



Annual Report and Charity Financial Statements

31 March 2021

Charity No: SC017093

Company No: SC394447



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Charity Information

Board of Directors

Douglas Alexander (appointed 2 September 2020)
Daniel Gunn (retired 20 November 2020)
Bartholomew James Hunt (retired 2 September 2020)
Brian Mackie (appointed 2 September 2020)
Richard Maconachie (appointed 2 September 2020)
Mary Martindale
Michael McCabe
Andrew McGowan
Scott Barton McMaster
Carolann Miller (appointed 2 September 2020)
Elizabeth Taylor (Vice Chair)
Phil Taylor (Chair)
Rachel Louise Thomson (retired 20 November 2020)

Chief Executive

Janet Haugh

Company secretary

Janet Haugh (retired 2 September 2020)
Sharon McGowan (appointed 2 September 2020)

Registered office

Ypeople Building
15 Dava Street
Glasgow
G51 2JA

Scottish Charity Number

SC017093

Scottish Company Number

SC394447

External Auditor

BDO LLP
4 Atlantic Quay
70 York Street
Glasgow
G2 8JX

Solicitors

DWF LLPM
Dalmore House
310 St Vincent Street
Glasgow
G2 5QR

Anderson Strathern
George House
50 George Square
Glasgow
G2 1EH

Bankers

Bank of Scotland
Level 6
110 St Vincent Street
Glasgow
G2 5ER

Investment Managers

Macarthur Denton
Sovereign House
153 Queen Street
Glasgow
G1 3BJ

A message from our Board Chair and Chief Executive

Ypeople exists to help people going through tough times to make positive changes in their lives. By walking alongside people and forming trusting relationships, we build on their strengths so they can look to the future with hope.

Like many organisations, when the coronavirus pandemic happened, it was one of the biggest changes and challenges our charity has faced. Despite the constant uncertainty placed on us all, we never stopped our support for the people who needed our help the most, and we are incredibly proud of the way in which our people – staff, volunteers, and people we support – responded to the crisis.

It is thanks to our incredible 254 staff and volunteers up and down the country, the majority of whom were carrying out key worker roles, that we were able to always be there for 4,164 people, regardless of the challenges the pandemic threw up.

Together, we kept services open round-the-clock and help to prevent homelessness for 3,841 people. Our accommodation remained open, and we expanded and tailored existing services to support local and national Government priorities to end rough sleeping during the pandemic.

As the country experienced ongoing lockdowns, missing human connections from loved ones was undoubtedly a shared emotion felt by many worldwide. But for those at risk of homelessness or already separated from family, we know the pandemic only intensified those feelings of loneliness. As always, our teams never stopped thinking of innovative ways to keep people feeling connected. Moving quickly, we provided a blended mix of digital delivery and face-to-face community support, counselling, and mentoring, always recognising what was right for the individual and their emotional needs.

We are delighted to report that last year, 90% of staff told us they were proud to work at Ypeople. However, one area of feedback was that they would like to see an improvement to our employee benefits package. This led to us enhancing our maternity, paternity, and adoption leave, along with greater flexibility around holidays, which we hope adds value to our people's lives and supports our aim of being an employer of choice.

Our team spans over 300 miles from Orkney to South Lanarkshire, so while we missed face-to-face interactions, the introduction of video facilities was an opportunity to bring more people together more frequently and increase collaboration across different service areas. Being apart didn't stop us holding our annual Staff Festival and making it the most memorable event to date! Last December, we brought together more than 150 staff and volunteers (virtually) for two days of learning, sharing ideas, and taking the time to recognise and celebrate everyone's achievements throughout the pandemic.

Our people focused culture and values are at the heart of how we work. Simply put, we know our staff deliver incredible life-changing work but whilst they are very experienced in working with people with significant trauma, as an employer we also have a duty to support the mental health and wellbeing of staff and volunteers too. Acting on this last year, we developed an online 'Health Hub', which hosts a wealth of information and signposts to our dedicated counselling service. In addition, we ran a series of virtual mindfulness sessions, walking challenges, and social events to bring people together. As we look beyond the pandemic, we have chosen to invest further in this area, creating a new role of Wellbeing Manager, which will be a crucial support for our teams.

We take enormous pride that our services are rooted within local communities. Our support is for everyone who makes up our diverse communities, regardless of age, gender, or background. The past year has shown that we may live in unprecedented times, but we live in an age of incredible compassion. At the height of the pandemic, local businesses, schools, and individuals reached out with prepared meals, Christmas presents and other donations for children, families and adults using our services. As a charity, we are always grateful for support, and we never underestimate how small acts of kindness can go a long way in making someone's day a little brighter.

The long-term impact of the pandemic might not yet be fully understood. However, we are already seeing the immediate increase of mental health issues amongst those we support. We have extensive experience in helping people through the toughest times in life and are working hard to future-proof services through investment and quality assurance.

We are delighted to report we achieved success with 76% of funding proposals submitted, allowing us to maintain and develop services for our children and families, access to the private rented sector, and counselling services. Furthermore, we developed a Quality Improvement Framework across services, an Audit and Risk Committee, and invested in a Learning and Development post to ensure our staff meet the highest standards of care while continuing their own personal and professional development.

We believe that tough times are a moment in time, no matter how long that moment lasts. And someone's past should not define their future. In times of global change, people coming together and supporting one another has never been so important.



“Thank you to our incredible staff, volunteers, and partners for helping to strengthen our support for thousands of people to feel healthier and be happier in their lives and at home.”

And we would also like to thank all those we were able to support in some way over the last year – thank you for allowing us to be part of your journey.

We hope you enjoy reading this report, and please do get in touch if you would like to know more about supporting our work.

A handwritten signature in black ink, appearing to read 'Phil Taylor'.

Phil Taylor
Chair

Date: 8 September 2021

A handwritten signature in black ink, appearing to read 'Janet Haugh'.

Janet Haugh
Chief Executive

Date: 8 September 2021



People's Stories

*Craig, 55, received support from Your Home service in Edinburgh, which provides varied support from securing a house or tenancy to managing your money and knowing your rights. Craig's sister put him forward for our support at the start of the pandemic in 2020.

"I was going through a very low time in my life. I always worked but had to move to Edinburgh from Northern Ireland to look after my mum. To be honest, I was mentally and physically vulnerable and became extremely worried about money and trying to understand housing costs and universal credits. It is a daunting system for someone like me who doesn't know who to turn to for help.

Without the virtual support of my Ypeople worker during the pandemic, I don't know how I would have coped. He went above and beyond; making calls on my behalf, getting me set up financially, and took my stress away so I could concentrate on my physical injuries.

When people are as low as I was, many things have caused them to be in that situation at that moment in time. I kept getting knocked down, but I would not have kept getting back up if it weren't for my support worker. Thank you from my heart and soul. I will never forget my support worker and how much he has helped me."

* Name has been anonymised

Due to a chaotic family life, Lauren, 20, from Glasgow was referred to our supported housing service for young people, Branston Court. During her stay, Lauren built trusting relationships with our support staff which had a massive impact on her mental health and wellbeing. After living with us for more than year, Lauren was ready to take the next step and move into her own flat. She is now studying social science at college with the hope of one day becoming a criminologist.

"Covid-19 has been really hard, and I have struggled a lot with my mental health. Being isolated made it ten times worse, but the staff at Branston Court were amazing. To be honest, they kept everyone going. They constantly checked in and were always there to listen. You felt like it was more than a job to them.

I miss all the staff but after two years so much has changed for the better for me. I know I have the skills and confidence I need to go and live my life. I would love to support other young people who are going through hard times by being a mentor for young people in the future."

