Annual report

2021





mencap



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Forewords from the chair, the chief executive, and chair of the Voices Council

Derek Lewis

Chair of Royal Mencap Society



It is a truism to say that the year to 31 March 2021 was a year like no other, but for people with a learning disability, their families and the staff and volunteers who support them it is an underestimate. In this report you will find an account of the many abnormal difficulties they faced – and of the quite extraordinary work done by staff and volunteers in Mencap and throughout the Mencap network, in the most difficult of circumstances. Tragically some colleagues, volunteers and people with a learning disability have died because of the pandemic, but many more have been saved by that care and dedication. The board offers its heartfelt sympathy to all who have suffered and its admiration and gratitude to all who have fought tirelessly and selflessly for the benefit of others.

I wish to record particular appreciation of the leadership and commitment shown by the senior management of Mencap led by our chief executive, Edel Harris. I am equally grateful to our trustees who have unstintingly given additional time to guide the organisation though the crisis and, in some cases, have agreed to extend their terms of office to ensure we retained the best combination of experience and expertise to guide us. The Voices Council, made up of people with a learning disability, has also played a growing role as the third key element of our governance structure, alongside trustees and the executive team. Through its chair and vice-chair, who attend board meetings, it has made an invaluable contribution to Mencap's work.

The achievements in managing Covid are the more remarkable because Mencap has continued to make significant progress in its core activities and created a new strategic plan at the same time.

The operational and financial management of the organisation also had to be undertaken while still living under the shadow of the potential for significant retrospective payments for sleep-in shifts. Although the Supreme Court heard this case in February 2020, its decision was not handed down until over a year later, in March 2021. The potential back pay liability for Mencap of circa £15 million required the exercise of financial caution, delaying staff pay increases and many needed investments. The Court's decision, to uphold that of the Court of Appeal and endorse Mencap's case, created no winners but has relieved Mencap and the wider care sector of this threat. (See page 52 for more information about this issue).

Critically, removal of this threat, together with effective financial management and the generosity of existing and new donors, in many cases to help fund the costs of Covid, has enabled Mencap to end the year without impairment of its financial position. The achievements during the year, Covid and non-Covid, are described in the chief executive's foreword and elsewhere in the report. Not least among them has been the development, after widespread external and internal consultation, of a new and highly ambitious strategy to improve the quality of life for people with a learning disability living in the UK. As the constraints of Covid diminish, we are well positioned to pursue these ambitions with energy and commitment.

Edel Harris, OBE
Chief executive



It feels almost impossible to condense this year's challenges into a short report. Whilst tough for all of us, it has been especially difficult for many people with a learning disability and although no-one would have wished for a global pandemic, Covid has shone a light on the inequalities faced by people with a learning disability and demonstrated how hard we need to continue to work to address these.

Mencap's role from day one was to face into the crisis; we were needed more than ever. So instead of building shelters from the storm, we made a conscious decision to build windmills – to harness the power of the storm and most importantly, to provide support, advice and information to the 1.5 million people with a learning disability in the UK, as they navigated their way through lockdown.

I cannot mention Covid without acknowledging the hard work, resilience and courage that we have seen this year from our colleagues and volunteers. There really are no words to describe some of the sacrifices they have made from teams of people moving in to live with the people they support to reduce the risk of infection; to our colleagues who slept on put-me-up beds on hospital floors to stay with a person who was dying; to colleagues who literally gave their lives. In addition, the creativity shown during lockdown; wearing personal protective equipment (PPE) every day however uncomfortable and hot, and the joy with which our support workers and their managers approached their work – we cannot thank our colleagues enough.

However, despite our best efforts, this cruel virus has taken away the lives of people we support, people who were visited by our loyal volunteers – in some instances every week for decades, and some dear colleagues. Every one was a life lived well, loved by families, friends and carers and missed by all. We will remember you always.

The crisis showed us more clearly than ever how much work there is to do until people with a learning disability can live happy, healthy lives. With the UK government's plans to 'Build Back Better', we see a huge opportunity to push for the reform which has so long been badly needed. Health inequalities must be tackled. Huge changes must be made to the social care system. The role of care workers must be professionalised, giving them the recognition they deserve, and a level of pay that reflects their value.

Despite the uncertainty of the past year, we have continued looking forward. With the excellent progress made this year on our new Big Plan, the roadmap for the next few years will provide us with a worthy challenge – and one that I believe will be a game changer for people with a learning disability in the UK.

We won't forget the trials of this last year – and we know they're not over yet. But the passion and resilience we saw across the whole Mencap family over the last twelve months has lit a fire in all of us. We have so much more work to do, but we are more ready than ever to do it.

Jack Welch
Chair of the Voices Council



This past year has been one of significant change and adjustment for everyone, including Mencap's Voices Council. The way in which we work, which would always be together face to face, was no longer possible and all of us needed support to ensure we could continue shaping the organisation's development. This in itself was quite a challenge and it is much to the credit of our coordinator for the group, Mandy McQueenie, to bring the majority of our members online and comfortable with an online environment to hold our meetings. We also managed to continue our important role in the recruitment process for all trustees and executive positions – we assess all candidates for their understanding of learning disability and on their values.

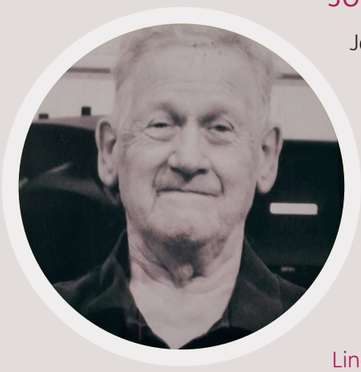
Despite the sudden disruption to our agenda in the last year, we have been extremely active in our involvement with the new Big Plan and the priorities for Mencap as a whole over the next few years. Whether it has been the new core values that everyone at the charity will be following or the 'levers' to help achieve the objective of making the UK the best place to live if you have a learning disability, we have been informing the process every step of the way. We would like to thank everyone at the Transformation team who have made this so inclusive.

Undoubtedly, our biggest success of the year is our first board paper on mental health, which emerged as the most important issue among the Voices Council. With the support of Harriet Bird from the research team, our recommendations were recently discussed by the trustees and have their full approval and backing. Over the coming months, we will see everybody's input make an impact to help improve the wellbeing of people with a learning disability.

In memory of the people we lost to Covid

Covid 19 cruelly took away the lives of 50 members of the Mencap family: people we support, people we visit and some of our dear colleagues. Here we'd like to remember just some of the people we lost.

On 23 March 2021, we held a Mencap-wide memorial service, paying tribute to the lives of those in our Mencap family who were lost to coronavirus. It was a chance to remember and celebrate each person we have lost, whether they were someone we supported or one of our colleagues. People from across the network shared fond memories of the people they'd lost, and we joined in a national minute's silence in their honour.



John Campbell

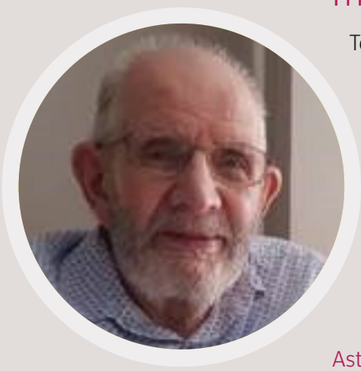
John enjoyed visiting the local pub for his lunch, most often having fish and chips and a few glasses of white wine.

John was always very warm and welcoming and enjoyed socialising, attending many clubs including Orion club and Saturday club where he had lots of friends.

John loved animals and looking through books about wildlife with his budgie called Percy that sat in a cage next to his chair.

John saw the individuals he lived with at Lingdale Road and his staff team as his family, who will miss him always.

1939 - 2020
Lingdale Road, West Kirby



Thomas Grierson

Tom loved socialising, attending parties, eating out and going to the pub to meet his friends.

He enjoyed arts and crafts and attending any activities which involved making things.

Tom attended a pottery class at Cruse Hill garden centre where he used to make something each week and then go back to decorate it the following week when it had been fired, before bringing it home and proudly showing everyone.

