Company registration number: 05589479 Charity registration number: 1120354

South West Grid for Learning Trust

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2021



Thompson Jenner LLP Statutory Auditors 28 Alexandra Terrace Exmouth Devon EX8 1BD



Contents

Reference and Administrative Details	1
Trustees' Report	2 to 14
Statement of Trustees' Responsibilities	15
Independent Auditors' Report	16 to 18
Statement of Financial Activities	19 to 20
Balance Sheet	21
Statement of Cash Flows	22
Notes of the Financial Statements	23 to 44

Reference and Administrative Details

Trustees R Bond

A C Coghlan
P Fletcher
C Mcdonald
S Smith

S P Taylor (resigned 15 June 2021)

S Wainwright (resigned 31 October 2020)

A E Brittan
J Briscombe

M E Blackman (appointed 15 April 2021)

Secretary R Bond

Principal Office Belvedere House

Woodwater Park Pynes Hill Exeter EX2 5WS

The charity is incorporated in England and Wales.

Company Registration Number 05589479

Charity Registration Number 1120354

Solicitors Shoosmiths LLP

West One

114 Wellington Street

Leeds LS1 1BA

Bankers Lloyds TSB Bank Plc

234 High Street

Exeter Devon EX4 3ZB

Auditor Thompson Jenner LLP

Statutory Auditors 28 Alexandra Terrace

Exmouth Devon

EX8 1BD

Trustees' Report for the Year Ended 31 March 2021

The Trustees present their report and the financial statements for the year ended 31 March 2021. The Trustees, who are also directors for the purposes of company law, who served during the year and up to the date of this report are set out on page 1 of the accounts. This report details the activities undertaken by the South West Grid for Learning (the Trust) team over the course of the year in the delivery of the key objectives contained within the business plan.

The Schools Internet Service (SIS), historically a key activity of the Trust, continues to progress the new arrangements created with RM Education, the incumbent provider of the technical SIS solution, to help facilitate further operational and commercial innovation within the service and allow the Trust to focus greater energy in online safety and security.

SWGfL Online Safety and Security activities continued to progress with a number of highlights during the year

Acted on behalf of the United Nations ITU to support the production of Child Online Protection guidelines alongside support for the Government of the Republic of Moldova

360 degree safe passed 14,400 registered schools, with the creation and publication of the Schools Online Safety Index, grouping and ranking schools online safety provision and performance by Local Authority area.

Safer Internet Day 2020 was reached 51% of UK children and 38% of parents with over 2,100 supporting organisations and an official Guinness world record too.

Provision of Sophos security software, as part of the Trust's new focus on security and based on the existing aggregated purchasing arrangement has passed 330,000 licences, saving schools an estimated £1 million and helping to ensure that market-leading security solutions are available to schools at affordable prices.



The Trust continued to support delivery of the Barefoot Computing programme, adapting processes considerably throughout the Covid pandemic. 324 workshops (the majority being online) were delivered in the 20/21 financial year, reaching over 4200 teachers. 94% of teachers rated these online workshops as 'Good' or 'Very Good', and 92% stated that they intend to use the Barefoot resources with their classes.

In response to the shift to home learning, 28 resources and games were created to support parents. These resources had over 96000 clicks in the 20/21 financial year.

The programme has now impacted over 3 million teachers and pupils.

Trustees' Report for the Year Ended 31 March 2021

Schools Internet Service

Despite ever increasing competition in the market place and tightening budgets the SIS customer base has remained strong with us continuing to provide excellent quality and value for money with its range of Core Services, also ensuring no focus is lost on safety and security for all students and establishments within Local Authorities who are working with and supporting young people.

In view of the past 12 months schools are requiring more bandwidth than ever before and along with RM Education and local government grants a number of schools have been able to benefit from upgrades to brand new technologies available in their areas which provide excellent bandwidth at very reasonable prices. Schools continue to benefit from the support, safety and security provided as part of the Schools Internet Service.

The working relationship with RM Education has remained solid, with regular reviews continuing to show the reliability and quality of the service provided.

Work has commenced on the migration of SIS customers to a direct relationship with RM Education where contracts, invoicing and customer service will now be handled by RM Education.

Service Developments

The RM SafetyNet filtering platform has continues to meet the requirements set out by the Department for Education (Keeping Children Safe in Education) and the needs of schools.

The Trust continues to work on the Assisted Monitoring Service (AMS), designed to assist schools with the monitoring of user activity within their setting and detect and advise on any serious issues. Work has begun on a new project which we foresee as becoming something much bigger in the not too distant future

Future Plans

The Trust's aims continue to be ensuring that schools are given the best possible service and that investment is made to take advantage of new developments and opportunities that benefit schools.

Work continues to be done on working closer with RM as well as the ongoing migration of SIS to direct relationships with RM with the key aspects of the service changing to include:

- Contractual arrangements: after migration, school contracts will be directly with RM, rather than with the Trust;
- Invoicing processes: rather than being invoiced for the SIS Core Service by the Trust and for Optional Services by RM, schools will be invoiced for both by RM.
- Customer Services: whilst RM have always provided the technical elements of SIS (including the Service Desk), the Trust has undertaken the customer services and account management.
 After migration, RM will undertake these elements.
- Safety and security: the filtering, firewall and other technical safety and security features offered
 will remain. The Trust continues to offer an exciting new range of security and data protection
 products, services, tools and resources.

Partnership and Engagement

Work and productivity has not suffered due to the fact that the team spent all of the year working from home. The team benefited with the addition of a Digital marketing officer, which enabled increased engagement across various audience groups. Significant number of content and materials were

Trustees' Report for the Year Ended 31 March 2021

developed to support schools and organisations through the adaptation for changes caused from lockdown, remote working, remote teaching, blended learning etc.

Important effort has been invested in maintaining relationships with already strong partners in TikTok, Facebook, Instagram and continuous research and discovering new opportunities to engage with new partners.

Engagement and strong online and media representation remained a high priority for the team. The year on year stats of visits to the SWGfL website show an increase of 111%. All social media profiles have been rising in reach and impact and having invested effort in digital marketing on all platforms.

Media has shown significant interest in SWGfL and its services. We catered and managed those relationships and helped appropriate teams with engaging with media. We are continuing to engage with media to publish and share SWGfL content and articles.

Google ads has seen a significant rise and directly impacted the levels and scope of engagement with the SWGfL and our services. Of total 240 000 visits to the main website in the last year, the grant in Google ads is now responsible for quarter of all visits. As well, the Google Ad grant is being fully utilised.

Work to promote SWGfL services such as Whisper and Reputation alerts was completed through inhouse Elevate project, with planned and executed marketing and engagement campaigns during the school year. We saw a rise in number of subscribers. The promotion of SWGfL Security software, specifically Sophos with an activity to directly engage customers with licence renewals was particularly successful.

Important work has been done to support the development and promotion of our current flagship projectEvolve. Supporting the promotion on social media, newsletters and article creation while being a part of the team to push the project forward.

SWGfL newsletters and outgoing email communication has been going as planned with modest yet positive increase in number of people subscribed.

Presentations, conferences and international engagement suffered due to the Coronavirus restrictions, nevertheless our activities continued in digital format and we have delivered numerous online presentations and speeches. One of the biggest project of the year was Online Safety Day powered and supported by Facebook, with more than 700 teachers connected to a 2-hour online safety event. Alongside SWGfL staff, guest speakers included Director of Facebook for Europe and CEO's of Childnet and Internet matters.

