



bibic

Transforming lives through
developmental therapy



Annual report and financial statements

For the year ended 31 March 2023



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Foreword

By Kenzie's Mum

Mackenzie, known as Kenzie, was born 16 weeks prematurely and spent 6 months in hospital before he could come home. He had numerous surgeries during his first year resulting in early milestones being delayed and was tube fed for the first three years, meaning his relationship with food was never going to be easy. We therefore weren't particularly surprised in the first few years that any 'differences' between him and his peers were attributed by the professionals as being purely due to his prematurity and challenging start in life, but I wasn't so sure.

Kenzie was a happy, calm toddler who was obsessed with all things Mickey Mouse! He transitioned from Nursery to Reception year at school without any problems. His Reception teacher was also the SENCO. She noticed that he liked to be on his own, would seem to daydream and would regularly take himself off to chill out. Around April 2019 we suddenly started to experience very different behaviours at home. Kenzie would become stubborn, cross or distressed very quickly, he would shout and hit out, refuse to move, or run away, and life unexpectedly became difficult. The transition from Reception to Year 1 in September 2019 was horrendous, and we were at a complete loss as to what was going on or how to help him.

During 2019 I became aware of bibic via a work connection. During the summer Kenzie and I visited bibic for a 1-day assessment, and we learnt that he was experiencing challenges with sensory processing and executive functioning that were impacting him considerably. With bibic's help, we adapted many of our parenting strategies, worked with the school and purchased things like a trampoline to help him burn off excess energy. In autumn of 2019, we also commenced an NHS referral for an autism assessment.

Gradually our happy, calm boy started to return, and he was settling well into Year 1. Then COVID arrived, and we found ourselves in lockdown, attempting to homeschool and dealing with lots of unexpected change! We were so grateful for all the strategies that bibic had already provided to us and a Teams call with one of their Therapists on a particularly stressful homeschooling day was especially helpful.

Fast forward to November 2020 with the NHS referral delayed, my husband and I decided to seek support via bibic's two-day assessment process. This confirmed a very high likelihood that Kenzie was neurodivergent and he has since been diagnosed by the NHS with autism and ADHD.

Kenzie thoroughly enjoyed being at bibic, particularly the sensory room and hiding under some of their large play equipment pretending it was a time machine portal! The Therapists were amazing with him, chatting to him about his favourite things and making the assessment tasks fun. As his Mum, I felt supported to be completely honest about our experiences, worries and frustrations without feeling judged and finally felt like I was talking to someone professional who understood and didn't automatically assume it was due to his prematurity.

With bibic's help so many things have clicked into place for us as a family.

We are better prepared to predict Kenzie's needs and be able to manage change, plan ahead and control environments to ensure as best we can that they are 'Kenzie friendly'. This enables him to get involved and try different activities; as well as helping us to know how to respond appropriately in the moment. This means that for the most part full meltdowns are now rare. Our routines and strategies come so naturally now we don't even realise we are doing them!

Writing this, Kenzie is almost 10 years old. He is an amazing boy who embraces his authentic colourful self; he's doing well at school and is full of energy, fun, love, and kindness. He loves being a Cub, creating really imaginative Lego mini-figures, spending time with his close friends and of course, like any 10-year-old boy, PS4 and tablet time! He also takes pride in letting others know that he is an accomplished author, having had a poem and 4 short stories published via Young Writers Competitions!

We are very proud parents and so grateful to bibic for helping us navigate this complex journey, without their support we would be in a very different place.



Welcome

From the Chair of Trustees

Laura Voyle



The children and young adults we support were hugely affected by the pandemic and now, in addition, the cost of living crisis in the UK is once again having an impact on the most vulnerable.

The demand for help from bibic rose ever higher. With public services, funding and support stretched and more restricted than ever, desperate families have been reaching out to us in record numbers. For the first time, we had to close our enquiries line for a short period in order to focus on the families we were working with and to book in those who had already asked for help.

Over the last year, we have helped almost 500 children and young adults, and provided invaluable support to their parents/carers and siblings. But there are so many more families who need us and we are collectively focused on what more we can do to reach them.

The wider economic environment has also added additional challenges for our fundraising and operations. However, the dedicated team at bibic have, as always, risen to the challenge and ensured that we continue to be there for children who often have nowhere else to turn. They have been agile, adaptable and responsive to ensure we are tailoring our support and services as much as possible. I would like to thank them for always going over and beyond and continuing to remain positive and focused on our mission.

We continued to mark our 50th anniversary and have rolled out our new brand. The aim of the rebranding project was to better reflect our work and ensure that bibic is facing forwards and ready for the next 50 years. The feedback from all our stakeholders has been overwhelmingly positive and I would like to thank the bibic team and those who worked alongside them for all their hard work and passion for such an important project.

"Thanks to the incredible generosity of trusts and foundations, support from corporates and our wonderful supporters, as well as donations through gifts in Wills, we have maintained our fundraising income. Without their support, bibic would not be able to do this vital work. We have held our fundraising income steady."

This year also saw a restructure of our organisation to improve ways of working and better reflect our strategic priorities for the next five years. This included adding a new role - the Head of Therapy and Business Development - to help bibic increase and diversify income. We also added resource into our Family Services team and increased the number of bibic Developmental Therapists. We hope this will enable us to support more children and young adults in the coming year than previous years.

As always, and on behalf of the families we help, I want to extend my heartfelt thanks to our supporters including the trusts and foundations, corporates, and individuals whose financial contributions are the only reason bibic is able to operate. Without you and your generosity, bibic simply wouldn't exist and more children and young people would struggle.

A big thank you to all our volunteers who give their time and energy for free and often at the end of a busy work day of their own. This includes the Board which has been increased and diversified over the last few months. We have a talented group of dedicated Trustees who are committed to doing all we can to support bibic, especially in an economically more challenging time for our society.

And lastly, a thank you to the families who have trusted us to help them and for sharing their stories with us.

We know we will have another challenging year ahead especially with the current trend in the fundraising landscape for small charities, but everyone at bibic is more motivated than ever to continue to be there for those in society who need us most.

Laura Voyle,
Chair of Trustees

Message

From the CEO

Pip Buckley

At a time of ongoing change, challenge and uncertainty in the charitable sector, I wanted to open this message by firstly saying a giant 'Thank You' to the whole bibic team. Our staff, Trustees and volunteers work so hard to keep this wonderful charity doing the work that we are here to do, keeping families at the heart of that work, day in and day out. Without the team that we have, bibic simply wouldn't be the charity that it is today!

As we move into our 5-year strategic plan we see the need for bibic's vital services increase every single day. Our waiting list now stands at over a year and as I write this we are booking families into February 2025. This need is not going to go away and is only going to increase in time, meaning that the work that we do must continue!

Our enquiries continue to rise and we have received 1,315 this year, an increase of 24% on the previous year. We have supported almost 500 families directly with our assessments and hundreds more with seminars, training and live Q & A's.

This year has seen bibic aim to meet this increasing need by restructuring our charity to create more Therapist roles and also to expand our Therapy team to deliver other services such as shorter assessments, consultations, training and seminars.

We also recruited an Assistant Therapist to support the wider team with report writing, therapeutic play, support calls and respond to queries via our free Support and Advice Line (SAL).

We have invested in our team and have also developed two Therapists to Senior Therapists, leading on crucial areas for the charity, Safeguarding and Equity, Diversity and Inclusion.

Our Fundraising team has seen the reintroduction of the role of Individual Giving Officer to focus on supporting our valued donors and develop our monthly giving scheme and our appeals.

bibic relies on our donors and supporters and in a cost-of-living crisis this has not been easy. Our small, dedicated Fundraising team have shown strength and resilience in these challenging times and have taken each and every opportunity to raise vital funds. Every donation counts to us, be it a monthly gift or a large legacy, without you, bibic just wouldn't exist!

We are in no doubt that our services are needed and we are also in no doubt that the current landscape makes charity work even more vital than ever.

This report gives you an overview of what has been achieved this year, what has gone well, and learnings for the future and what we can continue to adapt and improve to make our services the best they can be!

We will continue to deliver our services keeping our families, children and young adults the sole focus of our mission. Together we transform families' lives so they can thrive.

Pip Buckley

Pip Buckley,
CEO



A young girl with dark hair in a bun, wearing a red hoodie, is sitting on the floor and looking up at a large, illuminated, textured vertical structure. The structure is made of many small, glowing points of light, creating a shimmering effect. The room is dimly lit, with the primary light source being the structure itself. Another person is partially visible in the background, also looking up.

*The journey leading up to
coming here has been
emotional and uncertain, but
we are leaving biblic with
clarity and optimism.*

**Who we are and how
we make a difference**

Our purpose

Why we exist

We offer holistic therapy to children and young adults with neurological, behavioural and developmental challenges, enabling them to understand themselves and the world around them. We champion their perspective, helping others to see it too. Together we transform families' lives so they can thrive.

Children and young adults with disabilities and additional needs are often unsupported and excluded from society because there is a lack of understanding about their needs and how they can be met.

At bibic, we passionately believe that every child and young adult deserves to thrive, contribute in their community and live happy lives. Increasingly we see children and young adults with less understood, hidden health or behavioural needs as well as those with profound disabilities or special educational needs. With or without a diagnosis, we're here to help them overcome their challenges.

Our holistic assessments and therapies are both bespoke to each child or young adult and as individual as they are. We support the whole family, not just the child or young adult we are working with.

Families can find themselves in crisis. We stand by their side to help them understand their child's needs, empowering them with strategies to support their daily life and long-term development.

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 adults with a wide range of additional needs and disabilities and their families. Our public benefit is best understood through the words of the families themselves and we have shared as many as possible with you within this report.

Holistic



Transformative



Nurturing



Progressive



What we do

bibic is the only UK organisation providing such individualised and holistic therapy. We look at the whole person during assessment to create a holistic therapy plan which supports a child or young adult's specific needs. This 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.

This core service represents 80% of the work we do.