Trustees' Annual Report

(incorporating the strategic report and Directors' report)
for the year ended 31 March 2021

The Trustees, who are also directors of the charitable company, are pleased to present their Report together with the Audited Financial Statements for the year ended 31 March 2021. The Trustees who served during the period covered by this report are listed on page 1.

Our mission:

Supporting positive change in people's lives

Our values

Our values are at the heart of everything we do. By living and wearing them on our sleeves, we have formed a unique person-centred culture where teamwork and kindness are key.

Respect

We treat everyone fairly and value diversity

Integrity

We are honest, professional, and our actions are guided by best practice

Compassion

We understand people's life journeys and show kindness to everyone

Aspirational

We strive to be the best we can be for our staff, the people we support and our partners

Reflective

We learn and adapt, embrace change, and celebrate success

Our charitable objectives

- To support positive change in people's lives.
- To promote equality and diversity and racial harmony based on equal value of all persons.
- To promote the intellectual, social, and physical wellbeing of all people who are deemed to need our service.
- To advance education to enable people to improve their understanding of the world, of themselves and of one another.
- To advance citizenship and community development to encourage the involvement of people in the care and work for others.
- To relieve those in need by reason of their age, ill-health, disability, financial hardship or other disadvantage.

Our strategic priorities

As we continue to expand our support, our strategic priorities set out goals for the year, reflecting our values and overarching charity objectives. These are:

1. To deliver the best possible services, developed with, and for, the people we support
2. To continually learn and improve our services and bring new ideas to life
3. To tackle the root causes of exclusion and support people to realise their full potential
4. To be a responsible and ethical organisation, with effective governance
5. To celebrate the achievements of the people we support, our staff and volunteers

Our 3-year strategic plan would have ended in March 2021, however due to the COVID-19 pandemic we extended the existing plan. To help us achieve our ambitions we are focusing on the following key areas; investment in infrastructure to strengthen the organisation and support ongoing growth, the retention of all services and expansion in areas where we can add value and contribute our expertise to the people and communities who need our support the most.

In order to deliver on all our priorities, we have developed a two-pillar approach of 'Recover, Reflect and Reform', and 'People, Process and Priorities' to prepare for the future. This will address both short and medium-term priorities with our aim of Creating a Strong, Agile Organisation with People at its Heart.

1. Recover, Reflect and Reform

Short-term we will continue to respond to Covid-19 and focus on recovering from the impact of the pandemic.

As we recover, we will take time to reflect on changes made to our services and use lessons learnt to consider how we can improve our services and continue to evolve as the country adapts to a changed world.

2. People, Process and Priorities

Our medium-term programme will see us continue to invest in our infrastructure to ensure that not only is this fit for purpose within the forthcoming financial year, but that we have a strong foundation to allow the organisation to achieve further growth. We will focus on our People, Processes and Priorities, and continue to develop and improve our existing services and respond to opportunities to expand in other areas where we can add value.

About our support

Rooted in the hearts of communities across the country, we deliver 20 services for children and adults with the purpose of preventing homelessness and providing a safe and trusted space for people going through hard times.

- Providing somewhere safe to stay through accommodation
- Help to find & keep a tenancy through reach out community support
- Coaching and counselling to build people's strengths and focus on the future
- Mentoring for children and young people who are looked after at home by the local authority or are looked after in a residential setting
- Help to develop life skills and build on strengths
- Help to access other specialised services and opportunities within local communities

Where we provide support

Working closely with local authority partners and other specialist organisations, our work expands across eight areas:

East Dunbartonshire
Edinburgh
Glasgow
Highlands
North Lanarkshire
South Lanarkshire
West Dunbartonshire
Orkney

Our Services

Accommodation and support

Broomhouse Supported Accommodation
Fusion Supported Accommodation
Pilton Supported Accommodation
Branston Court Supported Accommodation
Highland Throughcare / Aftercare
Orkney Supported Accommodation
Pathways

Reach Out support within communities

East Dunbartonshire Reach Out
People First
Your Home
Highland Reach Out
Glasgow Reach Out

Improving access and opportunities to permanent housing

Glasgow Rent Deposit Scheme
East Dunbartonshire Temporary Accommodation
Glasgow Key Fund
Glasgow Reach Out
South Lanarkshire Rent Deposit Guarantee

Providing mental health and wellbeing support to children and young people

The Calm Project, Glasgow
Intandem (part of Inspiring Scotland's national mentoring programme)
Y-Talk Youth Counselling

Impact of the pandemic on services

When the pandemic hit, the organisation acted quickly to ensure minimal impact to the running of services. Throughout the crisis, a number of actions were taken to protect our staff and the people we support. To ensure effective decision making and governance, a COVID-19 committee was established as a temporary Committee to assist the Board in exercising its responsibilities. In addition, Crisis Response Team were formed at leadership and management levels covering all services.

It was important to stay up to date with the latest Government restrictions and lockdowns, to ensure our practice reflected the latest guidance and could easily and quickly adapt. A measure put in place was a series of training and straightforward protocols and 'bubble rotas' for each service to ensure flexibility and minimum impact on staff and those we support.

Whilst we were pleased to report there was minimal impact on the continued running of the majority of services, unfortunately the impact of Covid-19 resulted in the closure of Out of School Care service. For some time, the whole service faced ongoing challenges to maintain a consistent level of uptake across 4 schools in Glasgow for the model to be secure in the long-term. Sadly, the pandemic intensified these issues and service places were at an all-time low when we reopened after lockdown. With the uncertainty around the pandemic and low demand for the service, it became an unsustainable model for Ypeople to continue.

Our Impact

Our everyday actions of walking alongside people helps to create a big impact on the lives of thousands of children and adults every year. While our success is ultimately determined by a person's personal growth in their own journey, here is a snapshot of the far-reaching difference we made in 2020/2021.

Thanks to our dedicated staff team we never stopped our support throughout the pandemic. We reached more people than ever before, with **4,164** people supported through housing, community support, counselling, or mentoring.

- Prevented homelessness for **3,841** people by providing a safe and welcoming place to stay
- **86%** of people were more confident and able to move on in their own lives after connecting with our services. For example, moving into a new home, repairing relationships, feeling a stronger sense of self-esteem and more confident and informed to take the next steps in their life on their own
- **323** children and young people, received care, counselling and mentoring
- **1,340** mentoring sessions were carried out by our volunteers to children and young people. More than double from the previous year
- **89%** regularly engaged with the support their received

Key achievements

- **To be an employer of choice**
 - We welcomed **57 new staff** to Ypeople
 - We delivered over **4,000** hours of training
 - **31 people** were supported to start SVQ (level 3 or 4 in health and social and leadership and management through our accredited SVQ centre)
 - **90%** of our staff said that they were "proud to work for Ypeople"
- **Our services are of the highest standard**
 - We embedded new systems and frameworks for quality assurance
- **Develop services that proactively tackle the root causes of exclusion, and support the people we support to realise their potential**
 - We submitted 32 tenders or proposals, **76%** of which were successful.
 - We grew our offering in Orkney and Highland and retained contracts in Glasgow for mentoring and South Lanarkshire for our rent deposit service.
- **To provide strong governance**
 - We embedded robust approaches across our services to ensure high quality governance, including business plans, service plans, a reviewed KPI framework, and a clearer line of sight from operations to strategy
- **To celebrate the achievements of people we support, staff and volunteers.** We brought all team together with our first online Staff Festival which saw inspirational speakers, workshops, and held a special awards ceremony to recognise and celebrate our incredible team

Delivering High Standards

Quality is paramount for Ypeople. We have robust policies and procedures in place which are regularly reviewed to ensure that they are in line with best practice and meet all regulatory and statutory requirements. Internal audits are carried out annually across the organisation by our Practice and Quality Manager and action taken as required to further improve our services.