Tom will be hugely missed.

1929 - 2020
Aston Lodge, Borehamwood



Carol Luck

Carol had been with Mencap since 1990.

She had a great sense of humour, enjoyed playing with her cards, and loved shopping in charity shops for reading glasses and bags.

She loved Elvis, and when possible went to see Elvis tribute acts.

Carol will be missed by everyone at Blisworth Close.

1955 - 2021
Blisworth Close, Northampton



David Hills

David lived at Yeading Lane for over 30 years.

He was a charming man who was very popular within the local community and enjoyed football, music, going to the theatre, day trips and attending his clubs.

He went to all the local events in Hayes and visited Jenny's Burger Cafe, which was his favourite place, most days for 27 years.

The owners of Jenny's Cafe and support staff he had worked with over the years were his family, and will miss him dearly.

1967 - 2020
Yeading Lane, Hayes



Ian Tiffin

Ian moved into Lavender Road in 1984 and was always warm and welcoming to everyone, giving a smile and the double thumbs up to everyone he saw.

Ian attended the local church on Sundays and was a popular member of the congregation. He loved to listen and sing along to the many Cliff Richards CDs and DVDs he had, and when staff would sing with him, Ian would give an enthusiastic clap at the end of each song.

Being smart was very important to Ian, and each morning staff would support him to choose and dress in his waistcoat and dickie bow, or a smart tie.

Ian left a lasting impression with everyone he met and will be deeply missed by the people he lived with and the team.

1932 - 2021
Lavender Way

Trustees' report

Section 1

What has life been like this year for people with a learning disability?



The Covid pandemic exposed many problems in society which people with a learning disability have experienced for years. Many have felt like an afterthought when decisions were being taken on how best to keep the public safe.

People with a learning disability and their families experienced confusion and anxiety in the early stages of the pandemic. People were worried about access to medicine and food, scared to leave the house and found it difficult to follow the rules. The ever changing rules and press briefings were hard to follow. Many people stopped watching the news because they found it too distressing.

Many of the services which people rely on to live independently closed to prevent the spread of the virus. The call to 'Protect the NHS' led to Covid-positive patients being discharged into social care settings, which struggled without sufficient PPE and testing. When eventually some of these issues were addressed, supported living settings, where most people with a learning disability in receipt of social care live, lagged far behind registered care homes.

But the thing that really made people with a learning disability feel let down was when the National Institute for Health and Care Excellence (NICE) published its clinical frailty scale.[1] The scale implied that people with a learning disability who needed support shopping or doing household finances might not be prioritised for life-saving treatment if they were hospitalised due to Covid. They corrected this when we raised the issue, but it was too late.[2] GPs had started issuing Do Not Attempt Cardiopulmonary Resuscitation (DNACPR) notices and writing to people saying that if they became ill, they may be better off staying at home and receiving palliative care.[3]

Nine months later, we had to campaign for people with a learning disability to be prioritised for vaccination, despite wave after wave of data from Office of National Statistics, Care Quality Commission, Learning Disabilities Mortality Review (LeDeR) and Public Health England showing that people with a learning disability were dying of Covid at higher rates than the general population.[4] While individual GPs exercised discretion, not everyone accepted that people with a learning disability needed to be on the priority list. Thankfully, the campaigning was successful, and the government advised that all people on their GP's learning disability register should be given priority access to the vaccine.

But it wasn't just on the health front that people with a learning disability felt left behind. Many people had their vital social care support removed at the time when they needed it most. We conducted a survey of family members and carers of people with a learning disability in June and July 2020. The survey found that over two thirds of family members and carers reported that people with a learning disability had their social care cut during the Covid pandemic. This cut to their support negatively impacted them in a number of ways, including their mental health, physical health and independence.[5]

Families, who rely on complicated and precarious support systems as it is, have borne the brunt of these cuts – stepping in to compensate for what has been removed. And many now lack the energy to fight further cuts to care packages. They report that relationships have broken down, with awful consequences.

A year on, from conversations with network partners we know that people are feeling anxious, angry and exhausted. Last summer when many of us were able to meet friends and family outside safely, many people with a learning disability and their families were left behind in lockdown. Even during times when restrictions were lifted, many were too afraid to start the journey back to normality. Those who did venture back found many of the services they usually relied on no longer available.[6]

Coming out of the pandemic might well be harder than going in, and people with a learning disability will need access to specialist mental health services as well as community support. We will have to come to terms with living with Covid for the future, which is why we must make sure that all responses – including vaccine passport schemes, the return to offices and vaccination booster programmes – are considered with people with a learning disability front of mind.

The letters read like it was a blanket letter being sent to every person who is in receipt of care, regardless of their age, health or disability. Then a GP called us to ask what the people we support could and couldn't do, like whether they can use stairs. Some of them are wheelchair users so of course they can't use stairs but that doesn't mean that they aren't fit and healthy.

"The message from the GP was that if the people we support caught Covid there would be little point in contacting emergency services. It really felt as though they had been written off before they were even assessed for how they might benefit from medical intervention.

It was clear that assumptions were made about the people we support because they need care, and that somewhere it has been decided that their lives are not worth trying to save. But people with a learning disability deserve to get treatment like anyone else – their lives are just as valuable as the next person's.

"We were relieved when the GP surgery apologised and the issues were solved, and the people we support are safe and well. However it's deeply concerning that this ever happened in the first place, and leaves fears around the health inequalities people with a learning disability have faced throughout the crisis."

Katie* works in a Mencap service where people received concerning letters from GPs in March as the pandemic began. Katie says:

> "When the letters from the GP first arrived for the people we support, we were shocked. These are people who hadn't received a shielding letter and, although some of them are older, none of them have underlying health conditions.

[1] https://www.nice.org.uk/news/article/nice-publishes-first-rapid-covid-19-guidelines

[2] https://www.mencap.org.uk/press-release/mencap-responds-deeply-troubling-new-nice-covid-19-guidance

[3] https://www.mencap.org.uk/press-release/mencap-responds-concerning-gp-letters-about-covid-medical-treatment

[4] Office for National Statistics (2021) Updated estimates of covid (COVID-19) related deaths by disability status, England: 24 January to 20 November 2020.

https://www.cqc.org.uk/news/stories/cqc-publishes-data-deaths-people-learning-disability

https://www.england.nhs.uk/publication/covid-19-deaths-of-patients-with-a-learning-disability-notified-to-leder/

https://www.gov.uk/government/publications/covid-19-deaths-of-people-with-learning-disabilities

[5] Mencap (2020) "I don't know what day it is or what the weather is like outside": Social care cuts for people with a learning disability leaves families stuck in lockdown. Press release.

[6] Mencap (2020) "I don't know what day it is or what the weather is like outside": Social care cuts for people with a learning disability leaves families stuck in lockdown. Press release.

*Names have been changed to protect the identities of the people we support.



Section 2

How we directly supported people



We support over 4,000 people with a learning disability in over 1,000 locations including registered care homes, supported living settings, housing association properties and people's own homes.

Our aim is for person centred care that encourages people to live as independently as possible and live life the way they want. Almost all the direct care services we deliver are funded by local authorities, and we work with them and the Care Quality Commission (CQC) to give each person individualised support.

Our focus throughout the Covid pandemic has been on the health and wellbeing of the people we support, and our colleagues who do such an incredible job at supporting them. We did whatever it took to protect people with a learning disability, their families, and our frontline colleagues.

As soon as the likely scale of the pandemic was starting to become clear, we acted to secure enough stocks of PPE for all our services. We did not wait for Public Health England's advice, or for the official portals to be established, or even for commitments to fund it: we just got on and bought it. In the first month of the pandemic we spent over £1 million on PPE from our own financial reserves to ensure we had enough stock to keep the people we support and our colleagues safe. This early decision set the tone for our approach throughout the pandemic.

