



# Annual report and financial statements

For the year ended 31 March 2021



# Contents

.....

<b>Trustees’ report</b>	<b>4</b>
(incorporating the strategic report)	
<b>Financial statements</b>	<b>33</b>
Independent examiner’s report	34
Statement of financial activities	35
Balance sheet	36
Cash flow statement	38
Notes to the financial statements	40
<b>Structure, governance and management</b>	<b>54</b>
<b>Reference and administration</b>	<b>58</b>



# Foreword

by Tanya and Freddie

I find it really hard to put in to words how life changing bibic has been for me and Freddie, because it really is my lifeline.

When I think back to how we both were when we made our first visit, it is a very scary memory. It felt like that he had been given his diagnoses of Autism and we were just left to get on with it. There was no light at the end of the tunnel, with no hope or support being offered.

What I was certain about was that I was not just going to just let him exist. I wanted more for him and, selfishly, more for me. I had another child to look after and didn't want to be just a carer, I had already given up work and my friends were disappearing. Our world was becoming more isolating by the day.

bibic helped me to understand why Freddie was demonstrating certain behaviours, they helped me to see it through his eyes. Autism does not come with a manual and you have to learn how to best support your child to encourage progress. The bibic therapists are my teachers- that's how I explain it to people when they ask why I come. We come every year because my teachers need to help me learn the new skills I need to teach Freddie based on his current development. His yearly assessments are essential in supporting him in the best way we can. Knowing that, if we hit a rocky road, I can pick up the phone and someone will always be there to offer support is a lifeline.

Because of Freddie's progress we can now leave the house, we can take him shopping, we can attend family gatherings. But bigger than those important things is that he can now communicate. When we came to bibic he was non-verbal. He can now communicate in so many ways which has now provided him with a voice. A very loud voice! But a clear voice where he can express his wants and needs. And he now sleeps! Oh my gosh this was the biggest and most important thing for us as a family, everyone gets a full night sleep which ultimately improves Freddie's mood.



*bibic helped me to understand why Freddie was demonstrating certain behaviours, they helped me to see it through his eyes.*

I could go on and on about how bibic has changed our lives because no words will ever describe the impact well enough. bibic gave us a life, it gave us opportunities, gave us hope and, apart from me, they were the only other people that could see Freddie had more to offer.

Thank you to each and every person and organisation who have stepped up to support bibic during this difficult year. It is thanks to you that the therapists could keep working their magic.

**Tanya and Freddie**



## Welcome from the Chair of Trustees

by Laura Voyle

To say that this has been an unprecedented year is an understatement.

There were obviously huge challenges for every part of society, but the impact of COVID-19 and the associated lockdowns, restrictions, changes in routine, lack of support from grandparents and family and the closure of wider services has been particularly profound for children and young people with additional needs.

This is why bibic's work has never been more urgent, nor important.

We have helped over 200 children, plus their parents/carers and siblings, in the last year. This is a huge achievement considering the impact of the pandemic on our ways of working, ability to fundraise and the need to limit the numbers at our National Centre. Thanks to the dedication of the Managing Director and therapy team, we have been able to continue to provide life-changing support for those who need it the most, when they needed it the most.

The majority of our services have been adapted and, due to the innovative and proactive response from the team, bibic was able to start offering digital services a mere ten days after the first lockdown was announced. This has continued successfully through the year and, for the first time in our history, almost half (47%) of all services were delivered digitally. This makes us more resilient and provides greater potential to help more families across the country.

Fundraising income thankfully held strong, thanks to the generosity of trusts and foundations, incredible gifts through wills, kindness from individual donors and wider COVID-19 grants. Our 2020 Christmas Appeal was our most successful in recent years, showing people are always willing to help and, perhaps, even more so when times are toughest. To everyone who donated over the last year, thank you.

I would also like to take this opportunity to thank the dedicated team at bibic. They are small in number but more than make up for that with their hard work, compassion and total

commitment to the children and families we help. The year had an impact on every single person's life and circumstances, but the team stepped up and delivered. This is testament to every individual, as well as their cohesion as a team. They know what we do matters and not a day could be wasted.

I would also thank the amazing volunteers who gave their time and skills for free. This includes the members of the Board, so I also pay tribute to my fellow Trustees who started weekly calls when the pandemic first hit and are still meeting more regularly than usual, giving their time while juggling their own workload, families and lives.

What unites our Board, funders, staff, volunteers and supporters is the knowledge of the difference that bibic makes. Our therapy helps improve cognition, communication, motor skills and speech and language. But the impact is far greater. The team's support also helps reduce anxiety, depression, self-harm, aggression and suicidal thoughts in children, young people and their families. It contributes to reducing school exclusion and improving educational attainment. It helps improve social integration and family cohesion. It is not an overstatement to say this charity changes lives.

As we near bibic's 50th anniversary in 2022, we work with renewed energy and hope, but also do it without a trace of complacency. The year ahead will continue to be challenging. We expect the fundraising environment to be hard and our waiting list has grown exponentially. We know how much bibic is needed by some of the most vulnerable in society and, thanks to the kindness and compassion of all our supporters, we will continue to help change the lives of more children and young people.

**Laura Voyle**  
Chair of Trustees

## Message from the Managing Director

by Pip Buckley



**There's no denying it, it's been a challenging year. Children with additional needs and their families have faced intensified difficulties during the pandemic.**

Our waiting list rocketed from 10 weeks in March 2020 to 25 weeks by March 2021. That was more than six months that children and young people need to wait for support to understand themselves better and have strategies to help. Six months that families are living in crisis, facing the fear and uncertainty about their child's future. At the time of writing, this has further increased to 38 weeks.

But alongside such need for our support we, like so many charities, faced an unprecedented challenge to raise money during the pandemic. Our very small fundraising team, facing the almost total collapse of public fundraising, grabbed every opportunity to raise money. We rely on your donations, without you bibic would not exist. I'm relieved and heartened that we ended the year financially secure, with new funders by our side and loyal donors stepping up to get us through.

Our therapy team have done our families proud- they showed such determination and kept going with endless energy. They changed everything, almost overnight, to adapt how they work so our services could be delivered digitally. This wasn't an easy task- so much of what they do is working directly with the

child or young person, picking up on the subtleties that you can only notice when you are with someone.

However, digital assessments proved just as effective for the vast majority of children and young people. We are continuing with a blend of digital and in-person services and intend to do so into the future- we hope this will enable us to reach many more families who live further afield and find travel to our National Centre in Somerset challenging.

What matters most to us at bibic is that we tackle the disadvantage facing children and young people with disabilities and additional needs, so we can help them reach their full potential. We know that matters to you too and that's why you support us.

Without you, bibic couldn't continue to do what we do. I know we are accountable to you, you keep the charity running. So this report aims to give you an honest and full overview of what you've helped us to achieve, what's gone less well and what we've learned along the way. We've included an abundance of words from bibic children and families so you can hear directly from them how your support has made a difference.

As we move closer to our 50th year, there is still so much to do. Demand for our support is unwavering high and we know our waiting list will keep increasing. We are under no illusions that fundraising will continue to be challenging in the year ahead, yet we also need to grow income as we recruit more therapists to support these families and reduce the time they need to wait.

I hope this report encourages you to stand by our side as we rise to these challenges. We will continue to work as creatively, effectively and efficiently as we can to maximise our support for the children and young people who need us.

A handwritten signature in black ink that reads "PBuckley".

**Pip Buckley**  
Managing Director

# Who we are

## and how we make a difference



# Our purpose

Children and young people with disabilities and additional needs are often excluded from society because there is a lack of understanding about their needs and how to meet them.

At bibic, we passionately believe that every child deserves to reach their full potential, contribute in their community and live happy lives.

Increasingly we see children and young people with less understood, hidden health or behavioural needs as well as profound disabilities or special educational needs. With or without a diagnosis, we're here to help children and young people overcome their challenges. Our holistic therapy is as individual as each and every child.

We support the whole family, not just the child. We know they can experience intense stress, isolation and exhaustion. We stand by their side to help them understand their child's needs, empowering them with strategies to support their child's daily life and long-term development.

Our support is often described by parents and carers as "life changing". With many families living in crisis, desperate for answers, we know we have much to do.



“

*At bibic, we passionately believe that every child deserves to reach their full potential, contribute in their community and live happy lives.*

## Public benefit statement

The Trustees confirm that they have paid due regard to the Charity Commission's general guidance on public benefit under the Charities Act 2011. In particular, they consider how planned activities will contribute to the aims and objectives of the charity and are satisfied that all activities continue to be related to its purpose as set out in the governing document. The charity exists to benefit children and young people with a wide range of additional needs and disabilities and their families.

The information contained in this report gives clear examples of how our work brings public benefit by helping children and young people reach their full potential, contribute to society and live happy lives. Our public benefit is best understood through the words of the families themselves, like Freddie's mum Tanya who contributed the foreword for this Annual Report and through the kind and heartfelt feedback sent to our therapy team, like this one from Sophia's mum, Jacqueline:

To All the BIBIC Team  
 Thank you for all your  
 Support over the last 15 years!  
 Thank You  
 You are ALL AMAZING. ☆ ☆  
 Sophia wouldn't be where she  
 is today if it wasn't for the  
 therapist input from BIBIC.  
 Much love Jacqueline BENTHAM  
 x & Sophia x

# What we do

bibic are the only UK organisation providing individualised, holistic therapy; a blend of sensory, cognitive, emotional, developmental and physical exercises that support a child or young person's specific needs. They often have multiple diagnoses or difficulties, one concealing another or symptoms overlapping, requiring specialist and comprehensive therapy. Our "whole person" approach delivers accelerated, effective outcomes.

## Our Core Service: Full assessment, therapy programme and support package

Day 1

On day one of the assessment, our therapist works closely with the child or young person to carry out a wide range of tests, screeners, exercises and observations. They listen carefully to the family's concerns, to get a good understanding of their challenges and needs.

