

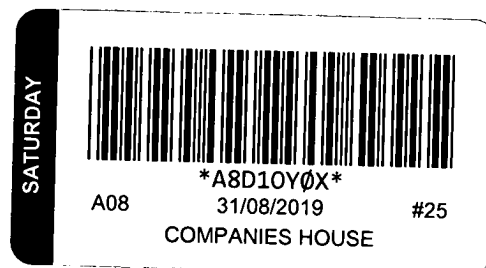
Company Limited by Guarantee Registration Number: 04185635 (England and Wales)

Charity Commission Registration Number: 1087210

OSCR Registration Number: SC045460

The St. John and Red Cross Defence Medical Welfare Service
(LIMITED BY GUARANTEE)

Annual Report and Financial Statements
For the Year Ended 31 March 2019



THE ST JOHN AND RED CROSS DEFENCE MEDICAL WELFARE SERVICE
(LIMITED BY GUARANTEE)

LEGAL AND ADMINISTRATIVE INFORMATION

Patron	HRH The Countess of Wessex
Trustees	Mrs M Burton (Chairman) Mr S Cowden (Deputy Chairman) Brigadier (Rtd) D Keenan OBE Mr A Buckham Brigadier (Rtd) M Griffiths CBE Mr P Taylor Mr J Macnamara Mrs B Cooper CBE
Chief Executive Officer	Paul Gaffney
Other Key Management Personnel	Julia Molloy – Head of Business Support Lisa Leece – Director Commissioning and Performance Abby Dryden – Director Operations
Principal and Registered Office	The Old Stables Redenham Park Redenham Near Andover Hampshire SP11 9AQ 01264 774000 01264 773677 www.dmws.org.uk
Company registration number	04185635
Charity registration number	1087210
OSCR registration number	SC045460
Auditors	TC Group The Courtyard Shoreham Road Upper Beeding Steyning West Sussex BN44 3TN
Main bankers	National Westminster Bank plc 48 Blue Boar Row Salisbury Wilts SP1 1DF
Solicitors	Collyer Bristow 4 Bedford Row London WC1R 4TF

THE ST JOHN AND RED CROSS DEFENCE MEDICAL WELFARE SERVICE
(LIMITED BY GUARANTEE)

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**THE ST JOHN AND RED CROSS DEFENCE MEDICAL WELFARE SERVICE
(LIMITED BY GUARANTEE)
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2019**

The trustees (who are also the directors of the company) present their report (which is combined with the directors' report for purposes of company law).

The financial statements comply with the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended), the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standards applicable in the UK and Republic of Ireland (FRS 102).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Background and Constitution

History - DMWS was formed from The Service Hospitals Welfare Department (SHWD) in 2001 and it has been providing a Hospital Welfare Service under contract to the Ministry of Defence (MoD) up to 2011. The SHWD was originally a joint creation of the Venerable Order of St John of Jerusalem and the British Red Cross Society. Initially, during World War I, the Joint Committee drawn from both charities was tasked to provide personnel to assist the medical officers in military hospitals worldwide, including on deployment in field units. At the outset of World War II, they were asked to raise an organisation, chaired by Edwina, the first Countess Mountbatten, wife of Lord Louis Mountbatten, this time to provide welfare support in Service Hospitals and medical facilities all over the world. The SHWD came into being in 1943, and adapted their role to complement and underpin the clinical work of their medical colleagues. Wherever the Military Medical Services were, so welfare officers would be found, working within both established and field medical units. This included deployment into Aden, Palestine, Egypt, Malaya and the Falkland Islands to name but a few of the far flung corners of the Empire. Now in our 76th year, and with thanks to our generous supporters, we continue our mission to help service personnel during their most critical time of need. What is more we have been able to diversify and adapt our service to meet the needs of a changing cohort of beneficiaries, and believe that our service is as relevant today as it was 76 years ago.

DMWS is directed by the Board, all of which trustee members are volunteers, and is led by the Chief Executive Officer ("CEO"). The CEO, Welfare Officers and other members of staff are salaried positions. The CEO, Welfare Officers and other members of staff are appropriately qualified or undertake relevant professional developmental training to ensure that they meet the DMWS Code of Practice. The processes and policies and all activities are monitored through the continuing quality assurance programme that is audited internally and externally as part of our continued commitment to ISO 9001.

The trustees, who meet as a Board at least every three months, set the strategy and policy for the service. The strategy is reviewed regularly and a Strategic Plan out to 2023 has been approved, which aims for DMWS to be the service provider of choice in the welfare arena, and to raise the standard of welfare delivery across all sectors. The Chairman, on behalf of the Board, monitors implementation of that policy by regular contact with the CEO.

DMWS is registered with the Charity Commission for England and Wales (1087210) and the Office of the Scottish Charity Regulator (045460).

Trustees

The number of Trustees shall be not less than two and is not subject to a maximum. Under the Articles of Association of the Company the Priory of England and the Islands of the Order of the Hospital of St John of Jerusalem ("the Priory") and the British Red Cross Society ("the Society") the Board of Trustees of DMWS shall include up to two Trustees proposed by the Priory and up to two Trustees proposed by the Society. An annual skills audit is conducted by the Deputy Chairman who identifies the skills required in trustees and recruitment against that need is conducted based on the strategic requirement for expertise to be reflected appropriately among Board Members. Trustees may serve for between 3 and 6 years.

