

Charity Registration No. 1011895 (England and Wales)

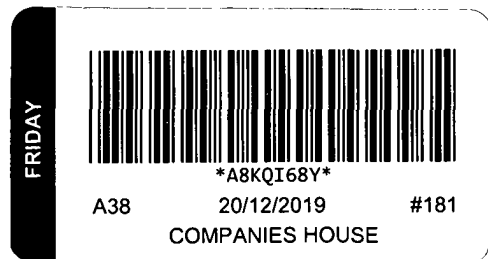
Charity Registration No. SC038601 (Scotland)

Company Registration No. 2717020 (Scotland)

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

**ANNUAL REPORT AND
FINANCIAL STATEMENTS**

FOR THE YEAR ENDED 31 MARCH 2019



THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

LEGAL AND ADMINISTRATIVE INFORMATION

Governors	Pat Graham Dr Donald Macaskill Frances Cadzow Peter Glover Jennifer Whinnett Rachael Delaney	(Appointed 3 May 2018)
Chief Executive Officer	Jenny Miller	
Secretary	Kate Mure	
Charity number (England and Wales)	1011895	
Charity number (Scotland)	SC038601	
Company number	2717020	
Principal address	Springfield House, 15/16 Springfield The University of Dundee DUNDEE DD1 4JE	
Registered office	c/o 33 Cornelia Street Barnsbury Grove Islington London N7 8BA	
Auditor	Bird Simpson & Co. 144 Nethergate Dundee DD1 4EB	
Bankers	The Royal Bank of Scotland Perth Chief Office 12 Dunkeld Road Perth PH1 5RB	

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

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THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

GOVERNORS' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2019

The Governors present their report and accounts for the year ended 31 March 2019.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's [governing document], the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended) and "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)" (as amended for accounting periods commencing from 1 January 2016).

Objectives and activities

PAMIS – Promoting a more inclusive society – is the only organisation that works solely for people with profound and multiple learning disabilities (pml) and their family carers to ensure they have access to healthy, valued and included lives. PAMIS has spent 28 years listening and working with people with pml and their family carers. We have built research and practice that supports this group to be included and valued within society. PAMIS is recognised nationally and internationally for the work it undertakes and has led the world in work in relation to areas such as bereavement and loss, emotional well-being, inclusive culture and leisure and as the cofounder of the changing places toilet campaign. PAMIS were 2016 winners of the prestigious GSK and Kings fund IMPACT award recognised for excellence in Innovation, Management, Partnership working, Achievement, Community Focus, and Targeting Need.

Our 10 year strategy focuses on:

1. **Supporting people with PMLD, their Family Carers and Communities:** Family carers will be supported to care for their relative with PMLD especially during times of stress such as transition into new services across the life span. PAMIS will seek to support people with PMLD and their family carers across Scotland and ensure that this support includes diverse populations from for e.g. ethnic minority groups and gypsy travellers. PAMIS will work with local communities to enable them to value, respect and include people with PMLD and their family carers.
2. **Education and Development:** PAMIS will support communities to be inclusive through the development and provision of educational resources. Those who provide care will have the skills, knowledge and understanding to enable them to support people with PMLD to lead healthy, valued and included lives. Family carers will coproduce and deliver education to those developing and providing services and community spaces.
3. **Influencing Policy and Practice:** Family carers will be valued for their expert contributions and empowered to coproduce policy, services and care, for people with PMLD. This will drive policy and practice to enable a culture of inclusion of all and ensure that people with PMLD and their family carers lead healthy, valued and inclusive lives.
4. **Research and evaluation:** Research and evaluation will drive the best practice and service design to ensure people with PMLD lead healthy, valued and included lives. PAMIS will continue to contribute as a key research partner nationally and internationally in the area of people with PMLD and their family carers delivering research and evaluation that makes an impact on practice and on the lives of people with PMLD.
5. **Developing and supporting innovative practice:** We continue to provide a strong focus on developing practice that considers the aspirations of people with PMLD and an increased emphasis on their lifelong learning. Practice will be developed that supports the voice of the person with PMLD and ensures they are involved in meaningful activity within their communities.
6. **Sustainability of PAMIS:** PAMIS has recognized that our future requires us to seek opportunities to sustain aspects of our work. We will continue to develop and deliver on our funding and income generation strategy moving away from a reliance on Scottish Government funding and multiple grant applications. A separate trading arm will be established that will support the income generation projects within the organisation.
7. **Valuing staff and volunteers:** PAMIS will support and develop their workforce and those who volunteer for us. We will ensure that best practice in staff welfare and management is followed including healthy working lives and supporting carers awards.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

GOVERNORS' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

Objectives and activities cont'd

We deliver this through a range of projects and programmes including: Family support services; education and development; research and practice development; inclusive culture and leisure; campaigns; information sharing; an extensive library including the PAMIS multisensory stories; and resources to support technology enabled care. PAMIS also operates PAMIS breaks providing accessible accommodation, a mobile changing place toilet and inclusive activities that the whole family can enjoy.

PAMIS remain guided by our founding principles that:

- people with PMLD are valued both as individuals and contribution they make to the community;
- people with PMLD should receive all the support needed to realise their full potential;
- people with PMLD have a right to a full life shaped by personal choice, abilities and needs and that this underlies all provision and policy affecting their lives;
- the knowledge and experience of family carers is recognised, and that their views are fully taken into account in service development.

The Governors have paid due regard to guidance issued by the Charity Commission and OSCR in deciding what activities the charity should undertake. All of these activities have at the core the intention to promote a more inclusive society.

Chief Executive Report - Achievements and performance

This has probably been one of the most financially challenging years for us as an organisation. Austerity both in terms of budgets for our programmes of work but also in terms of packages of care for the group we support has stretched our resources. The PAMIS team have as ever risen to the challenges and not only delivered the same high quality work but also supported the writing of many funding applications. The senior management team and the PAMIS Board of Governors implemented a financial recovery plan to ensure the continuing viability of PAMIS. The subsidies for family support in local authority areas where there has been no uplift for a number of years has ceased meaning in some cases a reduction in service being provided. However we have filled gaps through alternative funding grants providing complimentary services and through students and an increase in volunteers. We will continue to seek further grants to subsidise these shortfalls in local authority/integrated health and social care funding.

Our Scottish government funding has continued and enabled us to actively contribute to the national agenda. We are a valued partner in the delivery of the keys to life strategy and several of our key projects have been recognized by the Scottish government.

I cannot express in words the gratitude and admiration I have for all of those who have supported us this year. I continue to be humbled by the passion that our staff, our Board and our other volunteers put into their role. This is inspired by families who are so committed to inclusion and drive us by their selfless approach to caring not only for their own children but also for promoting better lives for others. Our chair Pat Graham is one such family carer who has not only steered us through this year as part of her first year as chair but also actively supported and engaged in many aspects of our work.

However this year in particular we also owe a vote of thanks to a couple of organisations who have supported us through this difficult period. Inspiring Scotland, and in particular Kirsty Gilchrist, funded through the Scottish Government Keys to Life policy, has provided invaluable support, mentoring, challenge but above all belief in the work that we do. Her input and the relationships within the keys to life action learning set were priceless. In addition PAMIS as GSK IMPACT award winners have access to fabulous third sector support and the leadership network supported by the Kings Fund. This too provided me with a haven to explore difficult decisions. It is lonely at the top of an organisation especially in difficult times. The Kings Fund and GSK network are a much needed life line for which we will be eternally grateful. We have survived and emerged in a stronger position but as ever with an eye to the funding future.