Education Services

Following the introduction of the new Computing curriculum in England in 2014, teachers continue to struggle with confidence in this subject area, particularly with coding and programming. There continues to be huge appetite for support in these areas.

Barefoot Computing

The Trust's responsibility is to manage and deliver the Barefoot workshops in schools, and train and nurture the volunteer network. During the Covid pandemic the workshop



Trustees' Report for the Year Ended 31 March 2021

model evolved from face-to-face delivery to online. We trained over 100 volunteers to deliver our online Computational Thinking and Programming workshops and they received a great reception from teachers (94% of teachers rated the workshops as 'Good' or 'Very Good' and 92% stated that they intend to use the Barefoot resources with their classes). We delivered over 420 workshops in the 20/21 financial year, lower than previous years, but an achievement none the less amongst the covid disruption.

The Programming workshop has really gained pace with 2650 teachers attending 162 workshops. Over the next year we expect to see an ever greater shift towards this content, with teachers now feeling more comfortable with Computational Thinking and looking to build on their skills.

Alongside the delivery of workshops, this year the Trust has also focused on:

- Launching our first set of Early Years resources in November 2020 over 4700 downloads
- Launching a suite of 28 home learning resources to support parents during the pandemic a combination of learning activities and online interactive games – over 96000 resource clicks/game plays.
- Launching a series of 'back to school' activities called Barefoot Bytes designed with social distancing in mind
- Designing a workshop automation tool to reduce the manual requirement. This sits alongside
 a shift from workshops delivered to 'whole schools' to 'self-service' workshops that teachers
 can book onto as individuals. Working alongside the web agency who will build this.
- Creating a 'Research, Pedagogy and Information Zone' on the website providing insight into teaching methods relating to computer science across the primary curriculum and view of technology in the wider world.

National College of Computing in Education (NCCE)

We have continued to build on our relationship with BCS, The Chartered Institute for IT, and CAS (Computing at School). We have worked closely to integrate our programmes and the network of CAS Ambassadors heavily supported the test and rollout of the Barefoot Programming Workshop. Barefoot workshop and download data now feeds into the CAS KPIs for the NCCE, providing a significant contribution.

Online Resources

The Trust also continues to directly support a small range of online learning resources, including Swiggle, a search engine aimed at Key Stage 2 learners (aged 7-11). Swiggle provides a safer searching platform for young users, and incorporates a range of innovative features. It is free to use, and free of advertising.



Online Safety Services

Covid-19 has affected the lives of billions of people across the world, with unprecedented peacetime restrictions imposed. The reaction has been an extraordinary digital migration; a migration online to maintain some form of normality in terms of social, economic, entertainment and learning.

The increased use of digital infrastructure and services is clear to see right across the sector and resulted in a challenge for providers to meet the heightened demand and maintain access to their services. As Margrethe Vestager, the European Union's digital chief pointed out "we have had a full-scale crash test of everything digital".

Trustees' Report for the Year Ended 31 March 2021

When it comes to online technology, children are usually early adopters and sadly face threats and harms online. As the global pandemic and associated digital migration intensified, organisations started to highlight the increased risk of harm to children.

During challenging times, people turn to charities for help and support and this clearly happened. SWGfL faced unprecedented demand across all its online safety services, information and support. To articulate this demand

- Helpline Caseload significantly rose
 - Revenge Porn Helpline cases more than doubled 3,835 cases compared to 1,823 for the previous 12 months
 - ReportHarmfulContent received 746 reports in its first full year of operation
- Website visitors rose by 113% from 266,836 compared to 124,838 in the previous 12 months

During this period, the Trust developed specific resources and campaigns including

Guidance: a series of <u>Safe Remote Learning | SWGfL</u> guidance documents supporting schools as the various phases of lockdown progressed with over 52,311 page views

Inclusive Digital Safety Advice Hub | Internet Matters; in partnership with Internet Matters and supported by the Home Office, the development of a new resource for those working with children with particular vulnerabilities

Covid-19: Expectations and Effects on Children Online (swgfl.org.uk)
-A compiled literature review highlighting the experience and impact of lockdown restrictions on children

Active support for Government projects distributing devices and access to children (eg <u>Get help</u> with technology during coronavirus (COVID-19) - GOV.UK (www.gov.uk))

ProjectEVOLVE

This resource has seen significant development over the last year with funding from our partners Nominet and the UK Safer Internet Centre. Since introducing the registration mechanism in November 2020, the service currently has 4138 school (1 in 5 UK schools) registered and a user base of 14600 active users. This has been instrumental in raising not only our visibility within the landscape even more but our influence in attracting other funding opportunities. The development of an innovative Knowledge Map mechanism to assist educators with not only planning but also provides unique data into what children know relating to online literacy at a national level. This is due for release in July 2021.

Strategic Work

The Trust has continued to support Government departments including Department for Education; Department for Digital, Culture, Media and Sport; Home Office; as well as the Scottish and Welsh Governments. This support spanned both policy and awareness activities. The Trust continues to organise and support the safeguarding teams across the four national governments, enabling sharing and collaboration of strategy and policy. The Trust's work in support of the Welsh Government focused on 360Cymru as well as content for the Hwb online safety area, both in line with their published Action Plan.

Trustees' Report for the Year Ended 31 March 2021

The Trust continued its support of the United Nations International Telecommunications Union (ITU) in their Child Online Protection Initiative. This involved leading the revisions of its global Child Online Protection guidelines for policymakers that was released in June 2020. Additionally, SWGfL supported an activity, on behalf of the ITU, to support the Government of the Republic of Moldova in reviewing child online protection policy documentation in December 2020

The relationship with Ofsted continues to be important. During the Covid19 restrictions, Ofsted seconded John Nixon HMI to help contribute and support our projects and activities. The Trust continues to provide online safety specialist training to Ofsted and completed a series of training webinars.

Online Safety Tools and services

A number of the Trust's award winning online safety tools, apps, services and resources were made available to schools and organisations on a trial basis to support their efforts in safeguarding their children online whilst the majority of them were learning at home, specifically Whisper® and Alerts

Covid restrictions meant that specialist training was amended to be delivered online and over this period, the Trust delivered 55 training sessions to a total of 1355 children, 1108 staff and 302 parents

360 degree safe

The Trust's flagship school improvement tool has seen significant upgrades in content and infrastructure this year and continues to set standards in school online safety strategy across all four nations.

Welsh Government commissioned the tool's architecture to develop a new resource for Welsh schools, 360digi, for which the Grid webteam is providing the technology and development.

Online Compass was finally decommissioned this year and replaced with two focused applications of the 360 architecture: 360early years.org.uk and 360groups.org.uk which are slowly building engagement within the Early Years and Children's Groups communities.

UAE ESafeSchool programme continues into 2021 with development of the existing 360 architecture for the Ministry of Education and AQDAR as the momentum to assess all schools in the UAE improves at pace.

The usual annual assessment report highlighting school online safety policy and practice that draws on the 14,400 schools using the system has again been prepared and authored by Prof Andy Phippen and can be accessed <u>here</u>. The report continues to highlight data accessible nowhere else and available to inform national safeguarding strategy at a governmental level.

ProjectEVOLVE

This resource has seen significant development over the last year with funding from our partners Nominet and the UK Safer Internet Centre. Since introducing the registration mechanism in November 2020, the service currently has 4,138 schools (1 in 5 UK schools) registered and a user base of 14600 active users. This has been instrumental in raising not only our visibility within the landscape even more but our influence in attracting other funding opportunities.