They create an individualised developmental therapy programme that supports the child's specific needs.

We look at the *whole* person. This plan includes a blend of sensory, cognitive, behavioural, emotional, developmental and physical exercises as well as strategies to help at school, at home and when out and about.

Day 2

On day two, we empower parents/carers to become the therapists by explaining the therapy plan, training and support them to deliver it at home.

A detailed report helps parents and carers access further support, e.g. in the NHS, local authority or at school.

6 Months

We stay in close contact with the family for at least six months, providing ongoing support with regular calls and whenever they need to lean on us.

We evaluate the child/young person's progress at three and six months, introducing new therapies and strategies regularly to keep pace with their development.

Ongoing

After six months, they are invited back for a reassessment and further support if needed. We often continue supporting children, young people and their families for many years.

We are the only UK organisation to provide such holistic support for children and young people with disabilities and additional needs

30%

of the children and young people we support have no diagnosis

80%

of bibic's work is delivering this full assessment package

bibic's detailed reports help families access additional support from schools, local authorities, the NHS and other organisations.

Every full assessment package costs around **£2,085**.

The family is asked to contribute **£600** and bibic fundraise the remaining **£1,485**.



We have a special fund to help cover the family contribution for low income families, keeping true to our founding vision of never turning away a child or young person who needs our support.

We were thrilled this year that the Bristol office of Irwin Mitchell LLP solicitors donated £5,000 to top up this fund - what a wonderful bunch!

“

*We are struggling as a family to know how to deal with our situation. Some of our son's difficulties are having a very negative affect on our lives and can be very upsetting. But we now know how to help him and how to help him grow into the wonderful human he can be.”*

## Our other services

We also deliver a range of other therapeutic services that are often packaged together to provide bespoke and flexible support for a child's specific needs. As with our core service, many are now available digitally, with the exception of the dyslexia and Irlen Syndrome screeners and Johansen Individualised Auditory Stimulation.

### Short assessments

We offer short assessments, each lasting around three hours, to look at a specific issue. Therapists will listen carefully to the parents and child and carry out relevant screeners and observations. They will provide individualised strategies and a report for the family.



Behaviour



Wellbeing



Developmental for children under 5



Sensory processing

### Additional support

Parents, or the young person themselves, can book regular or ad hoc **video consultations** with a therapist to discuss specific issues in more depth.

Our **post diagnosis support sessions** provide specific strategies for children and young people who have been given a diagnosis.

Our **Support and Advice Line (SAL)** provides immediate telephone, text and email support for parents, carers, guardians and teachers of a child or young person. Whether it is for advice with day to day concerns, handling meltdowns, questions about our therapies and signposting other support.

### Screeners

Our therapists carry out screening tests for Autism Spectrum Disorder, Attention Deficit Hyperactivity Disorder, Dyspraxia, Dyslexia and Sensory Processing Disorder. Our detailed reports can be instrumental in helping families get a diagnosis.

We also conduct specialist Irlen Syndrome screeners to assess visual perceptual processing which can affect a child's ability to read or write and cause light sensitivity, fatigue, headaches as well as difficulties with depth perception, behaviour and gross motor skills.

## Johansen Individualised Auditory Stimulation (JIAS)

A 6-18 month programme which involves listening to specifically composed synthesised music that is proven to stimulate the neural pathways of the brain that deal with language and auditory information. Many children see improvements in memory, listening, concentration, language comprehension and self-esteem.

### Training seminars

Our training seminars help increase understanding of the needs of children and young people with disabilities and additional needs and how best to meet them. These sessions bring together both parents and professionals, covering topics such as managing extreme behaviour, sensory processing, developing independence, working memory and processing. We also provide bespoke training for organisations such as schools and prisons

bibic therapists often join parents for meetings in school to help them access support for their child and help teaching staff understand how they can best meet the child's needs to enable them to develop. Our school observations for specific children have been paused during the last year and we look forward to these returning as restrictions ease.

**80%** of children we support have problems at school

“

*My son was hanging on to his place in a main stream school by the skin of his teeth. Without our bibic assessment and your incredible support he would most definitely been excluded and we would have really struggled to reintroduce him into the schooling system.*



Language and communication test



# Who we support

bibic support children and young people (aged 6 months to 25 years) with a vast range of disabilities and additional needs. In 2020/21 this included over 50 different diagnoses or suspected diagnoses, including acquired brain injury, Autism Spectrum Disorder, Global Development Delay, Cerebral Palsy, Down's Syndrome, Attention Deficit Hyperactivity Disorder, Sensory Processing Disorder.

Their needs are often complex, with symptoms or difficulties overlapping. Some have profound neurological difficulties, while others have less severe issues that affect daily life. We increasingly see high-functioning children with less understood, hidden health needs such as behavioural, sensory, developmental, communication or mental health difficulties.

Many parents cannot get their concerns heard and come to us desperate for help for their child. They describe intense family stress, exhaustion, social isolation, sibling neglect, parental separation. Our holistic approach extends to our support the whole family, not just the child. Their wellbeing is at the heart of our approach.

## This year we helped a total of 884 people

- 213 children and young people
- 388 parents and carers
- 283 siblings

## Cream tea

Langport Connect networking group chose bibic as their charity of the year and raised £500 from a socially distanced cream tea in the gardens of Hurds Hill Country House. As soon as we could meet up and fundraise again, funny how the tastiest fundraising ideas came back first!

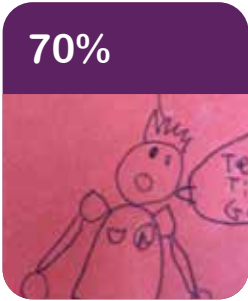
Nearly half of the children we support come to us without a diagnosis

“The stress we experience is taking its toll on our mental and physical health. My marriage is under constant strain. My children’s learning at school and their enjoyment and participation in life is limited. We are isolated, anxious and unhappy with one child self harming regularly.



## 70% of the children and young people we support are male and 30% are female

Girls tend to present in wide ranging and subtle ways, particularly for Autism Spectrum Disorder. They tend to mask behaviours and have better social integration skills. Early intervention is important and we work with healthcare and education professionals to help improve early identification.



## We support families right across the UK

78%

live in South West England. There are clusters living in London, Hampshire, Manchester, West Midlands, Hampshire, Kent and South Wales.



“



Our son Callum has Autism. He was struggling with life, especially anxiety. bibic’s full assessment was two of the most valuable days we could have wished for. The therapist skilfully led him through many assessments, making them enjoyable and accessible for Callum. We were given a greater understanding of where he needed our help and his strengths. The detailed reports were incredibly useful. Using the therapeutic tools we were given has helped him enormously and now, as a strapping 21 year old, he is doing great. He continues to develop new skills, becoming increasingly independent. He has a real zest for life.

I donate every month through bibic’s Sponsor a UK Child and regularly raise money. My yoga students are always keen to help and lockdown gave us a perfect opportunity to take a class outside. We raised £405 and Callum even joined in! bibic is a wonderful charity that gives so many families hope for the future. We will be forever grateful.

- Elaine Davis

“When we came to bibic my child was self harming and suicidal. Without the assessments and therapy plan from bibic my child would have attempted suicide again. The bibic assessments have provided the most significant support we have received in five years - in stark contrast to Education and NHS.



## Activities delivered this year

Enquiries have always been consistently high, but this year saw a 71% increase with 691 families getting in touch to discuss our support.

**71%**  
404 families in 2019/20 → 691 families in 2021



### Our full assessment, therapeutic and ongoing support programme represents around 80% of what we do.

We delivered 193 full assessments this year- 73 were face to face, 73 were digital and 47 were face to face on day one, with day two provided digitally.

With our National Centre closed from March 2020 to July 2020 and new digital services only appropriate for around half of children/young people due to their diagnosis or difficulties, we delivered less assessments than planned during the first half of the year. However, we fast tracked families who were booked in for later in the year if digital services suited their child.

The waiting list for a full assessment had increased to 25 weeks at year end (10 weeks in March 2020) and our Trustees began to look at ways to speed up access for support.

38 children and young people were helped through our other services. These include our screeners, consultations as well as our shorter assessments focused on wellbeing, behavioural, developmental and sensory needs that were introduced to provide more flexible, immediate support and intervention during the pandemic.

38 children and young people benefitted from the powerful intervention provided by Johansen Individualised Auditory Stimulation and 7 were able to benefit from our Irlen Syndrome assessment.

All face to face training seminars were cancelled due to the pandemic. After concentrating on adapting our therapeutic services, we were then able to develop online training and delivered four seminars and two bespoke training events during the second half of the year.

*"It's the first time someone has sat and explained to me about my daughter and what affects her learning in a way that makes sense. It's really useful to have actual evidence of where she needs help. There have been very many suggestions made over the years but not linked to her directly. At last, I now have a route map to help her."*

For the first time

**47%**  
of all services delivered during the year were digital



Thank you to Louise Butcher and her friends and family who held a swimming relay challenge for bibic. They swam for 12 hours solid and their sponsors splashed out

**£4,572!**

## How we make a difference

Our children and young people experience wide ranging difficulties, thus outcomes are diverse. They include:

- reduced anxiety, depression, obsessive compulsions, hyperactivity, self-harm, aggression and suicidal thoughts;
- improved self-esteem, confidence, self-awareness and independence;
- reduced school exclusion and refusal;
- improved cognitive, comprehension and communication skills;
- increased concentration, engagement, attainment at school;
- improved gross and fine motor skills, movement coordination, physical strength and speech and language;
- improved functional behaviours that affect sleep, eating and toileting;
- greater ability to form and maintain social relationships;
- improved social and community acceptance and integration;
- enhanced family cohesion;
- improved access to support from local authorities, NHS and schools through bibic's reports and liaison.

Over the last 49 years, our therapists have supported more than

**20,000**

children and young people and their families

### Within six months of an assessment:

**71%**



71% of parents and carers felt that their child's challenging behaviours had improved.

**92%**



Quality of life and happiness were improved for 92% of children and young people.