69% of the children and young adults we support have no diagnosis.

bibic's detailed report helps families access further support from the NHS, local authorities, at nursery, school or college and through other organisations.

Every two day 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, keeping true to our founding vision of never turning away a child or young adult who needs our support. Thanks to the support of several donors, including Irwin Mitchell LLP and Somerset Community Foundation (Wessex Water Community Fund), this year our fee-waiver fund helped nine families access crucial support.

Children and young adults with disabilities and additional needs often have multiple diagnoses or difficulties, one concealing another or with symptoms overlapping, which requires specialist and comprehensive therapy. Our "whole person" approach delivers more effective and lasting positive outcomes.

Our core service: two day assessment

Two day assessment, bespoke therapy programme and support package

Day 1

Our Therapist works closely with the child or young adult to carry out a wide range of tests, screeners, exercises and observations. They listen carefully to the whole family's concerns to get a good understanding of their challenges and needs. They then create an individualised developmental therapy programme that supports the child or young adult's specific needs.

Day 2

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

6 months

We stay in close contact with families for at least six months, providing ongoing support with regular scheduled calls and support whenever they need to lean on us. We formally evaluate progress at six months and introduce 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. Our new post-service support sessions and bespoke consultations now support families more flexibly. We often continue supporting children, young adults and their families for many years.

Our other services

We also have a range of other services that families can access at varying prices ensuring our services are accessible to all. These services can be stand-alone or combined to offer bespoke packages that align to our values. These services are usually delivered digitally but can also be delivered face to face (aside from dyslexia screeners, Irlen and Johansen assessments which can only be delivered in person).

Short assessments

We offer short assessments to look at specific difficulties around behaviour, wellbeing, early years development or sensory processing. Therapists will collect evidence from the parents, children or young people, listening to all their concerns and difficulties. From this, the Therapists can evaluate these difficulties to see if they align to any specific condition and then provide strategies for the families, children or young people to carry out at home to alleviate these struggles.

"The bibic Therapists were so sensitive to our needs, particularly our child's. The assessment process was informed and validating. We feel more prepared for the next steps on the journey of life ahead of us."

Screeners

Our Therapists carry out screening tools for autism, attention deficit hyperactivity disorder, dyspraxia, dyslexia, and sensory processing difficulties. Our detailed reports can provide supporting evidence to help families gain a diagnosis. Most importantly, strategies are also given to support the family, child or individual in managing these associated difficulties.

Irlen syndrome screening

This service specifically investigates visual processing. Visual processing can impact on reading, writing, attention and concentration, headaches, light sensitivity and much more. It can affect people of all ages and can change and shift over time. The assessment consists of looking at different images and observing the varying amounts of discomfort they can cause. Specific-coloured overlays will then be trialed - these can have a huge impact on ability to complete certain tasks. Irlen work can be delivered alongside other services to gain a more comprehensive and holistic picture of an individual.

Training seminars and webinars

These sessions bring together both parents/carers and professionals, covering topics such as managing challenging behaviour including ADHD, sensory processing, developing independence, working memory and processing, dyslexia, dyspraxia and dysgraphia, social and emotional development, language development, visual processing, typical child development and autism. They help increase understanding of the needs of children and young adults with disabilities and additional needs and how best to meet them. We also provide bespoke training for other organisations such as schools, voluntary organisations, and prisons.

"We feel completely seen and heard for the first time. The Therapists are fantastic and the focus on practical strategies and tools give us knowledge and confidence to better support the children."

Johansen Individualised Auditory Stimulation (JIAS)

This six-to-eighteen-month programme 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 individuals see improvements in noise sensitivity, expressive language, processing speed, word finding skills as well as memory, listening, concentration, language comprehension and self-esteem.

School Liaison

bibic Therapists often liaise directly with professionals at nursery, school or college about an individual child or young adult. This may include joining families for meetings with teachers or attending Education, Health and Care Plan and multidisciplinary meetings. We also visit schools to carry out our assessments for a child within the classroom setting if that is where they are experiencing significant difficulties. We can also assess whole class groups to support teachers in managing and supporting the whole group's sensory needs. This crucial support helps families access more support for their child and helps teaching staff to better understand the child's needs so they can enable them to thrive and reach their potential.

Additional Support

Parents, or young adults themselves, can book regular or ad hoc telephone or video consultations with a Therapist to discuss specific issues in depth and support ongoing development. Our post-diagnosis support sessions provide specific strategies for children and young adults who have been given a diagnosis. Our Support and Advice Line (SAL) provides immediate telephone, text and email support for parents, carers and teachers, or young adults themselves. Whether it is for advice with day-to-day concerns, handling behaviours and meltdowns, questions about our therapies or signposting other support, we are here when they need us. Our post-service support sessions deliver a flexible service for families that have completed their six months of key working support after a full assessment, but who do not need a re-assessment and a further key working period.

This year we have continued to deliver interactive, live online Q&A sessions to provide regular and free access to Therapist support. These sessions provide immediate support for families on our waiting list or those who are currently working with a Therapist. They will also give us a platform to significantly increase our reach, accessibility, and impact with more families across the UK.



Who we support

bibic supports children and young adults (aged 6 months to 25 years) with a vast range of disabilities and additional needs. In 2022/23 this included over 50 different diagnoses or suspected diagnoses, including but not limited to acquired brain injury, autism, attention deficit disorder, attention deficit hyperactivity disorder (ADHD), global developmental delay, cerebral palsy, Down's syndrome, sensory processing difficulties, dyslexia and dyscalculia.

Their needs are often complex, with symptoms or difficulties overlapping. Some have profound and multiple neurological disabilities and others have difficulties that severely impact their daily lives. We increasingly see children and young adults with less understood, hidden difficulties such as behavioural, sensory, developmental, communication or mental health difficulties caused by unmanaged conditions.

"For the first time in over 7 years I feel heard, validated and supported as a parent. bibic see beyond my child's challenges and see him for the incredible person that he is. I feel I finally have a plan to help my child to thrive and be even more awesome."

489 children and young adults
876 parents and carers
437 siblings



Note: Our previous Annual Report's figures included only children and young adults who received their first service within the year. We recognised that this does not accurately reflect our impact. The figures above now include those who are still receiving key working support after their first assessment in the previous period.



69% of the children and young adults we support come to us without a diagnosis

Many parents cannot get their concerns heard and come to us desperate for help for their children and young adults. They describe intense family stress including stress to siblings, exhaustion, social isolation and parental separation. Our holistic approach aims to support the whole family, not just the child or young adult. The wellbeing of the whole family is at the heart of our approach.

During each year we not only support the families who come to us for one of our services, but also families we have already worked with who are still receiving key working support after an assessment during the previous year. This year we have directly helped a total of 1,980 people.

489

children and young adults were supported within our assessments in 2022 - 2023



Girls tend to present in wider ranging/subtle ways, particularly for autism. They tend to mask behaviours and have better social integration skills. Early intervention is vital, and we work with healthcare and education professionals to help improve early identification.

"I wish we found you a long time ago!"

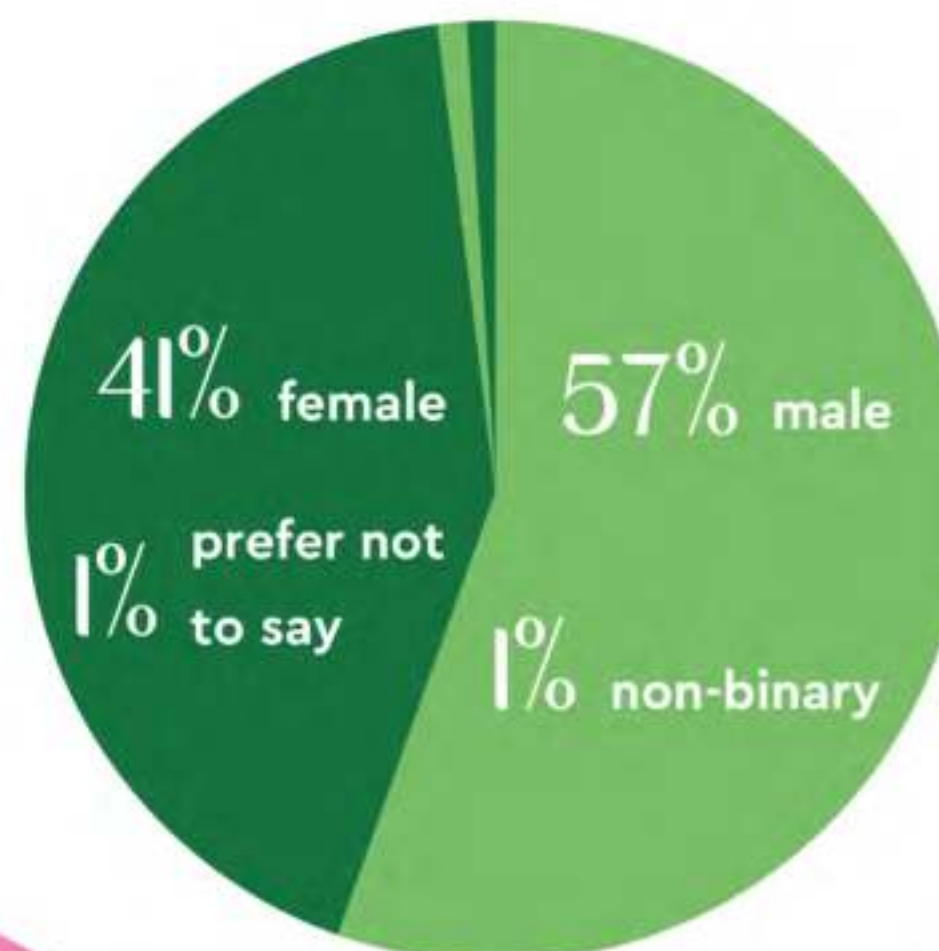
We support children and young adults across the UK

The average age we support is 10 years old



Most children we support are aged 4 - 14 years old

"We came to bibic with hunches and instincts, exhausted from trying to gather what strategies we needed. We have left with clear, reliable information about our child's profile, for us and school. And a set of realistic steps which we can see will make a huge difference. We know this will change our child's life and we are so grateful."