We also decided that we did not want any of our colleagues to be financially worse off due to the pandemic. People were anxious enough without adding financial worries to their burden, so we agreed to top up the wages of everyone on furlough to 100% of their pay. The majority of our furloughed colleagues were people who could not work in our services because they were clinically extremely vulnerable and had been told to shield. We also enhanced our sick pay, to ensure that no one would be tempted to work if there was any question of them being ill. We took this decision right at the start of the pandemic, before the introduction of Infection Control Grants, and have maintained it throughout. We believe that this approach contributed to safeguarding the health – both mental and physical – of our colleagues and the people we support.

When it came to managing outside contact within our residential services, we saw the importance of balancing the physical and emotional wellbeing of the people we support and their families, and recognised that depriving people of family contact can be extremely detrimental. Wherever possible, we have facilitated family visiting, even when this has required innovative solutions such as supporting family members to access community lateral flow testing, rotating weekend visits home, getting patio heaters and gazebos to facilitate outside visiting, or making personalised arrangements to enable visits while keeping footfall at a minimum. In each case we have considered what is best for the person, their family and the people they are sharing a home with, and have shaped individual risk assessments to maintain contact in a way that is meaningful for that person.

We established a focus across our services on keeping people with a learning disability physically safe, engaging them in meaningful activities, and focusing on their mental health and wellbeing. Our approach was all about 'outcomes rather than hours', and it unleashed some spectacular creativity. Colleagues and the people we support worked together to turn sheds into shops, cafes and even pubs so that people could keep up their leisure activities in the safety of their homes. People got back in touch with nature on walks or in their gardens. Every day we saw updates from services showing off art, baking and cooking. With discos, sing-alongs, and music sessions, there was no shortage of creativity and positivity in our services.

Of course, the final word in this section has to go to our amazing colleagues in our services across the UK. Over the past year, they have showed resilience, selflessness and dedication. While many of us stayed safe and worked from home, they went to work every day despite the risks, putting in long shifts wearing uncomfortable PPE. They remained cheerful and upbeat for the people we support, and focused entirely on keeping them safe and happy. They took on extra shifts at a moment's notice and went without seeing their own families to keep ours safe. When we had Covid outbreaks, they lived onsite to prevent infection spreading. When we lost people, they grieved as deeply as if they had lost a member of their own families. Their generosity of spirit is boundless, and we owe them a huge debt of gratitude.

How we supported people

When lockdown happened, our colleagues and the people we support came up with imaginative ways to keep everyone's spirits up, maintain routines and pass the lockdown hours. **Their creativity was impressive!**



We made Christmas stockings for people who live at a local care home



We also made a DVD and held a raffle to raise money



We had weekly afternoon teas



Del missed playing pool at the pub, so we got him his own mini table



Andrew transformed his garden shed into a pub - Valley Bistro!



We set up our own hairdressers



We played music and danced alot



We did lots of baking and ate lots of cakes



We did lots of arts and crafts



We did lots of gardening

Section 3

How we stayed connected



We deliver a range of programmes to support people to be more included and connected. Our services help people into work and training, support people to form friendships and relationships, and encourage people to live healthily or tackle stigma and discrimination through fun activities. We also work with families of young children with a learning disability to empower them to feel happier and more confident supporting their child and shaping the help that they want.

When the pandemic hit, we very quickly had to adapt these services to be able to offer them online and in smaller, Covid-safe groups. Despite all the difficulties involved in this, we have managed to continue delivering our services.

- 510 people with a learning disability were supported in our employment programmes this year. We connected a further 220 people with a learning disability with local services run by other providers near them.
- 83% of employment learners had positive outcomes that will help them progress in their careers, such as going on to paid employment, volunteering, or further education and training.
- Over 2500 people took part in activities to help them stay active and have fun during lockdown.
- Over 300 families were sent resource packs and were able to form peer support networks through a Facebook group, virtual coffee mornings and a listening service.

People with a learning disability already experience greater loneliness and isolation than the rest of the population[7], and we recognised that the pandemic would make that more acute. As face to face day services reduced their capacity and other activities moved online, we needed to make sure that staff, volunteers and people with a learning disability who had not used digital support services before were not left out. We wanted to make sure people could stay connected and positive, so we made it a priority to help people get online.

- We signed up 97 digital champions (staff, volunteers, people with a learning disability) who accessed 45 hours of training and resources so they could help themselves and others to get digital.
- We provided devices, digital training and support for 1,202 people with a learning disability to access digital support and services.
- We funded 63 partner organisations to help their members get online.

We also launched Mencap TV, a YouTube channel which shared user-generated content to entertain people and make them feel connected to other people with a learning disability. This included craft activities, film reviews, cooking videos, fitness and other entertainment.
Our 340 network partners also played a huge part in keeping their communities safe and connected. We established weekly calls to share information and to listen to network partners about issues that were impacting people in communities, so that we could bring them up with government and other organisations.
We shared resources, guidance and updates across the network as well as working together to develop new ways of working to support people with a learning disability during the pandemic. This included:

- providing grants though the Tackling Inequalities fund to 31 network partners so they could keep people fit and active from home.
- sending Move with Mencap packs to 24 partners and developing new healthy eating resources with 13 partners.
- working with 15 partners to establish a befriending network that supported 227 people with a learning disability during Learning Disability Week.
- working with 32 partners to develop training and resources so we are better able to support people with a learning disability with bereavement.

Our network partners also came up with a host of innovative ways to keep people positive and connected.

> When other services closed, helping members to stay connected was more important than ever and we worked hard to find creative ways to support members to stay in touch with their friends and build new friendships. Through the befriending group we were able to take up the opportunity to access Membership with Befriending Networks which helped us to update and expand how we involve volunteers in our work to reach more people. This has been incredibly useful to overcome the challenges of the last year.
>
> - Kara Lee, CEO of Bexley Mencap

- In Northern Ireland, our network partners at the Saturday Club supported their members to stay connected by creating their very own news reports. Members of the club made videos of their activities, and the team used the footage to create a professional-looking TV show, which was shared and enjoyed by everyone at home.
- In Wales, Chepstow Mencap set up a 'booster bus' service to visit members at home and boost their mood. Their day centre was closed, but the staff hit the road to visit people outside their family homes, spreading positivity and setting a different fancy dress theme every week. The team passed messages, photos, letters and birthday cards between around 60 people they support so they could stay in touch.

> It's been really important to the people we support and their families to just have a little chat. A lot of the guys have been missing the routine of coming here, and it's a really important connection for them all. We have a lot of people who live independently and they might only see a carer a day. So the service that we could provide, the phone calls that our staff have been making and the visits, was a small way of trying to combat that.
>
> - Sarah Marsh, coordinator at Chepstow Mencap

Our education and training programmes (supported internships, traineeships and apprenticeships) have received positive feedback from Ofsted about the way we have adapted our programmes and supported learners.

In 2019 we had our first Ofsted inspection, and were graded as 'requires improvement'. It is not unusual for newly established services to receive such a grade, and we are using all the feedback to learn and improve the service we provide. We had a progress monitoring visit from Ofsted in January 2021, where we received confirmation that we were making 'reasonable progress' against the recommendations from our 2019 inspection. We are expecting our next full inspection by the end of 2021.

Staying connected in Wales

- In Wales, we set up and supported a parents' Covid group which provided us with monthly updates of how Covid restrictions were impacting on family life, which we fed in to meetings with Welsh government.
- Our Me Time services in Carmarthenshire and Llanfyllin moved to online activities and doorstep visits, and parents and carers joined sessions with their family member with a learning disability.
- We received support to extend the Our Social Networks project by six months, allowing us to return to some of the people who had previously shared their oral histories to hear from them how Covid had impacted their friendships and relationships.

Staying connected in Northern Ireland

- We set up two online forums for adults with a learning disability which meet each fortnight to discuss key issues impacting their lives in order to influence government, and to stay connected with each other and have fun.
- We continued to support young people through our wide range of youth programmes to stay connected both online and in person when restrictions allowed, providing them with group activities, online workshops and 1:1 mentoring and support.
- During the pandemic we have so far delivered 15 online health and learning disability awareness workshops to 200 health professionals and people with a learning disability.
- Our children's service stayed operational throughout the pandemic providing emergency respite care to 16 children on behalf of the Belfast Health and Social Care Trust, summer scheme provision to 60 children and young people, and a full academic year of direct services to 52 children attending the Mencap Northern Ireland Centre.
- The family support service provided a blend of virtual workshops, home learning resources and garden gate visits to over 140 families across the Belfast and Western Trust areas.