Revenge Porn Helpline

The Revenge Porn Helpline experienced an extraordinary year with a doubling of caseload caused due to the Covid19 related restrictions. It responded to 3,835 cases compared to 1,823 for the previous 12 month - an increase of 111%. To further exemplify the challenging situation, the helpline removed

Trustees' Report for the Year Ended 31 March 2021

132,000 intimate images, more than quadrupling the previous 12 months 25,400 image removals. To accommodate this increase, the Helpline received additional financial support from the Home Office to increase capacity from 2.4 FTE to 3.8 FTE.

Since 2018, SWGfL have partnered with Facebook and other international NCII victim support organizations to help potential victims share their intimate image or video in a safe and secure way with Facebook to help prevent the image or video from being shared anywhere on Facebook and Instagram. We've heard from the people who have used the pilot that almost all of them would recommend this program to someone in a similar situation. We are working with Facebook to explore ways we can expand the pilot and further support people in devastating situations like these.

UK Safer Internet Centre

SWGfL is a partner in the UK Safer Internet Centre alongside IWF and Childnet, and was successfully awarded further co financing to continue the operation of the centre from Jan 2021 to Dec 2021. This represents the sixth, and final, phase of EU funding for the UK Safer Internet Centre partnership. The co financing represents a total of €1.271m of which €382K represents SWGfL funding.





For the Trust, this involves operating the Professionals Online Safety Helpline and

ReportHarmfulContent platform as well as delivering resources, content and training. In recognition of the unprecedented year, it's Online Safety Live programme switched to online presentations

and completed 12 briefing sessions, welcoming 1,662 delegates with 98% 'feeling better equipped to protect children users and their organisation'. This brings the total of briefing events to 485 since 2013 and the delegates totalling 23,365.

The important definitions of 'appropriate filtering' and appropriate monitoring', first published in 2016, received an update in 2020 together with refined responses from many of the filtering and monitoring providers operating across the UK.

The Professionals Online Safety Helpline managed 702 cases, across 1,171 contacts.



Report Harmful Content platform completed its first full year of operation, having been formally launched in December 2019. The service supports those victims of legal but harmful online content, providing guidance as to reporting content and impartial dispute

resolution process. In this first full year, it responded to 784 cases, with a removal rate of over 90%. In May 2020, Report Harmful Content published its first annual report, reflecting on the types, characteristics and levels of cases it received

Online safety continues to attract a high priority in the media and politics. December 2020 saw the publication, by the Department for Digital, Culture, Media and Sport and Home Office, of the latest Government's response to Online Harms White Paper and the intention to introduce the Online Safety Bill. UK Safer Internet Centre was widely referenced in the strategy and continues to actively engage with government, having met and briefed a number of Ministers over the last twelve months.

Trustees' Report for the Year Ended 31 March 2021

Information Security and Data Protection Services

Department for Education CyberSecure tool

At the beginning of 2021, in partnership with long-standing partners, Phoenix Software, SWGfL achieved funding for a new Cyber and Information Security self-assessment tool for schools. Following months of groundwork by SMT, DfE, in the light of an increase in cyber-attacks targeting schools have procured a modified version of self-review pro. By June 2021 this was in Beta and will be piloted in September before release around December 2021. This government-supported tool provides a significant opportunity to set the standards schools are expected to reach. SWGfL's product set has been established to complement the tool and further whitepapers and blog content will be produced to act as a vessel for promotion of our product set. With commitment from DfE colleagues to iterate the tool content over coming years, there's a clear indication of a long-term commitment to improving school cyber security which offers SWGfL a unique opportunity to capitalise upon.

Security product range

2020-2021 saw the beginning of a significant change in SWGfL's product and posture in the marketplace for security software. In June of 2020 a relationship with TrendMicro led to the commencement of sale of their products at an incredibly attractive rate for schools. Sales of these products were slow, even with promotion, but we did attract a number of sales. However, by December 2020 TrendMicro had withdrawn the terms under which SWGfL was reselling and a new supplier relationship was started. Whilst this arrangement was not finalised by March 2021, very soon afterwards sales of Bitdefender products commenced, with a substantial sale achieved before the end of term. Promotional activity in a 'soft-launch' style took place through the summer term. Bitdefender, keen to finance marketing activity and grow sales in the education market, have committed to substantial financial support for marketing activity in Autumn 2021.

Sophos sales continue to be strong, Supported by our digital marketing lead, we undertook customer retention activity from December to April 2021 which directly resulted in an estimated £6,400 of sales income, which would previously have been lost. 2020-2021 Sophos licence volume was 57,951, above the 3-year average of 43,503, the highest for the last 3 years and just 2,000 licences lower than the 3-year renewal cycle would suggest. Gross income from Sophos sales £220,854.

In June 2020 we launched a new Data Protection Officer service for schools. To date there have been no sales of this product, but with a limited marketing campaign and a need to break existing relationships already formed by schools, this is not, necessarily surprising. There remains a huge potential for this product, which, for a low fee, can provide support for schools. There needs to be more work in supporting schools to recognise that need.

A relationship with Mimecast security has been established, enabling the resale of Mimecast Security Awareness training - a set of humorous and engaging training modules. Whilst much of the work was undertaken in 2020-2021, the product went live in June 2021. We have seen an initial interest, but not substantial sales.

Discussions have been initiated with Barracuda to explore the resale of Office 365 backup licences which we hope to place on sale in Autumn 2021.

Negotiations with CyberSmart were ceased as it was agreed that the product was not suitable for the schools market,

Alongside a full suite of security products, SWGfL has established a relationship with and is undertaking a quality control process of CySecAware, a company formed by current and former police officers from the South-East Regional Organised Crime Unit. These specialist cyber security officers have already

Trustees' Report for the Year Ended 31 March 2021

proved invaluable in developing Cyber Secure content and will, in due course, provide school-specific cyber security face-to-face training, alongside general cyber-specific consultancy and support.

Further Cyber security work

A move into the remit of cyber security has highlighted a need to further strengthen SWGfLs own cyber resilience posture. Work is already taking place to assess and improve the protective measures in place to prevent cyber attacks from negatively impacting our systems. This requires investment in time and cost to identify suitable measures to harden our systems against attack. Training has been provided for staff, security products are being evaluated and implemented. In recognition of the 'core' nature of the Cyber Secure tool, the DfE has committed to providing an Information Security Officer to evaluate and support the protection of our systems. This is accompanied by access to funding to further develop systems and processes.

Customer Experience and Engagement

Development of our applications and services have continued apace this year, to facilitate major development pieces such as ProjectEVOLVE or the 360 suite of tools, with a particular focus on reporting on aggregated data. Our internal capability in the area has greatly increased and developed an architecture designed specifically for more sophisticated reporting across a range of products and services in the coming year.

This will achieve our vision to become a more data driven organisation, and open up new opportunities through our ability to lead the way in discovering trends and meeting emerging needs.

To this end the Webteam have redesigned the Trust's CRM capability in-house and have been improving functionality and the centralisation of customer databases across the whole organisation. This will significantly improve not only our customer engagement but act as a catalyst for future sales opportunities.

As well as having more data to hand to steer our own performance, it will better place us as a leading organisation to industry and governments with "state of the nation" datasets and reports. We have developed a structure to capture customer data through registering to access these "white papers" which contributes directly to our CRM databases.

Our engagement and capability with web service delivery tracking software such as Google Analytics and our internal analytic tools have improved this last year with this data being used across the board in planning and development conversations. Rationalising this data to inform sales strategy and improve engagement will be a key goal next year and will involve onboarding of all staff in the process.