We have continued to deliver on all of the PAMIS strategic objectives (SO) although priorities for this past year have been the development of our learning and development courses (SO 2) to support the financial viability and sustainability (SO 6).

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

GOVERNORS' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

Achievements and performance cont'd

Progress with PAMIS strategic objectives (SO):

SO 1 - Supporting people with PMLD, their Family Carers and Communities:

Our highly skilled **Family Support** Directors continue to provide services in Tayside, Grampian, South Lanarkshire, Fife and Greater Glasgow and Clyde. This year we also supported families from other areas of Scotland including North Lanarkshire, Forth Valley, Dumfries and Galloway, Shetland, Moray and provided advice across the whole of Scotland through services such as inclusive culture and leisure, our education packages, our postural care project, our PAMIS breaks and the changing places toilet campaign. We reached over 750 families last year and many more individuals who support people with PMLD.

The intensity of family support appears to grow each year possibly linked to the economic climate. There have also been some serious issues regarding safeguarding that have required a large amount of family director intervention and support. PAMIS have raised these serious issues at a national level and contributed to national consultations.

Family support directors continue to provide information, advice and intensive support in times of crisis and through the difficult and stressful period of **transition** from children to adult services. The **Digital transitions project** funded by the Big Lottery, provided Glasgow city, East Renfrewshire and East Dumbartonshire with support to develop a digital passport to assist young people with PMLD in their transition into adult services. Expertly led by Elizabeth McBride and with a small dedicated team this project was completed in July 2018 and far exceeded the anticipated outcomes. 22 young people & families were supported – (Big lottery outcome was 15).

In August 2018 we were able to start a new project **Moving On**, again Big Lottery funded but for just Glasgow City. This project builds on the previous project but in addition provides a digital communication passport that supports the young person to identify aspirations and supports them into their new positive destination. It equips those who will be supporting the person with the information about the young person's communication, life style, likes and dislikes as well as essential health care information. Currently the project is supporting 22 new referrals, the majority of these have not been known by PAMIS until this project commenced. This again has exceeded expected outcomes and there is still a year to go. The referrals are continuing to build which will need to be managed and we will arrange to share the project with Glasgow City Council. The project lead has developed excellent relationships with the local schools which will support future collaborative work and enables us to reach families and groups that we have not previously seen. There has been an increase in BME families and Elizabeth has used her links creatively to ensure that for example interpreters are available to support our work.

In Fife there was intensive support to a number of families in order to find appropriate adult services and families reported the relief of having the family support director during this time. In addition the directors across Scotland are supporting families to lodge appeals for reduction in care and support hours; to complete lengthy assessment forms; supporting assessment for housing plans; mediating when relationships with statutory and care services break down; support families going through bereavement and loss; provide support and advice regarding Self Directed Support (SDS). SDS is embedded within family support services however the lead for SDS within PAMIS still support complex cases and contributes nationally to the SDS advisory group.

Family support directors are creatively finding ways to enable families to connect and support each other. Our model of **family friendship clubs** is growing and thanks to funding from the Shared Care Better Breaks fund we have been able to continue friendship clubs and events in Fife, Tayside and Greater Glasgow and Clyde. These clubs support and enable family carers, including parents, grandparents and siblings, to have family time with their child/adult with PMLD but also to have personal time, and time that is not solely about their caring role. It has also enabled us to develop our volunteer bank especially in My Time project in Greater Glasgow and Clyde.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

GOVERNORS' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

Achievements and performance cont'd

Connected to the family friendship clubs are our **Inclusive Cultural and Leisure projects**. These not only support families to come together but also promote accessible leisure activities for people with pmlD that are based within their communities and enable them to use the range of self-directed support options. This year saw the successful applications for inclusive leisure and culture with projects in Grampian and Forth Valley, Dumfries and Galloway. These have not only supported people with PMLD to engage in inclusive community based activities but are also supporting those providing community based services to consider how to deliver activities that are appropriate for all. The multisensory storytelling resources continue to be core to PAMIS education and activity and we have successfully secured funding from Heritage Scotland Lottery that enables us to support local Galleries and museums to make their exhibits intellectually accessible. We have also supported a number of new changing places toilets in these facilities and will continue to work in partnership with them and our families.

We were delighted to receive recognition regarding the importance of the **PAMIS Digital Passports** through further funding from the Scottish Government. These are a central part of the work undertaken by PAMIS and are essential in order to enable family carers, paid carers and practitioners to better manage the care and support of the individual with PMLD. It has opened up the communication between the person with PMLD, family carers, paid carers and practitioners on issues related to health and social care. This year has seen the development of the training for this resource in the form of consultancy with service providers enabling them to train a core group of staff to support the roll out within their organisations. We are currently working on supporting the use in acute hospitals to ensure continuity of care in and out of hospital and as a tool to support staff to engage with the individual and their family carers.

The passports are also being used to ensure that the **Postural Care** needs of the person with PMLD are understood and acted upon. Embedding photographs and videos enables those who care for the person to understand in detail the correct positioning and support required to ensure that postural deformity does not occur and thereby reduces the risk of premature death. The perseverance of PAMIS has ensured that this project, instigated 10 years ago by a family carer, Jenny Whinnett, has finally brought sectors and practitioners together to develop a postural care strategy for Scotland. Michelle Morrison has provided excellent leadership on this work and is currently co-chair of the national group alongside the Scottish Government AHP lead for children and young people, Pauline Bernie. Currently the group is working on standardized training to ensure all those involved in the care of children, young people and adults at risk of poor body shape have the skills and knowledge to provide 24 hour postural care. Our model of supporting family carers to become co-trainers in the delivery of this education has been supported by funding from the health and social care alliance.

The **Information and Library Service** which is based at the head office in Dundee provides specialist advice and information on all areas concerning complex disabilities. The majority of the work of this post holder is currently on the support required to develop appropriate changing places toilets across Scotland but also an increased interest internationally. The interest in multi-sensory stories has also increased and these continue to be loaned out across Scotland. There has been less demand for the library of reference books, journals and research articles although still a source for students on placement and for family carers.

SO 2 Education and Development

Education and development of communities, of the workforce both current and the next generation, is a core consideration if people with PMLD are to be included as valued and respected individuals within their communities. PAMIS recognises that it is not because communities intend to or want to exclude people, it is because very often they do not have the skills, knowledge or resources to include them. PAMIS has seen an increased uptake and request for our high quality training and development, practice education placements for the current and future workforce across a range of professions, and practical advice, tools and ongoing support. PAMIS is committed to sharing our range of resources locally, nationally and internationally, and across sectors. Family carers are core to the delivery of our education and are supported, developed and employed as family carer consultants. Our learning and development is now a central part of the service we offer and our gratitude to the team led by Jon Bolton, learning and development director. However now this is established we have restructured the service and Jon left us at the end of 2018.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

GOVERNORS' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

Achievements and performance cont'd

This year we ran 17 courses across Scotland which included Emergency First Aid at Work, Postural care, Intensive Interaction, Understanding Communication and Managing Behaviour, SOMA and Bereavement and Loss.