**THE ST JOHN AND RED CROSS DEFENCE MEDICAL WELFARE SERVICE
(LIMITED BY GUARANTEE)
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2019**

Trustees During 2018-19

The following Trustees were in office at 31 March 2019 and served throughout the year;

Current Trustees



Maryanne Burton
Appointed as Chair in
November 2017



Steve Cowden
(Deputy Chair)
Appointed 30th July 2013



David Keenan OBE
Appointed 1st August
2012



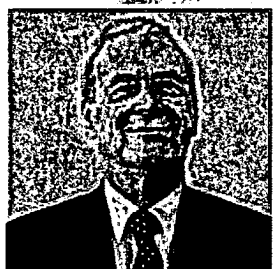
Mike Griffiths CBE
Appointed 17th
November 2015



James Macnamara
Appointed 6th October
2017



Barbara Cooper CBE
Appointed 17th
November 2017



Paul Taylor
Appointed 9th October
2017



Andrew Buckham
Appointed 24th
September 2013

Trustees Remuneration and Expenses

None of the Trustees has received any remuneration or similar benefits from DMWS. Out of pocket travel and subsistence expenses of £5,055 (2017/18: £3,934) were reimbursed to 5 Trustees (2017/18: 7). The charity purchased professional indemnity insurance on the behalf of the Trustees in the year. The premium on this insurance was £5,292 (2017/18: £5,040).

**THE ST JOHN AND RED CROSS DEFENCE MEDICAL WELFARE SERVICE
(LIMITED BY GUARANTEE)
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2019**

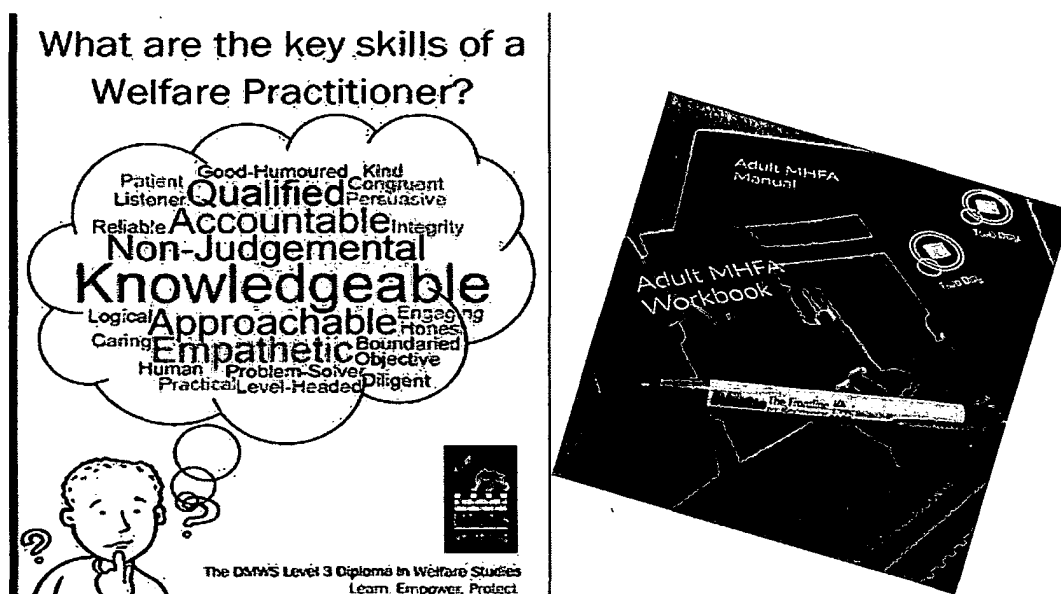
Trustees' Induction and Training

On appointment Trustees are provided with a comprehensive induction package which ensures they understand their legal and fiduciary responsibilities and trustee briefings are delivered on appointment and throughout the year including visits to DMWS staff in the field. This year trustees have been enrolled on and completed our one day MHFA course to broaden their skill sets, and better understand the training we deliver.

Employees

DMWS is an equal opportunities employer and applies objective criteria to assess merit. Recruitment and selection for promotion are based on merit and aptitude for post. Briefing papers, policies and operating procedures are reviewed annually and are the principal mechanism for communicating changes in law, policy and process to the staff, and are made readily available to all staff members.

There is a comprehensive training system which has been implemented to ensure all employees are appropriately trained for their role; technically and in terms of leadership and management. This starts with induction which is compulsory for all staff, including trustees, and is followed up by role-specific professional development and a package of personal development. Training for Welfare Officers includes attendance at the Level 3 Diploma in Welfare Studies, a course developed by DMWS to ensure the professionalism of Welfare is standardised and that DMWS are leading the way in this field.



All probationary staff are monitored and reviewed closely throughout probation by their line managers. All Welfare Officers have access to personal clinical supervision which is provided by DMWS as part of our duty of care in order to support them as part of their development and additional provision is made available in particularly challenging instances.

Salaries for all staff are reviewed within the annual budget and any increases are subject to Board approval from recommendations made via the remuneration committee. This applies to the salaries of the Senior Management Team, which are also reviewed annually by the remuneration committee and are set in line with salaries of similar roles in the charity sector. The total employee benefits for the Senior Leadership Team for the year 2018-19 were £279,120 (2017/18: £328,736)

**THE ST JOHN AND RED CROSS DEFENCE MEDICAL WELFARE SERVICE
(LIMITED BY GUARANTEE)
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2019**

OBJECTIVES AND ACTIVITIES

Principal objects

The principal objects of DMWS are:

- The provision of hospital welfare services for members of HM Forces, their dependants, and others engaged by or acting in support of the Armed Forces.
- The carrying on of such other activities as are exclusively charitable and as the Trustees shall think fit including work within defence rehabilitation and recovery.

DMWS retain the humanitarian ethos of our forebears in St John and Red Cross and 100% of our activity is in direct support of delivering public benefit to those who serve. This applies to the future strategic direction of the organisation in our intent to become the national provider of choice for welfare support in the clinical care pathway.

