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REGISTERED CHARITY NUMBER: SC031960

REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022
FOR
Good Morning Project Limited

V J Burgoyne & Co
Chartered Accountants
52 Weymouth Drive
Glasgow
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Good Morning Project Limited

CONTENTS OF THE FINANCIAL STATEMENTS For The Year Ended 31 March 2022

	Page
Chairman's Report	1
Report of the Trustees	2 to 14
Independent Examiner's Report	15
Statement of Financial Activities	16
Statement of Financial Position	17 to 18
Notes to the Financial Statements	19 to 26
Detailed Statement of Financial Activities	27

Good Morning Project Limited

CHAIRMAN'S REPORT For The Year Ended 31 March 2022

Two years ago, in the face of the worldwide pandemic the Good Morning Service accelerated service provision for existing and new clients; stepping in when most other support services dramatically halted. The Charity moved quickly to facilitate working from home both operationally and at Board level to meet an unprecedented level of demand. This increased level of service provision continued on an upward trajectory through 2021/22. We supported more people in this year than at any other time in our 22 year history.

In the year we supported 433 people with our life-transforming and life-saving Good Morning Call befriending and safety-net alert service, over each of 365 days. As difficult a year as it was, we didn't just not miss a beat - we increased the tempo.

Additionally, our Good Night Call service provided extra support to 70 clients over Winter. In total over the year, more than 54,000 emotional and practical support sessions were provided by our staff team.

I am honoured to be the chair of such an inspirational, hard working charity and delighted to present a report of our progress in yet another incredibly demanding year.

Sincerest thanks go to all our funders and partners and the many friends of the charity who undertook fund-raising activities and gave donations in the year. Thanks go to specialists in financial recruitment, Rutherford Cross, and the Scottish Qualifications Authority, whose staff volunteered on the Board of Trustees. Thanks go to Celtic FC Foundation who sponsored food and gift hampers to clients who wouldn't see anyone else over the Christmas and New Year festive period. Lastly, thanks go to solicitors, Dallas Macmillan, who provided pro bono legal support and helped promote our emotional and practical support service throughout the year.

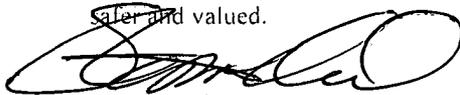
Thank you to all - your generosity is warmly appreciated.

Thanks to Police Scotland who have worked in partnership with us since 2000 and who responded to emergency alerts. Thanks go to Trading Standards Scotland who provided nuisance call-blocking equipment pro bono, together we improved the safety of vulnerable adults.

Lastly, thank you to our incredible staff team lead by Nicky Thomson, Chief Executive, for their personal resilience, dedication and professionalism. It's our people who make the service a success - never more true than in a time of global pandemic. I am tremendously proud of what has been achieved.

The quality of our befriending relationships is paramount and why we invest time and effort in getting the right person for the job and in the continuous training and development of our team.

Yes, the next few years will be a challenge like never before 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 2022

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 2022. 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.

Good Morning Project Limited

REPORT OF THE TRUSTEES For The Year Ended 31 March 2022

ACHIEVEMENT AND PERFORMANCE

Review of the Business and Future Developments

The Trustees are satisfied with the performance of the organisation during the year. The Charity made over 52,000 Good Morning Call, and 2,000 Good Night Call, befriending sessions in the year providing support to people in Glasgow City Council and South Ayrshire Council areas: building trusting, meaningful relationships and alerting to unanswered Calls which enabled it to provide emotional, social and practical support.

Befriending sessions were provided seven mornings a week, 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, on public holidays - and indeed halted completely during the current global pandemic crisis. Additional Good Night Calls were provided on three evenings per week over winter to the most vulnerable clients.

A total of 433 people enjoyed building both peer and inter-generational relationships with befriending staff. The friendships built are warm, caring and one-to-one whilst remaining professional. Befrienders have a wide range of backgrounds and range in age from 22 to 63 years. Clients had been referred from health, social care, third sector partners, the housing sector and some self referred.