80%



live within the South West near our National Therapy Centre in Somerset and we see clusters in areas of deprivation and urban areas.

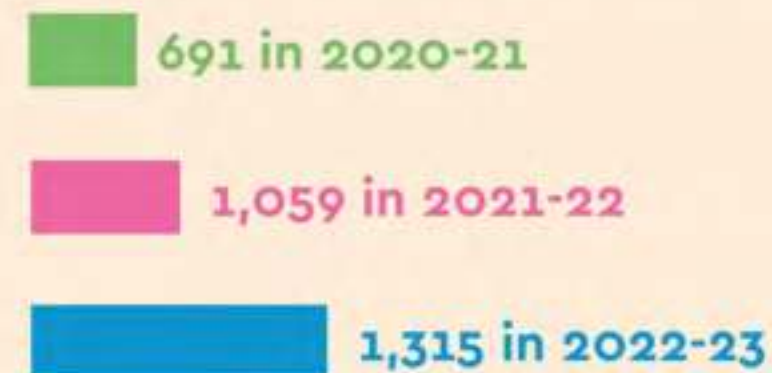
"bibic will make such a huge difference in our lives that we can now look forward to a positive future."

Activities delivered this year

This year saw a sustained increase in enquiries with 1,315 families getting in touch to discuss our support. The waiting list for a full assessment had increased to 68 weeks at year end. The demand for our services far outstrips our current capacity. Our greatest strategic challenge is to sustainably grow fundraising income to recruit more Therapists so that we can support more families and reduce the wait they need to endure.



Enquiries received



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


"bibic has been so amazing at helping us navigate the long road of exploring our child's neurodiversities. We have felt very supported and have been given some fabulous tools to help our child utilise their 'super-hero powers' (as they are now being called in our house)."




We delivered 489 assessments and other services 

362 of these were our two day assessments - a 39% increase on the previous year 


25 children and young adults had a re-assessment and a further six months of key working support after their initial two day assessment, therapy and support.

18 children and young adults benefitted from the powerful intervention provided by Johansen Individualised Auditory Stimulation and 20 were able to benefit from our Irlen Syndrome screener. 

64 children and young adults were helped through our other services. These include our one-day assessments, screeners, consultations, post-service and post-diagnosis sessions, as well as our shorter assessments focused on wellbeing, behavioural, early years development and sensory needs. 



A further 133 people participated in bibic training sessions

Our Therapy team spoke with 45 families through our free Support and Advice Line 

How we make a difference

The families, children, and young adults that we support experience a wide range of difficulties each unique to them. The outcomes of our therapeutic interventions are wide ranging due to this. They include but are not limited to:

- A reduction in certain mental health difficulties that are caused by neurodiversity such as anxiety, depression, obsessive behaviours, hyperactivity, self-harm, aggression and suicidal thoughts
- Improved self-esteem, confidence, self-awareness, and independence
- Reduced school exclusion and refusal, in some cases being able to transition back into education
- Improved cognitive, comprehension and communication skills
- Increased concentration, engagement, and attainment at school
- Improved gross and fine motor skills, movement and coordination
- Improved speech and language skills
- Improved functional behaviours such as those that affect sleep, eating and toileting
- Greater ability to form and maintain social relationships
- Improved community interaction and group work

- Enhanced family cohesion
- Improved likelihood of diagnosis through bibic's detailed reports
- Improved access of support from local authorities, the NHS, nurseries, schools, colleges and universities through bibic's liaison

Our Theory of Change came into practice towards the end of 2022. At the beginning of each family Therapy Plan Therapists set out the aims and goals for the family, which link with the following positive changes:

- Increased understanding about their specific needs
- Increased mental wellbeing
- Increased independence or life skills
- Increased engagement with education
- Fewer incidences of challenging behaviour
- Reduced family stress

Each of these mean families, children and young people with neurodiversities and additional needs are included, contribute to society, live happy lives and thrive.

Over the last 51 years, our Therapists have supported more than 20,000 children, young adults and their families.

"Thank you for the amazing report of all the things that our money helped with. That is so amazing to see and I'm really glad that we could play a little part in helping you to help the children you support. What fantastic work you do."

Debbie Staveley,
CEO and Founder
bClear Communications



How we measure success

Our evaluation processes are much more enhanced and ensure we receive feedback from the parents, children and young adults. We are now getting better response rates and higher quality data and feedback. These new systems also more effectively involve children and young adults (if developmentally able), especially younger children. To add to this, we have introduced "Brains of bibic" a service user forum for children and young adults that bibic have supported. It enables them to give their view on what went well during their assessment and what could have been improved.

We use robust, nationally recognised tools to capture evidence of the difference we make. These tools measure changes in wellbeing, independence, engagement with education, behaviour and family stress. They allow us to gain real depth of understanding and regular monitoring enables new exercises and strategies to be introduced in line with the child or young adult's development.

Our approach includes:

- Goal Based Outcomes (GBOs): A ten-point scale outcome measure for children and young adults with additional needs/disabilities. Goals are identified at assessment and measured at least twice afterwards.
- Parent/carer and children/young adult surveys: Different versions of surveys which provide a baseline from initial assessment and after six months.
- Experience of service questionnaire: To capture feedback about the experience of bibic after assessment, with different versions for the parents/carers and the child or young adult.

Recognised as a recommended specialist service across numerous Local Authorities who signpost families to bibic; this helps our reports to be used as evidence to help support children and young adults to access statutory support through Education, Health and Care Plans (EHCPs).

What parents and carers told us

96% agree or strongly agree that bibic helped them better understand their child and their needs

89% think that the school better understand their child's needs after bibic's support

88% agreed or strongly agreed that bibic's support helped to reduce family stress

85% said that the goals set during their child's assessment had been achieved

83% feel their child is happier after bibic's support

81% think that bibic's support helped them to get a diagnosis for their child

74% think their child had improved self-esteem after bibic's support

The statistics shown are based on feedback from a survey completed during 2021-2022 from parents and carers who had used bibic services from the last 7 years.

Putting families first

Our work is shaped by the families we support. Our assessments are driven in shape, content and focus by the goals set by the family or young adult. We also proactively involve families in consultations, surveys, service user forums and informal conversations as well as actively seeking regular feedback. This helps us gain their perspectives on different issues and ensures we place the child or young adult and their family at the centre of our work to inform our decision making.

Equity, diversity and inclusion (EDI)

At bibic EDI is at the heart of all that we do. As part of our restructure and to develop our EDI work we have recruited internally for a Therapist to become our EDI lead and support the CEO in all of our EDI work.

This post commenced in April of 2023 and our ambitions for this role are to:

- Review and develop our language policy to ensure that we are mindful of the use of language in all aspects of our work.
- Deliver unconscious bias training to all of the bibic team with the support of the CEO.
- Co-chair regular EDI meetings to ensure that we are aligning our work to our EDI action plan.
- Research ways to be more inclusive and reach hard to reach communities.
- Review our online services to ensure that we are being inclusive in our online work.
- Work with Marketing and Communications to develop our social media reach.
- Support the delivery of our Service User Forum – 'Brains of bibic'.
- Promote our bibic values in all that we do and encourage and support staff to embed these values in their day to day work.
- Keep up to date and in line with current EDI policies. Adapting what we do to ensure we are working within best practice guidelines.



Other future plans are to:

- Expand awareness of our work outside of the South West to ensure that we are accessible for families that need us, particularly within deprived and urban areas.
- Continue to review our website, social media and marketing collateral to ensure they are accessible, include diverse stories and imagery, have descriptions on photos, that the colours, fonts, sizing and navigation comply with Web Content Accessibility Guidelines and that the language used is inclusive and adheres to our language policy.
- The expansion of our outreach work to include areas that we have not yet accessed via outreach clinics including Northern Ireland and the West-Midlands.



Digital services

Digital services, introduced at the start of the pandemic, continued to be vital alongside face-to-face services as we slowly increased capacity back to normal level at the National Centre as restrictions eased. After engaging with families to evaluate the digital services, we made these a permanent option and began to examine the development of flexible packages of wider support and intervention through digital platforms.

Whilst most families still choose face-to-face assessments, the digital option will increase accessibility for families who live further away or for whom the challenge of travelling with their child, or costs of travel and accommodation are prohibitive.

Our evaluations also showed that digital assessments can allow Therapists to observe more natural behaviours, particularly for children who are stressed/anxious in unfamiliar environments. This may mean assessments become more effective in certain scenarios, allowing for more impactful therapeutic intervention.



A disproportionate impact

The long-term impact of the pandemic, lockdowns and school closures has left ever more families seeking support and this has contributed directly to a dramatic increase in enquiries alongside increased public awareness and an unprecedented number of recommendations given by families who feel bibic's unique holistic therapeutic approach has been transformational.

The pandemic has disproportionately affected children and young adults with disabilities and additional needs, and their families. Studies show the impact on their education, health/wellbeing and social development is likely to be long-term.

70% of bibic parents and carers say the pandemic has intensified their child's difficulties. This includes behaviours such as severe meltdowns, self-harm, aggression, and obsessive compulsions together with developmental difficulties (communication, sleep, learning, toileting) and mental health challenges (severe anxiety, depression).

bibic skydive days

Events fundraising is hugely important to bibic and a wonderful way for our dedicated and generous supporters to get involved and show the difference that our work makes to them and our local and national community of families. This year our supporters have run marathons, held bake sales, coffee mornings and jumped out of planes in support of bibic. We could not be more grateful to all those individuals fundraising to support families. Thank you!

"Taking part in the skydive for bibic was the best thing I have ever done. I have always been a bit of a dare-devil and have wanted to do a skydive, and when the opportunity to do it for the amazing charity that is bibic, I couldn't turn it down! I was extremely excited during the lead up to the jump, my jump partner was great and really informative, he made me feel completely at ease. The adrenaline rush was second to none and the jump was completely exhilarating! I'd recommend it to anyone and will definitely do another one soon! I ticked something off of my bucket list that day and also got to raise money for an incredible cause."