Aims and objectives

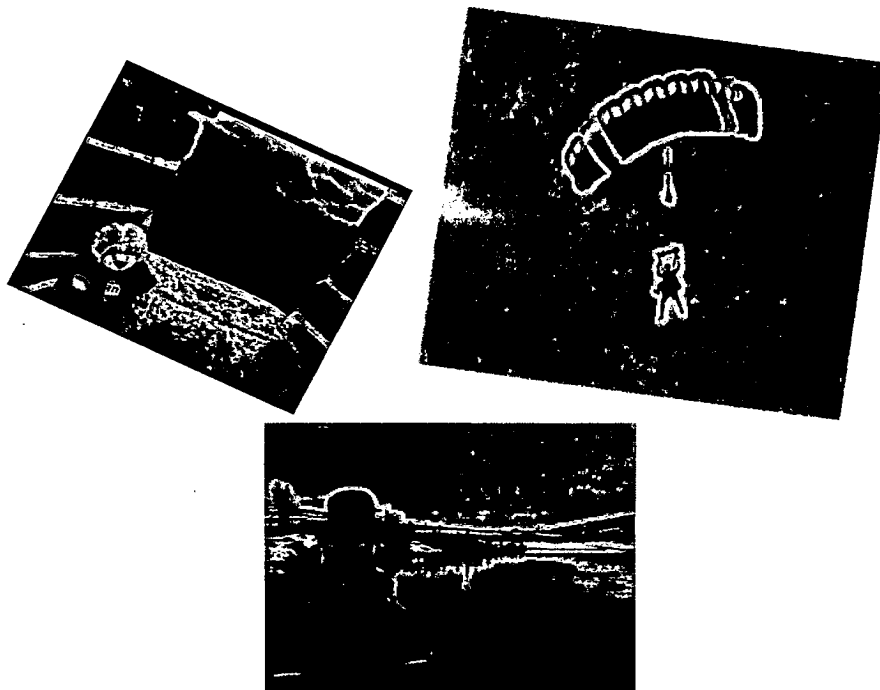
Diversification and Growth: DMWS Welfare Officers provide a variety of hospital welfare services ranging from routine day-to-day assessments through to highly complex practical and emotional support. These services are currently provided in hospitals, or within the medical pathway, such as Personnel Recovery Centres, in the United Kingdom, Germany and Cyprus. New work has followed on from the Board's decision to diversify into broader areas within the Defence environment and beyond to the NHS and Emergency Services as part of the strategic plan for growth. Work is ongoing in securing sustainable funding for projects in areas where funding has already been provided, to ensure the continuation of service delivery to stakeholders, and service users.

Fundraising: In our 75th year we aimed to raise an additional £75K of unrestricted funding, and we exceeded our expectations by raising over £100K from a dinner hosted by our Patron HRH The Countess of Wessex. Fundraising enables us to continue to support the ever changing needs of our service users and beneficiaries, whose needs are as great today as they were 75 years ago. As an example of other localised initiatives, we were also delighted to be supported by a group of young people from Nottingham who carried out several sponsored tasks as part of their National Citizen Service programme, which is part of the government's Big Society initiative.



**THE ST JOHN AND RED CROSS DEFENCE MEDICAL WELFARE SERVICE
(LIMITED BY GUARANTEE)
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2019**

During the year there were several staff project team fund raising activities that involved going above and beyond with challenges to raise funds for the charity such as canoeing The Great Glen Way, and jumping out of planes; even our Chair got involved and walked the Great Wall of China, taking our DMWS mascot with her for the adventure.



We are extremely grateful for donations received from the following organisations:

- Queen Mary's Roehampton Trust
- Masonic Charitable Foundation
- Armistice and Armed Forces Communities Programme
- Royal Navy & Royal Marines Charity
- Simply Health
- RAF Benevolent Fund
- Worshipful Company of Security Professionals
- CCLA
- Roke Manor Research
- Eldergrave Welfare Fund
- Civil Nuclear Police Federation

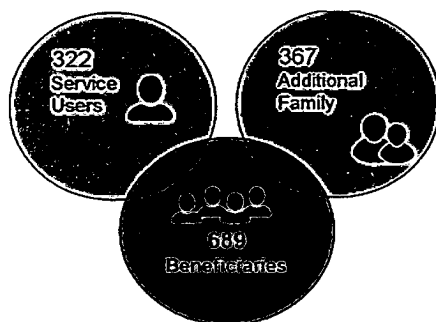
Public benefit

The Trustees confirm that DMWS is compliant with the rules for public benefit. The ultimate beneficiaries are the members of Armed Forces Community, the Police, their dependants, and others engaged by or acting in support of the Armed Forces. Armed Forces Covenant Funding, a Treasury grant and fund raising have allowed DMWS to diversify into other arenas such as the Police and Probation Service, developing a training capability and partnership working with charities, the NHS and local authorities and has extended the support it provides to its beneficiaries in line with the organisation's intent to serve a broader population.

THE ST JOHN AND RED CROSS DEFENCE MEDICAL WELFARE SERVICE
(LIMITED BY GUARANTEE)
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2019

In this financial year we have had 8,282 referrals, of which 3,589 were service users and 4,693 were additional beneficiaries, which exceeds last year's total of 6229 by 33%.

Our Nottinghamshire and Herefordshire Aged Veterans Health and Wellbeing Project, a project encompassing a range of partners including two County Councils, along with two other charities has met all milestones ensuring a tangible legacy for Veterans and their families. So far DMWS have reached and supported the following through this project



The funding for this project has also enabled 186 delegates with local Armed Forces Community connections to be trained in "Stepping inside Dementia" and "Meaningful Engagement" courses, plus 96 delegates have had Mental Health First Aid (MHFA) and Armed Forces Awareness training provided by the DMWS training team.