Care Inspectorate

We have introduced new processes to ensure that we have a culture of continuous improvement, and we have revised our service audit process to provide greater transparency and learning, with a view to further improving the results our registered services have received at Care Inspectorate.



Our People

As a learning organisation, we continually reflect on our experiences to keep strengthening the support we provide. Fundamental to the continued success and growth of the organisation is the commitment, motivation, and skills of our employees.

Learning

We have comprehensive learning and development programme in place to ensure all staff have the desired level of skills and technical experience to fulfil their role. This year, we invested in a new post of Learning and Development Lead, to allow us to further expand our training and development offer to staff. A full induction process is in place which covers all aspects of Health and Safety, and organisational and operational policies and procedures. We also provide a comprehensive training schedule which takes into consideration the specific need of the employee, and their working environment. Staff also have access to an E-Learning platform.

We are proud to operate as an SQA Approved Centre to support staff to achieve SVQ qualifications relevant to their position. Ongoing training needs are identified through regular support and supervision and annual appraisal processes to ensure staff have the support in place and capabilities to deliver a high-quality service that meets our operational and strategic aims and objectives.

Recognising and celebrating success

More than 150 staff and volunteers joined together online at our first Staff Festival via Microsoft Teams in December 2020.

Being online didn't stop us from making the event as memorable, fun, and valuable as possible. There was

a range of workshops from external speakers and entertainment from music and comedy acts, and a live Q&As with the Leadership team. One of the highlights was our annual Staff Awards which recognised and celebrated the achievements of our incredible staff and volunteers who always go the extra mile for people we support.

Listening and acting

Every year we carry out a comprehensive Employee Engagement Survey to gather feedback and views from our staff to help us to learn and look for areas of strength and development.



Feedback from staff in the 2020 survey highlighted:

- 90% are proud to be an employee of Ypeople
- 93% would recommend someone to work with Ypeople
- 97% feel they are treated with respect by their manager and colleagues
- 90% feel they have opportunities at work to learn and grown
- 90% are empowered to take responsibility for their role and development

Throughout 2020, we have received or held the following accreditations:

- European Foundation for Quality Management – 5 Stars
- Investors in Young People – Gold
- Healthy Working Life's – Bronze and Silver
- Living Wage Employers
- Disability Confident Committed Employer
- LGBT Charter

Thank you to our funders and supporters

We are incredibly grateful to everyone who has provided funding, in-kind support, volunteered their time or supported us in any way throughout the past year. Thank you to each and every one of you. We could not have done it without you!



Looking ahead

We will continue to deliver our Strategic Plan 2018-2022 to support our mission to expand and strengthen our work within communities so that more people can feel healthier, happier in their lives and at home. Alongside this, we will continue to work hard to recover from the pandemic, minimise impact on delivery of services and continue to adapt to new ways of working.

1. Developing support for children and families

In June 2021, we were awarded a contract to provide intensive family support in Glasgow, growing our offering to children and families across the city. This new service will support families to build on their strengths through a model of Voice, Validation and Hope, working alongside them to increase resilience and improve relationships.

2. Developing Partnerships

Collaboration with like-minded organisations is key to help us collectively tackle the causes and cycles of homelessness. Putting people at the heart of our work, we will continue to be a key partner for the Glasgow Alliance to End Homelessness and ensure our accommodation services within the city continue to support people to take steps to live independently.

In 2020, we secured funding from the Corra Foundation as part of The Promise: The Scottish Government's action plan to fulfil the recommendations set out in the Independent Care Review for looked after children and young people. This upcoming year we will embed the principles of The Promise across our children and families support, while giving young people from care experience backgrounds a stronger voice in the design of future services.

3. Strengthening how we measure and define our impact

We are currently carrying out a strategic review and brand exercise. The purpose of this activity is to find out what is working well, identify areas of development, and help us strengthen our measurement and reporting on the impact of our work on those we support, in order to inform the future organisational strategy.

As a charity with an ambition to strengthen its support in critical areas, this is a vital exercise to help us safeguard our charity's future and ensure the long-term sustainability of our support for people who need the most help to move forward in their lives.



Financial Review

Total charity income for the year, amounted to £11,046k which is an increase of 9% on the previous year (2020 - £10,101k), before loss on actuarial valuation, gain on investments, and loss on sale of investment property. Loss on actuarial valuation for the year was £192k, gain on valuation of investments for the year was £34k, and the loss on disposal of investment property for the year was £17k. Operating costs within the year were £10,678k which is an increase of 10% (2020 - £9,741k). This has resulted in a surplus for the year of £193k (2020 - £349k surplus).

Reserves of the organisation at the year end are as follows:

Unrestricted:

	Charity
• General	£1,623,026
• Pension	(£697,761)
• Designated Funds	£3,444,260
• Restricted	£486,947

Refer to note 20 for an explanation of funds.

Within the year income was:

	Charity
• Donations received	£25k
• Project and Contract Income	£11,019k
• Investment Income	£1k

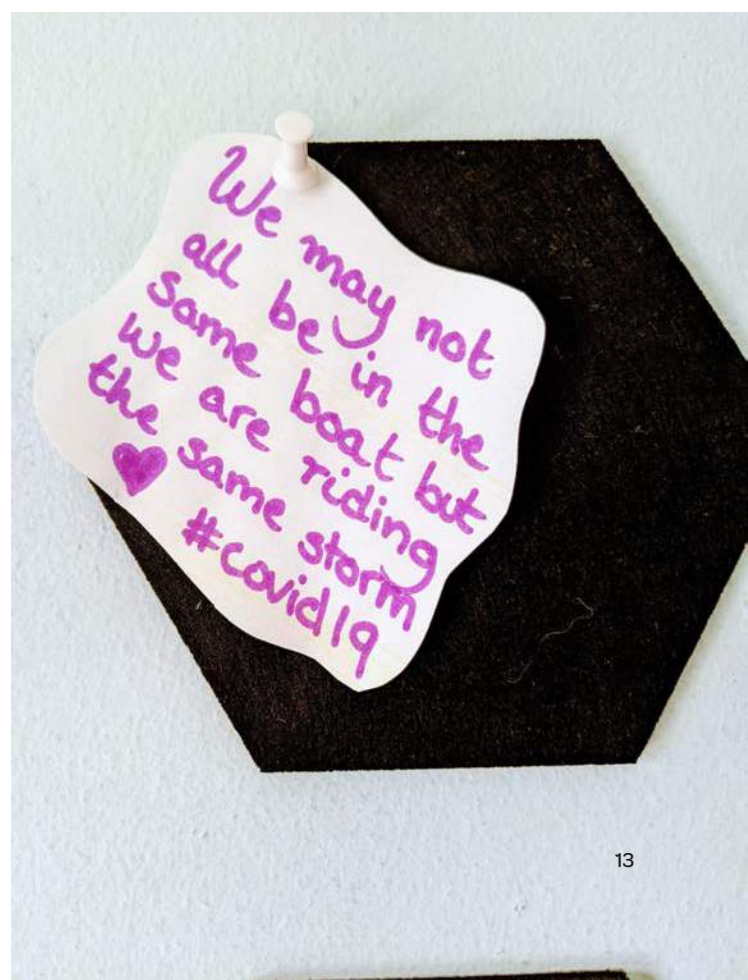
Income increased in the year due to the development and expansion of existing services and creation of new income streams.