Across these course we trained 165 people from the following organisations:

- Hampden School, Glasgow
- Gowrie Care Ltd
- Fairview School, Perth
- Rebound Therapy
- Aberdeenshire Council
- Greenburn School, East Kilbride
- Advocating Together
- Enable
- Nickirian Care
- Perth and Kinross Council
- Cornerstone
- RNIB
- Richmond Hope
- Angus Council
- NHS
- St Andrew's School, Inverurie
- Capability Scotland
- Fife Council
- Aberlour
- Forth valley Disability Sports
- Clackmannanshire Council
- Robert Gordon's University
- Leonard Cheshire
- The National Galleries of Scotland

We have continued to provide practice placements, work experience and lectures for a range of health and social care students from across many of the Scottish universities.

This year we hosted placements for:

Occupational Therapy

- Glasgow Caledonian University – 2
- Robert Gordon University – 2
- Glasgow and Clyde College HNC OT - 1

Physiotherapy

- Glasgow Caledonian University – 3
- Robert Gordon University - 2
- Queen Margaret University module – 5

Social Work

- Glasgow Caledonian University - 2
- Dundee University – 31 students in total from the various placement blocks – 3 week blocks, 3 day block, and fulltime blocks
- Strathclyde University – 1

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GOVERNORS' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

Achievements and performance cont'd

Psychology

- Glasgow University – 2 elective

Medicine

- ScotGEM – GP St Andrews – 2

Social Care

- Glasgow and Clyde

Administration

- Dundee and Angus College – 2

Genetics

- Glasgow University – 1

In addition we provided lectures to:

- Robert Gordon University second year OT students and their Dietetic students, as well as SOMA sessions.
- Stirling University nursing students
- GCU – nursing - paediatrics and learning disabilities

SO 3 Influencing Policy and Practice:

PAMIS continued to provide input and advice to consultations and campaigns. **The Changing Places Campaign** in Scotland has been particularly successful this year. The work of the small team within PAMIS has ensured a steady increase of changing places toilets within Scotland with an additional 26 being registered over the year. Out of 32 Scottish local authorities, a total of 17 registered changing places toilets with Dumfries and Galloway registering the most – 5. There was an increase in travel hubs with the first Scottish airport (Inverness) being registered, as well as the first Scottish motorway services (Cairn Lodge). In this period, 2 other airports (Glasgow and Aberdeen) and one more motorway service station (Annandale Water) was registered. The first Scottish supermarket and first Scottish church facility were registered. The venue type with the most registrations were sports/leisure centres, this category has the most registrations of all categories since records began. The team continue to provide advice on design, funding and support the case for installation. They support changing places toilet champions to campaign for this life changing resource. They have also worked with Scottish government building standards team with support from Kevin Stewart, the Minister for housing and local authorities, which has resulted in a consultation regarding the inclusion of changing places toilets in Scottish building regulations for a range of public buildings. In addition a number of MSPs are seeking an additional amendment to the planning Bill Scotland to include changing places toilets, PAMIS have provided advice and information to support this proposal. A key highlight this year was the Scottish parliamentary reception with cross party support and key stakeholder attendance. At the event the minister for older people and equalities, Christina McKelvie, announced additional funding from the Scottish government to develop a trailer version of the Pamiloo which will be designed to support a mobile facility in remote and rural locations. We continue to co-chair the UK consortium and provide advice and support across the World to those wishing to develop this facility.

The mobile changing places toilet – **Pamiloo** – has supported many of our partners including the Scottish Government to provide inclusive activities, events and conferences. Working across the whole of Scotland from Dumfries and Galloway to Shetland we have attended over 45 different events.

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GOVERNORS' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

Achievements and performance cont'd

Consultations completed

We have also raised concerns about specific safeguarding issues and contributed to consultations (see below)

- A Culture Strategy for Scotland.
- Supporting disabled children, young people and their families.
- Protection of Vulnerable Groups and the Disclosure of Criminal Information.
- Building Regulations Scotland.
- Scotland Building Standards – amendment re changing places toilet.
- Changing places toilet parliamentary event.
- SCLD Advocacy Implementation Group.
- SCLD quality of life survey.
- Giving Evidence at Scottish Parliament at the Equalities and Human Rights Committee on the EPfA Bill.
- Review of the inclusion of learning disabilities and autism in the mental health act.
- Scotland Planning Bill - amendments.

We continue to contribute to a range of national and local strategy, policy and advisory groups including:

- Cross party group on learning disabilities.
- GIRFEC national group.
- Scottish and Southern Electricity External Advisory Panel.
- Review of the inclusion of learning disabilities and autism in the mental health act.
- SDS Advisory Board.
- Senior Learning Disability Nursing Group.
- Learning Disability Alliance.
- National Involvement Network.
- Scottish Government Disabled Children and Young People Advisory committee meetings and subgroup.
- Cross party groups – physical disability, higher education and colleges, children and young people, carer, rare diseases. palliative care.
- The Scottish Government Accessible Transport Group and conference.
- Scottish Postural Care strategy group - PAMIS co-chair the group.
- Mental Welfare Commission for Scotland National Advisory Committee.
- Scottish Learning Disabilities Observatory.
- NHS Education for Scotland AHP practice placement groups.
- Children with Exceptional Support Needs MCN.
- Self-Directed Support Scotland group.
- NAEP – National Association of Educators in Practice.
- The Scottish Government Accessible Transport Group.
- GSK/Kings fund Impact Award winners UK and Scottish network.
- Excellence in care – meeting re health improvement – health checks and epilepsy.
- Nursing curriculum development group – Dundee University.
- Local IJB policy and strategy groups including carers conference, learning disability providers forums.
- Changing Places Consortium (UK group).
- GSK IMPACT awards network group – London.
- Sunrise Partnership re Bereavement Support and training.
- Research Voices – Talking mats, Stirling.
- Community ownership- Assets Transfer for People and Place – Perth.
- Edinburgh Book Festival.
- National Keys to Life launch event.
- All local strategic planning group meetings and support offered with Keys to Life consultation planning provided.
- Learning Disabilities Strategic Outcomes Group Aberdeenshire.
- Carers Strategic Outcomes (Carers SOG) Aberdeenshire H and S/Care Partnership.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

GOVERNORS' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

Achievements and performance

Cont'd

- Making Aberdeenshire More Active (MAMA) Multi-agency Working Group.
- Health and Social Care Forum Aberdeenshire H and S/Care Third Sector Partnership.
- Aberdeenshire Learning Disability Forum.
- Palliative Care Groups NHS Grampian.
- Disability Discrimination Act Review Group NHS Grampian.
- SCLD Learning Disability Awards.
- Keys to life leadership group.
- Part of the revalidation process for Robert Gordon university AHP courses.
- Kings fund cascading leadership consultant.

We attended and supported

- Disabled Access Day – MSST performance and CP toilet opening at the National Galleries Modern.
- Culture Health and Well-being in Rural Scotland event – Inverness.
- A young person with PMLD to attend the youth Action for Success – disabled children and young people action group. we developed a multisensory story that assisted in her understanding what she was attending and enabled her to take her digital passport to ensure that the group with her could engage with her.