- Harriet
bibic supporter

"We had all the training before the jump. The plane took about 10 minutes to get up to 15,000 feet and the views were incredible – I could see the south and north Devon coastlines as well as Taunton."

Once ready we left the plane in a 'tumbling' fashion! The mini chute slowed our descent from 200 mph to 120 mph and I was allowed to wave my arms about."

After 60 seconds the main chute opened and our descent slowed to 20 mph and I was able to enjoy the amazing views. I also got to control the chute by pulling the straps which enabled us to turn and rapidly increase speed. Landing was literally a soft bump right in the middle of the landing zone and it was all over but it was a fabulous lifetime experience. I'm so glad I got to jump for bibic."

- Andy Hirst,
Corporate and Community Development
Officer

15,000 ft

in the air and free falling for 60 seconds

11 people jumped
to raise money
for bibic

£7,682

was raised in total through bibic
skydive days through 11 jumpers





Our goals and the
people that helped
us meet them

Progress against strategic objectives

Goal 1

Support more families

Achievements

- Supported 489 children and young adults during the year.
- Recommended clinics and home assessments to support families outside of the centre.
- Launched our 50 years of Impact Report in September 2022 to celebrate our 50th anniversary.
- Continued our support directly with young adults, alongside support for parents and carers.
- Recruited and trained two additional Therapists to expand the Therapy team to nine.
- Developed professional working relationships with the local NHS and set up a regular working group to ensure that our services align.
- Invested in our free Support and Advice line to support more families at a direct point of need.
- Learnt from our Impact Report and work with families to continually adapt our services to ensure that we are meeting the needs of all.
- Launched our new brighter and more friendly brand and our four new bibic values.
- Continued our free monthly Q & A sessions on a various range of topics including sensory processing, understanding autism and educational transitions.
- Always keeping families at the heart of every decision.

What we didn't achieve and lessons learned

- School enrichment days were not a priority and were put on hold – this will be a focus in our new five year strategy.
- That we needed to collect our impact data in a more efficient way – decision made to invest in a dashboard to collect all demographic and impact data.
- That we still needed to increase our reach to meet the needs of those all over the UK.
- That we couldn't keep up with the enquiry demand so we made the difficult decision in summer 2022 to hold enquiries for a month. This gave our team the chance to catch up with enquiries and to book families in. We also were mindful that it set the expectation for families and that we were actually able to get back to families more quickly. This decision put families at the heart of our work. We also realised that we may need to hold enquiries several times per year to keep up with demand.



Goal 2

Grow sustainable income

Achievements

Embedded our Fundraising Strategy:

1. Increased the diversity and sustainability of our voluntary income.
 2. Enabled bibic to achieve sustainable long term income growth so that we can increase capacity to meet demand.
 3. Increased our profile and reach with families that would benefit from our support.
 4. Recruited a full time Grants and Trusts Officer to lead our Grants and Trusts applications and steward our donors.
- Carefully monitored our increasing demand and fundraising performance and invested in Therapy so that we could reach more families all over the UK.
 - Restructured the Fundraising and Marketing team to ensure that bibic was prioritising the correct funding streams with the best return on investment.
 - Started recruitment for a part time Individual Giving Officer to support the Individual Giving programme at bibic and develop donor relationships.

What we didn't achieve and lessons learned

- We revisited commercial income and made the decision to focus any commercial income around training and development, hence recruiting for a Head of Therapy and Business Development to expand this area of our work.
- We learnt that we needed to better invest in our donor stewardship and engage donors better via digital platforms. We made the decision to invest in an Individual Giving Officer to better steward our donor journey.
- We didn't achieve the budgeted income and growth however we restructured our Fundraising team to ensure that the skills were focused in the right areas so that we could expand our reach across all income streams.



Goal 3

Maximise value of resources

Achievements

- Restructured the organisation to develop the leadership team and recruited a Head of Therapy and Business Development.
- Internally promoted two Therapists to lead the Therapy team.
- Enhanced the skill set within the Therapy team by investing in training and development including Trauma Training, further Safeguarding Training and EDI Training.
- Invested in staff to build our sustainable income within fundraising.
- Continued to build our training arm and increased income via Therapeutic interventions.
- Maintained low staff turnover, retaining our expert and highly qualified and trained staff.
- Second year running bibic was runner-up in the 2023 Somerset Business Awards 'Charity of the Year' category which recognised the high standard of bibic's governance, management, use of fundraising income, contribution of volunteers and sustained impact.
- Developed our add-on services including JIAS and Irlen assessments, and our other shorter assessments including consultations and post diagnostic support.
- Planned our first service user forum which started delivery in spring 2023.
- Enhanced the diverse skill set within our Board by building the Board up to 10 Trustees.
- Developed strategic decision-making skills.



What we didn't achieve and lessons learned

- We received a lot more evidence and enquiries from professionals working in a wide range of sectors asking for training in the areas bibic specialises in. This has led to a training review in order to develop a bespoke training and development package for particular sectors including education, social care, medical and criminal justice.
- Adapted our webinars to one hour due to timing demands on staff and families.
- Our enquiry demand was putting pressure on our admin team so we recruited another part time Services Coordinator to support enquiries and booking. We adapted our whole enquiry process to make it more time efficient and family led.
- Developed our strategic leadership skills to make decisions that impacted on families and resources.

"Not only do I have the privilege of meeting so many incredible young people and their supportive and loving families, but I am also fortunate to be a part of an incredible team who go above and beyond when supporting families. Being a part of such a caring and passionate team is a huge privilege, and I am always reassured in knowing I can rely on them to be there to support me no matter what."

- Charis, Developmental Therapist



We have now come to the end of our three year strategy so we move into our five year strategy 2023 - 2028 – see all of our new plans on page 27 - 28

bibic strategic priorities

2023 - 2028

Mission Statement



We offer holistic therapy to children and young adults with neurological, behavioural and developmental challenges, enabling them to understand themselves and the world around them. We champion their perspective, helping others to see it too. Together we transform families' lives so they can thrive.

About bibic

bibic is a small national charity making a big difference. Since 1972, we have evolved into a national charity supporting not only those with brain injuries but a wide range of disabilities, developmental conditions and learning difficulties; bibic passionately believes that every child and young adult deserves to reach their potential and live a fulfilling life.

We deliver assessments and bespoke developmental therapy to children and young adults and training to parents and professionals. We see them with or without a diagnosis and support a wide range of difficulties, including conditions such as autism, ADHD, cerebral palsy, global developmental delay, Down's syndrome, sensory processing difficulties and many more.

Who we exist for

Children and young adults, between the ages of 6 months and 25 years with neurological, behavioural and developmental challenges.



Our values

We have values that encompass everything we do at bibic.

Holistic

A blend of sensory, cognitive, emotional, developmental and physical exercises that support a child or young person's specific needs. We go 360 and are for the whole family.

Nurturing

It's what we do best. We know that the child or young person and their families can experience intense stress, isolation and exhaustion. We stand by their side to help them understand the specific needs, empowering them with strategies to support daily life and long-term development. Care shines here.

Progressive

We offer support with or without diagnosis. We find the answers families are searching for and explain them in terms that everyone can understand, no question is too silly. Always learning and always improving.

Transformative

We recommend small changes which are achievable and make a big difference. We explore all areas of the individual's development in order to unpick the foundation causes of their challenges and provide strategies to thrive.

Strategic pillars and objectives

Pillar 1

Expand bibic's reach to more families

1. Review and implement efficiencies in the delivery of bibic therapy.
2. Continue to deliver clear and bespoke offers to families.
3. Continue to improve impact measurement building on Impact Report recommendations.
4. Expand and enhance digital offer to increase income generation through therapy.
5. Develop and implement bibic's EDI vision across the whole organisation.

Pillar 2

Grow sustainable income streams

1. Adhere to the Fundraising Strategy and action plans as per each Financial year.
2. Prioritise diverse fundraising income streams and build sustainable income.
3. Implement the new Communications Strategy and Marketing Plan.
4. Restructure the organisation to ensure that fundraising streams are targeted correctly with the right skill set.
5. Recruit a bibic Ambassador to promote bibic externally.

Pillar 3

Maximise value of all resources

1. Continue to develop leadership and senior expertise.
2. Review and implement opportunities to develop partnerships with other likeminded organisations.



All of this is only made possible with **you** by our side

Our work can only be achieved with the generosity of our friends and supporters. We can only support families thanks to the people and organisations who help fund our work and the volunteers who dedicate their time and energy.

Fundraising

Thank you to those we have mentioned here in our report and so many others. Our team of staff and volunteers at bibic work tirelessly 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 low as possible and that we can offer free resources and services as further support, as well as provide fee waivers to low-income families.

£130k

was raised this year from individuals.

£25k

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

£22k

raised through the fundraising activities of our community supporters.

£14k

was received from people who chose to remember bibic in their Will.

Almost £204k

was received from grant-making organisations.

We are so thankful to each and every charitable Trust and Foundation that they entrust bibic to spend their funds in a way that makes a real and lasting difference.

Special thanks



go to BBC Children in Need, The Garfield Weston Foundation, The National Lottery Community Fund and many others.

Together we have raised over

£413k

(including Gift Aid)

This represents a 7% increase on the previous year (2021/22: £384k). The year prior to that had higher fundraising income due to the Covid-19 response (2020/21: £494k) however the year previous was in line with this at (2019/20: £392k.). We are deeply grateful for this support. We are so thankful to each and every donor as without their support we could not do our essential work.



A special thank you to our bibic families

We would like to extend a huge thank you to the families of children or the young adults who attend bibic, and who allow us to share their stories on our website, in our appeals or on social media, and to those who agree for their children to be included in our Sponsor a bibic Child regular giving programme. Sharing the positive impact that bibic makes to the lives of the families who come to us enables our supporters to see the difference their donation enables.

We are proud of the work that we do and so grateful to all who share their stories with us, and with our community of donors and supporters. These stories help bibic to reach families who may desperately need support, and demonstrate the impact of our work in helping transform a child or young adult's life.