The Charity continued to provide a wide range of supplementary services, including advice on how to avoid becoming a victim of phone, email, post, social media scams (eg to not pay for a Covid vaccine), and partnered Trading Standards Scotland to distribute call-blocking devices to vulnerable people; made referrals on to agencies still operating; provided food/gift hampers to those who wouldn't see anyone else throughout the Christmas and New Year festive period in partnership with Celtic FC Foundation, including on Christmas Day itself. The monthly group befriending service visiting places of interest was suspended due to the ongoing global pandemic.

The Charity employed an average of 18 staff during the year and the Trustees would like to thank them for their professionalism and enthusiasm. Their hard work, resilience and willingness to go that 'extra mile' especially in a second year of global pandemic is 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 Good Morning Calls continues on an upward trend.

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).

When local authorities ceased home care services to vulnerable people at the onset of the pandemic they left them with the contact details of Good Morning Service, as one of the few support services still in operation. A new pandemic cannot be ruled out.

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 2022

ACHIEVEMENT AND PERFORMANCE

REPORT OF THE TRUSTEES

For The Year Ended 31 March 2022

The Good Morning® Service

The Good Morning Service is a multi-award winning charity, providing over 52,000 Good Morning Call support sessions annually to 433 older people, plus 2,000 Good Night Calls to 70 older people over winter. It is currently operating in Glasgow and South Ayrshire Council areas. 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 the Good Morning Community.

1. Introduction

Loneliness and social isolation are deeply personal and value-based. 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.

2. Evidencing Need

Even before lock-down and the need for shielding, 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% 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: 78 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 have 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 2022

ACHIEVEMENT AND PERFORMANCE

3. Summary of the Year

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

Good Morning Service improved the quality of life of 433 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, never mind halting during the pandemic. Good Morning Calls were provided between 08.00am and 15.30pm on weekdays, 08.00am and 12.30pm on weekends and public holidays. Additionally, Good Night Calls provided extra support on two nights per week, from November to February to 70 clients.

The average age of a client was 78 years. Three quarters were female which mirrors the wider public and third sector ratio experience.

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

In the past year over 52,000 morning and 2,000 evening support 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% 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 2022

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 longitudinal, meaningful and thus therapeutic relationships befrienders became a friend, with some clients calling us family. In some cases family members are a source of worry causing worry and stress rather than being part of the client's support network.

Good Morning Service provided a listening ear and because of the quality of relationships we were able to provide 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 every step of the way.

"I talk to them about things I don't mention to anyone. They've been a great support to me." John, 71

In another year dominated by a global pandemic clients were forced to learn to cope with the suspension of health and care services, shielding and lock-down alongside significant life changes e.g., the loss of a loved one and a deterioration in their long-term health conditions. These are all situations which would be challenging for someone of any age, but older people have less access to a support network in general than younger people: most of our clients are not online.

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 that makes our support work.

D. Older People Are, and Feel, Safer Living Independently in Their Own Home

When repeated calls went unanswered befrienders alerted a nominated contact person, their GP or Police Scotland. In the past year across the organisation we made 358 emergency alerts to Nominated Contacts, 4 to Police Scotland and 2 to the Ambulance Service. One person, who was having a mini-stroke while on a Good Morning Call, got the emergency medical help they needed.

"I'm safer. Prior to this service I had a fear of being found dead behind the door after a few days. That fear has now gone. I no longer worry about 'something' happening. Although I rely on this service for peace of mind I'm not made to feel like a burden to anyone. They feel like friends who are genuinely interested in how I am. I love it that they let me bump my gums about all the stuff that annoys me. Overall it makes me feel part of the world rather than just an onlooker." Eileen, 71 years

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.

E. Supporting People With Mental Ill Health

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

"It's good to know that somebody cares and I'm not alone. I think I would find it hard to get through the difficult times over the last few years and sometimes wonder if it's worth going on as I can't see the road ahead with no light. Then I get Good Morning Calls which bring warmth and understanding. Thank you to all the girls for the calls and help to make things better.

Good Morning Project Limited

REPORT OF THE TRUSTEES For The Year Ended 31 March 2022

ACHIEVEMENT AND PERFORMANCE

"All things you say gives my self confidence and esteem a huge lift. It's God's Gift, your service. It has helped me many, many times when I was in despair, and they're friendly and caring which gives me the heart to go on. The advice I get is a great help and helps me to understand things a bit more safely. The work you do, the calls are caring and leave me feeling so much happier for the rest of the day. Thank you." Alex, 82 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. Never more needed in a year when many older people felt that they were a burden to a government, a local authority and society in general.