We have also been working towards a more unified customer experience, with customers now able to access a number of products and services through the provision of an account on the SWGfL website, and we continue to work towards managing customers as "grid customers" as opposed to them being siloed within a particular product.

SWGfL now operates a significant website estate. Of these, Swiggle (child friendly search engine) delivered 4.6million page views, with Alexa ranking this as 508 of all UK websites

Whilst some of these gains are signs of the shift to digital, our work in streamlining and optimising our digital estate, along with increased usage of performance data, shows we have made progress. The responsiveness of the digital team combined with the creativity of the wider team has enabled us to stand up new services such as Report Harmful Content and Project Evolve which are a significant part of the numbers above. The team at the Trust is dedicated to supporting the advancement of education

Trustees' Report for the Year Ended 31 March 2021

through the use of technology; and committed to ensuring that the services provided not only meet the needs of users now but continue to improve and evolve to meet requirements in the future.

The overall communications strategy has been accelerated with the appointment of a digital marketing assistant growing the team to three people. This influx of expertise has contributed only to our increased visibility but also in terms of our outreach on social media and wider comms.

The team at the Trust is dedicated to supporting the advancement of education through the use of technology; and committed to ensuring that the services provided not only meet the needs of users now but continue to improve and evolve to meet requirements in the future.

Website

The SWGfL website experienced a significant increase in demand attracting 266,836 new users during the year (an increase of 113%) and became the central platform for the publication and promotion of the new content created in response to the Covid 19 restrictions.

Stakeholder Engagement

Through a range of approaches, including digital and in-person, stakeholders and service users have received updates in respect of changes to products, services, legislation and technology. Monthly newsletters and magazine articles provide a range of information, and their effectiveness is monitored closely by the team at the Trust.

Direct engagement with current and prospective users, as well as partners and other agencies, continues to strengthen the relationships the Trust has with organisations around the region and the UK.

Trustees' Report for the Year Ended 31 March 2021

Structure, Governance and Management

Legal Status

The South West Grid for Learning Trust was incorporated on 11 October 2005 as a company limited by guarantee and is governed through the Memorandum & Articles of Association. The Trust commenced its activities on 1 December 2006 after the completion of a successful transfer from the previous consortium and was successfully registered as a charity with the Charity Commission in 2006. The Trustees consider it appropriate to prepare accounts in accordance with the Charities SORP 2019, Charities Act 2011 and the Companies Act 2006.

Organisation Structure

The Trustee Board is in place to govern and steer the work of the Trust. Representation on the Board has been considered throughout the year alongside the Trust's constitution. The Finance and Audit Sub-Committee continues to effectively support the full Trustee Board in reviewing and scrutinising financial performance and operations.

The Chief Executive Officer continues to provide overall leadership and direction for the charity, alongside the Senior Management Team through the creation and embedding of a clear long term strategy.

The Trust holds an annual general meeting in addition to other board meetings. Not more than 15 months elapses between the date of one annual general meeting of The Trust and that of the next.

Objectives

The strategic plan clearly sets out the key objectives and actions identified to be undertaken by the team over the coming years. Building on the current successes is a central feature of the plan, along with the aim to continue to advance education, safety and security through the services offered to schools and the wider learning community.

The Trust is a charity dedicated to empowering the safe and secure use of technology through innovative services, tools, content and policy, nationally and globally. The Trust's vision is for everyone to be able to benefit from technology, free from harm.

The key objectives for the year ahead are:

- 1. To continue to provide education and training, alongside raising public awareness of such services available;
- 2. Build on the innovative services, tools and products portfolio provided;
- 3. Conduct and publish leading edge research into online threats and harms;
- 4. Work in partnership and collaborate with stakeholders nationally and internationally; and
- 5. Provide direct help and support by responding to calls, alerts and notifications of online situations.

The delivery of services that are beneficial to a wide range of users, organisations, groups, individuals and stakeholders, in order to generate revenue and meet charitable objectives, will continue to drive and shape these objectives for the future.

Risk Management

The Trust has implemented and continues to review the risk management processes in place. In the context of the changing landscape and market, the Trust has identified that medium to long term risks require greater analysis and mitigation and consequently a suitable methodology has been put in place.

Trustees' Report for the Year Ended 31 March 2021

National Representation

The Trust also continues to be both represented and influential at national level, attending the National Education Network (NEN) Managers group, and chairing the NEN Safeguarding group.

How Activities Deliver Public Benefit

The Trustees confirm that they have complied with their duty in section 17(5) of the 2011 Charities Act to have due regard to the guidance on public benefit published by the Charities Commission.

The overriding vision and purpose of the Trust is 'the advancement of education and/or the advancement of health and the saving of lives, in each case for solely charitable purposes by any means through or otherwise relating to the effective and/or safe use of information and communication technologies (including but not limited to the provision of broadband connectivity; e-Learning facilities; education materials; information and knowhow on the effective use of information and communication technologies by educational establishments; information and knowhow relating to e-Safety issues and relating to information and communication technologies."

In delivering that vision, the Trust has continued throughout the 2020/21 financial year to:

- Maintain and where appropriate, enhance a managed service of broadband connectivity and associated services;
- Provide a range of quality online tools and resources and the opportunity to access learning materials through the NEN for learners in the region;
- Provide a range of quality advice and supporting tools and services to enables learners and other stakeholders to use the Internet safely;
- Deliver in partnership with member Local Authorities a core entitlement to all learners across the region; and
- Procure services on behalf of Local Authorities and schools that will demonstrate best value.

The opportunity to access the same services is made available to the full range of groups working within member Local Authorities on behalf of all children. These include youth centres, libraries and all establishments involving pupils relating to social care.

Trustees' Report for the Year Ended 31 March 2021

Financial Review

The finance systems have continued to evolve over the year and processes and procedures in relation to financial accounting in various areas were enhanced to improve the quality of financial processing.

This includes the upgrading of the Trust finance system which is now in place, plus continued efforts to improve internal reporting on key factors (including debtors and cash flow forecasting) have resulted in improved business processes.

Financial Results

The results for the year and the Trust financial position at the end of the year are shown in the attached financial statements which show that as at 31 March 2021 the Trust had net assets of £960,502.

The major part of the Trust's income is still derived from Schools Internet Services provided to Local Authorities and directly to schools. In managing its finances, the Trust aims to achieve best value in all areas of expenditure and works hard to minimise its operational costs and maximise its income from alternative services in order to ensure best value for schools.

An appropriate expenditure and procurement policy is in place to ensure future expenditure continues to represent value, and this policy will be reviewed and updated as required.

Reserves Policy

The Trust seeks to maintain a level of reserves which is consistent with its responsibilities and liabilities as an employer and to provide a resource to manage future risk in regard to changes in the operating environment.

In order to protect long term sustainability, the Trust also considers any provision required to enable it to cover working capital demands and other significant expenditure so that it can continue to deliver its charitable objectives.

The Trustees assess the appropriateness of this reserves policy on a regular basis to ensure that changes to the operating environment and their impact are incorporated into the reserves so that the Trust can continue to provide its charitable objectives for the future. Previously, in order to meet this reserve objective, a fund of £1 million to £1.2 million has been calculated as sufficient. The attached financial statements show an unrestricted reserve of £960,502 which is considered to be reasonable in conjunction with the Trust's objectives and current reserves policy. The level of reserves is being impacted by the ongoing defined benefit pension scheme situation and the trustees are taking specialist advice with regards to this.

Investment Policy

Funds held by the Trust are held with banks in short term deposits which offer reasonable rates of interest and which comply with the credit rating policy adopted by the Trustees.