[7] https://www.mencap.org.uk/press-release/people-learning-disability-seven-times-likely-be-lonely-christmas



Section 4

How we campaigned

This year our team worked flat out fighting for justice alongside people with a learning disability.

Healthcare

People with a learning disability already experienced health inequalities before the pandemic – with men dying on average 23 years earlier than the general population and women, 27 years.[8] Covid not only shone a spotlight on these inequalities – it made them even more dangerous.

The national priority to save the NHS resulted in NICE publishing a clinical frailty scale, which set out how doctors should make the difficult decisions about who to treat if care had to be rationed. It set out that those who need support or can't do everyday tasks like cooking, managing money and personal care independently should be placed higher on the scale, making them less likely to receive treatment.[9] Recognising that this could be applied to most people with a learning disability, we immediately highlighted the issue and contacted NICE, who agreed to make it clear that this scale should not be applied to people with a learning disability.[10] However, by this stage some GPs had already started applying Do Not Attempt Cardiopulmonary Resuscitation notices to people with a learning disability, care homes and supported living settings.[11] Again, NHS England was swift to act on this,[12] but the damage had already been done - many of these notices are still in place, unknown to the person or their family until medical attention is required.[13]

Accessible information

The ever changing rules during Covid were complicated for everyone to follow, but particularly so for people with a learning disability. Concepts like social distancing were hard for some people to grasp, and many people could not tolerate wearing a face mask. Throughout the pandemic, we have supported people with a learning disability to understand the changes that were happening by producing easy read guides and videos, and we created a dedicated Covid information hub on our website. We produced 69 easy read guides on everything from the latest government guidance, to mental health and wellbeing. We also had over 30,660 unique visitors to our online Covid information hub.

We also provided information and advice via our helpline, email support, and online community.

- We received a total of 11,084 enquiries to our information and advice service in England over the year, averaging around 920 enquiries a month. We also received 1,469 enquiries to the helpline in Wales, and 261 enquiries in Northern Ireland.
- We were fortunate to receive some funding from the Department of Health and Social Care, which allowed us to employ extra helpline advisers from July to October 2020. This meant that we were able to answer more enquiries, a total of 4,232 during that period.
- The most common topics changed as lockdown progressed, and included lockdown guidelines, visiting relatives, easy read information, and later in the year, Covid vaccines.
- Online community users more than doubled from 1,668 to 4,278.

[8] University of Bristol (2021) The Learning Disability Mortality Review (LeDeR) Programme Annual report 2019.

[9] https://www.nice.org.uk/news/article/nice-publishes-first-rapid-covid-19-guidelines

[10] https://www.mencap.org.uk/press-release/mencap-responds-deeply-troubling-new-nice-covid-19-guidance

[11] https://www.mencap.org.uk/press-release/mencap-responds-concerning-gp-letters-about-coronavirus-medical-treatment

[12] https://www.england.nhs.uk/covid/wp-content/uploads/sites/52/2020/04/C0166-Letter-DNACPR.pdf

[13] https://www.cqc.org.uk/news/releases/cqc-finds-combination-increasing-pressures-rapidly-developing-guidance-may-have

Linzi's story

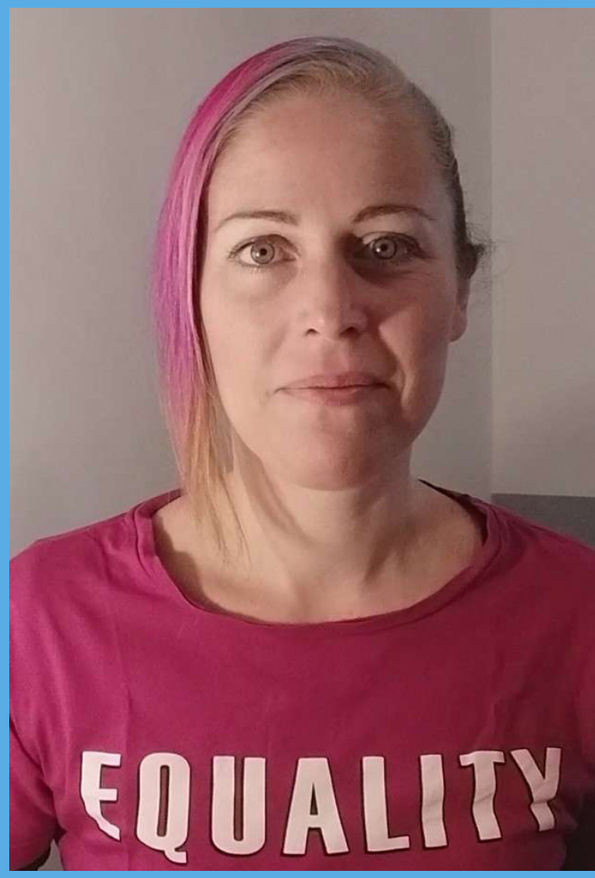
Linzi has been working on the helpline for over three years.

"It was quite strange about April last year, you'd think the helpline would have been very busy but we actually had a sudden dip in calls. I think everybody was just in shock, they didn't know how it was going to turn out. Lockdown was announced and everybody went, 'What on earth does this mean? I don't even know what I want to ask!'. And then the calls started to skyrocket.

In this last year the things we've been getting enquiries about have changed dramatically, and it keeps changing almost every day. The guidance is changing so regularly that the information we're giving out has to change too. We really have to stay on top of things. The majority of people who call us are family members of a person with a learning disability, but we do sometimes get people with a learning disability contacting us themselves. We sometimes have professionals contact us as well, like doctors, nurses, social workers, judges, and MPs.

Over the pandemic, we've been working a lot more closely with our colleagues in Mencap's policy team. They've been feeding back to us what's changed in specialist areas like healthcare and community care. And we also work with Access, which are a legal charity supporting people with a learning disability and their families.

The most common topic during Covid has been people wanting to visit their family members. It's been difficult for everybody not being able to see the people you love. But if you're also relying on those people to help you communicate and express yourself, it's just unbelievably hard. There's been lots of really awful situations for people.



"But every time we're able to give them the information they need and get the result they want, it's fantastic. It's been such an absolute honour to work on the helpline over the past year.

Vaccinations

Shortly after the very welcome news about the vaccination trials came a prioritisation list for vaccine rollout. Adults with Down's syndrome were in category 4, and people with severe and profound learning disabilities in category 6.[14] As the data showing a significant increased risk of dying for people with a learning disability from Covid was not broken down by severity, and because we knew that GPs' records of patients with a learning disability were not robust, we joined in the sector campaign to include everyone with a learning disability on the priority list. After many weeks of high profile campaigning, including Mencap ambassador Jo Whiley talking publicly about her sister's experience of catching Covid after being denied the vaccine,[15] the government agreed to invite everyone on their GP's learning disability register for priority vaccinations.[16] Since then, we have focused our efforts on getting everyone with a learning disability on their GP's learning disability register. This should also improve longer term health outcomes, as everyone on the register should also get an annual health check and future vaccinations.

A large contributor to the success of the vaccine campaign was the media coverage we managed to maintain over the campaigning period.

The media team gathered case studies and worked with key outlets to place stories alongside Mencap spokespeople in prominent news outlets. This led to 606 pieces of media coverage between December and February, including 193 national items.

We saw a large spike in our broadcast coverage during the campaign, averaging 137 each month solely driven by the vaccine campaign.

Much of our media coverage during the vaccine campaign targeted key audiences who could make change. Articles featuring Mencap reached at least 78% of policy makers and 72% of health professionals in February. Mencap's campaign also featured in Talk Health's newsletter, which was sent out directly to 2,500 healthcare professionals - including roughly 900 GP surgeries.