TRAINING

During the financial year the training team delivered 68 MHFA, three Level 3 Diploma in Welfare Studies, two Working with Veterans, and two Armed Forces courses to a total of 985 delegates. The current Level 3 Diploma in Welfare Studies has been revamped and rebranded to the Level 3 Diploma in Human Welfare and Management, mixing online and face to face learning, reducing the amount of classroom time for students enabling more companies to release delegates to attend courses.



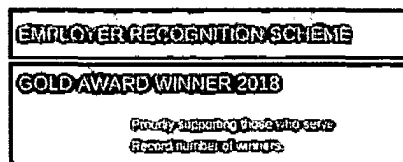
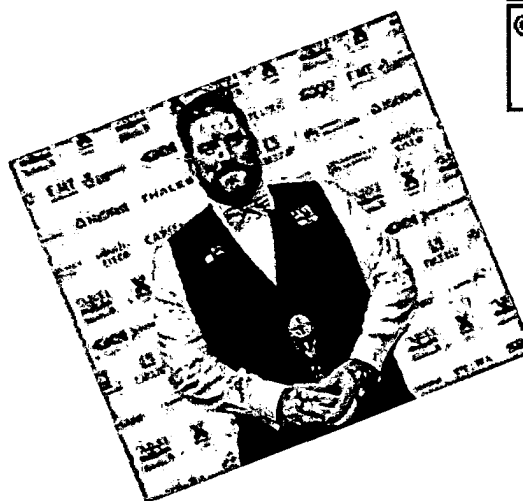
ACHIEVEMENTS AND PERFORMANCE

DMWS continues to provide outstanding service delivery to all our stakeholders and service users, and recognition for employees has been outstanding throughout 2018/19, with the following awards received;

- Employers Recognition Award Gold 2018
- Certificate of Excellence 2018 - Scotland
- High Sheriff of Hampshire Award - Police Project 2018
- Nottingham University Hospital NHS Trust - Team of the Year 2018
- NHS Lanarkshire Staff Award - Kenny Cumming Nominated

**THE ST JOHN AND RED CROSS DEFENCE MEDICAL WELFARE SERVICE
(LIMITED BY GUARANTEE)
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2019**

- PENNA Awards 2019 – 'Partnership Working to Improve the Experience' - Jason Stone/DMWS South Team – Runner Up
- Inspiration Award (Nathan Cumberland) - Soldiering On Awards 2019 – Winner
- Working Together Award (Unforgotten Forces) - Soldiering On Awards 2019 – Winner



THE ST JOHN AND RED CROSS DEFENCE MEDICAL WELFARE SERVICE
(LIMITED BY GUARANTEE)
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2019

FINANCIAL REVIEW

Financial report for the year

Total income resources for the year ended 31 March 2019 amounted to £2,284,650 (2017/18: £2,350,593) a small decrease on last year, but still an excellent achievement in today's financial climate. The cost of DMWS's on-going activities during the period amounted to £2,436,726 (2017/18: £2,689,937) a decrease on last year and resulting in a much smaller reduction on net reserves of £152,076 (2017/18 £339,344) an improvement year on year since 2016, when the reduction in our MoD contract resulted in the need to increase income through diversification.

The balance sheet shows total funds of £503,847 (2017/18: £655,923) the balance of the designated funds have been transferred back to the general fund, with no designated funds appointed for the coming financial year.

RESERVES POLICY

The Trustees approved a policy on financial reserves in February 2018, and agreed that at the beginning of each financial year a full review of the company's commitments and costs should form the basis of the financial reserves policy. The Trustees have examined the requirement for free reserves; unrestricted funds which are not represented by tangible fixed assets and which are not designated for specific purposes or otherwise committed. Direct project costs are independent of core costs and are covered by their respective restricted funds. The Trustees have re-affirmed that, having regard to the nature of the activities of DMWS, the level of free reserves cover three months' ordinary recurrent expenditure. At 31 March 2019, the free reserves amounted to £383,359.

INVESTMENT POLICY

The Trustees re-affirmed their policy on the management of investments in February 2018. The Trustees have determined that the management of the charity's investments should be undertaken through the Common Investment Funds for Charities (COIF). This decision will be regularly reviewed by the Trustees, as part of the Audit and Finance Committee.

PLANS FOR FUTURE PERIODS

The income of DMWS is primarily dependent upon delivery of the hospital welfare service which has been successful this year. The Board is continuing to diversify its activities to achieve a robust business model that is sustainable. It has agreed the following plans for the coming year:

- Work to secure future contracts with the other agencies in the emergency services.
- Seek sustainability for current programmes in Scotland, Herefordshire and Nottinghamshire
- Identify further opportunities for new work in the delivery of training.
- Secure commissioning of our service within the NHS.
- Increase fundraising to allow DMWS to become financially independent with a variety of income streams.

In the year 2018/19 the Trustees expect the charity to operate within the projected budget agreed at the February board meeting.

STATEMENT AS TO DISCLOSURE OF INFORMATION TO AUDITORS

So far as the Trustees are aware, there is no relevant audit information (as defined by Section 418 of the Companies Act 2006) of which the company's auditors are unaware, and each trustee has taken all the steps that they ought to have taken as a Trustee in order to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

Approved by the board of Trustees

Name:

Maryanne Burton

Date

07 August 2019

**THE ST JOHN AND RED CROSS DEFENCE MEDICAL WELFARE SERVICE
(LIMITED BY GUARANTEE)
STATEMENT OF TRUSTEES' RESPONSIBILITIES**

The Trustees, who are also the directors of The St. John and Red Cross Defence Medical Welfare Service for the purpose of company law, are responsible for preparing the Trustees' Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Principles), including Financial Reporting Standard 102 'The Financial Reporting Standard in the UK and Republic of Ireland'.