Reserves Policy

It is the policy of the charity to maintain general funds, which have arisen from past operating results at an appropriate level. Based on current requirements, the policy reserve level is £1,040k. This allows sufficient funds to enable the on-going work of the charity to be maintained in line with its charitable objectives. The charity currently has free reserves (being unrestricted funds excluding pension and unrestricted designated funds) of £1,397k and meets its reserve levels.

Investment Policy

In accordance with the Articles of Association, the Directors have power to acquire and sell investments and to hold them in a nominee name. The Charity held listed share investments of £226k as at 31 March 2021 and has no plan to purchase or sell any shares at this stage.



Going Concern

The financial statements have been prepared on a going concern basis. Forecasts and cash flows have been prepared including reverse stress testing in respect of availability of funding and income resources to assess the impact that COVID-19 will have on the charity's liquidity and ability to continue as a going concern. Based upon the forecasts and cash flows prepared, the Trustees are confident that the actions and strategies implemented together with the financial results support the going concern position. The charity also has sufficient cash reserves which could be utilised if there was a requirement to do so. The Trustees believe that the impact of COVID-19 does not present a material uncertainty to the charity. Therefore, a going concern basis of accounting has been adopted when preparing the financial statements.



Risk Review

Ypeople has a duty of care to the people we support, our staff, volunteers, and partners. To ensure that our work can continue to effectively make a difference to people's lives, Ypeople has established further structures and processes to manage risks.

Through the Committee and Board Structure that was put in place within the year, the Directors have continually reviewed and assessed the major risks to which the entity was exposed and have acted where necessary to mitigate those risks. An organisational Risk Register is in place and is being used by management and presented to the Board at each meeting for discussion and review.

Like all organisations, Ypeople was significantly impacted by COVID-19. Throughout this unprecedented situation, a number of actions were taken to protect our staff, the people we support, our services and the communities we serve.

To ensure effective decision making and governance, a COVID-19 Committee was established to assist the Board in exercising its responsibilities during the COVID-19 pandemic. In addition, Crisis Response Teams were formed at both leadership and management level covering all services.

One of our first priorities in response to the pandemic was the development of a COVID-19 specific risk register, with risk assessments conducted for both individual services and across different service types. These were continually reviewed and updated in line with Government, Public Health and NHS advice and legislative changes. Actions were taken to mitigate these risks, including the development of new and updated policies, revised procedures, regular reporting and the roll-out of training across the organisation.

Our staff and volunteers responded with compassion, composure and determination and we were delighted that throughout the pandemic, we were able to deliver all of our services, except our out-of-school services that were forced to close with Scottish schools. Services were adapted to reflect our changing environment, which included staff working from home; counselling, mentoring and reach out services being delivered using telephones and digital solutions to provide support; maintenance team and accommodation staff changing the way they work to minimise the risk of cross-contamination, whilst continuing to provide high-quality, essential services.

Going forward, the main risks to the organisation will be the ongoing impact of the COVID-19 pandemic and ensuring that the organisation achieves its planned targets in line with its strategic goals.

In response to the pandemic, the organisation has carried out a number of forecasting exercises at a charity level to assess the financial impact of COVID-19. This has included scenario planning and reverse stress testing. Based upon the financial scenarios produced and the aforementioned actions taken to mitigate the risk of COVID-19, the organisation is satisfied that it will be able to continue its operations for the foreseeable future. The organisation also has sufficient cash levels and is anticipating further growth in line with its strategic objectives.

Key to our future success, will be our ongoing flexible approach to the way we work. We have planned a twin-track approach to prepare for the future, which will see us Recover, Reflect, and Reform our services and policies where appropriate. We will also continue to invest in our infrastructure to ensure that not only is it fit for purpose within the forthcoming financial year, but that we have strong foundations to allow the organisation to achieve future growth.



We will focus on our People, Processes and Priorities, and continue to develop and improve our existing services and allow us to expand in other areas where we can add value. We will continue to utilise our specialist skills, to achieve our mission in making a positive change to the life of the people we work with.

Another integral component in mitigating these risks will be the ongoing development of our existing relationships with our funders, partners, and key stakeholders, adopting a collaborative approach where possible to ensure that our services continue to be appropriate and suitable for people's needs. We will continue to evaluate and monitor the quality of our services and ensure that is clearly evidenced, and we will apply our knowledge and awareness of changes within the sector to adapt in a proactive manner to external factors.

Governance and Management of the Charity

Trustees

The entity operates under its Articles of Association and is a company limited by guarantee. The governing body is the Board of Directors, which consists of no more than 15. The Directors are also members of the Company and charitable Trustees.

Trustees are recruited through national recruitment campaigns, with successful candidates selected through a robust interview process.

Each year there is an induction and training session for new and continuing Directors. Qualifying third party indemnity provisions are in place for the benefit of the directors throughout the year.

There are currently 10 Trustees, who meet four times each year to review strategy and performance. At least one of those meetings will be for a full day to allow an in-depth review of the charity's past performance and future direction. In 2020 an Audit and Risk Committee was established, meeting four times per year to assist the Board in exercising their responsibilities for oversight of governance, financial control, reporting and audit, and compliance and risk within Ypeople.

Demerger

In 2016 YWCA Scotland merged with Ypeople and became part of the Ypeople group. During the last 5 year period Ypeople has offered significant business support to YWCA Scotland to ensure that the organisation was able to manage and survive this challenging period within their history. YWCA Scotland took the decision to demerge from the Ypeople group in March 2021, and the demerger was legally concluded on the 31 March 2021. As part of the demerger process Ypeople agreed to waive the outstanding loan amount due by YWCA Scotland for the value of £40,000.

Management

The Ypeople Trustees delegate the day-to-day operations of the charity to the Chief Executive, supported by the Leadership Team. The senior members of staff and their responsibilities at the date of this report are as follows:

Janet Haugh, Chief Executive Officer
Renzo Cardosi, Head of Development
Sharon McGowan, Head of Finance
Jennifer Allan, Head of People
David Gaughan, Head of Services
Fiona McAuliffe, Head of Communications

The above listed management personnel are authorised by the Board to make decisions on the day to day running of the organisation. This includes financial, staffing, and operational decisions. The remuneration of the charities key management is set, monitored, and reviewed by the Board. The overall pay budget for the key management posts will take into account factors such as external benchmarking, performance of role holders and other factors such as affordability.

Auditor

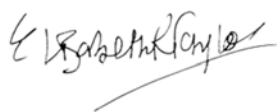
It is the Trustees' assessment that all necessary steps have been taken to ensure that the auditor has been made aware of all relevant audit information and as such there is no relevant audit information which the auditor has not been made aware of.

On behalf of the Trustees:



Phil Taylor
Chair

Date: 8 September 2021



Elizabeth Taylor
Vice Chair

Date: 8 September 2021



Statement of Trustees' Responsibilities

For the year ended 31 March 2021

The Trustees are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company law and charity law requires the Trustees to prepare financial statements for each financial year in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law and charity law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charity for that period.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006 and the Charities and Trustee Investment (Scotland) Act 2005. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Independent Auditor's Report

To the Members and Trustees of Ypeople

Opinion on the financial statements

In our opinion, the financial statements:

- give a true and fair view of the state of the Charitable Company's affairs as at 31 March 2021 and of its incoming resources and application of resources for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006.

We have audited the financial statements of Ypeople ("the Charitable Company") for the year ended 31 March 2021 which comprise the statement of financial activities, the balance sheet, the cash flow statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the

Auditor's responsibilities for the audit of the financial statements section of our report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence

We remain independent of the Charitable Company in accordance with the ethical requirements relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements.