[14] https://www.gov.uk/government/publications/priority-groups-for-covid-covid-19-vaccination-advice-from-the-jcvi-2-december-2020/priority-groups-for-covid-covid-19-vaccination-advice-from-the-jcvi-2-december-2020

[15] https://www.bbc.co.uk/news/uk-56139393

[16] https://www.gov.uk/government/news/jcvi-advises-inviting-people-on-learning-disability-register-for-vaccine

Charlotte's story

"I have a learning disability and know we are often forgotten. And when the Covid vaccine began, not everyone with a learning disability was even prioritised. Even for me, I was supposed to be prioritised but had many problems. People with a learning disability are at high risk of Covid and it was scary for everyone.

"It was confusing - some people were getting it and some in care homes weren't. Celebs like Jo Whiley and Dr Amir helped by raising awareness on national TV to get the word out there that we were not being listened to, and lots of people supported Mencap's campaign to make change. In February, the government announced everyone on the Learning Disability Register would be prioritised. Mencap helped to make that change.

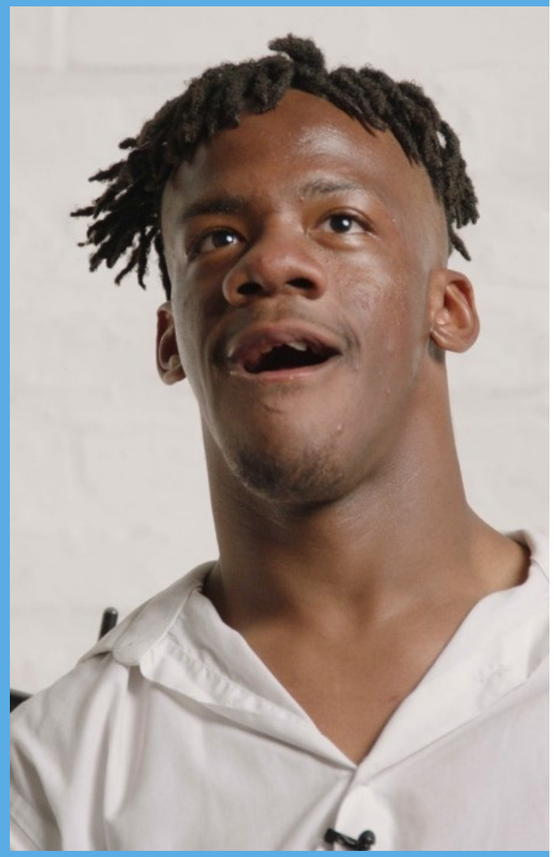


Brendan's story

Brendan Chivasa, who has a learning disability, lives in a supported living service, is an active member of the Harrow Mencap self-advocate group and a Treat me Well Campaigner.

I was scared and depressed when Covid started because I couldn't do what I usually do, and I couldn't see all my friends. I couldn't see my family and I was used to see them every weekend. I cried a few times at the start but now I'm hoping things will move forward. Especially when I have my second vaccine and the restrictions relax.

I got my vaccine at the end of February, just after they announced all people with a learning disability will be able to get the vaccine, if they are on their GP's Learning Disability Register. My GP contacted my mother to make an appointment and I knew straight away I wanted to take it. I felt good going to get the vaccine and I wanted to take it because I know it's a way forward.



"I went to a vaccination centre to get my first vaccine. My father came with me as my support. The nurses there were very polite, they spoke directly to me and not just to my father which was nice. They made sure I had enough time for my appointment and what to expect. There wasn't any easy read information which would have been nice but Mencap do have accessible information on their website.

This year, we also campaigned widely to maintain and improve social care support for people with a learning disability. We will continue to do so both on our own and as part of coalitions such as the Care and Support Alliance.

It is vital that people with a learning disability and working aged disabled adults are not overlooked in future reforms, and that the many services which had to close due to the pandemic reopen once it is safe to do so. The Coronavirus Act allowed local authorities to operate easements to duties under the Care Act, with eight local authorities using them at different points during the period from March 2020- April 2021 when these provisions were active. Although not all local authorities did this formally, many family members and carers reported that their loved one's care package was cut during the pandemic. We are very concerned that councils will assume that because people have managed without a service during the pandemic, they could probably manage without it in the future. This will likely lead to hardship and a reduction in the quality of people's lives, and we are determined to prevent this from happening.

Homes not hospitals

This year we shone a spotlight on the shocking treatment of people with a learning disability locked away in mental health hospitals. The latest figures for May 2021 reveal that there are 2,055 people with a learning disability and/or autism in inpatient units in England, with the average length of stay lasting 5 and a half years. Meanwhile, 4,535 restricted interventions were reported in the latest data for March 2021. This includes physical, mechanical and chemical restraint, as well as use of seclusion. Of the 4,535 reported cases 1,290 were against children under 18.

Over the past year, the government has recognised important changes are needed to the Mental Health Act to help stop people with a learning disability and/or autism getting stuck in inpatient units. However, law reform is not enough. We need investment in the right community support now, and we will not stop fighting until the government and its partner organisations have delivered the change promised in the way people are supported.

Campaigning in Wales

Working with partners in the Wales Learning Disability Consortium, we set up weekly meetings with Welsh government officials to ensure the issues raised by people with a learning disability and their family carers were fed into Covid planning. Concerns around DNACPR notices, visiting residential homes and vaccinations were also campaigned on in Wales. We also ensured that all shielding information sent out by NHS Wales included the number of the Wales Learning Disability Helpline.

there are
2,055
people with a learning disability and/or autism in inpatient units in England

5 1/2
years average length of stay

4,535
restricted interventions were reported

[17] https://www.gov.uk/government/publications/covid-covid-19-changes-to-the-care-act-2014/care-act-easements-guidance-for-local-authorities

[18] Mencap (2020) "I don't know what day it is or what the weather is like outside": Social care cuts for people with a learning disability leaves families stuck in lockdown. Press release.

[19] NHS Digital (2021) Learning Disability Services Monthly Statistics AT: May 2021, MHSDS: March 2021 Final https://digital.nhs.uk/data-and-information/publications/statistical/learning-disability-services-statistics/may-2021-mhsds-march-2021-final

Section 5

How we found reasons to celebrate

Despite the challenges of Covid, our resilient Mencap family still found things to celebrate this year.





Virgin Money London Marathon

One of our proudest moments was the Virgin Money London Marathon. For us, the marathon was about tackling stigma. The money we raised was going to fund All Move, a programme in secondary schools to bring young people with and without a learning disability together through sport.[20] On top of that, we planned to make the most of the international platform of the marathon - to increase the visibility of people with a learning disability, and really make their voices heard.

Our team had worked extremely hard throughout the Virgin Money London Marathon partnership, and when the announcement was made that the London event would be cancelled, we were gutted. However, we were determined to make the most of the opportunity that the virtual marathon offered.

As detailed in our Income generation section on page 44, we raised a total of £1,219,000 from both our amazing runners and our partners, Virgin Money. Our team of runners with a learning disability included Tomas Cardillo-Zallo who ran a mile and a half with our Royal Patron, HRH The Countess of Wessex, and Aaron Plummer who raised over £33,000.

Aaron said: "It's important because I think stories like mine need to be heard. All the stigma about learning disability needs to be removed. I'm proud of my disability, I'm proud to get it out there in the open because there's a lot of stigma about it. I've been so glad for what Mencap has done over the years. It's about proving people wrong, proving the whole world wrong."

Aaron received video messages of support from celebrities including David Luiz, Eric Dier and Joe Wicks, and had a lengthy feature and interview on BBC One's prime time race coverage. Well done Aaron, and thank you to all our runners for your dedication!

[20] https://www.mencap.org.uk/about-us/our-projects/all-move



We also co-produced a marathon anthem – 'Side By Side' – with our fellow learning disability charity Electric Umbrella, including a dance routine arranged by Mencap ambassador and BBC's The Greatest Dancer contestant Andrew Self.



£1,219,000
raised

36M
impressions

789,000
engagements



Learning Disability Week

Learning Disability Week 2020 focused on the importance of friendships and staying connected during lockdown.