Company law requires the Trustees to prepare accounts 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 accounts, the Trustees 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;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

**THE St. JOHN AND RED CROSS DEFENCE MEDICAL WELFARE SERVICE
(LIMITED BY GUARANTEE)
REPORT OF INDEPENDENT AUDITORS
FOR YEAR ENDED 31 MARCH 2019**

We have audited the financial statements of The St John and Red Cross Defence Medical Welfare Service for the year ended 31 March 2019 set out on pages 16 to 27. 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 the charity's surplus or deficit 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.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you were:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the governors' 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, except to the extent otherwise explicitly stated in our report, 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 St. JOHN AND RED CROSS DEFENCE MEDICAL WELFARE SERVICE
(LIMITED BY GUARANTEE)
REPORT OF INDEPENDENT AUDITORS
FOR YEAR ENDED 31 MARCH 2019**

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the directors' report) have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report (incorporating the directors' 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 (as amended) requires us to report to you if, in our opinion:

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

Responsibilities of the trustees

As explained more fully in the trustees' responsibilities statement, 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 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 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.

**THE St. JOHN AND RED CROSS DEFENCE MEDICAL WELFARE SERVICE
(LIMITED BY GUARANTEE)
REPORT OF INDEPENDENT AUDITORS
FOR YEAR ENDED 31 MARCH 2019**

Auditor's responsibilities for the audit of the financial statements

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: <https://www.frc.org.uk/Our-Work/Audit/Audit-and-assurance/Standards-and-guidance/Standards-and-guidance-for-auditors/Auditors-responsibilities-for-audit/Description-of-auditors-responsibilities-for-audit.aspx>. 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 section 44 (1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members 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 and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

TC Group

Mark Cummins FCCA (Senior Statutory Auditor)
for and on behalf of

TC Group
Statutory Auditor
Date: 9 August 2019
Office: Steyning

THE St. JOHN AND RED CROSS DEFENCE MEDICAL WELFARE SERVICE
(LIMITED BY GUARANTEE)
STATEMENT OF FINANCIAL ACTIVITIES
FOR YEAR ENDED 31 MARCH 2019

	Notes	Unrestricted funds £	Designated funds £	Restricted funds £	2019 Total funds £	2018 Total funds £
Income from:						
Donations and legacies	3	225,910		1,379,677	1,605,587	1,603,963
Interest receivable		1,241	-	-	1,241	575
Charitable activities:	4					
Welfare services		547,283	-	-	547,283	560,830
Education and training		130,539	-	-	130,539	185,225
Total income		904,973	-	1,379,677	2,284,650	2,350,593
Expenditure:	5					
Charitable activities:						
Welfare services		812,555	54,299	1,364,432	2,231,286	2,416,230
Education and training		205,440	-	-	205,440	273,707
Total expenditure		1,017,995	54,299	1,364,432	2,436,726	2,689,937
Net income/(expenditure)		(113,022)	(54,299)	15,245	(152,076)	(339,344)
Transfer Between Funds		11,181	(11,181)	-	-	-
Fund balances brought forward at 1 April 2018		557,428	65,480	33,015	655,923	995,267
Fund balances carried forward at 31 March 2019	18	455,587	-	48,260	503,847	655,923

The Statement of Financial Activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

All activities are classified as continuing. There are no recognised gains or losses other than those reported on the Statement of Financial Activities.

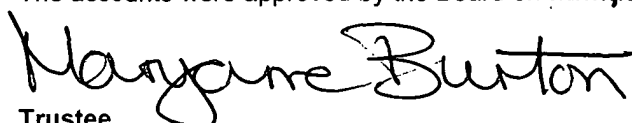
THE St. JOHN AND RED CROSS DEFENCE MEDICAL WELFARE SERVICE
(LIMITED BY GUARANTEE)
BALANCE SHEET
AS AT 31 MARCH 2019

	Notes	£	2019 £	£	2018 £
Fixed assets					
Intangible assets	12	39,485		53,337	
Tangible assets	13	<u>32,743</u>		<u>49,114</u>	
			72,228		102,451
Current assets					
Debtors	14	191,894		298,575	
Short term deposits, cash at bank and in hand		<u>405,734</u>		<u>633,202</u>	
		597,628		931,777	
Creditors: amounts falling due within one year	15	<u>(166,009)</u>		<u>(378,305)</u>	
Net current assets			431,619		553,472
Total net assets			<u>503,847</u>		<u>655,923</u>
Funds and reserves					
Income funds					
Restricted funds	17	48,260			33,015
Unrestricted funds					
Designated funds	18	-		65,480	
General fund		<u>455,587</u>		<u>557,428</u>	
					655,923
			<u>503,847</u>		<u>655,923</u>

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to the members of the charitable company.

The notes on pages 16 to 27 form part of these accounts.

The accounts were approved by the Board on 7/8/19 by



Trustee

Company Registration No. 04185635

THE St. JOHN AND RED CROSS DEFENCE MEDICAL WELFARE SERVICE
(LIMITED BY GUARANTEE)
CASH FLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2019

	2019		2018	
	£	£	£	£
Net cash used in operating activities				
Net income/(expenditure)	(152,076)		(339,344)	
Increase/(decrease) in creditors	(213,234)		279,291	
(Increase)/decrease in debtors	107,619		(131,042)	
Depreciation of Fixed Assets	30,223			
Investment income	(1,241)		(575)	
Net cash (outflow)/inflow from operating activities		(228,709)		(191,670)
Cash flows from investing activities				
Purchase of fixed assets			(102,451)	
Investment income	1,241		575	
Cash provided by/(used in) investing activities		1,241		(101,876)
Increase/(decrease) in cash		(227,468)		(293,546)
Cash and cash equivalents at the beginning of the year		633,202		926,748
Cash and cash equivalents at the end of the year		405,734		633,202

	At 1 April 2018 £	Cash flow £	Non-cash charges £	At 31 March 2019 £
Cash at bank and in hand	633,202	(227,468)	-	405,734
Total	633,202	(227,468)	-	405,734

**THE St. JOHN AND RED CROSS DEFENCE MEDICAL WELFARE SERVICE
(LIMITED BY GUARANTEE)
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2019**

1.0 Statutory Information

The charitable company is a company limited by guarantee, with no share capital, registered in England and Wales as a company and as a charity with the Charity Commission and Office of the Scottish Charity Regulator.