"It's really helped me understand myself, and that having any neurodiversity is not a disability, it's actually really cool!"



"bibic are welcoming and reassuring giving the opportunity to "just be", providing stress free support and guidance - so so positive!"



Our volunteers



At bibic we are lucky enough to benefit from volunteers who come to work with us here at our National Therapy Centre in Langport.

We are so thankful for the time, enthusiasm, thought and expertise given by every single volunteer. This year, we had 18 volunteers support us in our work.

Volunteering tasks vary hugely over the course of a year at bibic. They have supported us by helping out with equipment for assessments, helping with the all-important administration of a small but busy charity, taking photographs or picking up collection tins – we couldn't do what we do without their time and dedication.

Particular thanks go to our Trustees, who give considerable time to their voluntary roles on the Board and continue to steer bibic with their expertise, commitment and support of our staff. We welcomed 6 new Trustees this year and we look forward to their continued work with us.

The value of the contribution of volunteers is not reflected in our financial reports, however they bring huge value to the staff team and to our work at bibic.

"It is always such a privilege to see how bibic are able to support an entire family and the difference they can make to a child's life."

A family said it was like being given the picture to a puzzle you've always been completing blind and now it all starts to make sense."

- Grace, Volunteer

"I would love to come back to bibic if the opportunity arose. I had a lovely time, everyone was so nice and it was very interesting."

Thank you so much for allowing me to do my work experience here, it was very informative and fun."

- Emily, Student Placement

"Thank you all so much for being so kind and understanding. I have enjoyed every minute and opportunity."

I can't wait to foresee Therapy as a career in the future."

- Nancy, Student Placement



Case study



We suspected Eleni had difficulties at around year three at school, she would talk about words and letters jumping or moving on the page. The symptoms seemed to improve, but in hindsight, I think she just got better at managing them, and it became so normal she just didn't mention it. However, it has meant that reading has been a slow and frustrating activity for her, always being worse at times of stress.

It was noticed that Eleni would struggle to read for long periods of time, would read quite slowly and guess words or phrases to mask the difficulties she was having. At school, this would mean that she sometimes completely misinterpreted a question, which would pose problems with exams and tests. Reading from the whiteboard in the classroom could be tricky, particularly photocopied sheets and exam papers, meaning it would take her longer than others to take in the information, causing her stress.

As Eleni found it tricky to copy things from the board, she would find that her understanding of the information was lacking because of the trouble reading and processing it. Her difficulties also significantly impacted her enjoyment of reading, particularly books for fun, as they could be a struggle for her.



After having our Irlen assessment, Eleni says she felt relieved and grateful learning about Irlen syndrome at bibic and that the overlays have made a huge difference to her reading, both for pleasure and in school. She has been enjoying reading books over the summer and finds processing written and printed information in class so much easier now with the overlays.

She is now more relaxed about her reading and doesn't stress so much about having to read information in class, particularly under exam conditions. It has certainly removed one of the weights that was pressing on her young shoulders.

Eleni used to struggle a lot with headaches, and these have decreased. When she forgets her overlays, you can really see a difference, both with headaches and tiredness. She reads quicker, more fluently and makes far fewer mistakes. They really helped her during her recent mock GCSEs at school, where she found it easier to understand and process the questions.





bibic is a really nice and safe environment with people who are trustworthy.



Financial review, risk and future plans

Financial performance

In April 2022, the impact of two years of repeated restrictions was felt by our small charity with the continued reduction in our ability to run fundraising events and activities.

The sustained efforts of our Therapy team to innovate the delivery of our Developmental Therapy and assessments despite the closures of our National Therapy Centre in 2020-21 meant that therapy income stayed steady and grew in 2022-23.

The effect of the pandemic on voluntary income continued throughout 2022/23 and whilst our community, corporate and events income has taken time to pick back up to pre-pandemic levels we have been so grateful for all our supporters. Our grants income grew from the previous year as did our fundraising overall.

However we are aware that with the cost of living crisis affecting the whole sector fundraising is going to be more essential than ever. Our focus is to ensure that service capacity can be maintained and expand to meet ever-increasing demand for therapeutic support.

Total income for the year was £647k (2021/22: £555k). Income from donations and legacies amounted to £413k (2021/22: £386k) income from charitable activities (therapy related income) amounted to £220k (2021/22: £168k) and other income was £14k (2021/22: £1k).

Total expenditure for the year was £733k (2021/22: £619k). This resulted in an operational deficit of £86k (2021-22 £64k deficit). This was principally due to investing in training new Therapists to meet the need of referrals and enquiries, expanding the Family Services team. We also invested in fundraising support.

We restructured the organisation, finalised an evaluation project and delivered a brand review. Governance costs also increased.

Where our income came from

- Grants £204k (2021/22: £116k)
- Donations £130k (2021/22: £89k)
- Community £22k (2021/22: £13k)
- Corporate £25k (2021/22: £20k)
- Legacies £14k (2021/22: £146k)
- Therapy £220k (2021/22: £168k)
- Gift aid £18k (2021/22: £16k)
- Other £14k (2021/22: £1k)

Total £647k (2021/22: £555k)

How we spent the money

- Charitable activities £461k (2021/22: £389k)
- Raising funds £214k (2021/22: £188k)
- Governance/other costs £58k (2021/22: £42k)

Total £733k (2021/22: £619k)



Total income for the year
2021/22
£647k £555k



Total expenditure
2021/22
£733k
£619k

Operational deficit
2021/22
£86k
£64k deficit

Income from donations and legacies
2021/22
£413k
£386k

Income from charitable activities therapy related income
2021/22
£220k
£168k



Other income
2021/22
£14k
£1k



The Trustees aim to increase the proportion of spend on charitable activities by improving fundraising performance, including increasing return on investment of specific fundraising activities, supported by enhanced marketing and communications. Some progress has been seen this year and plans are in place to further improve the ratio in 2022/23, whilst maintaining investment in fundraising to grow income.

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, young adults 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 for children and young adults all over the UK.

bibic's reserve policy was 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 principal 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 the current reserves policy was still satisfactory and they aim to maintain a target range of reserves of between six and eight months of annual budgeted operating costs, which represents £390k to £520k.

At 31 March 2023, total funds held amounted to
£349k (2021/22: £436k)

Of these, restricted funds were
£111k (2021/22: £44k)

Designated funds were
£57k (2021/22: £108k)

The charity's free reserves were
£181k (2021/22: £284k)

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. 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.

Unrestricted funds which are not 'free reserves' are termed 'designated funds'. These designated funds include funds set aside by the Trustees for certain purposes, sums covering key fixed assets that are essential to enable the therapeutic work of the charity to continue, and an estimate of potential exit costs. At the year end, the balance of funds set aside for certain purposes amounted to £11,462 whilst the sum of £45,300 covered key fixed assets and potential exit costs. It is intended that the various funds set aside for certain purposes would be spent within 36 months of the initial designation for that purpose.

The charity sector is facing a continued period of uncertainty and the aim of many of the designated projects is to improve efficiency and performance to provide enhanced services and facilities to the children, young adults and 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.

In reality with the ever changing political and economic environment there may be a need for small charities to use their reserves not to be able to sustain their work, especially when waiting on large application outcomes from Grants and Trusts, which may have a long decision making process. The Trustees deem that these decisions may be taken only when a full consideration of all the risks has been taken.

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 Leadership team and Trustees on a bi-monthly basis.



Safeguarding

'Safeguarding is everyone's responsibility' - that is our belief at bibic.

Our commitment to safeguarding moves beyond looking out for the children and young adults 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 (CEO) holds overall Safeguarding responsibility, and the Safeguarding Panel is led by Chelsey Oxley (Head of Therapy and Business Development) and Claire Williams (Senior Therapist). Deputy Lead is Natalie German. All of the panel have completed full training and this is reviewed annually. Chair of Trustees, Laura Voyle, provides safeguarding leadership at Board level.

There has been an increase in safeguarding concerns across the year for various reasons including family breakdowns, mental health and wellbeing and involvement in the criminal justice system. At bibic we have been able to support families to attend various meetings, including team around the child, school meetings and other safeguarding related support.

During the year, we:

- Continued to review safeguarding frequently in Therapy team meetings, Leadership meetings, supervision sessions and at all Board meetings.
- Delivered annual update training for all bibic staff and trained new staff joining the charity; further training is booked for August 2023.
- Managed, reviewed and reported to Trustees four (2021/22: five) cases of concern within families and two (2021/22: zero) cases of concern in other groups (e.g., donors, staff, volunteers). Two more serious cases involving potential criminal activity were reported to the Police (2021/22: zero).
- Provided additional support to fifteen families (2021/22: 14) via extra key working sessions, liaison with social workers etc. to help prevent escalation to a level of concern.

For 2023 – 2028 we aim to:

- Recruit a Senior Therapist to oversee Safeguarding at bibic directly sitting within the Therapy Team (completed in April 2023).
- Recruit a Deputy Safeguarding Lead within the Therapy team to support during annual leave and/or sickness (completed in April 2023).
- Continue to enhance team learning around Safeguarding and look at ways to better support families through the whole of the UK - ongoing
- Develop our Safeguarding monitoring tools and sign up to Safeguarding systems that are used across schools and local authorities - ongoing
- Continue to review our policy annually and add additional updates from regular local authority training - ongoing
- Meet regularly to review all safeguarding cases at our Safeguarding Panel meetings - ongoing
- Ensure that all of our donor work is underpinned by safeguarding policy - ongoing
- Ensure that all of our team understand the difference between safeguarding, confidentiality and consent and how they link to each other - ongoing
- Ensure that we continue to keep children and young adults safe in all areas of our work - ongoing



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 operates 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 leadership 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 CEO. The charity encourages all employees to be actively engaged in risk identification and risk management activity. The Trustees consider that the principal current risks and uncertainties are:

Nature of risk

Safeguarding issue resulting in harm to vulnerable child or adult

Control plans

- All staff safeguarding trained, with updates every year.
- Lead, Deputy Lead and Trustee Lead for safeguarding and child protection in place. A second lead has been added within the Therapy team.
- A dedicated Senior Therapist now responsible for Safeguarding supporting the Head of Therapy and Business Development and the CEO.
- Set up of a new Safeguarding Panel and regular safeguarding meetings to review and assess risk.
- Raised awareness in the Fundraising and Marketing team regarding safeguarding concerns and a member of the team attends the panel meetings.