We aimed to raise awareness about the social isolation faced by people with a learning disability with key activity focusing on showing the importance of friendships to help tackle isolation and exclusion, as well as exploring the different ways of maintaining friendships during this unusual time. We encouraged people to share stories of their friendships and connections on social media. Our Learning Disability Week content received over 485,000 impressions on our social media channels, and our dedicated email newsletter was opened by over 17,000 people. We secured 19 pieces of media coverage, most of which featured comments from people with a learning disability.

We also worked with 15 partners to establish a befriending network that supported 227 people with a learning disability during the week. Additionally, we created a Zoom pack to help facilitate fun conversations and connections online, which was downloaded over 1,000 times, as well as a social media pack which was downloaded over 600 times.

Visibility in media

In 2020/21, Mencap was mentioned in a total of 2,342 pieces of media coverage, covering different aspects of the lives of people with a learning disability. Of these, more than a third were in UK national programmes or publications (print or online).

485,000+
impressions

19
pieces of media coverage

600+
downloads



Section 6

Why we are positive about the future

This year, as well as supporting our communities during the pandemic, we also worked very hard to develop a new strategic direction for Mencap – **our new 'Big Plan'**.

In developing the strategy, we engaged a wide range of stakeholders: self-advocates groups, our network partners, families, experts on social care, health and employment, colleagues, community groups and public sector bodies. We are very grateful for their time, interest and input and look forward to working in as partners with many of them in the future.

The strategy sets out a bold new vision is for the UK to be the best place for people with a learning disability to live happier and healthier lives. We talked to as many people with a learning disability as we could and drew together evidence from across all our research, data and touch points to decide where and how to focus our efforts. We have developed new values and strategic anchors as well as the levers which we will use to deliver impact.

Happy and healthy lives

Why we are here

We have a new plan!

Our vision is for the UK to be the best place in the world for people with a learning disability to live happy and healthy lives.

There is still so much to do so that people with a learning disability have the same rights as everyone else and are treated equally in society.

Mencap is going to be working in a different way to help people with a learning disability to make this happen.

At its heart, Our Big Plan has a commitment to listening to and being led by people with a learning disability from all communities. As a result, we will make all our future decisions depending on what is important to people with a learning disability.



Who we will work alongside

We want to see big changes in society – and we know we cannot achieve this alone. We plan to work with other people and organisations in three ways:

- with **individuals**: listening to people with a learning disability to support them to fight for their rights and to realise their hopes and dreams.
- with **communities**: supporting them in any way we can to build their own capabilities to find local solutions.
- with **society**: campaigning alongside people with a learning disability to make society fairer and to ensure their voices are heard.

Playing our part

How Mencap will work alongside others to make a difference

- **By providing services** that model our vision and ambition.
- **By campaigning for change**; supporting people with a learning disability to ask for what they want and need, and supporting them to campaign for change.
- **By supporting people with information and advice** for all areas of their lives.
- **By carrying out research** into important issues to create a positive impact and see real change.
- **By supporting people to find solutions in their own communities**.





How we will work

- **Clear and simple**
  We will make things clear and simple. Everything we do will be easy to use and understand.
- **Team freedom**
  Mencap teams will have the freedom to make decisions and changes that work for them, with the right tools and support to do this.
- **Listen and involve**
  We will aim to deliver a great experience for people based on really listening to understand and involving them in creating positive change.
- **Community power**
  Local people will hold the power to change the communities in which they live. And people with a learning disability will lead the way.
- **Test and learn**
  We will try things out, reflect on what has worked well and what we can improve, building and learning in small steps as we go.
- **Creating equity**
  We know that there are many barriers stopping people living their best lives. We will not ignore these barriers. We will help to break them down.

Our promises

How we help each other to do great things

Our promises help to keep us on the right path and to remind us what is most important when making big decisions.

- **We always work in a person-centred way** – treating individuals with dignity and respect and placing them at the centre of our work.
- **We always focus on impact** – everything we do must result in a positive difference.
- **We never accept barriers in society** – we will always speak up when we see injustice.

Values

- Our values are at the heart of Mencap's culture and inform how we work every day.
- We are **passionate** about making the world a better place.
- We are **inclusive** of everyone.
- We are **brave** - we challenge and try new things.
- We are **positive** in our work and with each other.
- We are **kind** to everyone.



Looking to the future

This is an exciting time in Mencap's history. As we approach our 75th anniversary, there is no better time to set a bold new course.

Our Big Plan will help us to bring about lasting, positive change and make the UK the best place to live a happy and healthy life if you have a learning disability.

Will you join us?

If you have any questions about Our Big Plan, or would like to get involved, contact us by emailing **hello@mencap.org.uk**



We realise that we need to work differently in the future, to be led by people with a learning disability and to be responsive to their needs. Rather than a traditional charity model of developing an offer and taking it to the people, we will be working with individuals with a learning disability in local communities to support them to make the change they want to see. They will own and shape our work and we believe this will enhance quality, and increase our reach and impact. Where there are issues that need to be tackled across society, we will address these through our campaigning and influencing work. We will no longer claim to be the voice of learning disability.

Our vision is rightly ambitious and there is much work to do to achieve it, but we are determined to have impact and make a real difference. Developing this strategy helped us focus on the future, even at the height of the pandemic, and should put us in a good position to support recovery after the pandemic. Delivery will start from April 2021, and we look forward to reporting on this in next year's Annual Report.

This is an exciting time for the whole Mencap family. We are entering our 75th year with a sense of optimism and purpose, and the knowledge that even in times of crisis, we can make a huge difference to the lives of people with a learning disability.

How we will achieve our goals

Working closely with local communities and our network

We want to make the UK the best place in the world for people with a learning disability to live happy healthy lives – but we know this cannot be achieved by Mencap alone. This is why we aim to put local communities at the heart of our work, so that plans are owned and shaped by local people. We believe this enhances the quality of delivery, the number of people we can reach and the ongoing impact we can have.

We currently work with 341 partner organisations in our network across England, Northern Ireland, Wales and the Channel Islands. These partners employ 3,388 colleagues (218 of which have a learning disability) and work with 5,401 volunteers (962 of which have a learning disability) providing support to over 35,000 people with a learning disability.



Working closely with local communities and our network

Like many charities, we continue to work in a challenging fundraising environment, and the impact of the Covid pandemic has been significant across the sector. Our gross voluntary income in 2020/21 was £18.3m – a significant increase on last year and more than we have raised in the last five years. This is a considerable achievement, especially as many charities saw their income drop last year.

Our approach to fundraising includes the following:

- direct marketing appeals to individuals who have already expressed an interest in Mencap
- securing donations from corporate partners, charitable trusts and philanthropists
- encouraging people to remember us in their will with a gift or legacy.
- running virtual charitable events for which participants raise money
- encouraging people to participate in other events to raise funds on our behalf
- community fundraising
- raffle and weekly lottery campaigns.

Highlights from this year

Our loyal supporters have been extremely generous in their support of Mencap at a time when demand for our help has been higher than ever before.

As mentioned on page 34, the 2020 Virgin Money London Marathon Charity of the Year partnership was a huge success, despite the challenges of Covid.

We had a total of 312 Team Mencap runners taking part in the virtual event. They did not have the traditional race day in London, but they remained committed to their fundraising.

Virgin Money staff raised a record breaking £526,000, which is the bank's most successful fundraising partnership to date.

The phenomenal combined efforts of Virgin Money and our Team Mencap runners means that the 2020 Virgin Money London Marathon Charity of the Year partnership has raised over £1,219,000 to the end of the financial year (£526,000 from the Virgin partnership and £693,000 from the rest of Team Mencap). Further fundraising will be achieved over the next three years as runners will have the chance to run in the event in London.

The Corporate Partnerships team secured £2.6 million from the Insurance and Long-term savings industry's Covid-19 Support Fund that will enable the charity to kick start our new strategy over the next three years. This programme will enable us to launch our community-led approach which is critical in bringing our new Big Plan to life. Working directly with communities, they will tell us what project they want to deliver in their local area in order to be able to live happy and healthy lives. We will identify their existing assets and build upon them in order to create sustainable, lasting change.