We have also continued to raise concerns about specific human rights issues such as safeguarding and issues with investigations when abuse has been suspected but not proven; control and restraint; and seclusion. At a local level we continue to support families to have their voice heard and that of their relative with PMLD. This has seen an increase as budgets are cut.

Presentations include:

- Scottish mediation conference (on the panel),
- Independent Living Scotland – digital passport presentation,
- Digital Health conference presentation.
- Digital passports at Digital Health and care – Feb 2019 – Holyrood events
- Digital Passports and a case study on a young person with PMLD /complex health needs – Feb 2019 – CEN Conference
- NAEP – key note speaker
- Royal Psychological society annual conference where Pat Graham and I were guest speakers in Bristol,
- Bobath Scotland Conference;
- Shared Care Conference;
- MDUK Scotland conference.

SO 4. Research and evaluation:

Our commitment to supporting and developing research to ensure that there is continual improvement in the lives of people with PMLD and their family carers remains. Our research Director Dr Hannah Young continued to support research and evaluation with some small pots of funding but completing really valuable work. She was the co-researcher in the evaluation of an arts based project, Artlink. She also completed The Ripple Effect, a report on the findings of the project. Unfortunately the funding to support a research director post did not materialise and as part of our financial recovery plan this post has been lost. However many staff members and some of our family carers are still actively involved in research both as instigators and as collaborators. We sit on the Scottish Learning Disability Observatory steering committee and have supported several of their research projects.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

GOVERNORS' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

Achievements and performance cont'd

Our contributions to research for 2018/19 have included:

- Partners in DRILL Toilets and Transport project with Edinburgh university, Up mobility, Dementia Centre, Hammond Care;
- SUH palliative care transitions - contributor to multi-partner project;
- Beat It – investigation into the use of Behavioural Activation with people with profound –severe learning disabilities with depression/low mood. Funded by Baily Thomas Grant we are partners on this with university of Glasgow, SLDO, university of Lancaster;
- Health Transitions for people with PMLD – Napier university lead researcher Michael Brown;
- Evaluation of Art Link programme for people with PMLD.

In addition we have begun exploring a project plan for PAMIS lifelong learning college within a college and reviewing the literature re lifelong learning approaches for people with PMLD Inclusive learning journey.

Our concern about the lack of expertise in supporting people with PMLD who have suffered trauma continues to be a key area for development. We had discussions with Dr Martin Campbell St Andrews University who has provided us with some of the limited evidence on the topic area.

We have had 8 abstracts accepted for the World IASSID (International Association for the Scientific Study of Intellectual Disability) hosted in Glasgow in August 2019.

SO 5. Developing and supporting innovative practice:

PAMIS continue to be led by the families we support who drive an agenda for inclusion, for creativity, for aspiration and for hope. The projects we develop come from their ideas and aspirations and PAMIS have a strong track record of seeking to understand the issue and idea, researching the solutions and what has been tried before, designing and developing practice to meet the needs and aspirations of people with PMLD and their family carers; and then embedding it in practice. This can be seen with the PAMIS Bereavement and Loss work, which is now a nationally and internationally recognized resource and a key area within our learning and development portfolio. Supported by both PAMIS staff and family carer consultants we have run course across Scotland and provided individual support to families and staff across the UK. We are now investigating the use of multisensory storytelling and PAMIS digital passports to support people with PMLD cope with the death of a relative, peer or staff member.

Our passion for MSST continues to grow and we are now supporting others to become MSS tellers. We received funding from SEN and the Holywood Trust to take forward a project in Dumfries and Galloway. Working with the Theatre Royal, Dumfries we are supporting the local communities to develop inclusive opportunities for people (including children and young people) with PMLD and their family carers to engage in the local culture. MSST is a tool to not only support people with PMLD but also to enable communities to understand how to provide purposeful and meaningful activities that everyone can take part in.

Storytelling is one of the oldest art forms – myths, legends, fairy tales, folktales, fables, drama, personal stories and the exploration of the mythical, storytelling captures imagination. It connects individuals and communities, supports education and is fun. Stories can be adapted using appropriate text and stimuli to become multisensory opening the door to storytelling for people with PMLD. It can help individuals engage in everyday life, to access the curriculum, it supports lifelong learning opportunities and engages them in their cultural heritage.

PAMIS will be delivering a series of workshops to develop 4 heritage and 4 real life experience multi-sensory stories, and train 8 story tellers (7 with ASN). This will involve an introductory workshop to recruit the story teller apprentices; a series of 4 training workshop; and mentored support to put the learning into practice. In addition established community groups in the local area will be engaged in the development of culturally appropriate multisensory stimuli. One of the stories will support people with PMLD to understand what happens in a natural disaster when they may be required to attend the local resilience centre.

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GOVERNORS' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

Achievements and performance cont'd

MSST is also a core component of a Shared Care Scotland funded project supporting young people and the families to attend festivals across Scotland. Families have asked us to consider supporting their access to the Wildwood children's festival which happens in the summer and last year was supported by the Pamiloo. Festivals will be supported with their physical, cognitive and sensory access with Pamiloo and the PAMIS yurt and our MSST being core components. The best practice developed will then be written into a pack for all festivals ensuring a lasting impact of this work.

The Edinburgh Book Festival successfully included people with PMLD thanks to the huge effort and support from our Chair Pat Graham, our MSST lead Maureen Phillip, the National Involvement Network members supported by Brid Cullen and the Book Festival's Creative Learning Manager, Catherine Jones. This year saw sessions for people with PMLD with author James Carter, being supported to deliver his story as a multisensory version. The full size changing places toilet was hired ensuring both physical as well as cognitive access.

Maureen continues to develop the use of MSST as a tool to prepare people with PMLD to engage in events, and support understanding of difficult situations and trauma- e.g. the Disabled children and young people policy consultation event, working with schools and families to help children through difficult periods.

Our Inclusive leisure project in Moray and Forth Valley funded by the Big Lottery programme Awards for All is enabling us to share our skills, knowledge and approach to sport and leisure with disability Sport and leisure teams. We are providing the teams with access to core PAMIS courses – Understanding Communication and Behaviour, SOMA and PAMIS digital passports and then supporting them to put their learning into action. In addition we have seen an increase in requests from other groups, organisations and networks to provide SOMA training and support.

We are continuing to grow the reach of the PAMIS digital passport and have developed a consultancy model to embed the passports in practice with larger organisations. Capability Scotland have been the first organisation to sign up and we are excited about working collaboratively to ensure that people with PMLD have access to a digital resource that supports them to access their communities and to have a voice in the decisions being made about them. This year as highlighted previously has also seen the inclusion of information in form of photographs and videos to ensure the correct postural care for the person with PMLD. This supports their health and wellbeing and ensures that preventable poor body posture is addressed. Supported by Scottish government funding we are exploring the use in acute settings and unpicking the challenges and barriers to implementation.

Our lifelong learning models for people with PMLD continue to be investigated and explored. Our vision is where a person with PMLD is able to access college or university in order to ensure that not only are they able to keep learning but also that they are valued and recognised as the educators of others. We know that when students engage with this group and their families they are taught skills of compassion, care, communication and teamwork. Our model will embrace this and support students to learn with and from each other but also to enable the carers of people with PMLD to share and further develop their skills. We hope to progress this work in the coming year and very much see this as core to the Keys to Life framework under Learning.