Conclusions related to going concern

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

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

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

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the Report, other than the financial statements and our auditor's report thereon. The other information comprises: the Trustees' Annual Report.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other

information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Other Companies Act 2006 reporting

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Annual Report, which includes the Directors' Report and the Strategic report prepared for the purposes of Company Law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Strategic report and the Directors' Report included within the Trustees' Annual Report have been prepared in accordance with applicable legal requirements.

In the light of the knowledge and understanding of the Charitable Company and its environment obtained in the course of the audit, we have not identified material misstatement in the Strategic report or the Trustees' report.

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



- proper and adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Statement of Trustees' Responsibilities, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with the Acts and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

The procedures that we designed and executed included:

- performing analytical procedures to identify unusual or unexpected relationships that may indicate risks of material misstatement due to fraud. Areas of identified risk were then tested substantively;
- reading minutes of meetings of those charged with governance; reviewing correspondence with regulatory bodies and from legal advisors to identify indications of non-compliance with laws and regulations;
- determining whether the accounting policies and presentation adopted in the financial statements are in accordance with applicable law and United Kingdom Accounting Standards, including Financial

Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice) and Charities SORP;

- addressing the risk of fraud through management override of controls by testing the appropriateness of journal entries and other adjustments; assessing whether the judgements made in accounting estimates are indicative of a potential bias; and evaluating the business rationale of significant transactions that are unusual or outside the normal course of business;
- vouching balances and reconciling items in key control account reconciliations to supporting documentation as at 31 March 2021;
- carrying out detailed testing, on a sample basis, of transactions and balances agreeing to appropriate documentary evidence to verify the completeness, existence and accuracy of the reported financial statements; and
- evaluation and testing of the operating effectiveness of management's controls designed to prevent and detect irregularities; such as the authorisation of expenditure.

Our audit procedures were designed to respond to risks of material misstatement in the financial statements, recognising that the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery, misrepresentations or through collusion. There are inherent limitations in the audit procedures performed and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we are to become aware of it.

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

Use of our report

This report is made solely to the Charitable Company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006, and to the Charitable Company's Trustees, as a body, in accordance with the Charities and Trustee Investment (Scotland) Act 2005. Our audit work has been undertaken so that we might state to the Charitable Company's members and Trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Charitable Company, the Charitable Company's members as a body and the Charitable Company's Trustees as a body, for our audit work, for this report, or for the opinions we have formed.

DocuSigned by:
Martin Gill
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Martin Gill
Senior Statutory Auditor
For and on behalf of BDO LLP,
statutory auditor
Glasgow, UK

Date: 15 September 2021

BDO LLP is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

BDO LLP is a limited liability partnership registered in England and Wales (with registered number OC305127).

Charity Statement of Financial Activities

(incorporating income and expenditure account and statement of recognised gains and losses) For the year ended 31 March 2021

	Notes	General	Designated Funds	Restricted	2021	2020
		£	£	£	£	£
Income						
Donations and legacies	2	9,030	-	16,201	25,231	17,052
Income from charitable activities:						
Grant and contract income	3	9,957,613	-	1,061,682	11,019,295	10,082,449
Investment income		1,208	-	-	1,208	1,630
Total income		9,967,851	-	1,077,883	11,045,734	10,101,131
Expenditure:						
Charitable activities	4	9,527,288	149,349	1,001,844	10,678,481	9,740,807
Total expenditure		9,527,288	149,349	1,001,844	10,678,481	9,740,807
Loss on Sale Investment Property		-	(16,500)	-	(16,500)	-
Net (losses)/gains on investments	11	33,732	-	-	33,732	(11,001)
Net income/(expenditure) before transfers		474,295	(165,849)	76,039	384,485	-
Transfer between funds	19	154,147	(154,147)	-	-	-
Other recognised gains and losses						
Actuarial (loss)/gain on defined benefit pension scheme		(191,825)	-	-	(191,825)	-
Movement in funds		436,617	(319,996)	76,039	(191,825)	349,323
Total funds brought forward at 1 April 2020	18	488,648	3,764,256	410,908	4,663,812	4,314,489
Total funds carried forward at 31 March 2021	18, 21	925,265	3,444,260	486,947	4,856,472	4,663,812

The statement of financial activities includes all gains and losses recognised in the year and prior year. All income and expenditure derive from continuing activities in the current and prior year. The notes on pages 27 to 44 form part of these financial statements.

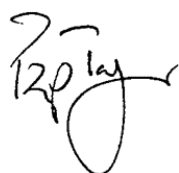
Ypeople Charity Balance Sheet

As at 31 March 2021

Company Registration Number: SC394447

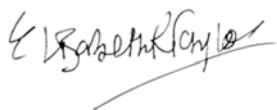
	Notes	Charity 2021	Charity 2020
		£	£
Fixed Assets			
Tangible fixed assets	9	3,314,356	3,728,872
Investment property	10	-	330,000
Investments	11	225,940	192,208
Total Fixed Assets		3,540,296	4,251,080
Current assets			
Debtors	12	1,117,495	1,286,247
Cash in bank and on hand		2,154,115	927,869
Total Current Assets		3,271,610	2,214,116
Liabilities			
Creditors amounts falling due within one year	13	(1,297,124)	(1,124,169)
Net Assets		1,974,486	1,089,947
Total Assets Less Current Liabilities		5,514,782	5,341,027
Creditors:			
Amounts falling due greater than one year	14	(45,575)	(172,574)
Net Assets excluding pension liability greater than one year		5,469,207	5,168,453
Pension liability	15	(612,735)	
Total net assets		4,856,472	4,663,812
The funds of the charity:			
Unrestricted funds:			
General	18, 21	1,623,026	1,079,610
Pension	18, 21	(697,761)	(590,962)
Designated funds	18, 21	3,444,260	3,764,256
Restricted funds	18, 21	486,947	486,947
Total funds		4,856,472	4,663,812

The financial statements were approved by the Board and signed on their behalf by:



Phil Taylor
Chair

Date: 8 September 2021



Elizabeth Taylor
Vice Chair

Date: 8 September 2021

The notes on pages 27 to 44 form part of these financial statements.

Statement of Cash Flows

For the year ended 31 March 2021

	2021	2020
	£	£
Cash flows from operating activities		
Net income per Statement of Financial Activities	384,485	349,323
Interest payable	3,831	7,210
Interest receivable	(1,208)	(1,630)
Loss on sale of disposal of fixed assets	29,577	-
Loss on sale of disposal of investment property	16,500	-
Depreciation charge	119,772	118,580
Net (gains)/losses on investments	(33,732)	11,001
(Increase)/decrease in debtors	168,752	(327,016)
(Decrease)/Increase in creditors	86,745	44,722
Net cash provided by operations	774,722	202,190
Cash flows from investing activities		
Payment for tangible fixed assets	(42,332)	(60,126)
Payment for investments	-	(110)
Proceeds from disposal of investments	-	110
Proceeds from disposal of fixed assets	307,499	-
Proceeds from disposal of investment property	313,500	-
Interest Received	1,208	1,630
Net cash provided by (used in) investing activities	579,875	(58,496)
Cash flows from financing activities		
Repayment of borrowings	(124,520)	(122,042)
Movement in fixed term deposits	-	-
Interest paid	(3,831)	(7,210)
Net cash provided by (used in)/generated by financing activities	(128,351)	(129,252)
Net (decrease)/increase in cash and cash equivalents in the year	1,226,246	14,422
Cash and cash equivalents at the beginning of the year	927,869	913,427
Cash and cash equivalents at the end of the year	2,154,115	927,869
Analysis of cash and cash equivalents		
Cash in hand and in bank	2,154,115	927,869
Total cash for cash flow purposes	2,154,115	927,869
Term deposits	-	-
Total cash at bank and in hand per balance sheet	2,154,115	927,869

The notes on pages 27 to 44 form part of these financial statements.