We also received a significant gift in kind donation of over four and a half million pieces of Personal Protective Equipment from Mail Force Charity with a value of £1.8 million, which was vital in ensuring that our frontline colleagues could carry out their essential work throughout the pandemic.

Together, the Department for Digital, Culture, Media and Sport and Pears Foundation donated £1 million. This enabled Mencap to provide funding and access to training for network partners, improving access to technology and reducing loneliness for people with a learning disability.

We are committed to maintaining the highest standards when undertaking our activities, and insist on the same from those raising funds on our behalf. We comply with the latest fundraising guidelines from the Fundraising Regulator, Gambling Commission, Charity Commission, and this includes the Code of Fundraising Practice for the UK. Where people or organisations raise funds on our behalf, we require that they also comply with these standards. For individuals, this is through our fundraising guidelines, and for professional fundraisers it is included as a contract term. We are not aware of any instances where those acting on our behalf have failed to comply.

We occasionally use third party fundraisers as part of direct appeals, but not for unsolicited approaches or 'cold calling'. Other commercial participators are only involved as partner organisations fundraising from among their own staff, or encouraging their staff to fundraise on our behalf on a personal level.

Where we do use third party fundraisers, calls are monitored directly to ensure our instructions and requirements are being followed, and regular feedback is provided. We also have a supporter care team which can be contacted by telephone or e-mail with any issues in relation to our fundraising activities.

Our events and community fundraising team provide people fundraising on our behalf who have clear guidance on what we expect from them. They also maintain regular contact to provide them with support and to monitor their activities and progress.

In the year ending 31 March 2021, we received 26 complaints through our supporter care team or other channels. Of the 26 complaints, 14 were related to mailings, 1 was related to tele-fundraising, and 11 were related to stewardship or other areas of our work. All complaints are logged and addressed appropriately. In order to protect vulnerable people and other members of the public, Mencap has a vulnerable customer policy in place, and a fundraising promise is displayed on our website. The fundraising team is required to complete enhanced GDPR training and all fundraising teams have policy and procedure handbooks in place which they are required to abide by.

We are careful to protect the private data of our supporters, and give them clear options if they wish to stop being contacted by us. As part of our compliance with the Code of Fundraising Practice, we ensure our approach to fundraising is not unreasonably intrusive or persistent, and we do not aim to solicit donations by pressuring potential supporters. By doing this, we ensure that people have a choice about whether to donate to Mencap.

Every one of our donors and supporters ensure that we can continue to deliver our vital work for people with a learning disability. For this we are extremely grateful.

We would like to thank every one of our donors for their generous support of people with a learning disability.

Improving the way we work

Our people

Mencap is passionate about providing an inspiring and fulfilling place to work and volunteer. Our colleagues and volunteers deliver vital person-centred support and campaign tirelessly for people with a learning disability, never more so than in the last year. We strive to ensure that our people have the opportunity for life changing experiences in their work.

Our employee engagement survey, The Big Listen, is one of the big ways we ask our colleagues how they feel about their work experience. In 2020, the participation rate was much lower than previous years at 27% which was disappointing if not unexpected due to the pandemic. The results we did receive told us that levels of commitment, pride and overall satisfaction remain high across all teams. The results give us a great insight into working life at Mencap. Some positive highlights are:

- Our values and a positive culture are experienced by most colleagues
- There is a strong commitment to the people we support and the wider communities in which we work.
- Colleagues increasingly feel that their voices are heard and have influence
- Colleagues feel that Mencap supports individual differences - that people can be themselves and that we treat each other with respect.

Listening deeply to what colleagues told us in the survey and more widely in Mencap, there have been clear priorities for improving the areas of work that really matter to them, including:

Wellbeing - we designed a number of interventions that would enable colleagues to access the support they needed, responding to a range of issues from trauma for our front-line colleagues, through to the isolation of people working from home. This included clear routes to get advice and support i.e. counselling, creating conversations online 'Wellbeing Wednesdays' (a weekly discussion topic on our Yammer network) to ensure colleagues are encouraged to look after their mental health and to access support when needed and other practical ideas around wellbeing, such as self -assessment tools.

Pay - we know that current pay levels do not represent the value that our support workers bring day in and day out to the people with a learning disability they support. We have managed to stay above the National Living Wage level and are now embarking on an ambitious pilot where front line pay will be in line with the minimum of the Real Living Wage level. Wider social care funding remains a challenge and Mencap continues to call on the government to deliver the promised social care strategy and much needed additional funding. Despite this challenging backdrop, throughout the pandemic a core promise was made to colleagues to ensure that no-one would be financially worse off for any reason to do with a Covid-19 related absence. This included protecting pay during furlough.

Leadership - we know that it is really important for our colleagues to have trust in the leadership team at Mencap. We have done an increased amount of communication and engagement to ensure that we are listening and responding to issues that our colleagues are raising, particularly at this time of much uncertainty. This has included live question and answer sessions with the executive team, weekly videos to give key updates and a transparent and honest communication around key decisions that needed to be made and responding real time to questions our colleagues had through Yammer. We have recently created a new larger and more diverse leadership team, including colleagues from all levels of the organisation, which will set our direction and monitor progress.

Equity, diversity and inclusion - we have learnt a great deal from our work to date in this area, for example the benefits of the mutual mentoring scheme in supporting both leadership learning and more inclusive decision making, spotlighting hugely diverse lived experience and supporting colleagues from under-represented groups to gain opportunities for career development and promotion. During the pandemic, we have learnt some difficult lessons about responding more swiftly to evidence about the disproportionate impact of Covid on certain communities in the UK. More widely, we have improved the diversity of the executive team and wider leadership group and have plans in place to do this at Board level; launched a new equitable recruitment approach and have started new learning modules aimed at education, allyship and inclusion for all.

Bullying and harassment – we were disappointed that a minority of colleagues were still reporting experiences of bullying and harassment in the course of their work. The survey itself led to some specific investigations into bullying behaviour and this has resulted in some exits or other action. More widely, the Speak Out Safely support service was recently relaunched to encourage people to report any issues around bullying, harassment and discrimination they experience. This is an issue with the Board and executive team take very seriously and we will continue to work to make sure that a good working environment is enjoyed by all colleagues.

Focus areas during 2020/21

Covid response

The majority of Mencap social care colleagues have worked throughout the pandemic in full PPE providing vital support to people with a learning disability and are amongst those we clapped on a Friday evening in the first lockdown. They have been courageous, committed and inspirational to us. In return, we have tried to provide security and safety to colleagues and made efforts to support their wellbeing during a difficult year. The continuing restrictions present a real challenge around resilience, burn out and utter tiredness and we continue to look for ways we can support and recognise people.

We sadly lost some colleagues to Covid and this hurt. We strived hard to support their families face such a devastating loss and to support the teams they worked in process their grief.

We took an early decision to ensure that no colleague faced financial hardship as a result of any Covid-related absence.

In March 2020 we quickly transitioned our office-based colleagues to full time home working and made it clear that there was flexibility around when and how work was completed.

We adapted key processes and ways of working to make them suitable for remote and online working, for example adapting our recruitment and on boarding process, so that we were still able to recruit effectively and therefore reduce any disruption to support to people with a learning disability.

Initially, furlough was used both for colleagues who couldn't undertake their work from home, and for those who were asked to shield. Colleague pay was held at 100% so that no financial detriment was incurred. Over time we have been able to adapt to deliver some of our work virtually, including our programmes and some support services. The number of colleagues on furlough is decreasing steadily as shielding has ended and most colleagues are supported back to the workplace.

Equity diversity and inclusion

We have continued to deliver against our EDI priorities as well as respond to what we needed to do differently in the here and now from the feedback that we received from colleagues. This has included building a calendar of events that recognised what was important to colleagues from different backgrounds, building our EDI network which brought a number of key conversations to our executive team and ran a 'getting to know you' campaign which aimed to improve the data we held about colleagues so that we could make informed decisions about future priorities and what was needed.

Our gender pay gap continued to remain small, which we are proud of, and we are now preparing to start sharing data about wider disability and ethnicity pay gaps that exist in Mencap.