- Safeguarding process and procedures regularly reviewed and effectively implemented.
- Ongoing relationships in place with Social Care, NHS and other relevant services.

Further commentary

Safeguarding is a principal part of bibic's work which is taken very seriously. Ongoing reviews of policies and practices will continue to take place to ensure that safeguarding is included in every agenda including team meetings, management meetings, one-to-ones and at Board meetings.

Nature of risk

Insufficient income driven through fundraising strategy to achieve our charitable objectives, strategic objectives and maintain operations

Control plans

- Strong five year Fundraising Strategy linking into overall five year business plan.
- Investing in the team and increasing expert skills in house.
- Diversifying streams of income including In Memory Of/legacies to give sustainability.
- Applying for multi-year grants for Therapist salaries and core costs.
- Head of Fundraising in place to give increased focus and to ensure we meet targets and increase engagement.
- Focus on corporate organisations and corporate foundations to create growth in areas where there could be a high return on investment.
- Campaigns twice a year - summer and Christmas.
- Investing in regular giving via recruitment of a part time Individual Giving Officer to develop regular giving streams.

- Better stewardship of regular givers including those who give to our appeals and other campaigns.
- Clearer thanking procedures in place including letter and if appropriate social media recognition.
- Developing new relationships with major donors to hold large regular bibic events.

Further commentary

The current economic and political climate will continue to impact on income generation and the Trustees are aware of this. We continue to diversify our income streams to ensure that money is not reliant on just one income source. We continue to review our costs also to ensure that they are in line with the current market. We will continue to fundraise for approximately 70% towards our work via several income sources and also are looking into other forms of income generation via our investment info and our training arm.

Nature of risk

The number of enquiries increasing at a rapid rate / not being able to keep up with ever increasing demand

Control plans

- Employment of extra admin to support with enquiries and first contact with families.
- Newly reviewed enquiry process removing duplicated work, so a smoother and more efficient process.
- Investment in the Therapy team including the recruitment of more Therapists.
- The increase in add-on services to offer choice while waiting on two day assessments including consultations and post diagnostic support sessions.
- Further time allocated to the Support and Advice Line which is now led by the newly recruited Assistant Therapist.

- Regular enquiry holds to allow staff to get back to families in a reasonable amount of time.
- Ongoing review of waiting times for assessments by Senior Leadership Team (SLT) and the Board.

Further commentary

Due to the current situation within the NHS around waiting times, the Trustees are aware that enquires may continue to rise. The Trustees and SLT constantly review the waiting times and will continue to consider further recruitment if required and there is secure funding to recruit.

Nature of risk

Staff retention – losing staff when demand is high

Control plans

- Pay and rewards review.
- Investment in staff training and development.
- Wellbeing support – Mental Health First Aiders, Regular supervisions, regular team meetings, employee assistance programme.
- Regular workload reviews to assess workload management.
- Additional benefits such as working from home and flexible working.

- Stress risk assessment as and where required.
- Access to work and reasonable adjustments.

Nature of risk

Data breach

Control plans

- All staff trained in GDPR to basic level.
- Data policy reviewed annually - review appointed DPO outside of Fundraising and Marketing and allocated a second DPO summer 2023, and appoint further support winter 2023
- External training available as and when required.
- Member of the ICO where advice can be accessed and given.

- Regular reminders and updates to full team around data protection, GDPR, PECR etc.

Further commentary

A full data protection review was completed during the year and one DPO role allocated in-house.

Future plans

Our Team - Recruitment and Development

To strengthen our team and to meet the needs of those we exist for, we continue to look to expand our team of Therapists and enhance the skill set of the team. In the next year we hope to train another two Therapists to support our families.

We also invest in the ongoing development of our current Therapists and plan to train all the Therapists to level 4 Makaton in the next year. Therapists all have ongoing Safeguarding training and this is updated annually.

The team have also completed four Trauma coaching sessions and will continue to enhance this understanding over the next few years.

We plan to support one Therapist to learn British Sign Language (BSL) over the next year too. This will support our own learning but will also potentially be used for our training and seminars in the future.

Clinics

As we continue to expand our reach across the UK we are planning to run several clinics in the next year including venues in Manchester, the West Midlands and London and the South East.



Training and seminars

Therapists at bibic hold a significant amount of knowledge in their field and this knowledge is so useful for other sectors. As we have developed the new role of Head of Therapy and Business Development, we are looking to review all of our training, including online seminars and re-submit our content for accreditation to be able to role this out both face to face and online.

We aim to reach sectors including healthcare, education, and criminal justice.

We are also working on a workplace training programme to support managers in the workplace to better understand and support their colleague with neurodiversities.

Ongoing celebration

As we move past our 50th year we plan to continue to celebrate the work that we do. We have reached so many families over the year and plan for this to continue into 2023/24 and beyond.

"I absolutely love being part of the team here at bibic. Being able to help and support families daily is incredibly rewarding.

As a team we all work so closely together and everyone is willing to help each other - nothing is too much trouble."

- Lucy Francis, Services Coordinator

Marketing and social media

Year on year we have improved bibic's social media reach, however we want it to continue to grow over the next five years. Our content includes fundraising, top therapy tips, celebration of our work, introductions to our team and Makaton signs to name a few.

As we focus on developing our marketing and social media strategy we hope to reach more children, young adults and families all over the UK and beyond.

Processes

We plan to review all of our processes over the next year and ensure that we are being the most effective and efficient that we can be. This will include a review of our key working process, our enquiry process and our consent process.

Policy review

We also plan to review our consent policy including parental rights over the next year. This is part of our overall safeguarding work by our Safeguarding Lead and Deputy.

Equity, diversity and inclusion (EDI)

At bibic we celebrate diversity and want to always be mindful of being inclusive in all that we do.

Over the next year we plan to develop our EDI work including:

- Reviewing our language policy and ensuring that the language we use is current and best practice in the world of SEND.
- Continuing to review our recruitment processes for staff and Trustees to remain inclusive and benefit from the best skills of those involved within bibic.
- Continue to build awareness of our work throughout the UK, reaching hard to reach communities up and down the country.
- Ensure that our website is inclusive and that the stories we use reflect the work that we do.
- Enhance our family engagement process by setting up a service user forum for families to feed back and develop our work.
- Developing a menopause working group and policy to support staff at work during this time. We have two menopause champions now supporting this work.





ibic was exactly what we had hoped for - completely child-focused, welcoming, listening, understanding, explaining, planning and supportive. The children were paramount and catered for at every step of the way and could be 100% themselves all day, every day.





Financial statements

Independent Examiner's Report to the Trustees of bibic

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 2023.

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.



Report of the Trustees for the Year Ended 31 March 2023

Independent Examiner: Dick Maule FCA, The Cross House, South Woodchester, Gloucestershire, GL5 5EL

Report of the Trustees, incorporating a strategic report, approved by order of the Board of Trustees, as the company Directors, on 11 December 2023 and signed on the Board's behalf by:

Laura Voyle
Trustee

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 member of the Institute of Chartered Accountants in England and Wales, 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 FCA Independent Examiner
11th December 2023

Statement of Financial Activities

(Incorporating an Income and Expenditure Account)
for the Year Ended 31 March 2023

	Notes	Unrestricted funds (£)	Designated funds (£)	Restricted funds (£)	2023 Total funds (£)	2022 Total funds (£)
Income and endowments from						
Donations and legacies	2	171,515	-	175,986	347,501	385,645
Charitable Activities	5	-	-	-	-	-
Therapy Provision		219,801	-	-	219,801	168,211
Other trading activities	3	22,488	-	56,705	79,193	1,448
Investment income	4	503	-	-	503	17
Total		414,307	-	232,691	646,998	555,321

Expenditure on

Raising funds	6	186,976	10,852	16,173	214,001	187,880
Charitable Activities	7	-	-	-	-	-
Therapy Provision		245,967	6,415	144,907	397,289	341,490
Governance costs		48,491	7,700	2,298	58,489	42,679
Therapy support		59,544	1,978	2,097	63,619	47,667
Total		540,978	26,945	165,475	733,398	619,716

Net income/ (expenditure)

		(126,671)	(26,945)	67,216	(86,400)	(64,395)
Transfers between funds	18	23,998	(23,998)	-	-	-
Net movement in funds		(102,673)	(50,943)	67,216	(86,400)	(64,395)

Reconciliation of funds

Total funds brought forward		283,909	107,705	43,916	435,530	499,925
Total funds carried forward		181,236	56,762	111,132	349,130	435,530

Balance Sheet

31st March 2023

	Notes	Unrestricted funds (£)	Designated funds (£)	Restricted funds (£)	2023 Total funds (£)	2022 Total funds (£)
Fixed assets						
Intangible assets	14	1,325	-	-	1,325	-
Tangible assets	15	33,272	8,500	3,972	45,744	53,134
Total		34,597	8,500	3,972	47,069	53,134
Current assets						
Debtors	16	203,059	-	-	203,059	133,837
Prepayments and accrued income		16,696	-	-	16,696	19,165
Cash at bank		186,973	48,262	107,160	342,395	442,264
Total		406,728	48,262	107,160	562,150	595,266
Creditors						
Amounts falling due within one year	17	(260,089)	-	-	(260,089)	(212,870)
Net current assets		146,639	48,262	107,160	302,061	382,396
Total assets less current liabilities		181,236	56,762	111,132	349,130	435,530
Net assets		181,236	56,762	111,132	349,130	435,530
Funds						
Unrestricted funds	18				237,998	391,614
Restricted funds					111,132	43,916
Total funds					349,130	435,530