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.

I. Scam Awareness and Fraud Prevention

During the pandemic the number of rogue trader scams plummeted, but telephone and on-line scams increased significantly. Commonly scammers were attempting to dupe people into revealing their pin number or transfer money to a new account. We alerted clients to common scams by email or phone (inc. paying for the Covid-19 vaccine), and passed on scam prevention info. We partnered Trading Standards Scotland to distribute call-blocking devices to vulnerable people who were being targeted with nuisance calls.

In the year our members were educated in scam awareness and fraud prevention in our Good Morning Calls and monthly newsletters - but it is in the quality of relationships built that mean safety advice is listened to.

"The safety info is invaluable too, especially alerts about bogus callers. I know I can deal with what-ever comes my way because you have always kept me right." Agnes, 82 years

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 - where the service was still in operation during the pandemic.

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

Good Morning Project Limited

REPORT OF THE TRUSTEES For The Year Ended 31 March 2022

ACHIEVEMENT AND PERFORMANCE

We take the next step by following up in the befriending session to explain how a service would be use (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. We do this to strengthen individuals, services and thus local communities through increasing participation rates.

H. Impact

We asked how has the Good Morning Service made a difference in such a challenging year? Postal questionnaires were returned by 168 clients. Scale: Strongly disagree, disagree, Don't know, Agree and Strongly Agree with an open section for comments.

We're very much humbled by what people said:

a. 91% have reduced feelings of isolation and loneliness

"I'm less lonely as I have my GM friends who care. This makes a huge difference to me. They're supportive, encouraging and give me reassurance to keep on going." Agnes, 82 years

"Sometimes I have a bad or good day. I always have a good day when I get my call. I feel I can take on anything after it." Clare, 73 years

"I feel less lonely, I feel at least someone cares which gives me a warm feeling. It makes me feel comforted and I feel that maybe I do matter a little. Learning about new info makes me feel active and worthwhile. It gives me connection to others and makes me want to be more active. Being a member means everything to me as my confidence is very low. Their ideas sparks my knowledge and I feel that I'm living and that I wish to improve - and to get my finger out and move forward. And that maybe I do matter. Also, the newsletter is very informative and does not criticize but supports. It's very beneficial." Grace, 83 years

b. 95% feel better able to retain their independence

"I feel as if I matter. It means everything to me to be a member of Good Morning. It gives me a good boost. I like to think I can let my tongue run away with me. I have peace of mind knowing that when I have a bad day there is someone to listen to me. Some days I just feel like giving up but being a member makes me less lonely. The team's support is excellent. It's the best service ever because they listen to you. I like to feel independent and the support from staff gives you that. My mental health suffered in the pandemic as I have been all alone. Without the support from Good Morning I don't think I would have gotten through it." Agnes, 91 years

"As I live alone I fear I will be found behind the door as I'm at risk of falls but this service helps me to be independent. They've helped in the pandemic because living alone and in ill health I know there is always someone to listen to my concerns and worries and advise. I know they are people who care about me. They're awesome, caring and a lifeline." Bryce, 77 years

c. 91% have boosted confidence and self-esteem

"You certainly boost my morale if I feel depressed.. belonging to the GMS makes me feel needed as you give me encouragement if I'm feeling unsure. Your enthusiasm helps strengthen my independence. Thank you." Hazel, 69 years

"I have very few friends left and you're often the only voices I hear. My days used to be too short and now they're too long. Your people are relaxed, cheerful and take time to listen and make me feel good about my self. Your advice given in a friendly way helps. Good Morning have been a better source of 'little' news than the big organisations" in the pandemic." Michael, 84 years

Good Morning Project Limited

REPORT OF THE TRUSTEES For The Year Ended 31 March 2022

ACHIEVEMENT AND PERFORMANCE

d. 97% feel cared about

"They make me feel cared about and it's helpful to get advice on something that's bothering you. They're invaluable in this pandemic - and they never missed a call." Rachel, 87 years