Much of our innovative and development of practice is also covered in other aspects of this report particularly in the models of education that we have developed and the courses we run. Our empowerment of families to lead and co-train on our courses we believe is exceptional and innovative practice and receives excellent feedback from course participants. We have always engaged our families and indeed people with PMLD in our research and are pleased to see this being adopted in other fields. The families engage and provide invaluable input even when their caring roles takes so much of their time. They are an inspiration and harnessing this commitment and passion is so important and something that PAMIS will always advocate for.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

GOVERNORS' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

Achievements and performance cont'd

SO 6. Sustainability of PAMIS

As highlighted this was a key focus for our work programme this year. We were delighted to welcome Fiona Harper into a new post – Business, development and finance director. She has spent the year concentrating on this area of our strategy and learning the ropes from Kate Muir who has dedicated 27 years to managing our finances.

We set clear objectives for the year and most of these have been fully delivered on. Fiona has sensitively moved the organisations forward pulling on her business and development expertise integrated with pushing the social media presence of the organisation. This and the financial recovery plan has enabled us to lay new foundations for financial viability.

The PAMIS Breaks that includes the Pamiloo hire, the Yurt hire and our holiday/short breaks accommodation has been very successful this year and as we move in to the New Year we have exciting plans for Cullum's Caravan at Haggerstone Castle. All projects have robust business plans and are viable this year with the expectation of making a small profit next year.

Fiona also leads on the promotion and selling of our learning and development. We are grateful to the Robertson Trust who have supported this venture for the past 2 years and this coming year – the last year of their funding - will support part of the Directors salary to embed this into our core business. There has been a steady increase in demand for our learning and development and as we move into the new financial year we have a number of courses already booked up. Companies and organisations are now approaching us for our specialist and highly evaluated courses and resources which is more effective than filling places ourselves. Fiona and the team have developed some great relationships with a range of stakeholders. The first aid course with a section specifically on first aid for people with PMLD is unique and really well received. Cat Jamieson has developed and delivered on this bringing in her learning disability nursing as well as seeking opportunities to expand her knowledge and skills. We have exceptional trainers and consultants which include family carers.

In addition we are developing our consultancy role in a number of areas including community engagement and inclusive environments, and digital passports. Again this is a new area for us and has been guided by The Business, development and finance director. We have one contract for digital passport development and another for community engagement and toilets due to be signed off early next year.

Our fundraising has also been gradually increasing and we are really grateful to all those who have taken PAMIS as their cause and raised fantastic sums of money. This year we had 17 individuals taking part in Kiltwalk fundraising events, 5 bungee jumpers, a gin tasting, a race night, a quiz night, a bingo night and family fundraiser which on its' own raised a fantastic £2709. We were delighted to once again be chosen to accompany Santa Claus and the Dundee Round Table around Dundee to collect £750 worth of donations for PAMIS. This financial year has also brought with it the introduction of direct Facebook donations and we have benefitted to the tune of £1235. Our annual Burns Supper raised almost £5,000 and also provided us with an opportunity to showcase the work we do within our PAMIS approach to Burns.

Our social media presence also supports our fundraising but more importantly ensures that we provide support and information to families across Scotland and indeed even further afield. Both the PAMIS Facebook and Twitter pages are updated regularly and consequently our followers are engaged. Our Facebook audience grew 31% during this financial year topping 2588 by the end of March 2019. This audience engaged with us 61,308 times during this period through likes, shares or comments. Having such a large following gives us access to many other people's social media feed and we calculate that around 800,000 people saw our post content during this financial period. We are also very active on Twitter and saw our audience grow by 20% from 2259 to 2707 followers. We gained 480,500 twitter impressions for this period which is the number of times that a tweet of ours appeared on someone's twitter feed. Aside from these main social media pages we also have active staff on Twitter updating their own followers regularly with their activities and also run a separate Facebook page for both the Pamiloo and the Changing Places Consortium in Scotland. In September 2018 we made the decision to reach a younger audience with the introduction of a PAMIS Instagram page and we have been steadily increasing our audience.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

GOVERNORS' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

Achievements and performance cont'd

SO 7. Valuing staff and volunteers.

Our staff are our biggest asset and we are privileged to have a dedicated, passionate and committed group of people who work above and beyond to ensure that people with PMLD and their family carers get the support they need.

This year has been challenging but as an organisation we have been open and transparent with our restructuring and when required led from the top in reducing salaries to support the transition. We have continued to support staff development including: 3 members of staff supported to undertake counselling courses; attendance at a range of conferences and development days; successful application to NMAHP digital leads cohort; enrollment in post grad course in epilepsy; Kings fund cascading leadership; first aid trainer qualification.

We have recruited over 30 volunteers and as part of our commitment to them we have enrolled them in first aid with additional PMLD aspect, SOMA and postural care.

I am grateful to all our staff, our Board, our funders, our fundraisers, partner organisations and of course the families who have supported PAMIS to get through this year. I am looking forward to next year starting from a very positive financial position and progressing with many exciting inclusive developments.

Jenny Miller, CEO

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

GOVERNORS' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

Financial review

The surplus for the year of £305,834 (2018 - deficit £101,178) has been taken to reserves.

Unrestricted funds were £79,110 at 31st March 2019 and were held to allow charitable expenditure to be made notwithstanding the irregular pattern of receipt of grants and donations. Restricted funds were £331,116 at 31st March 2019, and a detailed summary of these can be seen in note 19 to the accounts.

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three and six month's expenditure. The Governors consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised.

Unrestricted funds were at a critically low level at the end of the last financial year. This caused the Governors to consider the position of the charity as a going concern. Financial projections and budgets for the coming year were prepared in order to address this and measures were taken to reduce running costs in the short term in order to allow reserves to build up to the level required to ensure the continuation of the charity's current activities. This year has seen an improved balance in unrestricted funds, and a considerable increase in restricted funds. The Governors still consider that the going concern basis for accounts preparation is applicable. As last year the actual results over the coming months will be monitored closely to ensure budgets are kept to and to address any problems quickly as they arise.

Risk management

Risks within the register fall into four main categories: Governance, Operational, External and Financial. The key risks and controls are reviewed by the Finance Committee and by the senior management team on an ongoing basis and reported to the Board on a quarterly basis. Actions are identified to respond to risks to ensure that all major risks have been identified and systems or procedures put in place in respect of these. The Chief Executive and Senior Management Team review all of the risks, both emerging and retiring, between each Board Meeting. The Board are satisfied that appropriate controls are in place in relation to the risks identified in the risk register. The current five key risks are:

1. Financial viability

This is related to the ongoing impact of relationships with various areas within Scottish government. This year has been challenging with no rise in funding to cover the increase in staff salaries which were controlled by Dundee University due to the salary and contract arrangements. The development and implementation of a financial recovery plan has included TUPE of PAMIS Dundee university contracted staff to PAMIS. This takes affect from the beginning of the new financial year and will ensure control of salaries and pension contributions. In addition two roles within the staff team were cut and staff took redundancy, and there was a voluntary reduction in pay by the chief executive but with no reduction in hours. The involvement of a wider staff team to contribute to funding applications as well as an increase in the learning and development programmes has supported recovery and with ongoing relationship building with key funders we anticipate ongoing sustainability.