2.0 Accounting Policies

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

2.1 Basis of accounting

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 2015) – (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended).

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 St John and Red Cross Defence Medical Welfare Service meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

2.2 Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor or funder has specified that the income is to be expended in a future accounting period.

2.3 Expenditure and apportionment of costs

Expenditure is included in the Statement of Financial Activities when incurred and includes attributable VAT which cannot be recovered.

Expenditure comprises entirely the costs of undertaking charitable activities as follows:

- a. Direct costs of undertaking DMWS' charitable activities.
- b. An allocation of central support costs. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charity's activities. The allocation of support costs to charitable activities is on the basis of direct expenditure incurred by each activity.

2.4 Foreign currency

Transactions in foreign currencies are recorded using the rate of exchange ruling at the date of transaction. All foreign currency balances have been translated at the balance sheet date. Gains and losses on translation are included in the Statement of Financial Activities.

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2.5 Fixed assets

It is the policy of the charity to capitalise items exceeding £5,000 in cost. Expenditure below this level is taken to the Statement of Financial Activities as incurred.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Computer equipment	3 years straight line basis
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Intangible fixed assets are stated at cost less amortisation. Amortisation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Software development	3 years straight line basis
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2.5 Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.6 Cash at bank and in hand

Cash at bank and 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 accounts.

2.7 Creditors

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

2.8 Fund accounting

The restricted funds are monies raised for, and their use restricted to, a specific purpose, or donations subject to conditions imposed by the donors.

The designated funds comprise monies set aside out of unrestricted general funds for specific future purposes or projects.

The general fund represents those monies which are freely available for application towards achieving any charitable purpose that falls within the charity's charitable objects.

2.9 Pension contributions

DMWS contributes to employees' personal pension plans up to 6% of salary on a matching basis. The pension costs included in the Statement of Financial Activities represent the amount of contributions payable in respect of the accounting period.

2.10 Leased assets

Rentals applicable to operating leases where substantially all the benefits and risks of ownership remain with the lessor are charged on a straight-line basis over the lease term.

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3. Donations and legacies

	Unrestricted funds £	Restricted funds £	Total 2019 £	Total 2018 £
GM Project	-	25,000	25,000	495,778
CRC Rehabilitation	-	56,299	56,299	71,700
AV Healthy Living	-	-	-	44,277
Wigan of our Forces	-	-	-	20,000
Poppy Scotland	-	387,072	387,072	348,631
ABF South	-	318,256	318,256	-
AV Hereford & Nottingham	-	392,842	392,842	399,242
College of Police Pilots	-	185,000	159,000	-
FiMT	-	15,079	15,079	31,317
Help for Heroes	-	(1,800)	(1,800)	151,800
Gifts and donations	225,910	1,929	227,839	41,218
	225,910	1,379,677	1,605,587	1,603,963

During the year the charity received an unrestricted donation from the Queen Mary's Roehampton Trust totalling £20,000 of which James Macnamara is a trustee.

4. Income from charitable activities

	Unrestricted funds £	Restricted funds £	Total 2019 £	Total 2018 £
<u>Welfare Services</u>				
MoD Contract	418,088	-	418,088	410,691
Royal British Legion	129,195	-	129,195	150,139
	547,283	-	547,283	560,830
<u>Education and Training</u>				
Armed Forces Awareness	-	-	-	1,519
Training Projects	5,595	-	5,595	-
Welfare Diploma	21,448	-	21,448	129,479
Mental Health First Aid Training	103,496	-	103,496	54,227
	130,539	-	130,539	185,225
	677,822	-	677,822	746,055

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5. Total expenditure

	Staff costs £	Other costs £	Total 2019 £	Total 2018 £
Welfare Services				
Activities undertaken directly	1,277,762	471,775	1,749,537	1,970,042
Support costs	294,628	219,212	513,840	446,188
Total	1,572,390	658,896	2,263,377	2,416,230
Education & Training				
Activities undertaken directly	-	81,368	81,368	144,311
Support costs	91,981	-	91,981	129,396
Total	91,981	113,459	173,349	273,707
Total	1,664,371	772,355	2,436,726	2,689,937

6. Analysis of governance and support costs

	Welfare services £	Education and training £	Total 2019 £	Total 2018 £
Staff costs	294,628	-	294,628	303,310
Office costs	64,610	-	64,610	70,451
Other administration	20,829	-	20,829	40,147
Insurance	5,100	-	5,100	5,013
Travel and subsistence	6,547	-	6,547	10,796
Other (including designated funds)	90,035	-	90,035	16,471
Governance costs (note 7)	32,091	-	32,091	24,393
	513,840	-	513,840	470,581

Support costs are allocated to charitable activities on the basis of direct expenditure incurred by each activity as follows:

	2019	2018
Welfare services	100%	89.5%
Education & training	0%	10.5%

7. Governance costs

	Total 2019 £	Total 2018 £
Audit fees	10,500	10,967
Legal and professional fees	16,536	9,492
Trustees' reimbursed expenses	5,055	3,934
	32,091	24,393

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8. Comparative funds – Statement of Financial Activities for the year ended 31 March 2018