**88%**



88% of children were more engaged and happier at school.

**85%**



The home environment was less stressful for 85% of families.

**97%**



97% of children and young people showed progress against at least one of their developmental goals.

**90%**



90% of parents and carers felt more confident in meeting their children's needs.

**80%**



The bibic report helped 80% of families access support from the NHS or school.

“

*Every act of kindness has meant that our therapy team could continue to be there for every single family this year*

- Chelsey Oxley,  
Therapy Manager





# COVID-19

As the impact of the pandemic unfolded in March 2020, bibic were unable to support families in our usual way with our National Centre closed and outreach halted. Other statutory or charitable support was paused or reduced. Families were immediately left with little or no support, for an unknown length of time.

We moved quickly to ensure we could continue to support families as well as address the escalating and specific problems their children were experiencing. Within just ten days, our therapy team had adapted the vast majority of our services to video call, including our complex two day full assessment.

*"I feel desperate. This is all having serious consequences for children like ours; more meltdowns and unbearable anxiety, hurting themselves and us, suicidal thoughts and depression."*

Our therapists quickly became more concerned. Parents shared heartbreaking stories about how their children were experiencing more self-harm, aggression, severe meltdowns or obsessive compulsions and many areas of development were regressing. Changes in routine (lack of school, parents working from home/juggling work schedules) led to feelings of being unsafe, anxiety and frustration.

Restrictions prevented children from their usual coping strategies and physical exercise that helps regulate senses, feelings and behaviours. This is particularly difficult for low income families with no outside space.

Parents described their own stress. Many already doubted their ability to manage their child's behaviour and meet their needs. That feeling had escalated. Their mental health was suffering, yet they were unable to lean on friends and family for support or respite in the same way. They already felt socially isolated because of their child's difficulties and now they felt on the brink of not coping at all.

“

*Remote working with three children at home, one with behavioural challenges, was intensely stressful. George had more meltdowns and aggression, harming his siblings. The digital assessment was desperately needed. Chelsey even sent lots of videos showing how to carry out each part of our therapy plan.*



## Brendan's story

Nine year old Brendan has Attention Deficit Hyperactivity Disorder, developmental and processing delays, working and auditory memory difficulties and hyper mobility. He suffers tremors due to anxiety, sudden outbursts of verbal and physical anger towards others and bites his own arm when he feels unable to cope.

“

*We were near crisis point when we came to bibic in February 2020. We were given a better understanding of his world, his needs. We were finally able to help our son! Within just one month, he became noticeably calmer, happier and more in control.*

*Then COVID hit and the world, as he knew it, disappeared. No school, no routine, no family support, no swimming, no free running, no respite. His difficulties dramatically increased, his development regressed and his self esteem dropped.*

*He was totally overwhelmed when he returned to school. He didn't cope with the changes and was having major meltdowns at home, bashing and breaking things, which we now understand is a response to sensory overload.*

*The only reason we got through was because of his therapies and strategies and bibic's continual support. They gave us tools to survive - and those tools were adapted as it became harder, the longer the situation has gone on.*

**-Brendan's Mum**



## Additional services for COVID-19

We listened carefully and added additional services to provide more immediate support. These included short consultations on managing sensory needs, managing anxiety and coping with change, as well as shorter assessments for sensory processing, wellbeing, behaviour and under 5's development to provide targeted therapeutic strategies. Our team met frequently on Zoom to make sure that we were keeping up the same level of communication and supporting each other's wellbeing.

Around half of families booked in for a full assessment chose to delay until they could come back to the National Centre because their child's difficulties meant that they could not engage on video call. With these families in crisis, we were relieved when we could reopen in July 2020. Digital services remained vital, with both face to face and digital services delivered as restrictions changed. Local families and children/young people with the most complex or urgent needs were prioritised for assessments at the National Centre.

In December 2020, 1/5 of children with special educational needs and disabilities were not in school or on part-time, irregular timetables. For some, this is because their needs cannot be met within new rules. For others it may be because additional support they rely on was reduced or removed, or due to anxiety or school refusal.

Initial evaluations show digital assessments can allow therapists to observe more natural behaviours, particularly for children who are stressed or anxious in unfamiliar environments. This may mean assessments become more effective, allowing for more impactful therapeutic intervention.

However, there are limitations. 12% of digital assessments were not as successful due to the inability to conduct specific tests; a child's difficulties hindering their ability to engage effectively; a lack of access to resources that would help regulate sensory needs; or behaviours that were too subtle to identify.

The pandemic accelerated plans to introduce digital services and we intend to develop them to increase accessibility for families who live greater distances from the National Centre or for those for whom the challenge of travelling with their child, or costs of travel/accommodation, are prohibitive. Digital services have also opened up the possibility of developing flexible packages of wider support and intervention that can meet a child's specific needs.

“

*While it has been incredibly sad to see the impact on children and families, I have never felt so valued as I am able to really help and even more able to make a difference.*

- Jessica, Therapist

“

*I am so glad bibic found a way to continue assessments and help us. Using Zoom, they saw Rosie as herself, in her comfort zone. I am so relieved to have a way forward at last.*

- Rosie's Mum

“

*One 14 year old who suffers anxiety as part of her diagnosis has managed just five school days due to a debilitating fear of COVID... and a 10 year old cannot concentrate and is exhibiting oppositional defiance in school because new rules restrict sensory strategies like fiddle toys.*

- Claire, Therapist

# Our goals

and the people that helped us meet them





# Progress against strategic objectives

Following a strategic review, in September 2020 the Trustees agreed a new business plan with three strategic goals:

## Goal 1 Support more families

### Priority actions

- Review and implement efficiencies in delivery of therapy.
- Simplify services portfolio to deliver clear and bespoke offers to families.
- Achieve external service accreditation.
- Develop digital training offer.

### Achievements

- Reintroduced assistant therapist role to free up therapist time to deliver more assessments and key working.
- Improved efficiency of therapist training: new staff now on rota within 6 months (from 8 months).
- Conducted family consultation and plans towards recruitment of two additional therapists.
- Adapted the majority of services to digital offering within ten days of National Centre closure.
- Developed marketing plan which included free digital therapy content.

### What we didn't achieve and lessons learned

- All schools observations and outreach in the home/pop up clinics was paused.
- Digital services evaluation helped us understand where face to face assessments will be more appropriate.
- Training seminars paused while focused on core service delivery, trial of online training was less attractive than in-person seminars attracting fewer numbers when usually sold out.

### By 2023, we still need to...

- Carefully monitor demand and fundraising performance, with a view to assessing feasibility of further therapist recruitment.
- Develop and further improve marketing of digital services.
- Develop new ongoing support service after 6 month key working sessions are complete.
- Build relationships with medical and educational professionals and offer free consultations to their users.
- Build direct service for young people alongside support for parents and carers.
- Project to develop and enhance our monitoring and evaluation processes.
- Develop collaborative partnerships with key organisations/professionals to support accreditation.
- Further develop information resource through digital content on website and social media to extend reach.

## Goal 2 Grow sustainable income

### Priority actions

- Diversify fundraising and build sustainable income.
- Review commissioned and commercial income opportunities.
- Develop marketing and communications plan.

### Achievements

- Short term fundraising plan developed by an external fundraising consultant, which increased resilience during the pandemic.
- Began discussions with two Clinical Commissioning Groups local to our National Centre.
- Significantly increased income from trusts and foundations, including COVID-19 grants.

### What we didn't achieve and lessons learned

- The organisational structure is in need of review to provide better support for strategic leadership through middle management.
- Generation of therapy income through training seminars and work with schools, prisons and the NHS was impacted by COVID-19.

### By 2023, we still need to...

- Translate fundraising plan into long-term, sustainable income growth to meet increased therapy cost commitment.
- Further develop relationships with more Clinical Commissioning Groups, statutory agencies and charities.
- Review potential to deliver school enrichment days.
- Review trading opportunities to develop commercial income.
- Recruit a marketing and communications officer to deliver the agreed plan to support fundraising/therapy, including digital therapeutic content.
- Conduct a review of the charity's brand to improve understanding of what we do and our impact.



## Goal 3 Maximise value of resources

### Priority actions

- Develop leadership and senior expertise.
- Review estate resource effectiveness.
- Establish collaborative partnerships with like-minded organisations and charities.

### Achievements

- Therapy team's swift and effective adaptation of services meant that loss of income derived from charitable activities was minimised during pandemic.
- Began review of estate requirements and assessment of options for move leading to a decision to remain on site but expand our therapy suite.
- Defined operational and strategic responsibilities within fundraising and therapy teams to maximise effective strategic leadership.
- Several formal collaborations developed with Ups and Downs South West, Headway, Brainwave, Bridging the Gap and other local parent forums.

### What we didn't achieve and lessons learned

- The structure of bibic was in need of review to support strategic leadership and direction and to create a middle management team.

### By 2023, we still need to...

- Review skills and diversity of trustee board and recruit additional members to ensure the voice of the service-user is incorporated into decision making.
- Consider how collaborative partnerships can enhance effectiveness for mutual beneficiaries.



## How we measure success

Our current key statistical measurement of effectiveness is Goal Attainment Scaling (GAS). GAS is a recognised national, standardised therapeutic method to monitor and measure progress when a child or young person is making small but significant developmental steps. It allows for statistical analysis of a group of people despite each having individual goals. GAS goals are set at the first assessment and formally reviewed 6 months later to determine the therapy's effectiveness. During regular key working support all changes are discussed and monitored.

This approach allows for the evaluation of improvements in broad, multi-faceted and complex outcomes. These may include language comprehension, fine and gross motor skills, memory and auditory processing, social interaction and engagement, cognitive development, positive behaviours, non-verbal reasoning, visual communication, expressive language, academic engagement, independence and emotional health.

We also evaluate feedback from parents and carers, the child or young person and professionals (e.g. school teachers, social workers). This allows us to gain real depth of understanding about the impact of our work on the lives of everyone in the family unit plus also the wider community, most notably in schools. Of particular importance are improvements in family stress.