Notes to the Financial Statements

For the year ended 31 March 2021

1. Accounting policies

Ypeople is a private company limited by guarantee and Scottish Registered Charity incorporated in Scotland under the Companies Act. The address of the charity's registered office, its company and charity registration numbers are given on the charity information page. The nature of its principal activities are set out in the Report of the Trustees.

These financial statements have been rounded to the nearest pound. The functional and presentational currency is Great British Pounds.

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

The financial statements have been prepared in accordance with 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) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The preparation of financial statements in compliance with FRS 102 requires the use of certain critical accounting estimates. It also requires management to exercise judgement in applying the company's accounting policies. See note 1a and b.

In accordance with Section 1 of FRS 102, exemption has been taken from the disclosing a statement of cash flows the charitable parent company.

Ypeople meets the definition of a public benefit entity under FRS 102.

Going concern

The organisational structure, business objectives, and principal activities are set out within the Trustee's report. The strategic report further describes the organisations achievements, financial performance, future plans and principal risks and uncertainties facing the organisation.

The organisation is able to pay operating costs, and service debt through its operating surpluses. Additional forecasts and cash flows have been prepared including reverse stress testing in respect of availability of funding and income resources to assess the impact that COVID-19 will have on liquidity and ability to continue as a going concern. Based upon the forecasts and cash flows prepared, the Trustees are confident that the actions and strategies implemented together with the financial results support the going concern position. The charity also has sufficient cash reserves and property, which could be utilised if there was a requirement to do so however it is the Board's view that this course of action would be unlikely.

The organisation's cash flow and projections taking account of all risks and uncertainties show that the organisation should continue to operate without the requirement of an overdraft, or further borrowings. It is the view of the Board that the organisation has adequate income generation, and resources to continue to operate for the foreseeable future. Therefore, the annual financial statements have been prepared on the basis of going concern.

Income recognition

Unless otherwise stated, all income is included gross in the Statement of Financial Activities when a legal entitlement has been established, the amount can be quantified with reasonable accuracy and there is reasonable expectation of receipt. This treatment is in accordance with the Statement of Recommended Practice. Contractual income is recognised in the Statement of Financial Activities to the extent that the charity has provided the service.

Donations are included in the Statement of Financial Activities in the year which they are received. Grants received from local authorities are recognised when the charity becomes unconditionally entitled to the grant.

Investment income is included when receivable.

Tangible fixed assets

Tangible fixed assets are recorded at cost or valuation less depreciation. Items costing less than £1,000 are not capitalised.

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

Buildings	- 2%
Furniture and equipment	- 33.33% straight line

Freehold land is not depreciated.

The Trustees do not consider the value of the Land and Buildings held to be less than their carrying value in the financial statements. The Trustees give consideration to the impairment of fixed assets on a regular basis.

Investment properties are included in the balance sheet at their open market value and are not depreciated. Whilst this treatment is contrary to the Companies Act 2006, which states that fixed assets should be depreciated; in the opinion of the Trustees,

it is necessary in order to give a true and fair view of the financial statements.

Investments

Listed investments are stated at market value at the balance sheet date. Gains and losses on revaluation or disposal are recognised in aggregate in the Statement of Financial Activities and includes any realised or unrealised gains or losses on the sale of investments and any gain or loss resulting from revaluing investments to market value at the end of the year.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred and includes any VAT which cannot be fully recovered and is reported as part of the expenditure to which it relates:

Charitable expenditure comprises those costs incurred in the delivery of the charity's activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them. Support costs are allocated on a time apportionment basis for staff costs.

Governance costs include those costs associated with meeting the constitutional requirements of the charity and include the audit fees and costs linked to the strategic management of the charity. These are included in support costs.

Other expenditure comprises the depreciation charge for the year.

Pensions

Ypeople participates in a multi-employer defined benefit pension plan for employees of YMCAs in England, Scotland and Wales, which was closed to new

members and accruals on 30 April 2007. The plan's actuary has advised that it is not possible to separately identify the assets and liabilities relating to Ypeople for the purposes of FRS 102 disclosure. Ypeople accounts for amounts that it has agreed to pay towards the scheme deficit in accordance with paragraph 28.11A of FRS 102. The present value of this liability has been recognised in the balance sheet.

The employer contributions in relation to the pension plan are determined by the Trustee based on advice from a qualified actuary and charged to the Statement of Financial Activities as made.

The charity also contributes to a defined contribution pension scheme. The Statement of Financial Activities charge represents the cost to the charity.

Leased assets – lessee

The charity classifies the lease of printing equipment, franking machine, and rental property as operating leases; the title to the equipment remains with the lessor and the equipment is replaced approximately every 5 years whilst the economic life of such equipment is normally 8 years. Rental charges are charged on a straight line basis over the term of the lease.

Leased assets – lessor

Where assets are leased to a third party give rights approximating to ownership (finance leases), the assets are treated as if they have been sold outright. The amount removed from the fixed assets is the net book value on disposal of the asset. The profit on disposal, being the excess of the present value of the minimum lease payments over net book value is credited to statement of financial activities.

Lease payments are analysed between capital and interest components so that the interest element of the payment is credited to profit or loss over the term

of the lease and represents a constant proportion of the balance of capital repayments outstanding. The capital part reduces the amounts owed by the lessee.

All other leases are treated as operating leases. Their annual rentals are charged to profit or loss on a straight-line basis over the term of the lease.

Funds

Funds are defined as follows:

Unrestricted funds comprise grants and other income received for the objects of the Organisation without further specified purpose and are available as general funds. In order to comply with FRS 102, the pension liability in line with the current recovery period is now also shown within unrestricted funds.

Designated funds represent unrestricted funds which have been earmarked by the Trustees for particular purposes.

Restricted funds comprise grants and other income received for spending on specified purposes as laid down by the donor.

Cash and cash equivalents

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Key judgements and estimates

In preparing these financial statements, the Trustees have made the following judgements:

- (a) Investment properties are reviewed annually for evidence of change in fair value. This involves the assessment of current market conditions affecting the investment property market, including rental yield and capital appreciation. These external factors introduce a degree of estimation uncertainty into the assessment of the fair value of the investment property at the year end. The Trustees will seek external expert advice to assist with the assessment of the fair value of the investment property, only when such an assessment does not incur undue cost and effort. The valuation of the investment property at the current year end is as disclosed in note 11 to these financial statements.
- (b) The critical assumptions underlying the pension deficit recovery plan recorded on the balance sheet include discount rates. This is as disclosed in note 17 to these financial statements.

alternative employment where appropriate, in order to avoid the need for redundancies. Payments for redundancies are calculated on the basis of payment of statutory entitlement.

Holiday pay

A liability is recognised to the extent of any unused holiday pay entitlement which has been accrued at the balance sheet date and carried forward to future periods. This is measured at the undiscounted salary cost of the future holiday entitlement and accrued at the balance sheet date.

Financial Instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measure at amortised cost using the effective interest method.

Termination/Redundancy

The charity accepts that there are occasions where it may be necessary to make staff redundant and terminate their employment, our intention is to manage the business which results in secure employment for our employees or offer suitable

2. Income from donations and legacies

	General	Unrestricted Designated	Restricted	2021 total	2020 total
	£	£	£	£	£
Charity					
<i>Voluntary Income</i>					
Donations	9,030	-	16,201	25,231	17,052

Within the charity in 2020 there was £7,841 unrestricted general donations and £9,211 restricted donations.

