to date on what we need to know. I don't really know what a smart phone is - what is it?" **Client, 73 years**

8. 100% are helped to retain their independence

"I didn't think I'd have it when the GP recommended it but I'm glad I did. I'm a very private person but the Service is not intrusive at all. I love chatting with everyone, I know you all so well now. It's a community and I'm really enjoying it. It makes me feel good about living on my own into my old age." **Client, 84 years**

I. Resultant Effect: Prevention is Transforming Society

1. Maintaining good mental health in the elderly correlates positively with physical health. Good health for longer in later life, or a healthy life expectancy, results in less demand for primary health care and social work services.

2. Early intervention in deterioration of health and circumstance reduces the need for crisis intervention at a later stage (crisis intervention is also more expensive e.g. hospital admission and care).

In addition there are a number of key long-term outcomes achieved which will not be possible for Good Morning Service to measure, but would effect the unified health and social care system. Most notable is the potential reduction in delayed discharge from hospital when Good Morning Calls are put in place by health and social care teams as part of the discharge process. Good Morning Calls give reassurance that potential problems will be alerted to if someone fails to answer or when a deterioration is detected by our befriender.

Further, befrienders give emotional support - a chance to talk to someone about their experiences, help patients to internally process and understand their experience. We will encourage older people to talk through their rehabilitation and perhaps to come to terms with a new way of living.

Good Morning Project Limited

REPORT OF THE TRUSTEES For The Year Ended 31 March 2020

ACHIEVEMENT AND PERFORMANCE

J. Recognition

We have won multiple national awards for our service since 2000. Our impact and value has thrice been recognised by the Scottish Parliament, while across the water, the Northern Ireland Executive's 'good morning program' consists of projects set up by us from 2004 -10: We have lead the way.

The Health and Social Care Alliance, the largest third sector strategic partner in health and social care to the Scottish Government, have highlighted how commissioners across the country could benefit from our unique model.

"Good Morning Service is an outstanding way to prevent social isolation particularly amongst the frail elderly. It promotes compassionate conversations and ensures that care in a home setting is maintained. It should be in every Health and Social Care Partnership in Scotland." **Ian Welsh, CEO, The Health and Social Care Alliance**

Good Morning Calls

Light-touch emotional and practical support 365 days a year.

References

1. ICM Research survey for Age UK, December 2009
2. Scottish Household Survey 2007
3. Establishing a core set of national, sustainable mental health indicators or adults in Scotland: Final report. NHS Scotland, 2007
4. Campaign To End Loneliness, 2013
5. Social Isolation, loneliness and all-cause mortality in older men and women. Steptoe A, Shankar A, Demakakos P, Wardle J. Department of Epidemiology and Public Health, University College London, 2013
6. Loneliness and risk of Alzheimer disease. Wilson RS, Krueger KR, Arnold SE, Schneider JA, Kelly JF, Barnes LL, et al. Arch Gen Psychiatry 2007 Feb; 64(2): 234-240.

Connected Safer Valued

Good Morning Project Limited

REPORT OF THE TRUSTEES For The Year Ended 31 March 2020

FINANCIAL REVIEW

Financial Review and Reserves Policy

The Charity's activities resulted in a net surplus of £12,959. At the year end the Charity held £156,598 in cash at bank and in hand, of which £38,396 was outstanding in deferred income and accrued expenditure.

The Charity prepares a rolling two-year income and expenditure forecast, which is reviewed and compared against management accounts, which are prepared, on average, on a monthly basis. They are presented at each finance subcommittee meeting and each board of trustees meeting.

We have received £267,342 from both individuals and organisations. There are no funds in deficit at the date of the financial statements. The Charity's financial position at the balance sheet date is sufficient to meet on-going expenditure and commitments. However, the Charity is reliant on future grants, donations or other new sustainable income streams in order to be able to operate in the future.

The Charity's reserves consist of its Unrestricted Fund, which as at 31 March 2020 has a balance of £144,280. The Trustees aim to retain at least six months expenditure in reserves. The Trustees will continue to review the level of reserves of the Charity throughout the year. No investments are held at this time but Trustees will consider an appropriate investment policy in the future if such levels of funds are raised.