Moving forward, we plan to further strengthen our monitoring and evaluation and more information is included later in this report.



Sensory play

### A special thank you to our volunteers

We cannot express how grateful we are for the time, energy and expertise given by every single volunteer. It is testament to the passion and dedication of our staff team that they regularly volunteer in their spare time. During 2020/21, 79 volunteers gave their time to support bibic in many different ways.

Whether by helping therapists during assessments, supporting music therapy, helping with the all important admin, taking photographs, picking up collection tins or organising fundraising activities- every person contributes something special and they are a vital part of the bibic family.

Whilst COVID-19 reduced the opportunities to volunteer at our National Centre or help with public fundraising activities, we look forward to welcoming these volunteers back as restrictions ease. The value of the contribution of volunteers is not reflected in our financial reports.



We would also like to say thank you to the families who allow us to share their story with our supporters. This very special gift makes a huge difference in helping bibic to let our supporters know how vital their donation is in transforming a child's life. Their story helps us reach more children, young people and their families who may desperately need support.



# Fundraising

## Thank you...

...to those we have mentioned and so many others.

bibic works hard to raise money to provide our expert therapeutic intervention and to make sure that no family who needs us is ever turned away. Income from fundraising helps ensure we can keep our family contribution as small as possible (currently 28.8% of the cost of a full assessment and therapeutic support) as well as provide fee waivers to low income families.

It would be fair to say that fundraising has been challenging through different chapters of our 49 year story and the first year of the COVID-19 pandemic could easily have been a very difficult chapter for our small charity. We are relieved that fundraising performance during the year remained sound. This has largely been due to heartfelt gifts through legacies, the loyal support of individuals and significant growth in grants from trusts and foundations.

Together we  
have raised

over  
£494k



“

*We became involved with bibic over forty years ago when a friend's son received therapy at bibic. We saw first-hand the difference the charity makes to children and their families when they need help the most.*

*We have continued to be inspired by bibic and have supported them ever since through awareness raising and fundraising. Now more than ever, the life-changing services they provide are vital.*

**- Tony and Jane Brett**



£39k

was raised through our 2020 Christmas Appeal - more than any other bibic appeal in recent years demonstrating the kindness and generosity of the UK community in times of crisis.

Over  
£67k

received from people who chose to remember bibic in their will.

Over  
£285k

received from grant-making organisations through their COVID-19 response funds or to fund our assessments and ongoing support for families.

Over  
£14k

raised by businesses who have donated funds or whose staff have raised money.

Over  
£20k

raised through the activities of our community supporters.

Our special thanks to each and every funder, including BBC Children in Need, Garfield Weston Foundation, CAF Resilience Fund, The National Lottery Community Fund, Eveson Charitable Trust and Somerset Community Foundation.

Our huge thanks go to two families who agreed for their children to be added to our very special Sponsor a UK Child programme. Eva and Gryff joined Mia and Freddie in this regular giving programme.

More than  
£33k

was raised this year from kind donors who give us a monthly gift.



Gryff



Mia



Eva



Freddie

## The most impressive lockdown fundraiser of the year!

Five year old Zayne did a sponsored backflip challenge on his trampoline and completed a whopping 150 backflips! He said he wanted to raise money for bibic so we could "help children like me faster". Well done Zayne, you've blown us all away with your talent and kindness - and raised £345 in the process!



“

*The support before, during and after his assessment was absolutely gold standard. I couldn't have possibly dreamt of anything better, especially since that period of time was one of the hardest of our lives. We had felt so alone before going to bibic for help.*

*Zayne got diagnosed with autism in August 2020. We had suspected this would be the case, but the support from bibic helped us be able to help him with his individual needs before he even had a diagnosis. I feel like we were able to support him, without having to wait for that much needed help, because bibic worked with us and worked with Zayne's specific needs when we desperately needed that guidance.*

*"Life for Zayne now is so much better, more fulfilled and he is so much happier now. We know how to help and what steps to take if anything is too much for*

*him, or he feels overwhelmed. We also found out what he really loves, and what helps his sensory needs at the same time, which is trampolining, flipping, scootering, bike riding, dog walking, etc. He spends most of his life outdoors come rain or shine, and he is such a happy little boy. He is doing much better at school socially, but has ear defenders if he needs them and a chair that he can take sensory breaks on (doing push-ups or any other movement break type activity).*

*Without bibic we would've definitely struggled on for a very long time. Not knowing where to go, or who to turn to. I am so grateful for the help we were given so quickly, and for Zayne's assessment as a whole – it really helped us to understand what he needed and put things in place that really help him.*

**- Zayne's Mum**

# Financial Review

## risk and future plans





## Financial performance

In March 2020, the impact of the COVID-19 pandemic was first felt by our small charity with the cancellation of a number of fundraising events and activities. Therapy income was also immediately affected with the closure of the National Centre and, despite the agility and innovation of the therapy team in adapting the majority of our services to a digital platform, we were concerned that therapy income would be negatively affected. c.50% of assessments were delayed if the child/young person's difficulties meant they could not engage effectively on video call and all school observations, outreach in the home/pop-up clinics and training seminars were cancelled.

It is testament to the dedication and skill of the therapy team that income from therapy services has remained sound, despite the inevitable reduced total delivery during part of the year. To mitigate the initial fall in income and service capacity caused by the pandemic, the charity negotiated a two month rent holiday and took advantage of the Job Retention Scheme for two therapists and one fundraiser until the National Centre was able to reopen for face to face services in July 2021, albeit at reduced capacity of the numbers of families on site due to COVID-19 measures. The furlough income (£18k) is included in 'other income' within the accounts.

The effect of the pandemic on voluntary income continued throughout 2020/21 and, whilst our community, corporate and events income remains behind previous levels, we finished the year feeling very grateful that income from trusts and foundations, individual giving and legacies was strong. Included within the COVID-19 response grants received is £79k from the Government's COVID-19 funding through The National Lottery Community Fund and £25k from the CAF Resilience Fund.

The year end position is a much healthier picture than might have been expected at the start of the year in the midst of the first lockdown. The sound financial position is testament to the Managing Director's strong leadership, the therapy team's dedication and agility, the resilience of our core team, the sheer energy of our two fundraisers and the additional expertise of a fundraising consultant.

However, we are acutely aware that the stronger income streams are highly unlikely to remain at the same level in 2021/22 and we need to strengthen our small fundraising team to increase the diversity and sustainability of voluntary income to improve our financial resilience going forward. Our prime focus is to ensure that service capacity can not only be maintained, but expand, to meet the increased demand from families needing our unique therapeutic intervention and ongoing support.

Total income for the year

**£619k**

2019/20 **£528k**

Income from donations (including COVID-19 response grants) and legacies

**£485k**

2019/20 **£391k**

Income from charitable activities (therapy related income)

**£107k**

2019/20 **£128k**

Other income

**£26k**

2019/20 **£8k**

Total expenditure

**£419k**

2019/20

**£433k**

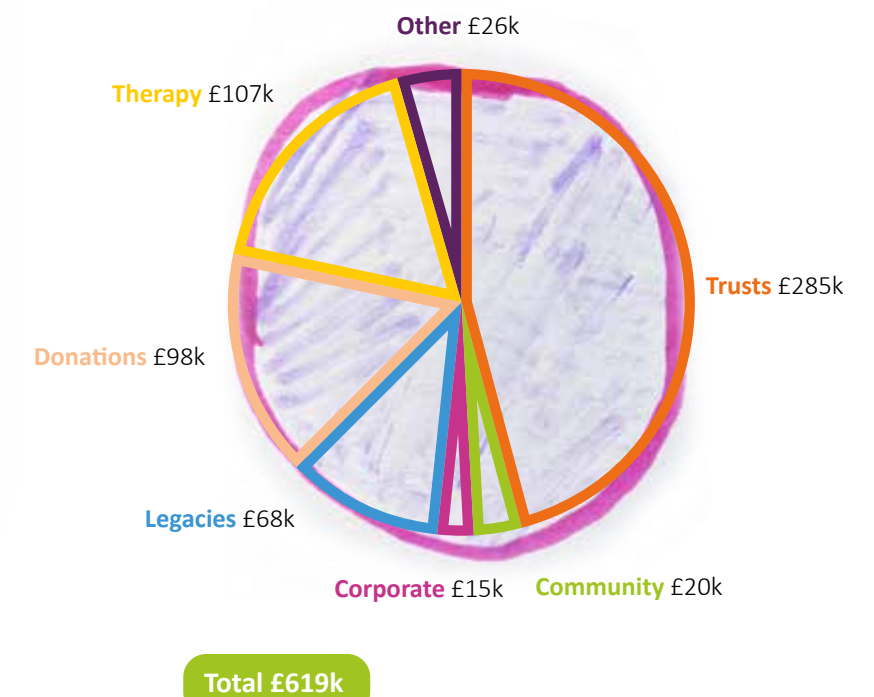
Operational surplus

**£200k**

2019/20

**£95k**

## Where our income came from



## How we spent the money

Governance / other costs £33k

Charitable activities £249k

Raising funds £137k

**Total £419k**



The Trustees aim to increase the proportion of spend on charitable activities by improving fundraising performance, including return on investment of fundraising activities, supported by enhanced marketing and communications.

The surplus of £200k has strengthened the free reserves position to now fall within the desired policy range (see page 27) and enabled the Trustees to designate funds towards projects outlined on pages 31-32.

## Reserves

The Trustees maintain unrestricted funds to reduce dependency on any of the charity's income streams, particularly fundraised income which is subject to fluctuation. The charity is committed to the children and families who receive support for a minimum of six months, but often many years. The Trustees therefore feel it is important to maintain free reserves at a level which ensures continuity of bibic's unique service and to fund projects that improve services.