"I always look forward to my call, it is just like chatting to a very dear friend. I feel like I'm part of a family. I can always ask for advice which means I can keep independent." Joe, 87 years

e. 99% overall sense of health and well-being is improved

"The staff take time to listen and make me feel that I have a purpose in life. I would say if it wasn't for GMS I would not be able to cope. The Team have helped me through this pandemic by phoning and listening to me... It's been a difficult time and I can't thank them all enough. They make me feel good about myself." Denis, 62 years

"Being on my own I feel supported by the team. On talking to the befrienders I feel my endorphins at work. I'm set up for the day after my call. It's just the service that keeps on giving. I tried to carry on as best I could during the worst of the pandemic and the info provided by you helped me distinguish fact from fiction." Dianne, 75 years

f. 98% feel safer at home

"I live alone and feel safe reassured that the team will offer assistance if/when I need it and they'll call my daughter if they don't get me. I can count on my calls and enjoy the chat, it makes me feel valued. The team are easy to chat with. Lockdown was hard being unable to get out. The GMS gave me regular updates. That contact was invaluable." Catherine, 90 years

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Good Morning Project Limited

REPORT OF THE TRUSTEES For The Year Ended 31 March 2022

ACHIEVEMENT AND PERFORMANCE

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Irene, aged 90, years sums up the Good Morning Service beautifully:

"I live alone, and suffer from diabetes. I go to bed confident if I should take a 'hypo' that the Good Morning caller will know something is amiss if I am not answering their call. It helps me stay independent as much as possible.

"It could be a very lonely day without the daily connection with your Good Morning service. I do get other phone calls but your service is consistent and a great treat each day. I know I'm cared about, all the callers have distinctive warm voices. I can't think of anything more supportive than your phone calls. you're full of concern and advice.

"The callers guide and advise me when I feel unsure, like a friendly family member would, and tell of their own experiences of similar situations. I feel more happy and confident in my everyday life since the calls began. I wish I'd known about it some time ago." Irene, 90 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.

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 Project Limited

REPORT OF THE TRUSTEES For The Year Ended 31 March 2022

ACHIEVEMENT AND PERFORMANCE

"Good Morning Service is a shining light in the third sector for services to the older population and others. Cutting edge before the pandemic, it has demonstrated during it why regular contact is so necessary to reduce social isolation, and to take proper care of people potentially at risk..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.

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Connected-----Safer-----Valued

Good Morning Project Limited

REPORT OF THE TRUSTEES For The Year Ended 31 March 2022

FINANCIAL REVIEW

Financial Review and Reserves Policy

The Charity's activities resulted in a net unrestricted income of £12,876 for the year. At the year end the Charity held £135,554 in cash at bank and in hand, of which £26,206 is payable in 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 £276,819 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 2022 has a balance of £136,501 with the Restricted Fund of £16,500. 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.

We know that in an uncertain funding environment whereby funding is only confirmed on an annual basis - and worse, quarterly - is detrimental to the organisation because uncertainty creates instability. By not funding in 5 year cycles we must continually seek new funding to protect the existing service provision. This is very resource intensive. It diverts resources away from organisational development and future-proof planning which, in turn, creates uncertainty and instability, which costs money: the cycle continues.

The uncertainty shown by local authorities by restricting funding cycles to 6 month and one year creates difficulty in attracting other funders. Similarly, giving indicative 3 year awards which can be cancelled on a yearly basis is effectively the same as giving an annual award.

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 become reticent (understandably). We never assume continuation of funding based on a long history of winning funding awards; it's public money which needs to be spent with best value in mind.

The Trustees would like to thank sincerely: Age Scotland, Andrew Paton's Charitable Trust, Bellahouston Bequest Fund, Charles Hayward Foundation, Dr Elizabeth Calder Memorial Trust, Dr & Mrs Olav Kerr Charitable Trust, Eda Lady Jardine Charitable Trust, Garfield Weston Foundation, Glasgow City Council, Glasgow Council for the Voluntary Sector, Glasgow Nursing and Medical Relief Association, Glasgow Social Enterprise Network, Grace Trust, Henry Smith Charity, Impact Funding Partners, James Inglis Testamentary Trust, J & JR Wilson Trust, JHT Charitable Trust, Kiltwalk, MEB Charitable Trust, Merchants House of Glasgow, Mr & Mrs William Donald's Memorial Trust, Mrs S N M Bowlby's Charitable Trust, Robertson Trust, Shepherd & Wedderburn, Stafford Trust, Swire Trust, Tennant Southpark Charitable Trust, Thomas Tunnocks Limited, Tudor Trust, W A Cargill Fund, Yaldi community lottery, 29th May 1961 Charitable Trust, and the many warm-hearted individuals who fund-raise or give grants and donations which are vital to ensure we can support 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.