3. Income from charitable activities

	General	Designated	Restricted	2021 total	2020 total
	£	£	£	£	£
Charity					
Housing & Family Support Services	9,734,683	-	1,061,682	10,796,365	10,011,063
	9,734,683	-	1,061,682	10,796,365	10,011,063
Support Office	222,930	-	-	222,930	71,386
	9,957,613	-	1,061,682	11,019,295	10,082,449

Support Office income includes £128,908 received in respect of furlough costs (2020 £nil)

Within the Charity in 2020 Housing and Family Support Services had general income of £9,001,734 and restricted income of £1,009,329. Head office had general income of £71,386

4. Expenditure on charitable activities

	General	Unrestricted Designated	Restricted	2021 total	2020 total
	£	£	£	£	£
Charity					
Housing & Family Support Services	8,621,722	149,349	1,001,844	9,772,915	9,154,380
	8,621,722	149,349	1,001,844	9,772,915	9,154,380
Head office	905,566	-	-	905,566	586,427
	9,527,288	149,349	1,001,844	10,678,481	9,740,807

Within the Charity in 2020 Housing and Family Support Service had general expenditure of £8,058,014 designated expenditure of £118,580 and restricted expenditure of £977,786. Head office had general unrestricted expenditure of £586,427.

Total expenditure on charitable activities is derived from the sum of Notes 6, 7 and 8, plus depreciation charge and loss on sale of fixed assets as disclosed in note 5.

5. Net income/(expenditure) for the year

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

	Charity 2021	Charity 2020
	£	£
Auditors remuneration – External audit – BDO LLP	14,000	13,300
Non audit services – BDO LLP	-	2,550
Depreciation of tangible fixed assets	119,772	118,580
Operating lease rentals – plant & machinery	-	3,300
Operating lease rentals – property	2,987,884	2,576,353
Loss on sale of investment property	16,500	-
Loss on Sale of fixed assets	29,577	-

Taxation: As a registered Scottish Charity, Ypeople is out with the scope of corporation tax rules from taxation on surpluses earned from its charitable activities.

6. Staff Costs

	Charity 2021	Charity 2020
	£	£
Wages and salaries	5,073,749	4,517,776
Redundancy payments	75,887	-
Employer's NIC	360,248	338,055
Pension costs	172,501	162,330
Recruitment and agency staff	122,515	243,562
Life insurance	21,906	15,852
	5,826,806	5,277,575

Wages and salaries includes £128,909 paid in the year during periods of furlough (2020 £nil)

The average number of employees in the year within the Charity, calculated on a full-time equivalent basis, was 188 (2020 - 178).

The number of Trustees whose travel expenses were reimbursed was as follows:

	Charity 2021	Charity 2020
	£	£
Number of Trustees	1	3
Travel expenses reimbursed	4,534	2,908

	2021	2020
The number of higher paid employees was:	No	No
£90,000 - £100,000	1	
£60,000 - £70,000		1

During the year the higher paid employee was in post for a period of 12 months (2020 – 9 months)

Pension contributions made in the year in respect of the above employees totalled £9,000 (2020 - £8,455).

During the year, no trustee received any emoluments (2020 - none).

Key management of the charity are the Chief Executive Officer, Head Development, Head of Finance, Head of People, Head of Services, Head of Communications and Head of Transformation. The total employee benefits of the key management were £415,991 (2020 - £344,451). The number of Key Management employees in the year within the Charity was 7 (2020 – 5)

7. Other direct costs

	General	Unrestricted Designated	Restricted	2021 total	2020 total
	£	£	£	£	£
Charity					
Property costs	3,774,662	-	38,747	3,813,409	3,374,588
Administration costs	408,643	-	21,088	429,731	511,861
Project costs	36,303	-	23,874	60,177	108,628
Charitable giving	-	-	-	-	2
Finance costs	42,727	-	-	42,727	29,225
Training costs	44,091	-	-	44,091	56,661
	4,306,426	-	83,709	4,390,135	4,080,965

Within the Charity in 2020 property costs had general costs of £3,363,794 and restricted costs of £10,794, administration costs had general costs of £472,376 and restricted costs of £39,485, project costs had general costs of £79,304 and restricted costs of £29,324, charitable giving had general costs of £2, finance costs had general costs of £29,225 and training costs had general costs of £56,235 and restricted costs of £426.

8. Support costs

	General	Designated	Restricted	2021 total	2020 total
	£	£	£	£	£
Charity					
Administration costs	176,138	-	26,244	202,382	216,126
Professional fees	83,618	-	4,026	87,644	24,143
Finance costs	3,831	-	-	3,831	7,210
Governance costs	18,335	-	-	18,335	16,208
	281,922	-	30,270	312,192	263,687

In 2020 the Charity had general support costs of £229,642 and restricted support costs of £34,045.

9. Tangible Fixed Assets

	Land & Buildings	Furniture & Equipment	Total
	£	£	£
Cost or valuation			
At 1 April 2020	4,285,122	518,235	4,803,357
Additions in the year	-	42,332	42,332
Disposals in the year	(347,745)	(14,471)	(362,216)
At 31 March 2021	3,937,377	546,096	4,483,473
Depreciation			
At 1 April 2020	599,050	475,435	1,074,485
Charge for the year	74,757	45,015	119,772
Disposals	(16,096)	(9,044)	(25,140)
At 31 March 2021	657,711	511,406	1,169,118
Net Book Value			
At 31 March 2021	3,279,666	34,690	3,314,356
At 31 March 2020	3,686,072	42,800	3,728,872

The land and buildings held are inextricably linked to the work of the charity and are not held for investment purposes.

10. Investment property

	Charity 2021	Charity 2020
	£	£
Valuation		
At 1 April	330,000	330,000
Disposal	(330,000)	-
As at 31 March	-	330,000

11. Listed investments

	Charity 2021	Charity 2020
	£	£
Market value:		
At 1 April	192,208	203,209
Additions at cost – listed equities	-	110
Additions at cost - cash	-	-
Disposals at opening book value	-	-
Disposals of cash	-	(110)
Movement in market value	33,732	(11,001)
As at 31 March	225,940	192,208
Represented by:		
Listed equities	221,029	187,163
Cash for investment	4,911	5,045
	225,940	192,208
Investment held at cost:		
Listed equities	195,412	195,412
Cash for investment	5,045	5,045
	200,457	200,457

During the year, the charity had realised gains of £nil (2020 - £nil). Total net gains in investments in the year of the Charity were £33,732 (2020 – losses of £11,001).

12. Amounts falling due within one year

	Charity 2021	Charity 2020
	£	£
Trade debtors	224,116	353,072
Prepayments	230,109	275,501
Other debtors	100,115	3,192
Accrued income	563,155	613,051
Loan – YWCA Scotland	-	41,431
	1,117,495	1,286,247

13. Creditors: Amounts falling due within one year

	Charity 2021	Charity 2020
	£	£
Bank loan	124,521	122,042
Trade creditors	396,663	344,906
Other taxation and social security	106,782	102,398
Accruals and deferred income (note 24)	553,073	437,849
Pension creditor	31,059	30,653
Pension liability due within 1 year	85,026	86,321
	1,297,124	1,124,169

14. Creditors: Amounts falling due greater than one year

	2021	2020
	£	£
Bank loan	45,575	172,574

The bank loan is repayable by 180 monthly instalments of £9,167 plus interest ending September 2022. Interest is payable at 1.25% above bank base rate.

The following secured debts are included within creditors:

	2021	2020
	£	£
Bank loan	170,096	294,616

Lloyds TSB Scotland hold first ranking on the Dava Street property, and a bond and floating charge over the remaining assets. The bank loan is repayable in monthly instalments ending September 2022.