2. Reduction or withdrawal of core Scottish Government funding

As above the financial recovery plan has been implemented but in addition it has been vital to retain and further develop the relationships with officials in policy teams across the Scottish Government as appropriate. We continue to be part of the Keys to Life leadership group and action learning set and remain unique in our contributions specifically focussed on children, young people and adults with profound learning and multiple disabilities and their family carers. We are receiving the same Scottish government funding for the coming year, which is viewed positively given the situation for many other organisations. We continue to report through Inspiring Scotland to the mental health directorate within the Scottish government however we also ensure we report and contribute to other areas such as local government and housing, inequalities and human rights, children and young people, transport Scotland etc. Our use of social media ensures our activity and impact is seen in a broader arena.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

GOVERNORS' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

Risk management cont'd

3. Aging and retention of highly specialised workforce

PAMIS has developed a highly specialised workforce in terms of family support, expertise in interventions, knowledge of the group of people and specific resources. Our ability to train others is hugely reliant of the workforce we currently have who are experts in the field. We are succession planning and this year have successfully supported a new family support director to take on the role in Tayside overseen by the existing member of staff who is further developing the multisensory storytelling area. We will in the coming year set out a workforce plan and build the succession plans into personal objectives. Within projects we are building expertise of the wider community who may in turn become consultants or future staff for PAMIS. Our model of supporting the role of family carers as educators/trainers will also support our core expert pool. We are further developing the support and supervision of existing staff recognising the highly stressful roles that staff play and the risk of burnout. This will be further developed in the coming year.

4. Budgetary control and financial planning

There has been a change in personnel with the semi-retirement of the finance director and the employment of a business and development director. The merging of the role and handover is currently underway and although going well it will take time to share the 27 years' experience of the organisations finances. The former post holder has taken an assistant maternity leave post and is therefore around for further support until the end of the coming financial year. The provision of information to the Board to support robust decision making, oversight of financial controls and the management of any potential conflicts of interest remains in place. Finance reports are circulated in advance of each Board meeting and scrutinised by the Finance Committee which then reports to the Board. A scheme of delegation between the Board and the Senior Management Team is in place and reviewed annually by the Board. The Board has a policy in place concerning declarations of Governors interests and the subsequent management of any conflicts, perceived or actual. The Board has a policy in place concerning the maintenance of reserves.

5. Information technology security and failure

PAMIS currently have all IT support from Dundee University IT department. This was connected to the memorandum of understanding while staff were on a Dundee university contract. With the TUPE of staff into PAMIS the MoU is being reviewed and rewritten we anticipate that there may be some changes required to our current system. We are keen to retain the IT support from a highly skilled and reputable department within the university who provide firewalls, risk management, systems back up and ongoing excellent support and service. The MoU will be negotiated in the coming months and following this the risk will be reviewed.

Structure, governance and management

The charity was incorporated as a company limited by guarantee and not having a share capital on 21 May 1992, and registered as a charity on 15 June 1992. It is governed by its Memorandum and Articles of Association.

The Board of Governors is responsible for the governance and strategic direction of the charity. It also has responsibility for the safeguarding of staff, volunteers and beneficiaries of the organisation. The Board of Governors consists of between 6 and 10 Governors who elect a Chair and Vice Chair from amongst their number. No Governor has a beneficial interest in the organisation. New Governors receive a thorough introduction to the organisation and are invited to become actively involved in its work. The Governors meet as a Board at least four times a year.

Board Sub-Committees

The Finance Committee is convened by a suitably experienced Trustee. The Committee has delegated authority from the Board in relation to certain financial and staffing matters and make recommendations to the Board as appropriate. The Committee meets on a quarterly basis prior to Board meetings and exceptionally as required. The fundraising committee will be formed next financial year to support various fundraising events and provide a focus on fundraising activities.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

GOVERNORS' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

Corporate Governance

The Governors have overall responsibility for ensuring that the charity has appropriate systems and controls, financial and otherwise. During the year the following aspects of corporate governance were reviewed and refined to optimise organisational efficiency and effectiveness:

- Risk management
- Scheme of delegation
- Organisational strategy

The Chief Executive reports to each meeting of the Board of Governors. In addition the Board of Governors:

- Considers strategy, governance and safeguarding issues on an ongoing basis including recommendations from the Chief Executive and Senior Management Team as appropriate
- Considers financial performance on a quarterly basis including recommendations from the Finance Committee, Chief Executive and the Business and Development director as appropriate

Chief Executive

The Chief Executive, with the support of the Senior Management Team, is responsible for the day-to-day management of the organisation's affairs and for implementing the policies agreed by the Board of Governors. All of the Governors are members of the company and guarantee to contribute £5 in the event of a winding up.

The Governors, who are also the directors for the purpose of company law, and who served during the year were:

Lynne Martin	(Resigned 11 December 2018)
Alex Davidson (Chair)	(Resigned 1 June 2018)
Catherine Heaney	(Resigned 26 April 2019)
Professor Timothy Kelly	(Resigned 11 December 2018)
Pat Graham	
Jack Blaik	(Resigned 3 May 2018)
Dr Donald Macaskill	
Frances Cadzow	
Peter Glover	
Jennifer Whinnett	
Mark Thould	(Resigned 11 December 2018)
Rachael Delaney	(Appointed 3 May 2018)

Auditor

A resolution proposing that Bird Simpson & Co. be reappointed as auditors of the company will be put to the governors.

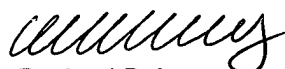
The Governors' report was approved by the Board of Governors.



Pat Graham

Governor

Dated: 11 December 2019



Rachael Delaney

Governor

Dated: 11 December 2019

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

STATEMENT OF GOVERNORS' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2019

The Governors, who are also the directors of The Profound and Multiple Impairment Service for the purpose of company law, are responsible for preparing the Governors' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Governors to prepare financial statements for each financial year which 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 charitable company for that year.

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Governors are responsible for keeping adequate accounting records that 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, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). 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.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

INDEPENDENT AUDITOR'S REPORT

TO THE GOVERNORS OF THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

Opinion

We have audited the financial statements of The Profound and Multiple Impairment Service (the 'charity') for the year ended 31 March 2019 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2019 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 (as amended).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Going Concern

We have considered the going concern issue arising during this year's audit. We are satisfied that the actions taken to reduce on-going costs will be sufficient to ensure the charity is able to continue for the foreseeable future. We have reviewed the projected cash-flows and budgets and we are satisfied that the going concern basis is applicable for these accounts.

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Other information

The Governors are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, 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.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE GOVERNORS OF THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

Matters on which we are required to report by exception

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

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

Responsibilities of Governors

As explained more fully in the statement of Governors' responsibilities, the Governors, who are also the directors of the charity for the purpose 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 Governors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Governors are responsible for assessing the charity'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 Governors 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 144 of the Charities Act 2011 and section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and report in accordance with the Acts and relevant regulations made or having effect thereunder.