The reserves policy has had a rigorous review within the year. It has been developed on the basis of the inherent level of risk within our business model. This model delivers high committed costs/low flexible costs, alongside a blend of unpredictable fundraised income and sustainable therapy income. The Trustees review the policy annually; taking into consideration the principle risks faced by the charity and their mitigations together with likely projected income and expenditure. As a result of this work, the Trustees considered that it was necessary to update the reserves policy and maintain a target range of free reserves of between six and eight months of annual budgeted operating costs, which represents £273k to £363k.

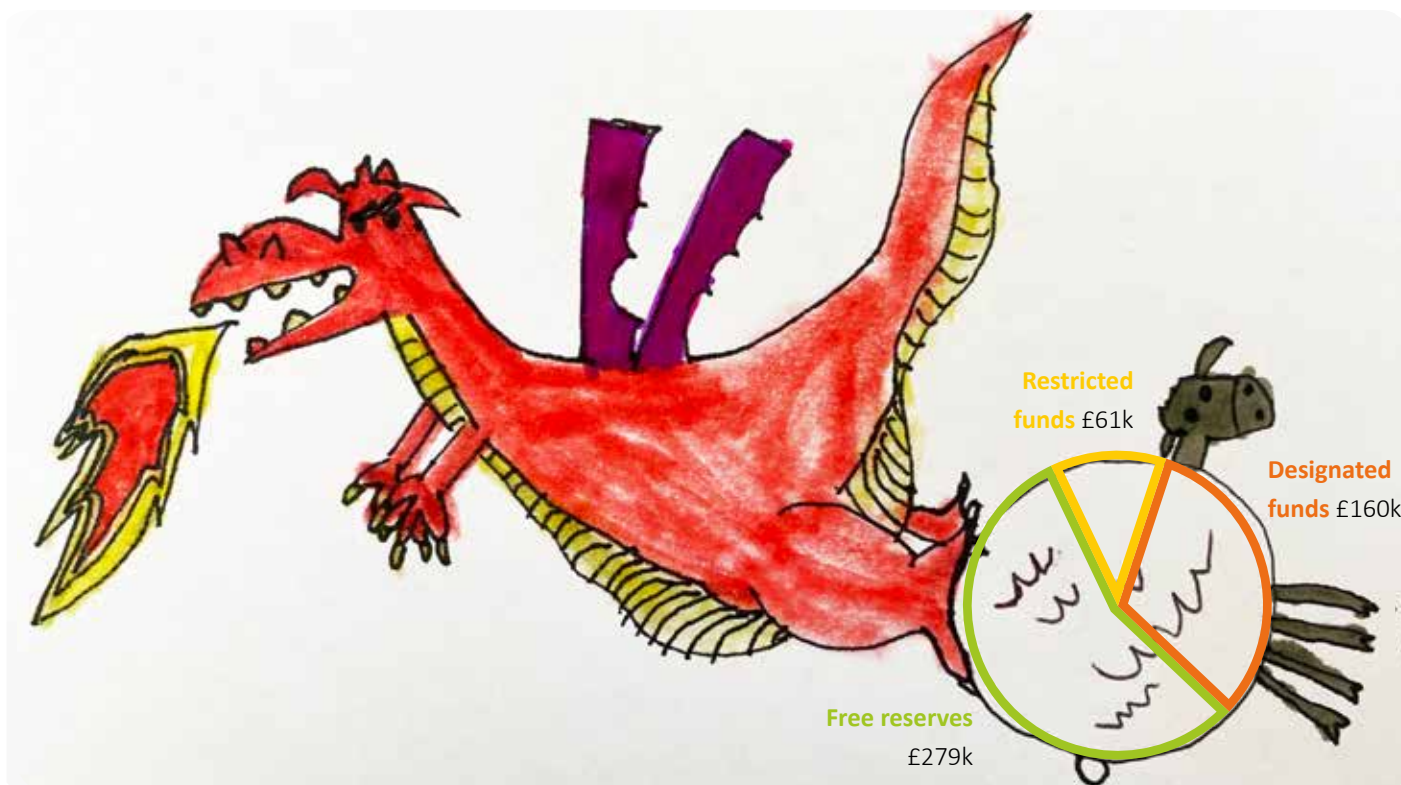
At 31 March 2021, total funds held amounted to £500k (2020: £300k). Of these, restricted funds were £61k (2020: £42k) and designated funds were £160k (2020: £50k).

The charity's free reserves were £279k (£208k at 31 March 2020).

Free reserves comprise the total funds available to the charity, less those reserves whose uses are restricted or designated for specific purposes.

Restricted funds are those that must be spent in accordance with the donor's specific instructions or which have been raised by the charity for a specific purpose. Some information about restricted funds is at note 18 in the financial statements. Each restricted gift has a timescale for spend, usually within 12 months. The charity operates a detailed restricted funds register to track and report spend against each gift.

Designated funds are unrestricted funds that have been put aside by the Trustees for planned activities. Designations for potential exit costs amount to £55k. Designations for planned activities amount to £105k and include staff training, monitoring and evaluation project, fundraising strategy, marketing and communications activity, moving of therapy premises & consequent dilapidations costs, and update of fundraising database. With the exception of exit costs, it is the Trustees intention that these are spent within the next 12-36 months as appropriate for the planned activity.



With the £200k operational surplus in 2020/21, the Trustees are satisfied that free reserves are within the new target range. This has largely been achieved due to increased income achieved through COVID-19 grants and legacy income, however this level of grants income is unlikely to be sustained. The charity is facing a continued period of uncertainty and the aim of many of the designated projects is to improve efficiency and performance so as to provide enhanced service and facilities to the children, young people and their families. Free reserves are in place to protect the charity and will be used to cushion the effect of the expected fall in fundraised income in the short to medium term so as to ensure the continuity of services.

The Trustees will continue to consider the balance of risk and thus the level of free reserves appropriate for the needs of the charity in light of forecasts and future requirements. The charity's position against the reserves policy is monitored by the senior management team and Trustees on a bi-monthly basis.

## Safeguarding

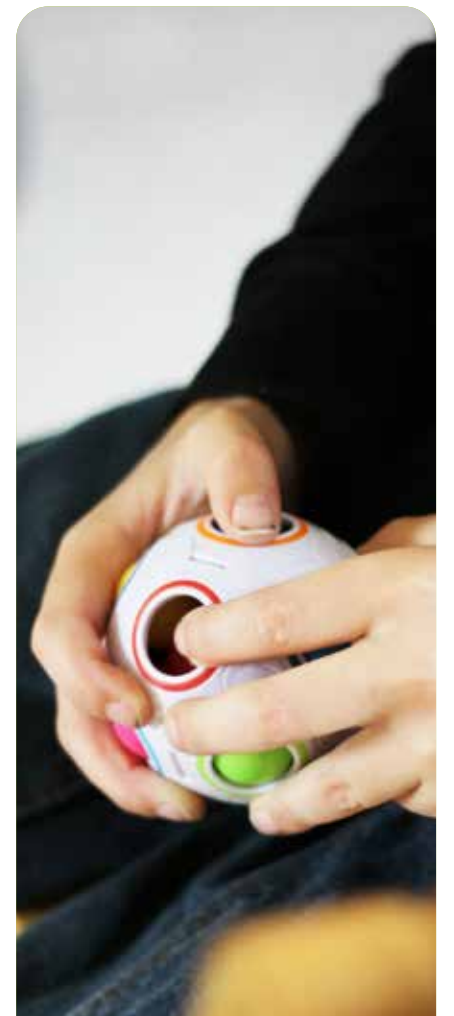
We see our safeguarding responsibility as an absolute priority. Our approach moves beyond just looking out for the children and young people we support; it extends to their families, our supporters and donors, our volunteers, our staff and everyone we come into contact with through our work.

Pip Buckley (Managing Director) is our safeguarding lead, supported by Chelsey Oxley (Therapy Manager) as deputy lead, both have completed full training. Chair of Trustees, Laura Voyle, provides safeguarding leadership at Board level.

The pandemic increased the risk of safeguarding concern for children and young people and their families. Family surveys showed that stress in the family home has increased. Children and young people's challenging or negative behaviours, that could cause harm to themselves or others, also increased. As we adapted to deliver digital services, we recognised that this presented new challenges on picking up on safeguarding concerns.

During the year, we:

- updated our safeguarding policies in January 2021;
- conducted a risk assessment at the start of the COVID-19 pandemic and swiftly updated and reinforced safeguarding measures with the whole team;
- delivered annual update training for all bibic staff;
- managed, reviewed and reported to Trustees five cases of concern within families, no cases of concern in other groups (e.g. donors, staff, volunteers)- no incidents reported to the Charity Commission or Police;
- provided additional support to 10 families (e.g. extra key working sessions, liaison with social workers) to prevent escalation to a level of concern.



We see our  
safeguarding  
responsibility  
as an  
**absolute  
priority**





# Risk

The Trustees are responsible for regularly reviewing and assessing (and planning for the management of) risks and uncertainties that may have a significant impact on the charity’s operations, thus beneficiaries. bibic operate a detailed risk register to review the strategic, operational and project related risks the charity may face; the likelihood/ impact of those risks and the mitigation controls/plans in place in line with CC26 guidance issued by the Charity Commission.

The risk register is reviewed and assessed monthly by the Senior Management Team and quarterly by the Board. A full review is conducted annually by the Board. Significant new risks or those which have increased in likelihood/ impact are promptly brought to the attention of the Board by the Managing Director. The charity encourages all employees to be actively engaged in risk identification and risk management activity. The Trustees consider that the principle risks and uncertainties are:

## Nature of risk

Inadequate diversity and sustainability in fundraising income leading to increased risk of unpredictable fundraising shortfall.

## Controls/plans

- Development of fundraising team to increase skills/knowledge.
- Deliver a new fundraising plan focused on resilience, diversified income and sustainability (to include legacy marketing plan, prioritisation of multi-year grant applications, development of regular giving programme).
- Maintain up to date knowledge of fundraising and charity sector trends and best practice.