Financial Risk Management Objectives and Policies

The charity's principal financial instruments comprise the bank balance, trade creditors, deferred income and trade debtors. The main purpose of these instruments is to raise funds for the charity's charitable objectives.

Trustees' Report for the Year Ended 31 March 2021

Price Risk, Credit Risk, Liquidity Risk and Cash Flow Risk

Funding received in foreign currencies is subject to a price risk management policy through the use of FOREX mechanisms.

Trade debtors are managed in respect of credit and cash flow by policies concerning the credit offered to customers and the regular monitoring of amounts outstanding for both time and credit limits.

Trade creditor liquidity risk is managed by ensuring that sufficient funds are available to meet amounts due.

As a responsible employer the Trust keeps its pension obligations and liabilities under review. During the year 2012 / 2013 the Trust took the reluctant but necessary step of closing membership of the Avon Local Government Pension Scheme to new members in order to reduce its future exposure to the potential of increased and increasing pension deficits. The actuarial valuation has had a significant impact on the Trust's balance sheet and whilst there has been minimal change to the deficit recovery plan agreed previously, this remains a significant risk. An alternative money purchase pension scheme has been implemented for new employees with employer contributions capped at 7.5%. This scheme is understood to be compliant with auto enrolment requirements.

Conclusions

Over the last twelve months the Trust has continued to deliver its charitable objectives in an environment of continued pressure on local authorities, schools and the wider public sector.

Ongoing successes with projects regionally, nationally and internationally demonstrate the skill and expertise of the team.

The Trust has continued to drive improvements within each of the business units, culminating in good customer service as well as the introduction of new products and services and in contractual service delivery.

The Trust has delivered a good operational financial performance for the year, capitalising on new opportunities as well as existing charity activity to maintain positive levels of income whilst controlling expenditure and improving the processes for managing the key financial aspects of the operation of the Trust, resulting in a healthy balance sheet.

The control over the running costs reflects an ongoing need to ensure all services delivered by the Trust are highly cost effective, but has also increased pressures and demands on the team.

The overall deficit generated for the year is entirely a result of the £264,000 deficit movement in in the defined benefit pension scheme which is outside of the control of the Trust.

It is pleasing to note that, despite these pressures, the team have remained focussed, committed and motivated to ensure the continued success of the Trust. They are to be congratulated for their efforts.

Auditors

A resolution proposing that Thompson Jenner LLP be reappointed as auditors of the charity will be put to the Annual General Meeting.

The annual report was approved by the Board on 28 September 2021 and signed on its behalf by:

Robert Bond / Company Secretary and Trustee

Statement of Trustees' Responsibilities

The trustees (who are also the directors of South West Grid for Learning Trust for the purposes of company law) are responsible for preparing the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- · select suitable accounting policies and 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 financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

Disclosure of information to auditor

Each trustee has taken 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 charity's auditor is aware of that information. The trustees confirm that there is no relevant information that they know of and of which they know the auditor is unaware.

Approved by the trustees of the sharity on 28 September 2021 and signed on its behalf by:

R Bond

Company Secretary and Trustee

Independent Auditor's Report to the Members of South West Grid for Learning Trust

Opinion

We have audited the financial statements of South West Grid for Learning Trust (the 'charity') for the year ended 31 March 2021, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

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

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

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

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the 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.

Independent Auditor's Report to the Members of South West Grid for Learning Trust

Opinion 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 for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the has 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 company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

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

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities [set out on page 12], the trustees 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 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 trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

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.

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

The extent to which the audit was considered capable of detecting irregularities including fraud

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

Independent Auditor's Report to the Members of South West Grid for Learning Trust

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with directors and other management, and from our commercial knowledge and experience;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, Charities Act 2011, taxation legislation, data protection, anti-bribery, employment, environmental, fire safety, Licensing Act 2003 and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making
 enquiries of management, reviewing licenses, certificates and relevant correspondence including the inspection of legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- · agreeing financial statement disclosures to underlying supporting documentation;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Independent Auditor's Report to the Members of South West Grid for Learning Trust

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 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 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 its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

LLP

Mr Simon Lewis (Senior Statutory Auditor)

For and on behalf of Thompson Jemer LLP, Statutory Auditor

28 Alexandra Terrace

Exmouth Devon

EX8 1BD

Date: 30/1/21

Statement of Financial Activities for the Year Ended 31 March 2021 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds	Total 2021 £
Income and Endowments from	. 11010	~	∞	~
Income and Endowments from: Charitable activities	3	3,950,798	325,999	4,276,797
Investment income		2,785	323,999	2,785
investment income	4	2,763		2,703
Total income		3,953,583	325,999	4,279,582
Expenditure on:				
Charitable activities	5	(3,499,125)	(609,855)	(4,108,980)
Takal aman diama			· · · · · · · · · · · · · · · · · · ·	
Total expenditure		(3,499,125)	(609,855)	(4,108,980)
Net income/(expenditure)		454,458	(283,856)	170,602
Transfers between funds		(283,856)	283,856	-
Other recognised gains and losses Actuarial gains/(losses) on defined benefit				
pension schemes		(254,000)		(254,000)
Net movement in funds		(83,398)	-	(83,398)
Reconciliation of funds				
Total funds brought forward		1,043,900		1,043,900
Total funds carried forward	20	960,502		960,502

Statement of Financial Activities for the Year Ended 31 March 2021 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

Comparative Statement of Financial Activities for the Year Ended 31 March 2019

	Note	Unrestricted funds	Restricted funds £	Total 2020 £
Income and Endowments from:				
Charitable activities	3	4,545,588	444,321	4,989,909
Investment income	4	13,191		13,191
Total income		4,558,779	444,321	5,003,100
Expenditure on:				
Charitable activities	5	(4,369,910)	(725,998)	(5,095,908)
Total expenditure		(4,369,910)	(725,998)	(5,095,908)
Net income/(expenditure)		188,869	(281,677)	(92,808)
Transfers between funds		(337,486)	337,486	-
Other recognised gains and losses Actuarial gains/(losses) on defined benefit				
pension schemes		(14,000)		(14,000)
Net movement in funds		(162,617)	55,809	(106,808)
Reconciliation of funds				
Total funds brought forward		1,206,517	(55,809)	1,150,708
Total funds carried forward	20	1,043,900		1,043,900

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2020 is shown in note 20.

(Registration number: 05589479) Balance Sheet as at 31 March 2021

	Note	2021 £	2020 £
Fixed assets			
Intangible assets	12	8,949	9,523
Tangible assets	13	8,208	11,713
Investments	14	1	1
		17,158	21,237
Current assets	• .		
Stocks	15	106,590	123,078
Debtors	16	1,046,245	926,286
Cash at bank and in hand		1,783,892	2,526,250
		2,936,727	3,575,614
Creditors: Amounts falling due within one year	17	(622,383)	(1,445,951)
Net current assets		2,314,344	2,129,663
Net assets excluding pension liability		2,331,502	2,150,900
Pension scheme liability	19	(1,371,000)	(1,107,000)
Net assets including pension liability	;	960,502	1,043,900
Funds of the charity:			
Unrestricted income funds			
Unrestricted		960,502	1,043,900
Total funds	20	960,502	1,043,900

The financial statements on pages 20 to 44 were approved by the trustees, and authorised for issue on 28 September 2021 and signed on their behalf by:

S Smith Trustee

Statement of Cash Flows for the Year Ended 31 March 2021

	Note	2021 £	2020 £
Cash flows from operating activities			
Net cash expenditure	·	(83,398)	(106,808)
Adjustments to cash flows from non-cash items			
Depreciation		6,768	7,159
Amortisation		2,802	2,728
Investment income	4	(2,785)	(13,191)
		(76,613)	(110,112)
Working capital adjustments			
Decrease/(increase) in stocks	15	16,488	(16,065)
(Increase)/decrease in debtors	16	(119,959)	194,911
(Decrease)/increase in creditors	17	(755,303)	738,730
Increase/(decrease) in retirement benefit obligation net of actuarial			
changes	19	264,000	83,000
Decrease in deferred income		(68,265)	(411,532)
Net cash flows from operating activities		(739,652)	478,932
Cash flows from investing activities			
Interest receivable and similar income	4	2,785	13,191
Purchase of intangible fixed assets	12	(2,228)	-
Purchase of tangible fixed assets	13	(3,263)	(16,210)
Net cash flows from investing activities		(2,706)	(3,019)
Net (decrease)/increase in cash and cash equivalents		(742,358)	475,913
Cash and cash equivalents at 1 April		2,526,250	2,050,337
Cash and cash equivalents at 31 March		1,783,892	2,526,250

All of the cash flows are derived from continuing operations during the above two periods.

Notes to the Financial Statements for the Year Ended 31 March 2021

1 Charity status

The charity is a charity limited by guarantee and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is: Belvedere House Woodwater Park Pynes Hill Exeter EX2 5WS

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

Basis of preparation

South West Grid for Learning Trust meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

The trustees have considered the impact of COVID-19 and do not consider it to have a material impact on the balances included within the financial statements.

In addition, the trustees do not consider it to cast any significant doubt upon the charity's ability to continue to trade as a going concern.

The trustees have taken both reactive and proactive measures in order to mitigate any risks associated with COVID-19 including managing cashfow to ensure that debts can be paid when they fall due, managing staffing levels and monitoring key customer and supplier activity.

The trustees have implemented a robust system of procedures and controls in order to deal with any associated risks.

Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Notes to the Financial Statements for the Year Ended 31 March 2021

Exemption from preparing group accounts

The charity has taken advantage of the exemption in The Charities (Accounts and Reports) Regulations 2008 from the requirement to prepare consolidated financial statements, on the grounds that the inclusion of the subsidiary undertaking is not material for the purposes of giving a true and fair view.

Income and endowments

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 from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income receive in advance of the provision of a specified service is deferred until the criteria for income recognition is met.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the Charity has unconditional entitlement.
- The income recieved from charitable activities relates to a future period

Investment income

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the Bank.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

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

Notes to the Financial Statements for the Year Ended 31 March 2021

Support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

	2021	2020
E - Safety	40%	36%
UK Safer Internet Centre	11%	10%
Barefoot	21%	21%
Licencing	5%	5%
Schools Internet Service	23%	23%
SELMA	0%	5%

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees's meetings and reimbursed expenses.

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Intangible assets

Intangible assets are stated in the Balance Sheet at cost less accumulated amortisation and impairment. They are amortised on a straight line basis over their estimated useful lives.

Tangible fixed assets

Individual fixed assets costing £250.00 or more are initially recorded at cost.

Amortisation

Amortisation is provided on intangible fixed assets so as to write off the cost, less any estimated residual value, over their expected useful economic life as follows:

Asset class

Computer software

Amortisation method and rate

20% Straight line basis

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class

Fixtures and fittings

Depreciation method and rate

33% Straight line basis

Notes to the Financial Statements for the Year Ended 31 March 2021

Business combinations

Business combinations are accounted for under the purchase method. Where necessary, adjustments are made to the financial statements of subsidiaries to bring the accounting policies used into line with those used by the charity. All intra-group transactions, balances, income and expenses are eliminated on consolidation. In accordance with Section 35 of FRS 102, Section 19 of FRS 102 has not been applied in these financial statements in respect of business combinations effected prior to the date of transition.

Stock

Stock is valued at the lower of cost and estimated selling price less costs to complete and sell, after due regard for obsolete and slow moving stocks. Cost is determined using the first-in, first-out (FIFO).

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Foreign exchange

Transactions in foreign currencies are recorded at the rate of exchange at the date of the transaction. Monetary assets and liabilities denominated in foreign currencies at the balance sheet date are reported at the rates of exchange prevailing at that date.

Other exchange differences are recognised in the statement of financial activities in the period in which they arise except for:

- 1) exchange differences on transactions entered into to hedge certain foreign currency risks (see above);
- 2) exchange differences arising on gains or losses on non-monetary items which are recognised in other comprehensive income.

Notes to the Financial Statements for the Year Ended 31 March 2021

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees's discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Pensions and other post retirement obligations

The charity operates a defined benefit pension scheme. This scheme is now closed to new members as a defined benefit contribution scheme has been implemented for new members. The assets of the scheme are held separately from those of the charity in an independently administered fund.

Current service costs, past service costs and gains and losses on settlements and curtailments are charged to appropriate resources expended categories in the statement of financial activities. Past service costs are recognised over the vesting period or immediately if the benefits have vested. When a settlement (eliminating all obligations for benefits already accrued) or a curtailment (reducing future obligations as a result of a material reduction in the scheme membership or a reduction in future entitlement) occurs, the obligation and related plan assets are remeasured using current actuarial assumptions and the resultant gain or loss is recognised in the statement of financial activities during the period in which the settlement or curtailment occurs.

The interest cost and the expected return on assets are shown as a net amount as other finance costs or income. Net pension finance costs are allocated to appropriate resources expended categories in the statement of financial activities. Net pension finance income is recognised as an incoming resource in the statement of financial activities. Actuarial gains and losses are recognised immediately as other recognised gains and losses in the statement of financial activities.

Pension scheme assets are valued at fair value at the balance sheet date. Fair value is based on market price information and in the case of quoted securities is the published bid price. Pension scheme liabilities are measured on an actuarial basis using the projected unit method and are discounted to their present value using a rate equivalent to the current rate of return on a high quality corporate bond of equivalent currency and term to the scheme liabilities. The pension scheme deficit is recognised in full on the balance sheet.

The charity operates a defined contribution pension plan. A defined contribution plan is a pension plan under which fixed contributions are paid into a pension fund and the company has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised as employee benefit expense when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

Notes to the Financial Statements for the Year Ended 31 March 2021

3 Income from charitable activities

	Unrestricted funds General £	Restricted funds	Total 2021 £	Total 2020 £
E-Safety	759,730	-	759,730	565,035
UK Safer Internet Centre	-	322,717	322,717	378,489
SELMA	-	3,282	3,282	65,832
Barefoot	380,054	-	380,054	347,323
Licencing	220,854	-	220,854	173,854
Schools Internet Service	2,590,160	-	2,590,160	3,458,786
Operational				590
	3,950,798	325,999	4,276,797	4,989,909

The prior years total income from charitable activities of £4,989,909 included unrestricted funds of £4,545,588 and restricted funds of £444,321.

4 Investment income

	Unrestricted funds General £	Total funds £
Interest receivable and similar income; Interest receivable on bank deposits	2,785	2,785
Total for 2021	2,785	2,785
Total for 2020	13,191	13,191

Notes to the Financial Statements for the Year Ended 31 March 2021

5 Expenditure on charitable activities

	Activity undertaken directly £	Activity support costs	2021 £	2020 £
E-Safety	340,521	148,659	489,180	482,844
UK Safer Internet Centre	569,917	39,938	609,855	659,678
Barefoot	238,681	77,657	316,338	331,050
Licencing	191,934	18,490	210,424	160,101
Schools Internet Service	2,376,020	107,163	2,483,183	3,395,915
SELMA		-		66,320
	3,717,073	391,907	4,108,980	5,095,908

The prior years total expenditure of £5,095,908 included expenditure attributable directly to activities undertaken of £4,659,972 and support costs of £435,936.