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

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

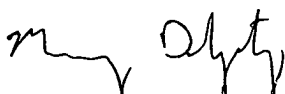
THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE GOVERNORS OF THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

Use of our report

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



Murray Dalgety (Senior Statutory Auditor)

11th December 2019

For and on behalf of

Bird Simpson & Co.

Chartered Accountants and

Registered Auditors

144 Nethergate

Dundee DD1 4EB

Bird Simpson & Co. is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under of section 1212 of the Companies Act 2006

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2019

	Notes	Unrestricted funds 2019 £	Restricted funds 2019 £	Total 2019 £	Total 2018 £
<u>Income from:</u>					
Voluntary income	2	163,027	196,815	359,842	280,366
Charitable activities	3	6,833	707,595	714,428	503,021
Other trading activities	4	14,790	2,347	17,137	21,649
Investments	5	332	-	332	55
Total income		184,982	906,757	1,091,739	805,091
<u>Expenditure on:</u>					
Raising funds	6	179,989	-	179,989	202,210
Charitable activities	7	3,123	601,608	604,731	704,059
Other	10	-	1,185	1,185	-
Total resources expended		183,112	602,793	785,905	906,269
Net incoming/(outgoing) resources before transfers		1,870	303,964	305,834	(101,178)
Gross transfers between funds	11	31,477	(31,477)	-	-
Net income/(expenditure) for the year/ Net movement in funds		33,347	272,487	305,834	(101,178)
Fund balances at 1 April 2018		45,763	58,629	104,392	205,570
Fund balances at 31 March 2019		79,110	331,116	410,226	104,392

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

BALANCE SHEET

AS AT 31 MARCH 2019

	Notes	2019 £	£	2018 £	£
Fixed assets					
Tangible assets	12		48,001		31,457
Current assets					
Stocks	14	6,000		6,930	
Debtors	15	24,215		12,166	
Cash at bank and in hand		355,102		184,297	
		<u>385,317</u>		<u>203,393</u>	
Creditors: amounts falling due within one year	16	<u>(23,092)</u>		<u>(130,458)</u>	
Net current assets			362,225		72,935
Total assets less current liabilities			<u>410,226</u>		<u>104,392</u>
Income funds					
Restricted funds	19		331,116		58,629
Unrestricted funds			79,110		45,763
			<u>410,226</u>		<u>104,392</u>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2019, although an audit has been carried out under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these accounts under the requirements of the Companies Act 2006.

The Governors acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the 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 company.

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

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

The financial statements were approved by the Governors on 11 December 2019



Pat Graham
Trustee



Rachael Delaney
Trustee

Company Registration No. 2717020

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2019

	Notes	2019 £	£	2018 £	£
Cash flows from operating activities					
Cash generated from operations	22		204,202		3,580
Investing activities					
Purchase of tangible fixed assets		(34,229)		(41,947)	
Proceeds on disposal of tangible fixed assets		500		-	
Interest received		332		55	
Net cash used in investing activities			(33,397)		(41,892)
Net cash used in financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			170,805		(38,312)
Cash and cash equivalents at beginning of year			184,297		222,609
Cash and cash equivalents at end of year			355,102		184,297

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2019

1 Accounting policies

Charity information

The Profound and Multiple Impairment Service is a private company limited by guarantee incorporated in Scotland. The registered office is c/o 33 Cornelia Street, Barnsbury Grove, Islington, London, N7 8BA.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's [governing document], the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended) and "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)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the Governors have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the Governors continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the Governors in furtherance of their charitable objectives unless the funds have been designated for other purposes.

Restricted Funds are subject to specific conditions which are declared by the donor. Governors' must spend these funds in accordance with the instructions but still within the objectives of the charity.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

1.4 Incoming resources

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

1 Accounting policies

(Continued)

1.5 Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT, and is reported as part of the expenditure to which it relates.

Costs of generating funds are costs associated with attracting voluntary income.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis. Staff costs which are attributable to more than one activity are apportioned across cost categories on the basis of an estimate of the proportion of time spent by staff on those activities. Currently, the salaries of the Director, Finance Officer and Secretary have been apportioned across the activities in accordance with an estimate of their time spent on those activities.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Caravan & Mobiloo	25% reducing balance
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The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

Intangible assets with indefinite useful lives and intangible assets not yet available for use are tested for impairment annually, and whenever there is an indication that the asset may be impaired.

1.8 Stocks

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell. Cost comprises direct materials and, where applicable, direct labour costs and those overheads that have been incurred in bringing the stocks to their present location and condition. Items held for distribution at no or nominal consideration are measured the lower of replacement cost and cost.

Net realisable value is the estimated selling price less all estimated costs of completion and costs to be incurred in marketing, selling and distribution.

1.9 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

1 Accounting policies

(Continued)

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Taxation

PAMIS is accepted as a charity by the Board of the Inland Revenue and consequently relief is given under S.505 T.A. 1988 to exempt it from the Payment of Corporation Tax.

1.12 Constitution

The Profound and Multiple Impairment Service (PAMIS) is a company limited by guarantee subject to the provisions of the Companies Act 2006. The directors are known as governors. It is also a charity registered with the Charity Commission in England, and also with effect from 27th August 2007 registered with the Office of the Scottish Charity Regulator.

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

2 Voluntary income

	Unrestricted funds	Restricted funds	Total	Total
	2019 £	2019 £	2019 £	2018 £
Donations and gifts	12,527	2,815	15,342	84,286
Legacies receivable	-	145,750	145,750	-
Government and other grants	150,500	48,250	198,750	196,080
	<u>163,027</u>	<u>196,815</u>	<u>359,842</u>	<u>280,366</u>
For the year ended 31 March 2018	<u>140,688</u>	<u>139,678</u>		<u>280,366</u>

3 Charitable activities

	Provision of services & activities 2019 £	Provision of services & activities 2018 £
Sales within charitable activities	52,672	5,297
Performance related grants	661,756	497,724
	<u>714,428</u>	<u>503,021</u>
Analysis by fund		
Unrestricted funds	6,833	200
Restricted funds	707,595	502,821
	<u>714,428</u>	<u>503,021</u>
For the year ended 31 March 2018		
Unrestricted funds	200	
Restricted funds	502,821	
	<u>503,021</u>	

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

4 Other trading activities

	Unrestricted funds	Restricted funds	Total	Total
	2019 £	2019 £	2019 £	2018 £
Fundraising events	14,790	2,347	17,137	21,649
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
For the year ended 31 March 2018	<u>21,649</u>	<u>-</u>		<u>21,649</u>

5 Investments

	Unrestricted funds	Total
	2019 £	2018 £
Interest receivable	332	55
	<u> </u>	<u> </u>

6 Raising funds

	Unrestricted funds	Total
	2019 £	2018 £
<u>Costs of generating voluntary income</u>		
PR & communications	-	17,000
Staging fundraising events	5,511	20,147
Fundraising agents	-	19,991
Advertising	6,018	3,117
Other fundraising costs	2,380	3,556
Staff costs	164,473	136,861
	<u> </u>	<u> </u>
Costs of generating voluntary income	178,382	200,672
	<u> </u>	<u> </u>
<u>Trading costs</u>		
Support costs	1,607	1,538
	<u> </u>	<u> </u>
	<u>179,989</u>	<u>202,210</u>