	Notes	Unrestricted funds £	Designated funds £	Restricted funds £	2018 Total funds £
Income:					
Donations and legacies	3	41,218	-	1,562,745	1,603,963
Interest receivable		575	-	-	575
Income from charitable activities	4				
. Welfare services		560,830	-	-	560,830
. Education and training		162,516	-	22,709	185,225
Total income		765,139	-	1,585,454	2,350,593
Expenditure:					
Charitable activities:	5				
. Welfare services		474,311	18,131	1,923,788	2,416,230
. Education and training		253,970	-	19,737	273,707
Total expenditure		728,281	18,131	1,943,525	2,689,937
Net income/(expenditure)		36,858	(18,131)	(358,071)	(339,344)
Transfers between funds	17	-	-	-	-
Fund balances brought forward at 1 April 2017		520,570	83,611	391,085	995,267
Fund balances carried forward at 31 March 2018	18	557,428	65,480	33,015	655,923

9. Net income/(expenditure)

This is stated after charging:

	Total 2019 £	Total 2018 £
Auditors' remuneration:		
- Statutory audit fees	10,500	10,967
- Non audit fees	17,736	9,492
Operating lease payments	39,720	35,165

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10. Staff costs

	2019 £	2018 £
Staff costs during the year were as follows:		
Wages and salaries	1,474,402	1,607,149
Social security costs	145,041	147,008
Pension contributions	44,928	38,356
	<u>1,664,371</u>	<u>1,792,513</u>

Pension contributions solely relate to a defined contribution scheme. £7,277 of pension contributions were outstanding at the year-end (2017/18: £6,322).

The number of employees who earned over £60,000 per annum (including taxable benefits but excluding employer pension contributions) or more during the year was as follows:

	2019	2018
£70,001 - £80,000	0	2
£80,001 - £90,000	1	-

Pension costs for the year relating to these employees totalled £5,100 (2017/18: £6,962).

The average full time equivalent number of employees during the year, analysed by function, was as follows:

	2019	2018
Charitable activities		
- Welfare services	40	48
- Support	11	10
	<u>51</u>	<u>58</u>

During the year, none of the Trustees received any remuneration in respect of their services as trustees (2017/18: none). Out of pocket travel and subsistence expenses amounting to £5,055 (2017/18: £3,944) were reimbursed to 5 Trustees during the year ended 31 March 2019 (2017/18: 7).

The key management personnel of the charity comprise the trustees, the Chief Executive Officer and Senior Leadership Team. The total employee benefits of the key management personnel of the charity were £279,120 (2017/18: £328,736).

11. Taxation

The Company is a Registered Charity (number: 1087210). All activities are undertaken to fulfil the primary objectives of the charity and are therefore exempt under Part 11 of the Corporation Tax Act 2010.

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12. Intangible fixed assets

	Software development £
Cost	
At 1 April 2018	53,337
Additions	-
Disposals	-
At 31 March 2019	53,337
Amortisation	
At 1 April 2018	-
Charge for the year	13,852
Disposals	-
At 31 March 2019	13,852
Net book value	
At 31 March 2019	39,485
At 31 March 2018	53,337

13. Tangible fixed assets

	Computer equipment £
Cost	
At 1 April 2018	49,114
Additions	-
Disposals	-
At 31 March 2019	49,114
Depreciation	
At 1 April 2018	-
Charge for the year	16,371
Disposals	-
At 31 March 2019	16,371
Net book value	
At 31 March 2019	32,743
At 31 March 2018	49,114

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14. Debtors

	2019 £	2018 £
Amount due from the Ministry of Defence	69,223	65,650
Other debtors	102,317	209,210
Prepayments and accrued income	20,354	23,715
	<u>191,894</u>	<u>298,575</u>

15. Creditors: amounts falling due within one year

	2019 £	2018 £
Trade creditors	39,784	116,613
Taxation and social security costs	33,365	48,101
Accruals	92,860	213,591
	<u>166,009</u>	<u>378,305</u>

16. Leasing commitments

At 31 March 2019 DMWS had total commitments under operating leases payable as follows:

	Land and buildings		Other	
	2019 £	2018 £	2019 £	2018 £
Within one year	33,000	33,000	3,111	2,240
Within two to five years	66,000	-	7,902	8,400
	<u>99,000</u>	<u>33,000</u>	<u>11,013</u>	<u>10,640</u>

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17. Restricted funds

	At 1 April 2018 Restated £	Income £	Expenditure £	Transfers £	At 31 March 2019 £
LiBOR Fund	-	-	-	-	-
Aged Veterans GM	-	25,000	(25,000)	-	-
Aged Veterans A&S	-	-	543	-	543
Big Lottery Fund	-	-	-	-	-
Morrison Fund	-	-	-	-	-
FiMT	-	15,079	(12,636)	-	2,443
CRC Rehabilitation Project	-	56,299	(56,299)	-	-
Wigan4Our Forces	-	-	-	-	-
Poppy Scotland	-	387,072	(377,851)	-	9,221
AVH Hereford & Nottingham	-	392,842	(381,039)	-	11,803
Help4Heroes	33,015	(1,800)	(31,215)	-	-
Portsmouth Lottery Fund	-	15	(15)	-	-
ABF South	-	318,256	(310,867)	-	7,389
Simply Health	-	1,914	-	-	1,914
College of Policing	-	185,000	(170,053)	-	14,947
Worshipful Co; of IT	-	-	-	-	-
	33,015	1,379,677	(1,364,432)	-	48,260