Over the last few years we have learned that having a highly respected service (from members, partners, local authorities and the Scottish Government) is no measure of sustainability and we have and will continue to work hard to deliver a low-cost, light-touch service in a volatile environment. Our greatest challenge is securing funding.

Our Good Morning Calls provide life-saving and life-enhancing support 365 days a year, which can be continued when financial backing is made available. The Good Morning Service is a tried and tested model, developing and growing steadily since its inception as Good Morning Milton in 2000. We began franchising our model in 2004, setting up 13 similar services across the country, Northern Ireland and Ireland.

We operate in an uncertain funding environment whereby funding is only confirmed on an annual basis, or worse, quarterly. However, Good Morning Service has robust foundations and works to manage service requirements with the funding available.

Having the local authority as a major funder gives other funders the confidence to also invest in the organisation but when local authority investment is limited to one year or less then other funders can become reticent. As a small Charity we have limited influence on how public and third sector commissioners operate. However, in order to address the challenges we face, we are committed to hold fast, seek new funding opportunities and partners which enables us to continue to serve clients - and to reach more older people, not least those who sit on our waiting list.

Good Morning Service provide Good Morning Calls 365 days. It is an upstream, preventative support service at a fraction of traditional labour intensive social care support. Our light-touch support with a high impact on older people by building trusting, meaningful, quality relationships.

The Trustees would like to thank sincerely: Glasgow City Council, Andrew Paton's Charitable Trust, Bellahouston Bequest Fund, Charles Hayward Foundation, Corra Henry Duncan Awards, Dallas McMillan, Dove Christian Counselling, Garfield Western Foundation, Gordon Fraser Charitable Trust, Henry Smith Charity, Hugh Fraser Foundation, Impact Funding Partners, J & JR Wilson Trust, Lord Provost of Glasgow Fund, M E B Charitable Trust, Mickel Fund, Miss C E Hendry's Charitable Trust, Miss I F Harvey's Charitable Trust, Mr & Mrs William Donald's Memorial Trust, Nimar Charitable Foundation, Pears Foundation, Souter Charitable Trust, Swire Trust, Tennant Southpark Charitable Trust, The Albert Hunt Trust, The Christina Mary Hendrie Trust, The Endrick Trust, The February Foundation, The JTH Charitable Trust, The Kiltwalk, Thomas Tunnocks Limited, Trades House of Glasgow, W A Cargill Fund, W M Mann Foundation and the many warm-hearted individuals who fund-raise or give grants and donations which are vital to ensure the Good Morning Service can support the people who need us.

It is only with their support and partnership that the Charity's Good Morning Call befriending and safety-net alert service, alerting to potential health problems when a Call remains unanswered, can support our older people to be - and feel - connected, safer and valued.

Good Morning Project Limited

REPORT OF THE TRUSTEES For The Year Ended 31 March 2020

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Recruitment and appointment of new trustees

Any person who wishes to become a Trustee shall lodge with the organisation a written application. New Trustees may be appointed by the members by ordinary resolution. They may also be appointed by the Board of Trustees, but if so new Trustees must retire at the next Annual General Meeting, although they will be eligible for re-appointment.

Organisational structure

The Trustees have delegated day to day management to the chief executive officer Nicky Thomson.

Induction and training of new trustees

New Trustees attend an induction and training session to familiarise themselves with the Charity and the context in which it operates. Existing Trustees who are already familiar with the workings, objectives and activities of the Charity feed into the induction of any new Trustees.

The sessions are led by the chief executive and cover;

- The obligations, responsibilities and duties of Trustees, including a code of conduct
- The main documents which set out the operational framework for the Charity
- Resourcing and the current financial position as set out in the latest published accounts
- Future plans and objectives

Subcommittees play an important role in the governance of the Charity. The Finance Committee is a sub-committee of the main board and its responsibility is to review management accounting reports, the rolling budget, financial controls, the risk register and progress against objectives as described in the Charity's business plan.

The Finance Subcommittee meets in between the full board meeting cycle, the Staffing and Marketing subcommittees meet twice a year. A Service User subcommittee also meets at least once per year and feeds into the impact assessment of achievement and performance of the Charity.