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2023 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 11th December 2023 and were signed on its behalf by:



Laura Voyle,
Chair of Trustees



Cash Flow Statement

For the year ended 31st March 2023

	Notes	2023 Total funds (£)	2022 Total funds (£)
Cash flow from operating activities			
Cash generated from operations	1	(87,866)	13,481
Net cash (used in)/provided by operating activities		(87,866)	13,481
Cash flow from investing activities			
Purchase of intangible fixed assets		(1,500)	-
Purchase of tangible fixed assets		(11,193)	(40,450)
Sale of tangible fixed assets		187	-
Interest received		503	17
Net cash used in investing activities		(12,003)	(40,433)
Change in cash and cash equivalents in the reporting period			
		(99,869)	(26,952)
Cash and cash equivalents at the beginning of the reporting period			
		442,264	469,216
Cash and cash equivalents at the end of the reporting period			
		342,395	442,264

Notes to the Cash Flow Statement

For the year ended 31st March 2023

	2023 Total funds (£)	2022 Total funds (£)
1. Reconciliation of net (expenditure)/ income to net cash flow from operating activities		
Net (expenditure)/ income for the reporting period (as per the Statement of Financial Activities)	(86,400)	(64,395)

Adjustments for:

Depreciation charges	18,571	11,027
Interest received	(503)	(17)
Increase in debtors	(66,753)	(82,048)
Increase in creditors	47,219	148,914

Net cash (used in)/provided by operations	(87,866)	13,481
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	At 1.4.22 £	Cash flow £	At 31.3.23 £
2. Analysis of changes in net funds			
Net cash	442,264	(99,869)	342,395
Cash at bank	442,264	(99,869)	342,395
Total	442,264	(99,869)	342,395



Notes to the Financial Statements

For the year ended 31st March 2023

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.

Trade mark development costs

Amortisation is charged to write off the capitalised cost over 60 months (5 years) on a straight line 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 of costs
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. Donation and legacies	2023 (£)	2022 (£)
Donations & appeals	98,357	104,255
Gift aid	18,442	16,195
Legacies	13,829	146,644
Grants	216,873	115,895
Donated services and facilities	-	2,656
Total	347,501	385,645

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

Trusts and Foundations	203,563	115,895
Access To Work grants from DWP	13,310	-
Total	216,873	115,895

3. Other trading activities	2023 (£)	2022 (£)
Fundraising events	78,342	253
Social lotteries	851	1,195
Total	79,193	1,448

4. Investment income	2023 (£)	2022 (£)
Deposit account interest	503	17

5. Income from charitable activities	Activity	2023 (£)	2022 (£)
Therapy provision & training	Therapy provision	219,801	166,038
Exceptional items	Therapy provision	-	2,173
Total		219,801	168,211

6. Raising funds	2023 (£)	2022 (£)
Raising donations and legacies		
Staff costs	116,874	72,264
Sundries	37,080	54,704
Support costs	60,047	60,912
Total	214,001	187,880

7. Charitable activities costs	Direct costs (£) (See note 8)	Support costs (£) (See note 9)	Totals (£)
Therapy provision	264,856	132,433	397,289
Governance costs	-	58,489	58,489
Therapy support	61,024	2,595	63,619
Total	325,880	193,517	519,397

8. Direct costs of charitable activities	2023 (£)	2022 (£)
Staff costs	280,142	212,068
Sundries	34,320	35,132
Depreciation	11,418	6,198
Total	325,880	253,398



9. Support costs	Management (£)	Finance (£)	Information technology (£)
Raising donations and legacies	15,320	7,913	7,522
Therapy provision	15,320	8,555	21,316
Governance costs	20,427	7,117	2,604
Therapy support	-	-	-
Total	51,067	23,585	31,442

	Human resources (£)	Other (£)	Governance costs (£)	Totals (£)
Raising donations and legacies	-	29,292	-	60,047
Therapy provision	-	87,242	-	132,433
Governance costs	10,361	15,954	2,026	58,489
Therapy support	-	2,595	-	2,595
Total	10,361	135,083	2,026	253,564

10. Net income/(expenditure)

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

	2023 (£)	2022 (£)
Depreciation - owned assets	18,396	11,027
Hire of plant and machinery	3,866	5,151
Other operating leases	31,268	31,973
Trade Mark development costs amortisation	175	-

11. Trustees' remuneration and benefits

There were no Trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Trustees' expenses

There were no Trustees' expenses paid for the year ended 31 March 2023 nor for the year ended 31 March 2022.

12. Staff costs	2023 (£)	2022 (£)
Wages and salaries	420,670	323,995
Social security costs	37,461	27,388
Other pension costs	21,131	16,746
Total	479,262	368,129

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

	2023 (£)	2022 (£)
Therapy & Therapy support	12	9
Fundraising & Marketing	4	3
Finance & Administration	2	2
Management	1	1
Total	19	15

No employees received emoluments in excess of £60,000. Pension costs are allocated to activities in proportion to the related staffing costs incurred and are wholly charged to unrestricted funds.

The charity Trustees were not paid or received any other benefits from employment with the charity in the year (2022: nil) neither were they reimbursed expenses during the year (2022: nil).

No charity trustee received payment for professional or other services supplied to the charity (2022: nil). The key management personnel of the Charity comprise the Trustees and the Managing Director. The total employee benefits of the key management personnel of the Charity were £43,603 (2022: £42,000).



13. Comparatives for the statement of financial activities

Income and endowments from	Unrestricted funds (£)	Designated funds (£)	Restricted funds (£)	2022 Total funds (£)
Donations and legacies	287,050	-	98,595	385,645
Charitable activities				
Therapy provision	168,211	-	-	168,211
Other trading activities	1,448	-	-	1,448
Investment income	17	-	-	17
Total	456,726	-	98,595	555,321
Expenditure on				
Raising funds	152,100	34,080	1,700	187,880
Charitable activities				
Therapy provision	169,442	63,867	108,181	341,490
Governance costs	32,312	8,667	1,700	42,679
Therapy support	43,285	-	4,382	47,667
Total	397,139	106,614	115,963	619,716
Net income/(expenditure)	59,587	(106,614)	(17,368)	(64,395)
Transfers between funds	(54,322)	54,322	-	-
Net movement in funds	5,265	(52,292)	(17,368)	(64,395)
Reconciliation of funds				
Total funds brought forward	278,642	160,000	61,283	499,925
Total funds carried forward	283,907	107,708	43,915	435,530

14. Intangible fixed assets

Cost	Trade Mark development costs (£)
Additions	1,500
Amortisation	
Charge for year	175
Net book value	
At 31 March 2023	1,325
At 31 March 2022	-

15. Tangible fixed assets

	Improvements to property (£)	Plant and machinery (£)	Fixtures and fittings (£)	Computer equipment (£)	Total (£)
Cost					
At 1 April 2022	25,416	23,527	16,380	32,501	97,824
Additions	-	-	5,663	5,530	11,193
Disposals	-	-	(239)	-	(239)
At 31 March 2023	25,416	23,527	21,804	38,031	108,778
Depreciation					
At 1 April 2022	4,078	7,157	7,616	25,839	44,690
Charge for year	8,472	2,946	2,747	4,231	18,396
Eliminated on disposal	-	-	(52)	-	(52)
At 31 March 2023	12,550	10,103	10,311	30,070	63,034
Net book value					
At 31 March 2023	12,866	13,424	11,493	7,961	45,744
At 31 March 2022	21,338	16,370	8,764	6,662	53,134

16 Debtors: amounts falling due within one year	2023 (£)	2022 (£)
Trade debtors	174,326	101,104
Other debtors	28,733	32,733
Total	203,059	133,837

17. Creditors: amounts falling due within one year	2023 (£)	2022 (£)
Trade creditors	6,088	8,621
Social security and other taxes	6,379	7,798
Other creditors	10,410	28,237
Accruals and deferred income	234,540	157,940
Accrued expenses	2,672	10,274
Total	260,089	212,870

18. Movement in funds

	At 1.4.22 (£)	Net movement in funds (£)	Transfer between funds (£)	At 31.3.23 (£)
Unrestricted funds				
General fund	283,909	(126,671)	23,998	181,236
Monitoring & evaluation	4,075	(960)	-	3,115
Marketing & communication	11,290	(9,072)	3,235	5,453
Staff training	4,673	(4,718)	45	-
Relocate therapy suite	347	(741)	394	-
Fundraising strategy & programme	6,005	(1,823)	(3,280)	902
Other matters	439	(1,947)	3,500	1,992
Fixed assets & exit costs	73,192	-	(27,892)	45,300
Update & migration of donor record system	729	(729)	-	-
Branch research & update	6,955	(6,955)	-	-
Total	391,614	(153,616)	-	237,998
Restricted funds				
BBC Children In Need	4,491	(1,392)	-	3,099
Garfield Weston Foundation	1,250	23,750	-	25,000
Others	33,120	12,918	-	46,038
Jemima Layzell Trust	5,055	(1,083)	-	3,972
50th Anniversary Lunch Event	-	33,023	-	33,023
Total	43,916	67,216	-	111,132
Total funds	435,530	(86,400)	-	349,130

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

	Incoming resources (£)	Resources expended (£)	Movement in funds (£)
Unrestricted funds			
General fund	414,307	(540,978)	(126,671)
Monitoring & evaluation	-	(960)	(960)
Marketing & communication	-	(9,072)	(9,072)
Staff training	-	(4,718)	(4,718)
Relocate therapy suite	-	(741)	(741)
Fundraising strategy & programme	-	(1,823)	(1,823)
Other matters	-	(1,947)	(1,947)
Update & migration of donor record system	-	(729)	(729)
Brand research & update	-	(6,955)	(6,955)
Total	414,307	(567,923)	(153,616)

Restricted funds

BBC Children In Need	33,825	(35,217)	(1,392)
Garfield Weston Foundation	25,000	(1,250)	23,750
Others	113,587	(100,669)	12,918
Jemima Layzell Trust	-	(1,083)	(1,083)
50th Anniversary Lunch Event	60,279	(27,256)	33,023
Total	232,691	(165,475)	67,216
Total funds	646,998	(733,398)	(86,400)