- Aged Veterans GM £25,000 was additional funding from Wythenshawe Hospital to continue the original Welfare Service Provision from the prior 2 year project until the end of September 2018, and was provided by the NHS Community Fund.
- FiMT was a bid in partnership with the Forces in Mind Trust for a project to identify Military Personnel through GP Surgeries.
- CRC Rehabilitation Project was a 2 year project in partnership with the Chester and Manchester Community Rehabilitation Centres to provide welfare services to ex-offenders.
- Poppy Scotland is a joint covenant funding bid for a 2 year project in Scotland, it's official title is Unforgotten Forces, This was a multi partner bid lead by Poppy Scotland to provide welfare services to Aged Veterans in Scottish Regions
- AVH Hereford and Nottingham is a 2 year partner bid for covenant funding with Hereford and Nottingham County Councils to provide welfare services to the military Aged Veteran community we are the project lead.
- ABF South is a partnership grant via the ABF the Soldiers Charity via Covenant grants to provide welfare services across the South of England to the Armed Forces Community. This is a 3 year project.
- Simply Health was a grant applied for through the Den-plan Community Fund and we were awarded funding for a Spider Dome to support our work locally in Hampshire.
- College of Policing provided funding to run 2 pilot schemes for Welfare Services in Hampshire and Avon & Somerset, the funding was given as a result of previous work we had carried out with the two Police Forces.
- The Portsmouth Lottery Fund is an ongoing fund for Charities that registered with the Lottery Scheme - it is used to provide MHFA courses to people in Portsmouth when there is sufficient funds available. We have delivered 1 course in this financial year.

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Current Projects & Key Partners

- MOD Contract (Northern Ireland, RCDM Birmingham and Cyprus).
- RBL Recovery Centres (Battleback Centre, Lilleshall and Brydon House, Germany).
- Aged Veterans (Projects in Herefordshire and Nottingham).
- Aged Veterans (Unforgotten Forces project in Scotland: Arran & Ayrshire, Fife, Grampian and Lanarkshire).
- ABF (Major project in South England for Serving personnel/Families and Veterans/Families) – new areas – East Sussex and Dorset.
- H4H funded projects UK-wide (but for veterans who were WIS in service only).
- Police Welfare Support – Avon & Somerset.
- National Response Team & 24-hour Triage hotline.
- Nationwide training portfolio (MHFA, Welfare Diploma).



18. Designated funds

The income funds of DMWS include the following designated funds which have been set aside out of unrestricted funds by the Trustees for specific purposes:

	At 1 April 2018 £	Income £	Expenditure £	Transfers between funds £	At 31 March 2019 £
Business Development	65,480	-	(54,299)	11,181	-
Total	65,480	-	(54,299)	11,181	-

The balance on the designated funds account has been returned to the General fund as agreed with the trustees, as the work assigned to be carried out has been completed under predicted cost.

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19. Analysis of net assets between funds

	Unrestricted funds £	Designated funds £	Restricted funds £	Total £
Fund balances at 31 March 2019 are represented by:				
Fixed assets	72,228	-	-	72,228
Current Assets	549,368	-	48,260	597,628
Creditors: Amounts falling due within one year	(166,009)	-	-	(166,009)
Total	<u>455,587</u>	<u>-</u>	<u>48,260</u>	<u>503,847</u>

Fund balances at 31 March 2018 are represented by:

Fixed assets	102,451	-	-	102,451
Current Assets	833,282	65,480	33,015	931,777
Creditors: Amounts falling due within one year	(378,305)	-	-	(378,305)
Total	<u>557,428</u>	<u>65,480</u>	<u>33,015</u>	<u>655,923</u>

20. Connected charities

DMWS was established by the trustees of the Joint Committee of the Order of the Hospital of St. John of Jerusalem and the British Red Cross Society (the "Joint Committee") to take over its Service Hospitals Welfare Department. The Joint Committee is a charity, registered on the Central Register of Charities under number 225753.

The membership rights in DMWS were originally held by the Chairman and Vice-Chairman of the Joint Committee, and the Joint Committee had the power of appointing Trustees. The Joint Committee transferred the assets and the undertaking of its Service Hospitals Welfare Department to DMWS at the close of business on 31 March 2001. In view of the decision of the trustees to wind up the Joint Committee, the Trustees considered the implications of this for the constitution of DMWS. Accordingly, on 5 December 2005 an amended Memorandum and new Articles of Association were passed by Special Resolution of the Trustees. The revised Memorandum and Articles of Association came into effect on 1 January 2006 and these, together with an associated Tripartite Memorandum of Agreement, resulted in transfer of the membership rights in DMWS to the Prior of the Priory of England and the Islands of the Order of the Hospital of St John of Jerusalem (the Prior) and the Chairman of the British Red Cross Society (Chairman). From that same date the appointment of Trustees of DMWS became a matter for the Board, which is informed by the recommendations of its Nominations Committee.

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Further revisions were made to the Memorandum and Articles of Association, with effect from 25 November 2014, whereby the Prior and the Chairman were designated Founder Members. The new Articles stipulate that the objects of DMWS cannot be amended except with the prior written consent of the Founder Members. The new Articles further stipulate that on dissolution of DMWS, its assets shall be distributed equally between the Priory of England and the Islands of the Order of the Hospital of St John of Jerusalem and the British Red Cross Society. This provision likewise cannot be amended except with written consent of the Founder Members. The Articles have been further amended in July 2018, amendments were made to Article 5.4, regarding the term served by trustees, deletion of Article 5.5 regarding retirement of trustees as it conflicts with the amendment to 5.4, and amending Article 6.5 regarding the selection of the Chair and Deputy Chair.

21. Pension and other post-retirement benefits

Defined contribution schemes

Pension contributions due at the year-end amounted to £7,277 (2017/18: £6,962).

	2019	2018
	£	£
Contributions payable by the charity for the year	44,928	38,356

22. Control

The charity was under the control of the Trustees during the period under review.