In light of the global pandemic the Charity moved quickly to facilitate on-line and working from home both operationally and governmentally at Board level.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

SC221598 (Scotland)

Registered Charity number

SC031960

Registered office

Unit G4, Flemington House
110 Flemington Street
Glasgow
G21 4BF

Good Morning Project Limited

REPORT OF THE TRUSTEES For The Year Ended 31 March 2020

Trustees

Ms M Healy
A Dickie
S Gordon Treasurer
S Maule Chair
Mrs S Wilson
A Cameron
Ms J McBreaty
H Wynne (appointed 1.9.19)

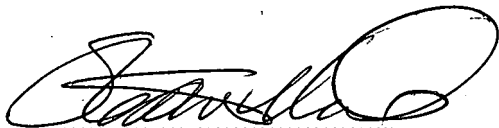
Company Secretary

N Thomson

Independent Examiner

Vincent Burgoyne
Institute of Chartered Accountants of Scotland
V J Burgoyne & Co
Chartered Accountants
52 Weymouth Drive
Glasgow
G12 0LX

Approved by order of the board of trustees on 24 June 2020 and signed on its behalf by:

A handwritten signature in black ink, appearing to be 'S Maule', written over a dotted line.

S Maule - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF GOOD MORNING PROJECT LIMITED

I report on the accounts for the year ended 31 March 2020 set out on pages fourteen to twenty two.

The charity's trustees are responsible for the preparation of the accounts in accordance with the terms of the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006. The charity's trustees consider that the audit requirement of Regulation 10(1)(a) to (c) of the Accounts Regulations does not apply. It is my responsibility to examine the accounts as required under Section 44(1)(c) of the Act and to state whether particular matters have come to my attention.

Basis of the independent examiner's report

My examination was carried out in accordance with Regulation 11 of the Charities Accounts (Scotland) Regulations 2006. 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 you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the view given by the accounts.

Independent examiner's statement

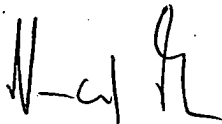
In connection with my examination, no matter has come to my attention :

(1) which gives me reasonable cause to believe that, in any material respect, the requirements

- to keep accounting records in accordance with Section 44(1)(a) of the 2005 Act and Regulation 4 of the 2006 Accounts Regulations; and
- to prepare accounts which accord with the accounting records and to comply with Regulation 8 of the 2006 Accounts Regulations

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.



Vincent Burgoyne
Institute of Chartered Accountants of Scotland
V J Burgoyne & Co
Chartered Accountants
52 Weymouth Drive
Glasgow
G12 0LX

Date: 24 June 2020

Good Morning Project Limited

STATEMENT OF FINANCIAL ACTIVITIES For The Year Ended 31 March 2020

	Notes	Unrestricted fund £	Restricted fund £	2020 Total funds £	2019 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	90,538	166,604	257,142	191,536
Other trading activities	3	10,201	(1)	10,200	9,697
Investment income	4	87	-	87	84
Total		100,826	166,603	267,429	201,317
EXPENDITURE ON					
Charitable activities					
Charitable activities		87,867	166,603	254,470	232,896
NET INCOME/(EXPENDITURE)		12,959	-	12,959	(31,579)
RECONCILIATION OF FUNDS					
Total funds brought forward		131,321	-	131,321	162,900
TOTAL FUNDS CARRIED FORWARD		144,280	-	144,280	131,321

The notes form part of these financial statements

Good Morning Project Limited

STATEMENT OF FINANCIAL POSITION 31 March 2020

	Notes	Unrestricted fund £	Restricted fund £	2020 Total funds £	2019 Total funds £
FIXED ASSETS					
Tangible assets	9	2,215	-	2,215	5,520
CURRENT ASSETS					
Debtors	10	23,863	-	23,863	44,161
Cash at bank and in hand		123,098	33,500	156,598	104,451
		<u>146,961</u>	<u>33,500</u>	<u>180,461</u>	<u>148,612</u>
CREDITORS					
Amounts falling due within one year	11	(4,896)	(33,500)	(38,396)	(22,811)
NET CURRENT ASSETS		<u>142,065</u>	<u>-</u>	<u>142,065</u>	<u>125,801</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>144,280</u>	<u>-</u>	<u>144,280</u>	<u>131,321</u>
NET ASSETS		<u>144,280</u>	<u>-</u>	<u>144,280</u>	<u>131,321</u>
FUNDS	12				
Unrestricted funds				144,280	131,321
TOTAL FUNDS				<u>144,280</u>	<u>131,321</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2020.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2020 in accordance with Section 476 of the Companies Act 2006.