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

7 Charitable activities

	2019 £	2018 £
Staff costs	481,439	555,163
Depreciation and impairment	16,000	10,490
Staff travel costs	10,925	20,598
Staff training and conferences	5,307	137
Rent, rates & office equipment	18,342	20,930
Subscriptions	1,169	2,121
Computer costs	1,234	1,156
Post, stationery & advertising	6,549	8,277
Sundries & other costs	-	75
Hire of venues	4,921	3,995
Catering costs	3,188	2,602
Tutor fees & travel costs	2,527	15,264
Materials	13,632	1,327
Participants travel costs	-	20
Mobiloo Costs	3,374	2,476
Impact Award costs	-	2,329
August Pictures	34,804	28,495
Carers Health Project costs	11,568	6,144
Caravan costs	6,086	-
Share of governance costs (see note)	6,686	6,970
	<u>604,731</u>	<u>704,059</u>
Analysis by fund		
Unrestricted funds	3,123	
Restricted funds	<u>601,608</u>	
	<u>604,731</u>	
For the year ended 31 March 2018		
Unrestricted funds		8,825
Restricted funds		<u>695,234</u>
		<u>704,059</u>

8 Governors

Appropriate travel expenses have been reimbursed to all governors, amounting to £381.30 (2018 £331.73).

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

9 Employees

Number of employees

The average monthly number of employees during the year was:

	2019 Number	2018 Number
Raising funds	3	3
Governance	2	1
Charitable activities	17	20
	<u>22</u>	<u>24</u>

Employment costs

	2019 £	2018 £
Wages and salaries	529,957	573,867
Social security costs	43,799	46,015
Other pension costs	72,156	83,194
	<u>645,912</u>	<u>703,076</u>

* The staff numbers above represent proportionate allocation of staff members time. Consequently the cost of generating voluntary income actually represents the proportionate time of three members of staff.

The number of employees whose annual remuneration was £60,000 or more were:

	2019 Number	2018 Number
£60,000 - £65,000	-	1

10 Other

	Restricted funds	Total
	2019 £	2018 £
Net loss on disposal of tangible fixed assets	1,185	-
	<u>1,185</u>	<u>-</u>

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

11 Transfers

Included in transfers between unrestricted and restricted funds is a 7% management charge of £27,123 and a core salaries charge of £4,354. The management charge has been charged to Family Support Services, Training, Alliance Postural Care Project and the My Time Glasgow Project. The core salaries charge has been charged to the Self- Directed Support and the Digital Transitions Projects.

12 Tangible fixed assets

	Caravan & Mobiloo £
Cost	
At 1 April 2018	41,947
Additions	34,229
Disposals	(2,250)
	<hr/>
At 31 March 2019	73,926
	<hr/>
Depreciation and impairment	
At 1 April 2018	10,490
Depreciation charged in the year	16,000
Eliminated in respect of disposals	(565)
	<hr/>
At 31 March 2019	25,925
	<hr/>
Carrying amount	
At 31 March 2019	48,001
	<hr/>
At 31 March 2018	31,457
	<hr/>

There was a new caravan purchased during the year for £22,101. In addition to this a new caravan ramp was purchased for £5,167 and shower chair for £1,688. The old caravan was traded in against the cost of the new caravan at a value of £500.

The Mobiloo had a new hoist & shower added during the year for a cost of £5,273. The caravan and Mobiloo are depreciated at 25% reducing balance each year.

13 Financial instruments	2019 £	2018 £
Carrying amount of financial liabilities		
Measured at amortised cost	23,092	116,143
	<hr/>	<hr/>
14 Stocks		
	2019 £	2018 £
Finished goods and goods for resale	6,000	6,930
	<hr/>	<hr/>

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

15 Debtors

	2019 £	2018 £
Amounts falling due within one year:		
Prepayments and accrued income	24,215	12,166
	<u>24,215</u>	<u>12,166</u>

16 Creditors: amounts falling due within one year

	Notes	2019 £	2018 £
Deferred income	17	-	14,315
Trade creditors		-	95,118
Accruals and deferred income		23,092	21,025
		<u>23,092</u>	<u>130,458</u>

17 Deferred income

	2019 £	2018 £
Other deferred income	-	14,315
	<u>-</u>	<u>14,315</u>

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

18 Retirement benefit schemes

Defined benefit schemes

PAMIS administration staff are eligible to join the University of Dundee Superannuation Scheme. All other staff are eligible to join the University Superannuation Scheme. Both schemes provide benefits based on final pensionable salary.

It is not possible in the normal course of events to identify the share of underlying assets and liabilities belonging to an individual participating employer as both schemes are a multi-employer arrangement where assets are grouped for investment purposes, benefits are paid from total scheme assets, and the contribution rate for all employers is set by reference to the overall financial position of the scheme rather than by reference to the individual employer experience. Accordingly due to the nature of the schemes, the accounting charge for the period under FRS17 represents the employer contribution payable.

Actuarial valuations of the schemes are carried out every three years using the unit method. The main purpose of the valuation is to determine the financial position of the schemes in order to determine the level of future contributions required so that the schemes can meet their pension obligations as they fall due.

The last formal valuation of the University of Dundee Superannuation Scheme was at 31st July 2017. The market value of the scheme's assets as at that date was £100.6 million and the actuarial value of assets was 69% of the liabilities. During the year PAMIS contributed 22.1% of salaries into the fund, and this will continue at this level for the year ended 31st March 2020.

The last formal valuation of the University Superannuation Scheme was 31st March 2017. The market value of scheme assets as at that date was £60,000 million and the actuarial valuation of the assets was 89% of the liabilities. During the year PAMIS contributed 18% of salaries into this fund. This is set to increase in 2019/20 and rise to 24.2% from 1st April 2020 onwards.

The pension charge for the year was £72,156 (2018 - £83,194)

19 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds				Balance at 31 March 2019 £
	Balance at 1 April 2018 £	Incoming resources £	Resources expended £	Transfers £	
Restricted funds	58,629	906,757	(602,793)	(31,477)	331,116

THE PROFOUND AND MULTIPLE IMPAIRMENT SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2019

20 Analysis of net assets between funds

	Unrestricted funds 2019 £	Restricted funds 2019 £	Total 2019 £	Total 2018 £
Fund balances at 31 March 2019 are represented by:				
Tangible assets	-	48,001	48,001	31,457
Current assets/(liabilities)	79,110	283,115	362,225	72,935
	<u>79,110</u>	<u>331,116</u>	<u>410,226</u>	<u>104,392</u>

21 Related party transactions

Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2019 £	2018 £
Aggregate compensation	<u>49,551</u>	<u>64,219</u>

22 Cash generated from operations

	2019 £	2018 £
Surplus/(deficit) for the year	305,834	(101,178)
Adjustments for:		
Investment income recognised in statement of financial activities	(332)	(55)
Loss on disposal of tangible fixed assets	1,185	-
Depreciation and impairment of tangible fixed assets	16,000	10,490
Movements in working capital:		
Decrease/(increase) in stocks	930	(6,930)
(Increase) in debtors	(12,049)	(3,680)
(Decrease)/increase in creditors	(93,051)	95,214
(Decrease)/increase in deferred income	(14,315)	9,719
Cash generated from operations	<u><u>204,202</u></u>	<u><u>3,580</u></u>