Included in the expenditure analysed above are governance costs of £14,386 (2020 - £14,504) which relate directly to charitable activities. See note 6 for further details.

	Unrestricted funds General £	Restricted funds	Total 2021 £	Total 2020 £
E-Safety	489,180	-	489,180	482,844
UK Safer Internet Centre	-	609,855	609,855	659,678
SELMA	-	-	-	66,320
Barefoot	316,338	-	316,338	331,050
Licencing	210,424	-	210,424	160,101
Schools Internet Service	2,483,183		2,483,183	3,395,915
	3,499,125	609,855	4,108,980	5,095,908

The prior years total expenditure of £5,095,908 included expenditure attributable to unrestricted funds of £4,369,910 and £725,998 to restricted funds.

Notes to the Financial Statements for the Year Ended 31 March 2021

6 Analysis of governance and support costs

Charitable activities expenditure

	Unrestricted funds			
	General £	Restricted funds £	Total 2021 ₤	Total 2020 ₤
Employment costs	196,475	21,112	217,587	246,813
Establishment costs	101,174	12,250	113,424	132,703
Legal and Professional	31,904	3,863	35,767	48,281
Travel and subsistence	801	97	898	739
Computer expenses	21,614	2,617	24,231	6,532
Advertising and promotion		-	<u> </u>	868
	351,968	39,939	391,907	435,936

Governance costs

	Unrestricted funds General £	Total 2021 £	Total 2020 £
Audit fees	æ	3 -	3-
Audit of the financial statements	11,200	11,200	11,500
Other fees paid to auditors	3,186	3,186	3,004
	14,386	14,386	14,504

7 Net incoming/outgoing resources

Net incoming/(outgoing) resources for the year include:

•	2021	2020
	£	£
Operating leases - other assets	71,492	76,297
Audit fees	11,200	11,500
Other non-audit services	10,817	7,816
Depreciation of fixed assets	7,311	7,159
Amortisation of software	2,802	2,728

Notes to the Financial Statements for the Year Ended 31 March 2021

8 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

9 Staff costs

The aggregate payroll costs were as follows:

	2021 £	2020 £
Staff costs during the year were:		
Wages and salaries	886,351	841,143
Social security costs	86,916	80,811
Pension costs	70,195	140,286
	1,043,462	1,062,240

The monthly average number of persons (including senior management team) employed by the charity during the year expressed as full time equivalents was as follows:

	2021	2020
	No	No
Administration	32	32

28 (2020 - 28) of the above employees participated in the Defined Contribution Pension Schemes.

3 (2020 - 3) of the above employees participated in the Defined Benefit Pension Schemes.

During the year, the charity made redundancy and/or termination payments which totalled £21,437 (2020 - £Nil).

The termination payments were made in order to produce cost savings for the charity going forward. The savings are estimated to amount to £85,000 per annum.

The number of employees whose emoluments fell within the following bands was:

	2021	2020
	No	No
£60,001 - £70,000	2	3

The total employee benefits of the key management personnel of the charity were £241,774 (2020 - £267,945).

Notes to the Financial Statements for the Year Ended 31 March 2021

10 Auditors' remuneration

	2021 £	2020 £
Audit of the financial statements	11,200	11,500
Other fees to auditors		
All other non-audit services	10,817	7,816

11 Taxation

The charity is a registered charity and is therefore exempt from taxation.

12 Intangible fixed assets

	Software £	Total £
Cost		
At 1 April 2020	13,640	13,640
Additions	2,228	2,228
At 31 March 2021	15,868	15,868
Amortisation		
At 1 April 2020	4,117	4,117
Charge for the year	2,802	2,802
At 31 March 2021	6,919	6,919
Net book value		
At 31 March 2021	8,949	8,949
At 31 March 2020	9,523	9,523

Amortisation of intangible fixed assets is included within expenditure on charitable activities.

Notes to the Financial Statements for the Year Ended 31 March 2021

13 Tangible fixed assets		
	Furniture and equipment	Total
Cost		
At 1 April 2020	111,822	111,822
Additions	3,263	3,263
At 31 March 2021	115,085	115,085
Depreciation		
At 1 April 2020 Charge for the year	100,109 6,768	100,109
		6,768
At 31 March 2021	106,877	106,877
Net book value		
At 31 March 2021	8,208	8,208
At 31 March 2020	11,713	11,713
14 Fixed asset investments		
14 Fixed asset investments	2021	2020
	£	£
14 Fixed asset investments Shares in group undertakings and participating interests		
	£	£
Shares in group undertakings and participating interests	£ 1 Subsidiary	£ 1
Shares in group undertakings and participating interests	<u>£</u> 1	£
Shares in group undertakings and participating interests	£ 1 Subsidiary undertakings	£ 1
Shares in group undertakings and participating interests Shares in group undertakings and participating interests	£ 1 Subsidiary undertakings	£ 1
Shares in group undertakings and participating interests Shares in group undertakings and participating interests Cost	£1 Subsidiary undertakings £	£ 1 Total £
Shares in group undertakings and participating interests Shares in group undertakings and participating interests Cost At 1 April 2020	£1 Subsidiary undertakings £	£ 1 Total £
Shares in group undertakings and participating interests Shares in group undertakings and participating interests Cost At 1 April 2020 At 31 March 2021	£1 Subsidiary undertakings £	£ 1 Total £

Notes to the Financial Statements for the Year Ended 31 March 2021

Details of undertakings

Details of the investments in which the charity holds 20% or more of the nominal value of any class of share capital are as follows:

Undertaking	Holding	Proportion of voting rights and shares held	Principal activity
Subsidiary undertakings			
Edtesa Limited	Ordinary	100%	Dormant
15 Stock			
Stocks		2021 £ 106,59	2020 £ 123,078
16 Debtors	e e		
		2021 £	2020 £
Trade debtors		183,88	370,431
Prepayments		360,54	433,904
Accrued income		406,30	37,010
VAT recoverable		85,42	
Other debtors		10,08	10,683
		1,046,24	926,286

Notes to the Financial Statements for the Year Ended 31 March 2021

17 Creditors: amounts falling due within one year

	2021 £	2020 £
Trade creditors	32,513	800,414
Other creditors	150,731	150,639
Accruals	25,180	12,674
Deferred income	413,959	482,224
	622,383	1,445,951
	2021 £	2020 £
Deferred income at 1 April 2020	482,224	893,756
Resources deferred in the period	180,421	235,934
Amounts released from previous periods	(248,686)	(647,466)
Deferred income at year end	413,959	482,224

18 Obligations under leases and hire purchase contracts

Operating lease commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2021 £	2020 £
Land and buildings		
Within one year	58,900	38,915
Between one and five years	68,717	127,617
	127,617	166,532
Other		
Within one year	· <u>-</u>	14,738

19 Pension and other schemes

Defined contribution pension scheme

The Charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the Charity to the scheme and amounted to £49,000 (2020 - £47,000).

Contributions totalling £9,000 (2020 - £6,000) were payable to the scheme at the end of the year and are included in creditors.

The defined contribution pension scheme liability and expense was allocated between charitable activities and restricted and unrestricted funds based on the activities performed by each individual member of staff.