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.

Good Morning Project Limited

REPORT OF THE TRUSTEES For The Year Ended 31 March 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

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

Trustees

A Dickson Treasurer
A Dickie
S Gordon
S Maule Chair
B Wilson
H Wynne
D Wilson

Good Morning Project Limited

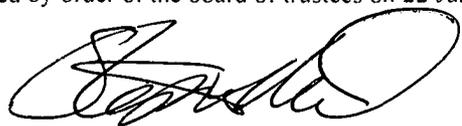
**REPORT OF THE TRUSTEES
For The Year Ended 31 March 2022**

REFERENCE AND ADMINISTRATIVE DETAILS

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 22 June 2022 and signed on its behalf by:

A handwritten signature in black ink, appearing to be 'S Maule', written in a cursive style.

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 2022 set out on pages sixteen to twenty six.

Respective responsibilities of trustees and examiner

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 (as amended). 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.

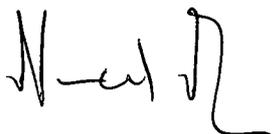
Independent examiner's statement

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

22 June 2022

Good Morning Project Limited

**STATEMENT OF FINANCIAL ACTIVITIES
For The Year Ended 31 March 2022**

	Notes	Unrestricted fund £	Restricted fund £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	73,328	193,427	266,755	268,206
Other trading activities	3	10,004	1	10,005	12,039
Investment income	4	<u>59</u>	<u>-</u>	<u>59</u>	<u>83</u>
Total		83,391	193,428	276,819	280,328
 EXPENDITURE ON					
Charitable activities					
Charitable activities		<u>70,515</u>	<u>193,428</u>	<u>263,943</u>	<u>284,483</u>
NET INCOME/(EXPENDITURE)		12,876	-	12,876	(4,155)
 RECONCILIATION OF FUNDS					
Total funds brought forward		<u>123,625</u>	<u>16,500</u>	<u>140,125</u>	<u>144,280</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>136,501</u></u>	<u><u>16,500</u></u>	<u><u>153,001</u></u>	<u><u>140,125</u></u>

The notes form part of these financial statements

Good Morning Project Limited

STATEMENT OF FINANCIAL POSITION 31 March 2022

	Notes	Unrestricted fund £	Restricted fund £	2022 Total funds £	2021 Total funds £
FIXED ASSETS					
Tangible assets	9	4,540	-	4,540	6,400
CURRENT ASSETS					
Debtors	10	33,237	5,876	39,113	15,075
Cash at bank and in hand		<u>99,381</u>	<u>36,173</u>	<u>135,554</u>	<u>160,150</u>
		132,618	42,049	174,667	175,225
CREDITORS					
Amounts falling due within one year	11	(657)	(25,549)	(26,206)	(41,500)
		<u>131,961</u>	<u>16,500</u>	<u>148,461</u>	<u>133,725</u>
NET CURRENT ASSETS					
		<u>136,501</u>	16,500	153,001	140,125
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>136,501</u>	<u>16,500</u>	<u>153,001</u>	<u>140,125</u>
NET ASSETS					
		<u>136,501</u>	<u>16,500</u>	<u>153,001</u>	<u>140,125</u>
FUNDS					
	12			136,501	123,625
Unrestricted funds				<u>16,500</u>	<u>16,500</u>
Restricted funds					
TOTAL FUNDS					
				<u>153,001</u>	<u>140,125</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2022 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.

The notes form part of these financial statements

Good Morning Project Limited

STATEMENT OF FINANCIAL POSITION - continued
31 March 2022

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 22 June 2022 and were signed on its behalf by:

A handwritten signature in black ink, appearing to read 'S Maule', written in a cursive style.