## Further commentary

This risk has been further escalated during the COVID-19 pandemic and income during the year has become over-reliant on grants as public fundraising was severely affected. The Trustees recognise the next few years may be impacted by further economic challenges particularly affecting the investment income of funders and disposable income of donors.

## Nature of risk

Increased enquiries and waiting list delaying support for children and young people and their families.

## Controls/plans

- Recruit two additional therapists to meet demand and reduce waiting times.
- Develop other services to supplement the full assessment package and provide more immediate, flexible and bespoke provision for families who do not need the full service.
- Carefully manage marketing of services.

## Further commentary

The Trustees have further concerns over reputational damage if bibic services are not keeping up with demand for our support and intervention and the waiting list grows exponentially.

## Nature of risk

Staff sickness or family sickness affecting optimisation of service effectiveness and efficiency.

## Controls/plans

- Proactively support staff wellbeing at work, including managing the rota to reduce impact of any stress/mental health related sickness.
- Ensure there is appropriate cover and rota sickness slots so that, in the event of no therapist cover, families can easily move to another date within a four week period.
- Manage a flexible cancellation list to enable rota to be filled at short notice in event of family sickness where possible.
- Robust COVID-19 procedures in place.

## Further commentary

Staff sickness has been historically low, however COVID-19 has presented additional risk of significant disruption to service delivery should any staff or family member need to isolate.

## Nature of risk

Safeguarding issue resulting in harm to vulnerable child or adult.

## Controls/plans

- All staff safeguarding trained, with updates every two years
- Lead, Deputy Lead and Trustee Lead for safeguarding and child protection in place.
- Safeguarding process and procedures are regularly reviewed and effectively implemented.
- Relationships in place with Social Care, NHS and other relevant services.

## Further commentary

Trustees were aware during the year that lockdowns could escalate potential safeguarding concerns for some families. Therapists identified these families and delivered additional key working activity to help prevent potential cases of concern escalating.

## Nature of risk

Data breach

## Controls/plans

- All staff GDPR trained to basic level.
- Data protection policy and procedures in place.

## Further commentary

Trustees identified the need to conduct a full data protection review with an external expert and the need to train two DPO’s in house.

# Future plans

## Expansion of the therapy team

The impact of the pandemic, together with an increase in bibic's profile and word of mouth recommendations, led to a substantial increase in enquiries and lengthened the waiting time for a full assessment from 10 weeks (March 2020) to 25 weeks (March 2021) and, at the time of writing, it has risen further to 38 weeks. There are 382 families on the waiting list for this core service alone.

The longer the wait, the higher the risks for the child and family, including school exclusion, parental separation, developmental regression or inhibition, self-harm or harm to others, suicidal thoughts or actions. We plan to bring two additional therapists into our team of five, to speed up access. This will enable bibic to deliver therapeutic intervention earlier, for a further 130 children and young people each year. We anticipate this would bring about an initial reduction in waiting time by 6-8 weeks as long as enquiries do not continue to gather pace.

## Increase fundraising sustainability and diversity

Fundraising projections indicate income will not keep pace with this increased expenditure, particularly within the current pandemic and economic context. The short term fundraising strategy developed by an external fundraising consultant during 2020/21 will be extended in the most part, with continued relevance as we continue to move through the pandemic. We aim to reduce reliance on any one income stream, whilst simplifying/prioritising fundraising activity on areas which have the greatest growth opportunity or which could provide sustainable funding but are currently underdeveloped. We are fortunate to have loyal donors who have stood by bibic for many years, but know we need to increase our profile and gain support within new audiences to be able to grow our impact.

## Deliver a new marketing strategy

With a very small team at bibic, having a strategic approach to marketing and communications has often been challenging. We plan to recruit a new marketing and communications officer to deliver a new strategy which aims to increase brand recognition, the understanding of our work and the difference we make; support fundraising income growth particularly through enhancing the donor experience with tailored communications and increase free access to therapeutic information through digital investment. Often families learn about bibic after they have exhausted other avenues of support. Crucially, this strategy will enable bibic to provide earlier intervention as we grow reach with potential beneficiaries.



## Develop monitoring and evaluation

In the coming year we are working to strengthen our monitoring and evaluation systems so that we can capture more and better evidence of the difference we make to children, young people and their families. This will include measuring changes in wellbeing, independence, engagement with education, behaviour and family stress. This information will enable us to better focus our therapeutic services on what works so that the children and young people we support can live happy lives and achieve their full potential. This work will also enable us to further develop our family engagement processes to ensure we make decisions and shape services informed by their unique insight.

## Our 50th anniversary

As we approach five decades of supporting more than 20,000 children and young people to overcome their challenges and achieve their full potential, we are planning a year of gratitude and stories. The "life changing" therapy and support has only been possible thanks to our supporters and we look forward to sharing stories about how their kindness and compassion has helped families living near them.

## New therapy space

The expansion of the therapy team will require a bigger and more appropriate space for families within the National Centre. We have identified a new unit within our existing complex which will provide additional therapy rooms and additional facilities, but for the same cost as our current unit. One of the therapy rooms will be on the ground floor, with facilities that are more appropriate for younger children and those with more profound disabilities. We will have a larger family room, enhanced sensory room with more equipment, more privacy and soundproofing so children and young people can feel relaxed, be themselves without worry about our neighbours working in surrounding offices!

The life changing  
therapy and support  
has only been  
possible thanks to  
our supporters





# Financial statements



## Independent Examiner's Report

to the Trustees of bibic ('the Company')

I report to the charity Trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

### Responsibilities and basis of report

As the charity's Trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

### Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of FCA which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

**Dick Maule**

Independent Examiner, FCA

9 September 2021

# Statement of Financial Activities

(Incorporating an Income and Expenditure Account) for the Year Ended 31 March 2021

	Notes	Unrestricted funds £	Designated funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>						
Donations and legacies	2	312,621	-	172,803	485,424	391,401
<b>Charitable activities</b>						
Therapy provision	5	106,666	-	-	106,666	127,946
Other trading activities	3	8,971	-	-	8,971	7,344
Investment income	4	96	-	-	96	281
Other income	6	18,256	-	-		700
<b>TOTAL</b>		446,610	-	172,803	619,413	527,672
<b>EXPENDITURE ON</b>						
Raising funds	7	105,239	21,139	10,185	136,563	120,327
<b>Charitable activities</b>						
Therapy provision	8	122,978	11,159	115,420	249,557	270,631
Other		4,428	1,138	27,799	33,365	41,976
<b>TOTAL</b>		232,645	33,436	153,404	419,485	432,934
<b>NET INCOME/(EXPENDITURE)</b>		213,965	(33,436)	19,399	199,928	94,738
<b>Transfers between funds</b>	18	(143,756)	143,756	-	-	-
<b>Net movement in funds</b>		70,209	110,320	19,399	199,928	94,738
<b>RECONCILIATION OF FUNDS</b>						
<b>Total funds brought forward</b>		208,433	49,680	41,884	299,997	205,259
<b>TOTAL FUNDS CARRIED FORWARD</b>		278,642	160,000	61,283	499,925	299,997

# Balance Sheet

31 March 2021

	Notes	Unrestricted funds £	Designated funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
<b>FIXED ASSETS</b>						
Tangible assets	15	23,711	-	-	23,711	19,088
<b>CURRENT ASSETS</b>						
Debtors	16	55,097	-	-	55,097	43,483
Prepayments and accrued income		15,857	-	-	15,857	13,110
Cash at bank		247,932	160,000	61,283	469,215	275,418
<b>TOTAL</b>		318,886	160,000	61,283	540,169	332,011
<b>CREDITORS</b>						
Amounts falling due within one year	17	(63,955)	-	-	(63,955)	(51,102)
<b>NET CURRENT ASSETS</b>		254,931	160,000	61,283	476,214	280,909
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		278,642	160,000	61,283	499,925	299,997
<b>NET ASSETS</b>		278,642	160,000	61,283	499,925	299,997
<b>FUNDS</b>						
Unrestricted funds:	18					
General fund					278,642	208,433
Monitoring & Evaluation					16,000	-
Training new therapist					2,024	-
Marketing & Communication					27,130	-
Staff training					12,000	-
Relocate therapy suite					25,000	-
Fundraising strategy & programme					10,500	-
Other matters					1,910	-
Exit costs					55,436	49,680
Update & migration of donor record system					10,000	-
					438,642	258,113
Restricted funds:					61,283	41,884
<b>TOTAL FUNDS</b>					499,925	299,997



The charitable company is entitled to exemption from audit under Section 479A of the Companies Act 2006 relating to subsidiary charitable companies for the year ended 31 March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The Trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The financial statements were approved by the Board of Trustees and authorised for issue on 27 September 2021 and were signed on its behalf by:



Laura Voyle  
Chair of Trustees



# Cash Flow Statement

for the Year Ended 31 March 2021

	Notes	2021 £	2020 £
<b>Cash flows from operating activities</b>			
Cash generated from operations	1	202,997	85,198
Net cash provided by operating activities		202,997	85,198
<b>Cash flows from investing activities</b>			
Purchase of tangible fixed assets		(9,297)	-
Sale of tangible fixed assets		1	700
Interest received		96	281
Net cash (used in)/provided by investing activities		(9,200)	981
<b>Change in cash and cash equivalents in the reporting period</b>		193,797	86,179
<b>Cash and cash equivalents at the beginning of the reporting period</b>		275,418	189,239
<b>Cash and cash equivalents at the end of the reporting period</b>		469,215	275,418



# Notes to the Cash Flow Statement

for the Year Ended 31 March 2021

## 1. Reconciliation of net income to net cash flow from operating activities

	2021 £	2020 £
<b>Net income for the reporting period (as per the Statement of Financial Activities)</b>	199,928	94,738
<b>Adjustments for:</b>		
Depreciation charges	4,532	4,970
Loss/(profit) on disposal of fixed assets	141	(700)
Interest received	(96)	(281)
Increase in debtors	(14,361)	(2,798)
Increase/(decrease) in creditors	12,853	(10,731)
<b>Net cash provided by operations</b>	<b>202,997</b>	<b>85,198</b>

## 2. Analysis of changes in net funds

	At 1.4.20 £	Cash flow £	At 31.3.21 £
Cash at bank	275,418	193,797	469,215
<b>Total</b>	<b>275,418</b>	<b>193,797</b>	<b>469,215</b>

# Notes to the Financial Statements

for the Year Ended 31 March 2021

## 1. Accounting Policies

### Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) ‘Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)’, Financial Reporting Standard 102 ‘The Financial Reporting Standard applicable in the UK and Republic of Ireland’ and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

### Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Income received by way of donations and gifts is included in full in the Statement of Financial Activities when receivable.