Notes to the Financial Statements for the Year Ended 31 March 2021

Defined benefit pension schemes Avon Pension Fund

The LGPS is a funded defined benefit scheme, with assets held in separate trustee-administered funds.

The date of the most recent comprehensive actuarial valuation was 31 March 2019. The defined benefit obligation has been calculated using a "roll-forward" calculation, which uses as a starting point the assets and liabilities calculated at the date of the latest full actuarial valuation of the Fund. This approach is approximate in nature, as a number of simplifications and assumptions are made regarding the progression of the liabilities between full actuarial valuations. Very broadly, it assumes that the experience of the Fund will be in line with the actuarial assumptions used for accounting purposes, other than investment returns where the actual experience was used, and inflation which again was adjusted for the actual experience over the accounting year.

The total cost relating to defined benefit schemes for the year recognised in profit or loss as an expense was £49,000 (2020 - £117,000).

The total cost relating to defined benefit schemes for the year included in the cost of an asset was £- (2020 - £-).

2020

Reconciliation of scheme assets and liabilities to assets and liabilities recognised

The amounts recognised in the statement of financial position are as follows:

	2021 £	2020 £
Fair value of scheme assets	2,736,000	2,352,000
Present value of defined benefit obligation	(4,107,000)	(3,459,000)
Defined benefit pension scheme deficit	(1,371,000)	(1,107,000)
Defined benefit obligation		
Changes in the defined benefit obligation are as follows:		
		2021 £
Present value at start of year		3,459,000
Current service cost		24,000
Interest cost		81,000
Actuarial gains and losses		603,000
Benefits paid		(67,000)
Contributions by scheme participants		7,000
Present value at end of year		4,107,000

Notes to the Financial Statements for the Year Ended 31 March 2021

Fair value of scheme assets

Changes in the fair value of scheme assets are as follows:

		2021 £
Fair value at start of year		. 2,352,000
Interest income		56,000
Actuarial gains and losses		349,000
Employer contributions		39,000
Contributions by scheme participants		7,000
Benefits paid		(67,000)
Fair value at end of year		2,736,000
Analysis of assets		
The major categories of scheme assets are as follows:		
	2021 £	2020 £
Cash and cash equivalents	79,000	52,000
Equity instruments	1,026,000	1,022,000
Government bonds	386,000	132,000
Other Bonds	233,000	214,000
Property	197,000	233,000
Other	815,000	699,000
	2,736,000	2,352,000
Return on scheme assets		
	2021	2020
	£	£
Return on scheme assets	405,000	(160,000)

The pension scheme has not invested in any of the charity's own financial instruments or in properties or other assets used by the charity.

Principal actuarial assumptions

The principal actuarial assumptions at the statement of financial position date are as follows:

	2021 %	2020 %
Discount rate	2.10	2.40
Future salary increases	4.20	3.60
Future pension increases	2.80	2.20
Inflation	2.70_	2.10

Notes to the Financial Statements for the Year Ended 31 March 2021

Post retirement mortality assumptions

	2021	2020
	Years	Years
Current UK pensioners at retirement age - male	23.00	23.00
Current UK pensioners at retirement age - female	25.00	25.00
Future UK pensioners at retirement age - male	25.00	25.00
Future UK pensioners at retirement age - female	27.00	27.00

Notes to the Financial Statements for the Year Ended 31 March 2021

20 Funds

20 Funus						
	Balance at 1 April 2020 £	Incoming resources	Resources expended £	Transfers £	Other recognised gains/(losses)	Balance at 31 March 2021 £
Unrestricted funds						
General Unrestricted income fund	2,150,900	3,953,583	(3,489,125)	(283,856)	-	2,331,502
Designated Defined benefit pension scheme	(1,107,000)		(10,000)		(254,000)	(1,371,000)
Total unrestricted funds	1,043,900	3,953,583	(3,499,125)	(283,856)	(254,000)	960,502
Restricted funds UKSIC SELMA	<u> </u>	322,717 3,282	(609,855)	287,138 (3,282)		·
Total restricted funds		325,999	(609,855)	283,856		
Total funds	1,043,900	4,279,582	(4,108,980)	<u> </u>	(254,000)	960,502

Notes to the Financial Statements for the Year Ended 31 March 2021

en e	Balance at 1 April 2019 £	Incoming resources	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2020 £
Unrestricted funds						
General Unrestricted income fund	2,230,517	4,558,779	(4,300,910)	(337,486)	-	2,150,900
Designated Defined benefit pension scheme	(1,024,000)	<u> </u>	(69,000)		(14,000)	(1,107,000)
Total unrestricted funds	1,206,517	4,558,779	(4,369,910)	(337,486)	(14,000)	1,043,900
Restricted UKSIC SELMA	(55,809)	378,489 65,832	(659,678) (66,320)	281,189 56,297	<u>.</u>	·
Total restricted funds	(55,809)	444,321	(725,998)	337,486		_
Total funds	1,150,708	5,003,100	(5,095,908)	•	(14,000)	1,043,900

The specific purposes for which the funds are to be applied are as follows:

The UKSIC fund relates to funding from the European Commission along with external sponsors for the operation of the UK Safer Internet Centre in association with the consortium members.

Notes to the Financial Statements for the Year Ended 31 March 2021

21 Analysis of net assets between funds

				Total funds at
	Unrestrict		Restricted	31 March
	General £	Designated £	funds £	2021 £
Intangible fixed assets	* 8,949	~	-	8,949
Tangible fixed assets	8,208	_	-	8,208
Fixed asset investments	1	_	-	1
Current assets	2,624,187	-	312,540	2,936,727
Current liabilities	(309,843)	-	(312,540)	(622,383)
Pension scheme liability	<u> </u>	(1,371,000)		(1,371,000)
Total net assets	2,331,502	(1,371,000)	_	960,502
				Total funds at
	Unrestricte		Restricted	31 March
	General £	Designated £	funds £	2020 £
Intangible fixed assets	9,523	<i>-</i>	-	9,523
Tangible fixed assets	11,713	_	-	11,713
Fixed asset investments	1	-	-	1
Current assets	3,547,199	-	28,415	3,575,614
Current liabilities	(1,417,536)	-	(28,415)	(1,445,951)
Pension scheme liability	<u> </u>	(1,107,000)		(1,107,000)
Total net assets	2,150,900	(1,107,000)		1,043,900
22 Analysis of net funds				
22 Amaryolo or not runus		At 1 April 2020	Financing cash flows	At 31 March 2021
Cash at bank and in hand		£ 2,526,250	£ (742,358)	£ 1,783,892
Net debt		2,526,250	(742,358)	1,783,892
		At 1 April 2019 £	Financing cash flows	At 31 March 2020
Cash at bank and in hand		2,050,337	475,913	2,526,250
Net debt		2,050,337	475,913	2,526,250

Notes to the Financial Statements for the Year Ended 31 March 2021

23 Related party transactions

There were no related party transactions in the year.

Other related party transactions

Due to the nature of the Trust's operations procuring services on behalf of the Local Authorities and the board of trustees including representatives from the Local Authorities, transactions inevitably take place between the trust and organisations in which the trustees have an interest.

All transactions are conducted at arms length and no specific transactions have occurred in which a trustee has an individual interest.

The total restricted funds received for each Local Authority relating to broadband growth and maintenance which is unspent at the year end and included within deferred income is as follows;

	2021 £	2020 £
Devon	112,193	112,193
Gloucester	110,363	110,363
Plymouth	3,403	3,403
Swindon	12,447	-
Torbay	1	1
Wiltshire	7,578	7,578