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 2022

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 2022**

2. DONATIONS AND LEGACIES

	2022	2021
	£	£
Grants	<u>266.755</u>	<u>268.206</u>

Good Morning Project Limited

NOTES TO THE FINANCIAL STATEMENTS - continued For The Year Ended 31 March 2022

2. DONATIONS AND LEGACIES - continued

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

	2022	2021
	£	£
Glasgow City Council-Integrated Grant Fund	-	44,302
Glasgow City Council -Communities Fund	36,427	19,577
Glasgow City Council-Scot. Govmt.Addressing Future Need	30,000	7,500
The Tudor Trust	30,000	32,000
Glasgow City Council-COVID Grant Funding	-	3,600
GCVS-Supporting Communities	-	20,000
Robertson Trust	20,000	20,000
Henry Smith Charity	34,000	33,000
Other grants	56	7,568
Bellahouston Bequest Fund	4,000	-
Christa Mary Hendrie Trust	-	500
Garfield Weston Foundation	15,000	-
Kitwalk	2,072	560
Winter Social Wellbeing Fund	3,000	4,000
J & JR Wilson Trust	2,000	2,000
W A Cargill	2,000	2,000
MEB Charitable Trust	1,000	1,000
Mr & Mrs William Donald	1,000	2,000
Stafford Trust	5,000	-
Swire Trust	2,500	-
Wellbeing for Longer Fund	40,000	40,000
Corra Wellbeing	-	4,000
E Gosling Trust	-	5,000
Schroder Trust	-	5,000
The Kells Trust	-	3,000
The 29th May Charitable Trust	3,000	3,000
Fondation Scotland Covid 19	-	8,599
Glasgow Community Mental Health & Wellbeing Fund	10,000	-
Dr & Mrs Olav Kerr Trust	10,000	-
Merchants House	5,000	-
Thomas Tunnock Ktd	200	-
The JHT Charitable Trust	500	-
The Grace Trust	1,000	-
Glasgow Nursing & Medical Relief Association	1,000	-
Mrs SNM Bowlby Charitable Trust	500	-
James Inglis Testamentary Trust	500	-
Dr Elizabeth Calder Memorial Trust	1,500	-
Tennant Southpark Charitable Trust	1,000	-
Eda Lady Jardine Charitable Trust	1,000	-
Andrew Paton's Charitable Trust	500	-
Shepperd & Wedderburn	2,000	-
Age Scotland Community Grants	1,000	-
	<u>266,755</u>	<u>268,206</u>

Good Morning Project Limited

NOTES TO THE FINANCIAL STATEMENTS - continued For The Year Ended 31 March 2022

3. OTHER TRADING ACTIVITIES

	2022	2021
	£	£
Fund raising & donations	<u>10,005</u>	<u>12,039</u>

4. INVESTMENT INCOME

	2022	2021
	£	£
Deposit account interest	<u>59</u>	<u>83</u>

5. NET INCOME/(EXPENDITURE)

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

	2022	2021
	£	£
Depreciation - owned assets	2,999	6,342
Other operating leases	<u>13,922</u>	<u>14,238</u>

6. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

TRUSTEES' EXPENSES

There were no trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

7. STAFF COSTS

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

	2022	2021
Management and staff	<u>18</u>	<u>18</u>

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

Good Morning Project Limited

NOTES TO THE FINANCIAL STATEMENTS - continued For The Year Ended 31 March 2022

8. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted fund £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	44,227	223,979	268,206
Other trading activities	12,038	1	12,039
Investment income	<u>83</u>	<u>-</u>	<u>83</u>
Total	56,348	223,980	280,328
 EXPENDITURE ON			
Charitable activities			
Charitable activities	<u>77,003</u>	<u>207,480</u>	<u>284,483</u>
NET INCOME/(EXPENDITURE)	(20,655)	16,500	(4,155)
 RECONCILIATION OF FUNDS			
Total funds brought forward	<u>144,280</u>	<u>-</u>	<u>144,280</u>
TOTAL FUNDS CARRIED FORWARD	<u>123,625</u>	<u>16,500</u>	<u>140,125</u>

9. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2021	3,128	26,685	29,813
Additions	-	1,139	1,139
Disposals	<u>-</u>	<u>(9,086)</u>	<u>(9,086)</u>
At 31 March 2022	<u>3,128</u>	<u>18,738</u>	<u>21,866</u>
 DEPRECIATION			
At 1 April 2021	3,128	20,285	23,413
Charge for year	-	2,999	2,999
Eliminated on disposal	<u>-</u>	<u>(9,086)</u>	<u>(9,086)</u>
At 31 March 2022	<u>3,128</u>	<u>14,198</u>	<u>17,326</u>
 NET BOOK VALUE			
At 31 March 2022	<u>-</u>	<u>4,540</u>	<u>4,540</u>
At 31 March 2021	<u>-</u>	<u>6,400</u>	<u>6,400</u>

Good Morning Project Limited

**NOTES TO THE FINANCIAL STATEMENTS - continued
For The Year Ended 31 March 2022**

10. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		2022	2021
		£	£
Other debtors		32,799	11,483
Prepayments and accrued income		<u>6,314</u>	<u>3,592</u>
		<u>39,113</u>	<u>15,075</u>

11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		2022	2021
		£	£
Trade creditors		1	1
Accruals and deferred income		-	15,000
Accrued expenses		<u>26,205</u>	<u>26,499</u>
		<u>26,206</u>	<u>41,500</u>

12. MOVEMENT IN FUNDS		Net movement in funds	At 31.3.22
	At 1.4.21	£	£
Unrestricted funds			
General fund	123,625	12,876	136,501
Restricted funds			
Restricted	16,500	-	16,500
	<u>140,125</u>	<u>12,876</u>	<u>153,001</u>

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

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	83,391	(70,515)	12,876
Restricted funds			
Restricted	193,428	(193,428)	-
	<u>276,819</u>	<u>(263,943)</u>	<u>12,876</u>

Good Morning Project Limited

NOTES TO THE FINANCIAL STATEMENTS - continued For The Year Ended 31 March 2022

12. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
General fund	144,280	(20,655)	123,625
Restricted funds			
Restricted	-	16,500	16,500
	<u>144,280</u>	<u>(4,155)</u>	<u>140,125</u>
TOTAL FUNDS			

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	56,348	(77,003)	(20,655)
Restricted funds			
Restricted	223,980	(207,480)	16,500
	<u>280,328</u>	<u>(284,483)</u>	<u>(4,155)</u>
TOTAL FUNDS			

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

	At 1.4.20 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
General fund	144,280	(7,779)	136,501
Restricted funds			
Restricted	-	16,500	16,500
	<u>144,280</u>	<u>8,721</u>	<u>153,001</u>
TOTAL FUNDS			

Good Morning Project Limited

NOTES TO THE FINANCIAL STATEMENTS - continued For The Year Ended 31 March 2022

12. MOVEMENT IN FUNDS - continued

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	139,739	(147,518)	(7,779)
Restricted funds			
Restricted	417,408	(400,908)	16,500
TOTAL FUNDS	<u>557,147</u>	<u>(548,426)</u>	<u>8,721</u>

13. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022.

Good Morning Project Limited

DETAILED STATEMENT OF FINANCIAL ACTIVITIES For The Year Ended 31 March 2022

	2022 £	2021 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Grants	266,755	268,206
Other trading activities		
Fund raising & donations	10,005	12,039
Investment income		
Deposit account interest	<u>59</u>	<u>83</u>
Total incoming resources	276,819	280,328
EXPENDITURE		
Charitable activities		
Employment Costs	169,844	184,430
Employers National Insurance	4,378	5,298
Other Pension Costs	4,003	4,037
Rent & electricity	13,922	14,238
Travelling	(43)	91
Insurance	1,420	1,139
Computer costs	10,187	12,592
Post & telephone	13,030	13,194
Stationery & office supplies	3,001	3,382
Publicity & advertising	4,298	6,102
Miscellaneous equipment	456	747
Payroll fees	2,151	2,210
Subscriptions & publications	826	841
Bank charges	99	-
Miscellaneous	659	721
Training	1,711	335
Depreciation of tangible fixed assets	<u>3,000</u>	<u>6,342</u>
	232,942	255,699
Support costs		
Governance costs		
Accountancy and legal fees	<u>31,001</u>	<u>28,784</u>
Total resources expended	<u>263,943</u>	<u>284,483</u>
Net income/(expenditure)	<u><u>12,876</u></u>	<u><u>(4,155)</u></u>

This page does not form part of the statutory financial statements