Income from grants, where entitlement is not conditional on the delivery of a specific performance by the charity, is recognised when the charity becomes unconditionally entitled to the grant.

Income from grants, where related to performance and specific deliverables, is accounted for as the charity earns the right to consideration by its performance.

Donated services and facilities are included at the value to the charity where this can be quantified.

The value of services provided by volunteers has not been included in these accounts.

Income from charitable activities is accounted for when earned.

Investment income is included when receivable.





Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Expenditure includes any VAT that cannot be fully recovered.

Costs of generating funds comprise the costs associated with attracting voluntary income and the costs of trading for fundraising purposes.

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.

Allocation and apportionment of costs

All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis.

Tangible fixed assets

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

Improvements to property	- in accordance with the property
Plant and machinery	- 10% on cost
Fixtures and fittings	- at varying rates on cost
Computer equipment	- 33% on cost



Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the Trustees.

Designated funds are unrestricted funds earmarked by the Finance Management Committee for particular purposes.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company’s pension scheme are charged to the Statement of Financial Activities in the period to which they relate.





2. Donations and Legacies

	2021 £	2020 £
Donations & appeals	113,940	150,918
Gift aid	12,625	20,700
Legacies	67,695	30,082
Grants	285,187	189,071
Donated services and facilities	5,977	630
<b>Total</b>	485,424	391,401

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

Other grants	285,187	189,071
--------------	---------	---------

Included within the grants received during year ended 31 March 2021, are several grants awarded to bibic in response to the Covid-19 pandemic. In total, such grants exceed £130,000.

3. Other Trading Activities

	2021 £	2020 £
Fundraising events	8,001	6,448
Social lotteries	970	896
<b>Total</b>	8,971	7,344

4. Investment Income

	2021 £	2020 £
Deposit account interest	96	281

5. Income from Charitable Activities

		2021 £	2020 £
Therapy provision & training	<b>Activity:</b> Therapy provision	106,666	127,946

6. Other Income

	2021 £	2020 £
Gain on sale of tangible fixed assets	-	700
Exceptional items	18,256	-
<b>Total</b>	18,256	700

The exceptional item comprises funds received under the Coronavirus Job Retention Scheme, administered by HM Revenue & Customs, in respect of the furloughing of some staff for some months during Spring / Summer 2020 resulting from the Covid-19 pandemic.

7. Raising Funds

	2021 £	2020 £
<b>Raising donations and legacies</b>		
Staff costs	43,999	60,081
Sundries	59,296	16,921
Support costs	33,268	43,325
<b>Total</b>	136,563	120,327

Increase in sundry costs due to additional external consultancy support. This included the development of a marketing and communications strategy, the development of a fundraising strategy and support with its implementation





8. Charitable Activities Costs

	Direct costs (see note 9)	Support costs (see note 10)	Totals £
Therapy provision	169,792	79,765	249,557

9. Direct Costs of Charitable Activities

	2021 £	2020 £
Staff costs	155,064	156,935
Sundries	12,979	16,637
Depreciation	1,749	1,771
<b>Total</b>	169,792	175,343

10. Support Costs

	Raising donations and legacies	Other resources expended	Therapy provision	Totals £
Management	13,697	18,265	13,698	45,660
Finance	7,905	7,295	8,780	23,980
Information technology	2,346	938	8,444	11,728
Human Resources	112	149	112	373
Other	9,208	5,518	48,731	63,457
Governance costs	-	1,200	-	1,200
<b>Totals</b>	33,268	33,365	79,765	146,398

11. Net Income/(Expenditure)

	2021 £	2020 £
<b>Net income/(expenditure) is stated after charging/(crediting):</b>		
Depreciation- owned assets	4,532	4,970
Hire of plant and machinery	5,604	6,620
Other operating leases	30,541	34,636
Deficit/(surplus) on disposal of fixed assets	141	(700)

12. Trustees’ Remuneration and Benefits

There were no Trustees’ remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees’ expenses

There were no Trustees’ expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

13. Staff Costs

	2021 £	2020 £
Wages and salaries	232,681	261,708
Social security costs	15,235	18,702
Other pension costs	17,023	17,745
<b>Total</b>	264,939	298,155

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

	2021	2020
Therapy & therapy support	7	7
Fundraising	2	2
Finance & administration	2	2
Management	1	2
<b>Total</b>	12	13

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



14. Comparatives for the Statement of Financial Activities

	Unrestricted funds	Designated funds	Restricted funds	Total funds
	£	£	£	£
INCOME AND ENDOWMENTS FROM				
Donations and legacies	303,110	-	88,291	391,401
Charitable Activities				
Therapy provision	127,946	-	-	127,946
Other trading activities	7,344	-	-	7,344
Investment income	281	-	-	281
Other income	700	-	-	700
Total	439,381	-	88,291	527,672
EXPENDITURE ON				
Raising funds	120,327	-	-	120,327
Charitable Activities				
Therapy provision	206,935	-	63,696	270,631
Other	41,976	-	-	41,976
Total	369,238	-	63,696	432,934
NET INCOME				
	70,143	-	24,595	94,738
Transfers between funds	(49,680)	49,680	-	-
Net movement in funds	20,463	49,680	24,595	94,738
RECONCILIATION OF FUNDS				
Total funds brought forward	187,970	-	17,289	205,259
TOTAL FUNDS CARRIED FORWARD	208,433	49,680	41,884	299,997

15. Tangible Fixed Assets

	Improvements to Property	Plant and Machinery	Fixtures and Fittings	Computer Equipment	Totals
	£	£	£	£	£
COST					
At 1 April 2020	8,600	17,708	25,590	65,455	117,353
Additions	-	-	1,080	8,217	9,297
Disposals	-	(439)	(16,903)	(40,866)	(58,208)
At 31 March 2021	8,600	17,269	9,767	32,806	68,442
DEPRECIATION					
At 1 April 2020	8,600	3,589	22,103	63,973	98,265
Charge for year	-	1,749	913	1,870	4,532
Eliminated on disposal	-	(301)	(16,899)	(40,866)	(58,066)
At 31 March 2021	8,600	5,037	6,117	24,977	44,731
NET BOOK VALUE					
At 31 March 2021	-	12,232	3,650	7,829	23,711
At 31 March 2020	-	14,119	3,487	1,482	19,088



British Picture Vocabulary Scale (BPVS) to assess understanding of language with visual input



16. Debtors: Amounts Falling Due Within One Year

	2021	2020
	£	£
Trade debtors	22,364	19,821
Other debtors	32,733	23,662
Total	55,097	43,483

17. Creditors: Amounts Falling Due Within One Year

	2021	2020
	£	£
Trade creditors	4,830	5,065
Social security and other taxes	6,784	2,945
Other creditors	806	620
Accruals and deferred income	49,664	40,393
Accrued expenses	1,871	2,079
Total	63,955	51,102



18. Movement In Funds

	At 1.4.20	Net Movement in Funds	Transfers Between Funds	At 31.3.21
	£	£	£	£
Unrestricted funds				
General fund	208,433	213,965	(143,756)	278,642
Monitoring & Evaluation	-	-	16,000	16,000
Training new therapist	-	(5,976)	8,000	2,024
Marketing & Communication	-	(5,570)	32,700	27,130
Staff training	-	-	12,000	12,000
Relocate therapy suite	-	-	25,000	25,000
Fundraising strategy & programme	-	(15,000)	25,500	10,500
Other matters	-	(6,890)	8,800	1,910
Exit costs	49,680	-	5,756	55,436
Update & migration of donor record system	-	-	10,000	10,000
Total	258,113	180,529	-	438,642
Restricted funds				
BBC Children In Need	1	3,216	-	3,217
Garfield Weston Foundation	31,250	(15,000)	-	16,250
St John’s Foundation	8,557	(8,557)	-	-
Others	2,076	39,006	-	41,082
Jemima Layzell Trust	-	734	-	734
Total	41,884	19,399	-	61,283
TOTAL FUNDS	299,997	199,928	-	499,925

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

	Income	Expenditure	Movement in funds
	£	£	£
<b>Unrestricted funds</b>			
General fund	446,610	(232,645)	213,965
Training new therapist	-	(5,976)	(5,976)
Marketing & Communication	-	(5,570)	(5,570)
Fundraising strategy & programme	-	(15,000)	(15,000)
Other matters	-	(6,890)	(6,890)
<b>Total</b>	446,610	(266,081)	180,529
<b>Restricted funds</b>			
BBC Children In Need	36,413	(33,197)	3,216
Garfield Weston Foundation	-	(15,000)	(15,000)
St John’s Foundation	-	(8,557)	(8,557)
Others	105,227	(66,221)	39,006
CAF Resilience Fund	24,998	(24,998)	-
Jemima Layzell Trust	6,165	(5,431)	734
<b>Total</b>	172,803	(153,404)	19,399
<b>TOTAL FUNDS</b>	619,413	(419,485)	199,928