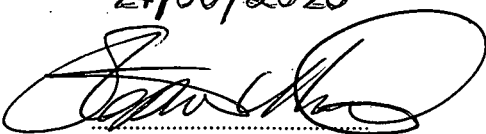
The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

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

The financial statements were approved by the Board of Trustees and authorised for issue on 24/06/2020 and were signed on its behalf by:

24/06/2020



S Maule - Trustee

The notes form part of these financial statements

Good Morning Project Limited

NOTES TO THE FINANCIAL STATEMENTS For The Year Ended 31 March 2020

1. ACCOUNTING POLICIES

BASIS OF PREPARING THE FINANCIAL STATEMENTS

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

INCOME

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

EXPENDITURE

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

TANGIBLE FIXED ASSETS

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Computer equipment - 3 years straight line

Fixtures and fittings - 4 years straight line

TAXATION

The charity is exempt from corporation tax on its charitable activities.

FUND ACCOUNTING

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

HIRE PURCHASE AND LEASING COMMITMENTS

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

PENSION COSTS AND OTHER POST-RETIREMENT BENEFITS

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Good Morning Project Limited

NOTES TO THE FINANCIAL STATEMENTS - continued For The Year Ended 31 March 2020

2. DONATIONS AND LEGACIES

	2020	2019
	£	£
Grants	<u>257,142</u>	<u>191,536</u>

Grants received, included in the above, are as follows:

	2020	2019
	£	£
Glasgow City Council-Community Planing Partnership	88,604	88,604
Voluntary Action Fund	-	30,000
Hugh Fraser Foundation	5,000	-
Robertson Trust	-	25,000
Henry Smith Charity	33,000	-
Other grants		
	2,940	3,570
Bellahouston Bequest Fund	3,000	-
Lord Provost of Glasgow Fund	300	300
Pears Foundation	10,000	-
Charles Hayward Foundation	5,000	-
Christa Mary Hendrie Trust	3,000	-
Garfield Weston Foundation	15,000	-
Endrick Trust	3,000	-
Souter Charitable Trust	2,000	-
Albert Hunt Trust	2,000	-
Trades House of Glasgow	5,000	-
Kitwalk	5,045	-
W M Mann Foundation	500	-
Corra Henry Duncan	5,000	7,000
Dallas McMillan	8,253	4,522
February Foundation	5,000	1,000
J & JR Wilson Trust	2,000	3,000
W A Cargill	2,000	1,500
Mickel Trust	2,000	2,500
MEB Charitable Trust	1,000	1,000
Miss I F Harvey Trust	2,000	2,000
Mr & Mrs William Donald	2,000	2,000
Gordon Fraser Charitable Trust	1,000	6,041
Stafford Trust	-	2,000
Swire Trust	2,500	2,500
Tesco Bags for Help	-	2,000
Brownlie Charitable Trust	-	4,000
Nimar Charitable Trust	1,000	1,000
Wellbeing for Longer Fund	40,000	-
Other grants	-	1,999
	<u>257,142</u>	<u>191,536</u>

Good Morning Project Limited

NOTES TO THE FINANCIAL STATEMENTS - continued For The Year Ended 31 March 2020

3. OTHER TRADING ACTIVITIES

	2020	2019
	£	£
Fund raising & donations	<u>10,200</u>	<u>9,697</u>

4. INVESTMENT INCOME

	2020	2019
	£	£
Deposit account interest	<u>87</u>	<u>84</u>

5. NET INCOME/(EXPENDITURE)

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

	2020	2019
	£	£
Depreciation - owned assets	3,305	3,725
Other operating leases	<u>14,028</u>	<u>13,895</u>

6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2020 nor for the year ended 31 March 2019.