Comparatives for movement in funds

	At 1.4.21 (£)	Net movement in funds (£)	Transfer between funds (£)	At 31.3.22 (£)
Unrestricted funds				
General fund	278,642	59,589	(54,322)	283,909
Monitoring & evaluation	16,000	(11,925)	-	4,075
Training new Therapists	2,024	(17,824)	15,800	-
Marketing and communication	27,130	(12,650)	(3,190)	11,290
Staff training	12,000	(7,327)	-	4,673
Relocate therapy suite	25,000	(24,653)	-	347
Fundraising strategy & programme	10,500	(14,685)	10,190	6,005
Other matters	1,910	(237)	(1,234)	439
Exit costs	55,436	-	17,756	73,192
Update & migration of donor record system	10,000	(9,271)	-	729
Brand research & update	-	(8,045)	15,000	6,955
Total	438,642	(47,028)	-	391,614
Restricted funds				
BBC Children In Need	3,217	1,274	-	4,491
Garfield Weston Foundation	16,250	(15,000)	-	1,250
Others	41,082	(7,962)	-	33,120
Jemima Layzell Trust	734	4,321	-	5,055
Total	61,283	(17,367)	-	43,916
Total funds	499,925	(64,395)	-	435,530

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

	Incoming resources (£)	Resources expended (£)	Movement in funds (£)
Unrestricted funds			
General fund	456,726	(397,137)	59,589
Monitoring & evaluation	-	(11,925)	(11,925)
Training new Therapists	-	(17,824)	(17,824)
Marketing & communication	-	(12,650)	(12,650)
Staff training	-	(7,327)	(7,327)
Relocate therapy suite	-	(24,653)	(24,653)
Fundraising & strategy programme	-	(14,685)	(14,685)
Other matters	-	(237)	(237)
Update & migration of donor record system	-	(9,271)	(9,271)
Brand research & update	-	(8,045)	(8,045)
Total	456,726	(503,754)	(47,028)

Restricted funds

BBC Children In Need	33,325	(32,051)	1,274
Garfield Weston Foundation	-	(15,000)	(15,000)
Others	55,450	(63,412)	(7,962)
Jemima Layzell Trust	9,820	(5,499)	4,321
Total	98,595	(115,962)	(17,367)
Total funds	555,321	(619,716)	(64,395)

19. Related party disclosures

There were no related party transactions for the year ended 31 March 2023.





*"I think it was the best day
and the best place I have ever
been, thank you."*



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.

Principal 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 had 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. The finance committee meets 6 times per year prior to full Board meetings. Strategy days and other sub-committee meetings are also held periodically. On the occasion that there may be the need, the Board may hold interim meetings or increase the frequency of Board meetings to discuss/address key issues.

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. 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.

Our current Board, which was expanded to 10 members during 2022/23 has a diverse breadth of specific skills, knowledge and experience. The Board includes skills such as financial management, marketing and communications, law, paediatric healthcare, auditing, mental health and autism. Six of our ten Trustees have personal lived experience of the sector and another has professional experience of working with the community we support, providing leadership with insight.

Trustees are volunteers and receive no remuneration or benefits from the charity. Out-of-pocket expenses may be claimed on request.

Organisational structure: management and employees

The Board delegates responsibility for the management of the charity to the CEO (changed from Managing Director in April 2023), Pip Buckley, who oversees all operational and strategic matters. Therapy services are provided under the direction of Chesley Oxley, Head of Therapy and Business Development (promoted from Therapy Manager in April 2023). Fundraising and Marketing is driven by Jennie Jagger, Head of Fundraising and Marketing. 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 wellbeing and engagement and helps the charity make better decisions so we can deliver our charitable aims successfully. 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 are 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. No employees had employee benefits in excess of £60,000. Pension costs are allocated to activities in proportion to the related staffing costs incurred and are wholly charged to unrestricted funds. The charity Trustees were not paid or received any other benefits from employment with the charity in the year (2022: nil) neither were they reimbursed expenses during the year (2022: nil). No charity Trustee received payment for professional or other services supplied to the charity (2022: nil). The key management personnel of the Charity comprise the Trustees and the CEO. The total employee benefits of the key management personnel of the Charity were £43,603 (2022: £42,000).

Relationships and memberships

To support robust decision making and enable bibic to maximise outcomes for the community we support, the charity or its CEO are members of a number of self-regulatory and support organisations. These include the Chartered Institute of Fundraising, Fundraising Regulator, NCVO, ACEVO, ILM and Somerset Chamber of Commerce.

The charity places great 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 communities, share learning and enable families to access wider 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

(Representation letter)

We confirm to the best of our knowledge and belief, and having made appropriate enquiries of other directors/trustees and officials of the charity, the following representations given to you in connection with your examination of the charity's financial statements for the year ended 31 March 2023.

General

1. We acknowledge as Directors/Trustees our responsibility under the Companies Act 2006 / Charities Act 2011 for the financial statements which give a true and fair view and for making accurate representations to you. All the accounting records have been made available to you for the purpose of your independent examination and all the transactions undertaken by the charity have been properly reflected and recorded in the accounting records. All other records and related information, including minutes of management meetings, have been made available to you.

2. The financial statements are free of material misstatements, including omissions.

3. We believe that the effect of any uncorrected misstatements is immaterial both individually and in total.

Internal control and fraud

4. We acknowledge our responsibility for the design and implementation of internal control systems to prevent and detect fraud and error. We have disclosed to you the results of our risk assessment that the financial statements may be misstated as a result of fraud. We have disclosed to you all instances of known or suspected fraud affecting the entity involving management, employees who have a significant role in internal control or others that could have a material effect on the financial statements. We have also disclosed to you all information in relation to allegations of fraud or suspected fraud affecting the entity's financial statements communicated by current or former employees, analysts, regulators or others.

Assets and liabilities

5. The charity has satisfactory title to all assets and there are no liens or encumbrances on the charity's assets, except for those that are disclosed in the notes to the financial statements.

6. We have recorded or disclosed, as appropriate, all liabilities, both actual and contingent, and have disclosed in the notes to the financial statements all guarantees that we have given to third parties.

7. We have no plans or intentions that may materially alter the carrying value or classification of assets and liabilities reflected in the financial statements.

Accounting estimates

8. Significant assumptions used by us in making accounting estimates, including those measured at fair value, are reasonable.

Loans and arrangements

9. The charity has not granted any advances or credits to, or made guarantees on behalf of, Directors/Trustees other than those disclosed in the financial statements.

Legal claims

10. We have disclosed to you all claims in connection with litigation that have been, or are expected to be, received and such matters, as appropriate, have been properly accounted for, and disclosed in, the financial statements.

Law and regulations

11. We have disclosed to you all known instances of non-compliance or suspected non-compliance with laws and regulations whose effects should be considered when preparing the financial statements.

Related parties

12. Related party relationships and transactions have been appropriately accounted for and disclosed in the financial statements. We have disclosed to you all relevant information concerning such relationships and transactions and are not aware of any other matters which require disclosure in order to comply with the requirements of the Companies Act 2006 / Charities Act 2011 or the SORP.

Subsequent events

13. All events subsequent to the date of the financial statements which require adjustment or disclosure have been properly accounted for and disclosed.

Yours faithfully,



Laura Voyle
Chair of Trustees

Signed on behalf of the Board of Directors/Trustees
bibic

Date: 11th December 2023

Going concern

14. We believe that the charity's financial statements should be prepared on an ongoing concern basis on the grounds that current and future sources of funding or support will be more than adequate for the charity's needs. We have considered a period of twelve months from the date of approval of the financial statements. We believe that no further disclosures relating to the charity's ability to continue as a going concern need to be made in the financial statements.

Grants and donations

15. All grants, donations and other income, the receipt of which is subject to specific terms or conditions, have been notified to you. There have been no breaches of terms or conditions in the application of such income.



Trustees' statement

from the Chair of Trustees

by Laura Voyle

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 an 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 provision 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 of the charity at the date of approval of this report is aware, there is no relevant audit information (information needed by the charity's auditor in connection with preparing the audit report) 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 audit information and to establish that the charitable company's examiner is aware of that information. This Trustees' Annual Report, incorporating the strategic report, was approved by the Board of Trustees on 11th December 2023 and signed on its behalf:



Laura Voyle,
Chair of the Trustees

Reference and administration

Charity Number 1057635
Company Number 3217418
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
Emily Brett	15 Sep 2015	23 May 2022	
Amit Bali	29 Nov 2017		Vice Chair
Justin Singleton-Campbell	21 Aug 2019	25 July 2022	
Louise Ravenscroft	26 July 2021	5 June 2023	Treasurer from 30 Sep 2021
Ross Henley	26 July 2021		
Hugh Gregory	26 Sep 2022		Treasurer from June 2023
Catherine Lombardo	26 Sep 2022		
Caroline Edwards	5 Dec 2022		
Caroline Jameson	30 Jan 2023		
Jason Whyte	30 Jan 2023		
Angharad Hughes	30 Jan 2023		

Senior Leadership Team

CEO	Philippa Buckley	
Head of Fundraising and Marketing	Jennie Jagger	Appointed 24 Jan 2022
Head of Therapy and Business Development	Chelsey Oxley	Promoted from Therapy Manager April 2023
Finance Manager	Philip Cullum	

Independent Examiner

Dick Maule FCA
 The Cross House, South Woodchester,
 Gloucestershire GL5 5EL

Fundraising Consultant

Karen Edgington

Bankers

Barclays Bank Plc, 1 Church Place, London E14 5HP
 CAF Bank Ltd, 25 Kings Hill Avenue, West Malling, Kent M19 4JU
 Natwest Plc, 8 York Buildings, Cornhill, Bridgwater, Somerset, TA6 3BU



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Old Kelways, Somerton Road,
Langport, Somerset, TA10 9SJ

Designed by bibic

Registered charity no: 1057635
Registered company no. 03217418