Comparatives for movement in funds

	At 1.4.19	Net Movement in Funds	Transfers Between Funds	At 31.3.20
	£	£	£	£
<b>Unrestricted funds</b>				
General fund	187,970	70,143	(49,680)	208,433
Exit costs	-	-	49,680	49,680
<b>Total</b>	187,970	70,143	-	258,113
<b>Restricted funds</b>				
BBC Children In Need	-	1	-	1
Garfield Weston Foundation	-	31,250	-	31,250
St John’s Foundation	15,000	(6,443)	-	8,557
Others	2,289	(213)	-	2,076
<b>Total</b>	17,289	24,595	-	41,884
<b>TOTAL FUNDS</b>	205,259	94,738	-	299,997



Gilliam Aspergers Disorder Scale (GADS)



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

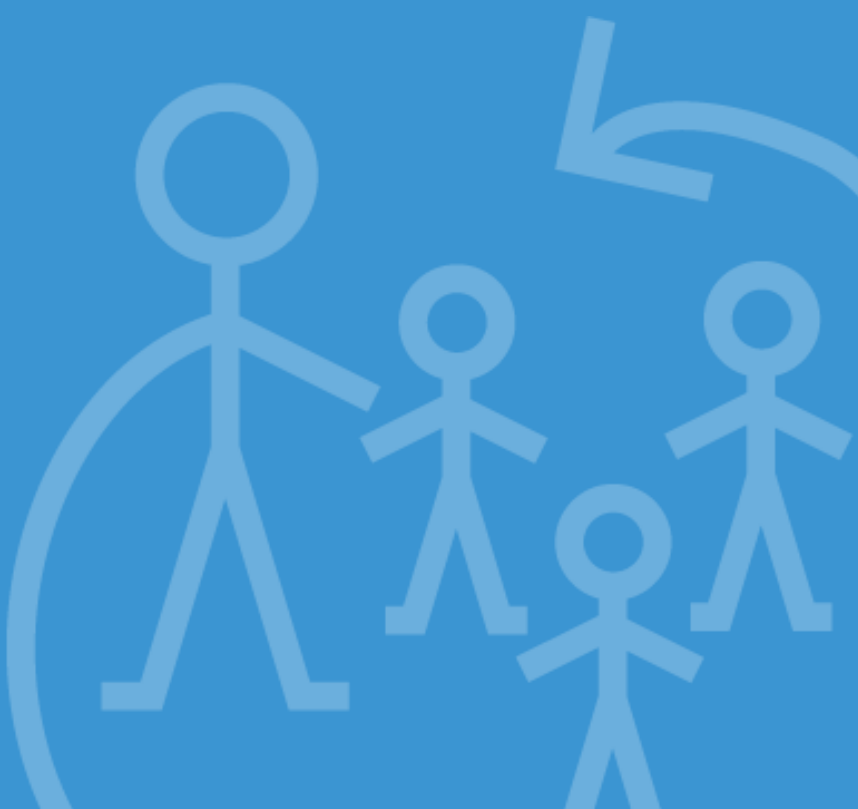
	Income	Expenditure	Movement in funds
	£	£	£
<b>Unrestricted funds</b>			
General fund	439,381	(369,238)	70,143
<b>Restricted funds</b>			
BBC Children In Need	27,661	(27,660)	1
Garfield Weston Foundation	45,000	(13,750)	31,250
St John's Foundation	-	(6,443)	(6,443)
Others	15,630	(15,843)	(213)
<b>Total</b>	88,291	(63,696)	24,595
<b>TOTAL FUNDS</b>	527,672	(432,934)	94,738

19. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021.



Structure,  
governance &  
management  
  
and administration  
details



# Structure, governance and management

## Constitution

bibic is a registered charity with the Charity Commission in England and Wales (charity number 1057635) and was incorporated as a private company limited by guarantee (company number 03217418) on 3 June 1996. The charity is governed by a Memorandum and Articles of Association and has no share capital.

## Principle object of the charity

bibic was established to reduce need and hardship among children and adults with learning difficulties and/or physical disabilities and to provide support and assistance to their families.

## Governance

The Directors of the company, unless otherwise stated, are the Trustees of the registered charity. All Trustees named within this report served throughout the year and until the date this report has been signed, unless otherwise stated. The charity is organised so that the Trustees meet collectively 6 times per year to direct the management of its affairs. Strategy days and sub-committee meetings are also held periodically. During the initial stages of the pandemic the Trustees met weekly to dynamically assess risk and support the implementation of the digital services and emergency strategy between March 2020 and June 2020. This then reduced to monthly meetings, before returning to the usual bi-monthly meetings in January 2021.

The Board is responsible for confirming the appointment of a new Trustee following a clear recruitment and selection policy and procedure. When recruiting new Trustees, the charity aims to attract a diverse range of candidates who have different skills. We value the benefits of having members with different backgrounds, expertise and experiences. Trustees are recruited through external advertisement and are subject to reference checks before starting with the charity.

The term of office is three years after which period a Trustee must seek re-appointment by the Board if they wish to continue as a Trustee. The usual maximum is three terms of office, unless the Board feel there is good reason to extend. New Trustees are offered a programme of induction which includes provision of a range of key documents, a tour of the National Centre, meeting with key members of staff and observing an assessment.

Current Trustees bring a breadth of specific skills, knowledge and experience including financial management, marketing and communications, education, law, paediatric healthcare, corporate operations, mental health and Autism Spectrum Disorder. Three of our seven Trustees have lived experience, providing leadership with insight. It is the Board's intention to recruit three additional members in the coming year. Trustees are volunteers and receive no remuneration or benefits from the charity. Out-of-pocket expenses may be claimed.



## Organisational structure: management and employees

The board delegates responsibility for the management of the charity to the Managing Director, Philippa Buckley, who oversees all operational and strategic matters. Therapy services are provided under the direction of Chelsey Oxley, Therapy Manager. The fundraising and marketing team was comprised of Andrew Hirst, Fundraising Manager and Tahnee Wade, Trusts and Foundations Fundraiser. The finance function is overseen by Philip Cullum, Finance Manager.

bibic embraces diversity, recognising this brings different perspectives, ideas and knowledge, and that difference brings strength, supports staff well-being and engagement and helps the charity make better decisions that enable us to deliver our charitable aims to the best of our ability. Our aim is to create a culture which attracts diverse staff, values each person's differences and encourages individuals to maximise their potential.

bibic is committed to the principle of equal opportunities in employment and recognises its obligations under the Equality Act 2010. The charity is an accredited Living Wage Employer and a Disability Confident Committed Employer. Health and safety is given due attention and employees are provided with appropriate training in accordance with the charity's policies.



## Senior management remuneration

Senior staff pay is externally benchmarked, set/reviewed by the Trustees and linked to an internal performance appraisal system.

## Relationships and memberships

To support robust decision making and enable bibic to maximise outcomes for children, young people and families, the charity is a member of a number of self-regulatory and support organisations. These include: Chartered Institute of Fundraising, Fundraising Regulator, NCVO, ACEVO, Somerset Chamber of Commerce.

The charity places importance on collaborative relationships with a vast range of other organisations (e.g. Ups and Downs South West, Autizma, Brainwave, Headway, local parent forums) and professionals (e.g. social services, GPs, paediatricians, teachers, speech and language therapists, youth offending team, behavioural optometrists). These relationships help raise awareness of key issues affecting mutual beneficiaries, share learning and enable families to access further support and information.

## Our fundraising standards

bibic is registered with the Fundraising Regulator and is committed to the Code of Fundraising Practice. We make sure our fundraising team are kept up to date with legislation and best practice and they support people fundraising in the community to uphold these same standards. In the last year we did not receive any complaints about our fundraising and marketing activities. In the situation that a complaint is received, we aim to review and resolve the situation in line with bibic's complaints policies, escalating to external regulators if required.





# Trustees statement

The Trustees (who are also Directors of bibic for the purposes of company law) are responsible for preparing the Trustees' Annual Report (including the strategic report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the 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, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2015 (FRS 102);
- 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, 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 and the provisions of the charity's constitution. 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.

In so far as each of the Trustees are aware there is no relevant information of which the charitable company's examiner is unaware. Each Trustee has taken all of the steps that they should have taken as a Trustee to make themselves aware of any relevant information and to establish that the charitable company's examiner is aware of that information.

This Trustees report, incorporating the strategic report, was approved by the board of Trustees on 27 September 2021 and signed on its behalf:



**Laura Voyle**  
Chair of Trustees

# Reference and administration

Charity Number	1057635
Company Number	03217418
Registered Office	bibic Old Kelways, Somerton Road Langport, Somerset TA10 9SJ

Directors and Trustees	Appointed	Resigned	Role
Laura Voyle	10 Jun 2016		Chair from 21 Sep 2020
Mark Campbell	28 Oct 2010		Treasurer Interim Chair 1 Sep 2019- 21 Sep 2020
Barbara Scruton	9 Nov 2000	21 Sep 2020	
Emily Brett	15 Sep 2015		
Amit Bali	29 Nov 2017		
Justin Singleton-Campbell	21 Aug 2019		
Neil Singleton-Campbell	21 Aug 2019	7 Oct 2020	
Ross Henley	26 July 2021		
Louise Ravenscroft	26 July 2021		

## Senior Management Team

Managing Director	Philippa Buckley
Fundraising Manager	Andrew Hirst
Therapy Manager	Chelsey Oxley
Finance Manager	Philip Cullum

## Bankers

Barclays Bank Plc  
1 Church Place, London  
E14 5HP

CAF Bank Ltd  
25 Kings Hill Avenue  
West Malling, Kent  
M19 4JU

## Independent Examiner

Dick Maule Chartered Accountants  
3 Penlee View Terrace, Penzance  
TR18 4HZ

## Fundraising Consultant

Karen Edgington

Natwest Plc  
8 York Buildings, Cornhill  
Bridgwater, Somerset  
TA6 3BU



“ *bibic has given us a whole new world of hope  
and different eyes to view it with* ”



Old Kelways, Somerton Road  
Langport, Somerset  
TA10 9SJ

Registered charity no. 1057635  
Registered company no. 03217418

Design by Hullo Creative  
01458 253344  
info@bibic.org.uk

**[bibic.org.uk](http://bibic.org.uk)**