TRUSTEES' EXPENSES

There were no trustees' expenses paid for the year ended 31 March 2020 nor for the year ended 31 March 2019.

7. STAFF COSTS

The average monthly number of employees during the year was as follows:

	2020	2019
	17	16
Management and staff	<u>17</u>	<u>16</u>

No employees received emoluments in excess of £60,000.

8. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted fund £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	45,932	145,604	191,536
Other trading activities	9,698	(1)	9,697
Investment income	84	-	84
Total	<u>55,714</u>	<u>145,603</u>	<u>201,317</u>
EXPENDITURE ON			
Charitable activities			
Charitable activities	87,293	145,603	232,896

Good Morning Project Limited

NOTES TO THE FINANCIAL STATEMENTS - continued For The Year Ended 31 March 2020

8. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted fund £	Restricted fund £	Total funds £
NET INCOME/(EXPENDITURE)	(31,579)	-	(31,579)
RECONCILIATION OF FUNDS			
Total funds brought forward	162,900	-	162,900
TOTAL FUNDS CARRIED FORWARD	<u>131,321</u>	<u>-</u>	<u>131,321</u>

9. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2019 and 31 March 2020	<u>3,128</u>	<u>16,158</u>	<u>19,286</u>
DEPRECIATION			
At 1 April 2019	2,648	11,118	13,766
Charge for year	<u>240</u>	<u>3,065</u>	<u>3,305</u>
At 31 March 2020	<u>2,888</u>	<u>14,183</u>	<u>17,071</u>
NET BOOK VALUE			
At 31 March 2020	<u>240</u>	<u>1,975</u>	<u>2,215</u>
At 31 March 2019	<u>480</u>	<u>5,040</u>	<u>5,520</u>

10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2020 £	2019 £
Other debtors	21,011	41,498
Prepayments and accrued income	<u>2,852</u>	<u>2,663</u>
	<u>23,863</u>	<u>44,161</u>

Good Morning Project Limited

NOTES TO THE FINANCIAL STATEMENTS - continued For The Year Ended 31 March 2020

11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2020 £	2019 £
Accruals and deferred income	21,396	5,811
Accrued expenses	17,000	17,000
	<u>38,396</u>	<u>22,811</u>

12. MOVEMENT IN FUNDS

	At 1.4.19 £	Net movement in funds £	At 31.3.20 £
Unrestricted funds			
General fund	131,321	12,959	144,280
TOTAL FUNDS	<u>131,321</u>	<u>12,959</u>	<u>144,280</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	100,826	(87,867)	12,959
Restricted funds			
Restricted	166,603	(166,603)	-
TOTAL FUNDS	<u>267,429</u>	<u>(254,470)</u>	<u>12,959</u>

Comparatives for movement in funds

	At 1.4.18 £	Net movement in funds £	At 31.3.19 £
Unrestricted funds			
General fund	162,900	(31,579)	131,321
TOTAL FUNDS	<u>162,900</u>	<u>(31,579)</u>	<u>131,321</u>

Good Morning Project Limited

NOTES TO THE FINANCIAL STATEMENTS - continued For The Year Ended 31 March 2020

12. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	55,714	(87,293)	(31,579)
Restricted funds			
Restricted	145,603	(145,603)	-
TOTAL FUNDS	<u>201,317</u>	<u>(232,896)</u>	<u>(31,579)</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.18 £	Net movement in funds £	At 31.3.20 £
Unrestricted funds			
General fund	162,900	(18,620)	144,280
TOTAL FUNDS	<u>162,900</u>	<u>(18,620)</u>	<u>144,280</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above, are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	156,540	(175,160)	(18,620)
Restricted funds			
Restricted	312,206	(312,206)	-
TOTAL FUNDS	<u>468,746</u>	<u>(487,366)</u>	<u>(18,620)</u>

Good Morning Project Limited

**NOTES TO THE FINANCIAL STATEMENTS - continued
For The Year Ended 31 March 2020**

13. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2020.