15. Provision for liabilities

	Charity 2021	Charity 2020
	£	£
Pension liability due out with 1 year	612,735	504,641

16. Financial Instruments

	Charity 2021	Charity 2020
	£	£
Financial Assets		
Financial assets measured at fair value through SOFA	221,029	187,163
Financial assets measured at amortised cost	3,046,546	1,943,660
Financial liabilities		
Financial liabilities measured at amortised costs	1,631,811	1,401,064

Financial assets measured at fair value comprise listed investments.

Financial assets measured at amortised cost comprise bank and cash, trade debtors, accrued income, other debtors and amounts owed by related entities.

Financial liabilities measured at amortised costs comprise bank loans, other loans, trade creditors, other creditors, and accruals.

17. Pensions

Ypeople participated in a contributory pension plan providing defined benefits based on final pensionable pay for employees of YMCAs in England, Scotland and Wales. The assets of the YMCA Pension Plan are held separately from those of Ypeople and at the year-end these were invested in pooled funds operated by Legal and General (equities and bonds and property units) and Schroder (property units only).

After taking professional advice and having consideration to the various options open to them, YMCA England in its capacity as Principal Employer in the YMCA Pension Plan, and in conjunction with the Trustee of the YMCA Pension Plan, made the recommendation that the YMCA Pension Plan should close to new members and future benefit accruals. After consultation with members and participating YMCA employers, the Trustee of the YMCA Pension Plan informed participating YMCA Employers on 8 May 2006 that they would adopt the recommendation and that the YMCA Pension Plan would close to new members and future accruals with effect from 30 April 2007. Furthermore, it was agreed following a consultation process to remove the salary linkage for benefits from 1 May 2011 and Employed Deferred members became normal deferred members from that date.

The most recent completed three-year valuation was as at 1 May 2020. The assumptions used which have the most significant effect on the results of the valuation are those relating to the assumed rates of return on assets held before and after retirement of 2.59% and 1.09% respectively, the increase in pensions in payment of 3.00%, and the average age of membership weighted by liability of 55 for deferred members, 70 for pension member, and 79 for insured pension members. The result of the valuation showed that the actuarial value of the assets was £146.08m. This represented 79% of the benefits that had accrued to members.

The valuation prepared as at 1 May 2020 showed that the YMCA Pension Plan had a deficit of £38.9 million. Ypeople has been advised that it will need to make monthly contributions of £7,193 from 1 May 2020 and contributions will increase by 3% each May thereafter. This amount is based on the current actuarial assumptions (as outlined above) and may vary in the future as a result of actual performance of the Pension Plan. The current recovery period is 6 years remaining of the 9-year period.

In accordance with FRS 102 the pension recovery plan is recognised on the balance sheet. The outstanding liability to fund the multi-employer scheme deficit was calculated at £697,761 which will be repaid over a period of 6 years. This liability is included in Notes 15 and 18.

In addition, Ypeople may have over time liabilities in the event of the non-payment by other participating YMCAs of their share of the YMCA Pension Plan's deficit. It is not possible currently to quantify the potential amount that Ypeople may be called upon to pay in the future.

Contingent liability

Following a change in legislation in September 2005, there is a potential debt on the employer that could be levied by the Trustee of the Pension Plan. The debt is due in the event of the employer ceasing to participate in the Pension Plan or the Pension Plan winding up. The debt for the Pension Plan as a whole is calculated by comparing the liabilities for the Pension Plan (calculated on a buyout basis, i.e., the cost of securing benefits by purchasing annuity policies from an insurer, plus an allowance for expenses) with the assets of the Pension Plan. If the liabilities exceed assets there is a buy-out debt. Ypeople are currently in discussions with the YMCA pension plan provider to withdraw from the pension scheme, with a target date of 1st May 2022. The debt on withdrawal was estimated at £2,083,685 at 1st May 2020.

18. Funds

	Balance brought forward at 1 April 2020	Income	Expenditure	Transfers (note 19)	Closing 31 March 2021
	£	£	£	£	£
Fund					
General	1,079,610	10,001,583	(9,527,288)	69,121	1,623,026
General – pension	(590,962)	-	(191,825)	85,026	(697,761)
Designated	3,764,256	-	(165,849)	(154,147)	3,444,260
Restricted	410,908	1,077,883	(1,001,844)	-	486,947
	4,663,812	11,079,466	(10,866,806)	-	4,856,472

19. Fund transfers

	General Fund	Pension	Designated	Restricted
	£	£	£	£
Pension repayment	(85,026)	85,026	-	-
Net additions to fixed assets	(42,332)	-	42,332	-
Bank loan repayments	(124,521)	-	124,521	-
Sale of Property	621,000	-	(621,000)	-
Transfer to Investment Reserve	(300,000)	-	300,000	-
	69,121	85,026	(154,147)	-

Transfers from general funds to designated funds match the expense of net fixed asset additions in the year, any amounts repaid on borrowings and to bring the designated fund into line with the definition in note 20. Transfers from general funds to pension funds match the decrease in pension liability in the year.

20. Explanation of funds

General Fund: This fund is used for the furtherance of the objects of the organisation.

Pension Fund: This fund represents the pension repayments due based on the existing repayment plan and duration in place in respect of the organisations pension deficit

Designated Fund: This fund represents the net book value of fixed assets net of bank loans outstanding at the year end, investment property disposed within the year, and investment reserve.

Restricted Funds: These are donor designated funds, from local authorities, which must be used for Housing and Family Support Services; the balance of £487k represents amounts received from Funders not spent in the period to 31 March 2021 and will be expended in year to 31 March 2022.

21. Net assets by fund

		General Fund	Designated	Restricted	2021 total	2020 total
		£	£	£	£	£
Tangible fixed assets		-	3,314,356	-	3,314,356	3,728,872
Investment property		-	-	-	-	330,000
Investments		225,940	-	-	225,940	192,208
Current Assets		2,784,663	300,000	486,947	3,271,610	2,214,116
Creditors due:	< 1 year	(1,297,124)	-	-	(1,297,124)	(1,124,169)
	> 1 year	(488,214)	(170,096)	-	(658,310)	(677,215)
		925,265	3,444,260	486,947	4,856,472	4,663,812

22. Operating lease commitments

At 31 March 2021 the Charity had total commitments under operating leases as follows:

	Other 2021	2020
	£	£
Lessor:		
Expiry date:		
Within 1 year	2,991,629	2,579,653
Between 2 and 5 years	-	-
Lessee:		
Expiry date:		
Within 1 year	24,192	24,192
Between 2 and 5 years	-	-

23. Related party transactions

Travel costs amounting to £4,534 (2020 - £2,908) were reimbursed to 1 (2020 - 3) Trustees during the year.

24. Operating lease commitments

	Charity 2021	Charity 2020
	£	£
Balance brought forward	297,922	139,950
Deferred income receivable	323,623	297,922
Deferred income released to statement of financial activities	(297,922)	(139,950)
Balance carried forward	323,623	297,922

Deferred income represents cash received or amounts invoiced in advance and recognised as a liability until the funding is used. These will be released in the year to 31 March 2022.

25. Analysis of net debt

	Balance brought forward at 1 April 2020	Cash flows	Other non-cash changes	Closing 31 March 2021
	£	£	£	£
Cash at bank	927,869	1,226,246	-	2,154,115
Borrowings				
Bank loan < 1 year	(122,042)	124,520	(126,999)	(124,521)
Bank loan > 1 year	(172,574)	-	126,999	(45,575)
Total	633,253	1,350,766	-	1,984,019

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