Pay and reward

Our pay and reward activity this year has been focussed on support for our colleagues during the pandemic.

We introduced full contractual pay for all Covid related absences and enhanced our paid compassionate and bereavement leave.

We applied a 1% pay increase for all colleagues, which was weighted to 2% for those on lower salaries and made a Christmas bonus gift to all colleagues and an extra bonus for front line colleagues to recognise their incredible performance during the pandemic.

We have continued to top up all furloughed colleagues' salaries to 100% pay to make sure no one loses out financially during the pandemic.

In addition, we have ambitious plans to transform pay and benefits for our colleagues providing direct support; and in doing so truly recognise the value these roles bring to society. We continue to be a strong campaigning voice to get government to properly fund social care, so the wider profession is properly recognised and rewarded.

Our new big plan

As outlined in section six, we have spent a great deal of time and thought this year developing a new big plan which is bold and ambitious. It puts people with a learning disability, their needs and desires firmly at the heart of what we do, working with communities and in greater partnership with other organisations to make change happen. Our work will be led by people with a learning disability, and we will continue to campaign for society and system change.

Whilst recognising that we were still in a pandemic it was important that we started to think of the future and how we could have the most impact for people with a learning disability. The new big plan will mean working very differently and we have been designing what the future people experience looks like at Mencap. This has included refreshing our values aligned to our new big plan which we did through engaging our colleagues in a whole organisational conversation about what those should be. We also started to run 'Mencap live' events, with external speakers hosting digital sessions on a variety of topics, so that colleagues would be inspired to re-imagine what working at Mencap could look like so that we can achieve more for people with a learning disability.

We are developing our knowledge and practice across six new ways of working which are transforming our culture, moving us towards an organisation which role models the following:

Clear & simple

We will make things clear and simple. Everything we do will be easy to use and understand.

Team freedom

Mencap teams will have the freedom to make decisions and changes that work for them, with the right tools and support to do this.

Listen & involve

We will aim to deliver a great experience for people based on really listening to understand and involving them in creating positive change.

Community power

Local people will hold the power to change the communities in which they live. And people with a learning disability will lead the way.

Test & learn

We will try things out, reflect on what has worked well and what we can improve, building and learning in small steps as we go.

Creating equity

We know that there are many barriers stopping people living their best lives. We will not ignore these barriers. We will help to break them down.

Financial Review



The Charity's finances were heavily influenced by Covid throughout the year. We incurred higher costs, principally in the following areas:

- PPE for our services
- Backfilling those support workers who fell sick or were shielding / self-isolating
- Overtime payments
- An increasing number of voids
- Closure of our retail shops for long periods

Nonetheless, thanks to the support we have received from central and local government with furlough payments, infection control grants, retail grants and other subsidies – and from Mail Force Charity in the form of £1.8 million of PPE donations - the net impact of Covid on the financial contribution from our services was fully mitigated. At the end of the year we were pleased to be able to announce a one-off gift of £300 to all front-line colleagues for their considerable sacrifices.

Navigating the financial threats we faced, particularly in the early months of the pandemic, was not easy and there are many others in the charity sector who have been faced with very difficult choices because of the financial losses they have incurred.

As described elsewhere in this report, we took an early decision to face into the crisis and provide maximum support for people with a learning disability. Recognising that we would need to access as much funding as possible to do this, we decided not to furlough our fundraising team. They rose magnificently to this challenge and raised more money than we have in the last five years. This contributed significantly to our operating surplus, putting us in a good position to deliver our new strategy. In parallel, overhead costs were controlled tightly and came in below budget.

The verdict in the sleep-ins case was handed down on 19 March 2021, more than a year after the Supreme Court hearing. By the court finding in our favour, the contingent liability of circa £15 million noted in last year's report has been removed, which finally relieves the uncertainty surrounding this outcome. We had built up our reserves over the last few years in case the ruling went against us and can now channel this money back to the purpose for which it was intended – improving the lives of people with a learning disability. Together with the fundraised income referred to above, we will now be able to invest in communities and transform the support we offer to people with a learning disability.

Nonetheless, there continue to be significant implications from Covid itself, and from the associated external volatility and uncertainty, on our future financial planning. These are covered in greater detail as part of the Going Concern note on page 59.

What are sleep-ins?

A 'sleep-in' is when a support worker sleeps in the home of someone they support in case there is a problem in the night. They have their own room and are not expected to work unless there is an emergency, but they cannot leave the house and go out. When the national minimum wage was introduced, the rule was that sleep-ins did not attract the new hourly rate, but could be paid a flat rate. This was what happened in most social care settings for decades until an employment tribunal said that the National Living Wage should apply. That ruling also meant that six years of back pay was owed which would have cost Mencap £15 million; the cost to the wider sector was estimated at £400 million. This ruling plunged the whole sector into financial uncertainty and so we had no choice but to appeal. Over a number of years, the case made its way slowly through the courts until it reached the Supreme Court which ruled that national living wage regulations should not apply. We are now petitioning the Government to legislate to make the rules on sleep-ins clear for the future – as well as asking for support workers to be paid better.

Charitable Activities

Our total income for 2020/21 was £238 million (£220 million in 2019-20), which represents an 8% increase year on year. The largest part of our income continues to come from receipts for the provision of direct service delivery and includes income from central and local government contracts. This income in 2020/21 was £192 million (£180 million in 2019-20) from services which range from support with living independently in the community or finding work, through to providing 24-hour care. This includes £2.7 million from Infection Control Grants.

Our focus continues to be delivering personalised support to the highest quality standard, using the resources available as efficiently as possible, as well as campaigning to tackle the inequalities faced by the wider 1.5 million people with a learning disability in the UK.

Donations and legacies

Donations and legacies rose to £18.3m from £13.0m. We saw increases across all categories and more detail can be seen in note 2 of the accounts.

There has been a significant increase in receipts of gifts in kind, rising to £1.95m from £1.3m. This is due to the PPE donation of £1.8m from Mail Force Charity. Legacies continue to be a major source of funding, providing £7.9m in 2020/21 (£6.8m in 2019-20) and we are very grateful that people continue to remember us in their wills.

We saw a decrease in income from trading activities from £3.3m to £1.7m, as our estate of around 30 shops was closed for most of the year. Income from DBS checks was also down due to a reduction in third party requests.

Total expenditure

Total expenditure increased from £213m to £225m.

Our spend on charitable activities increased from £206m to £219m, whilst expenditure on raising funds decreased by £0.6m to £6.1m. The increase was principally due to increased payroll costs, including the move to a 2% premium above minimum wage as well as the additional £300 payment made to our support workers and service managers (one off cost £2.4m).



£18.3M
raised



£1.95M
gifts in kind



£1.1M
increase in legacy funding

Net movement in funds

Group operating surplus was £11.2m, of which £6.1m is restricted. More detail can be seen in note 23 to the accounts, with the split by company set out in note 16. This surplus is after actuarial adjustments of £(3.4m) from the revised accounting valuation of our defined benefit pension schemes.

The group had £21.3m in cash at 31 March 2021, of which £8.3m belonged to the Charity and the remaining £13.0m is retained by subsidiaries. Our cash position remains strong enough to allow us to operate effectively and contributes towards ensuring we meet our reserves policy requirements.

Additionally, around £14m of investments are held in a portfolio with high liquidity. Together with arranged overdraft and credit facilities, this ensures Mencap has adequate liquidity levels.

At 31 March 2021 the group held funds of £108m, an increase of £11m on previous year, of which £47.6m (£41.9m in 2019-20) relate to the Charity, with Golden Lane Housing holding the majority of the remainder which are not available to the rest of the group. £24.5m (£31.9m in 2019-2020) of the Charity's funds are available for the general purposes of the charity, excluding the designated funds below, and the remaining £14.1m (£10.0m in 2019-20) are restricted, details of which are set out in note 23 to the accounts.

The RMS Board have designated £9m of the Charity's unrestricted funds for strategic investments, and we plan to spend £4m in the coming financial year on delivering our new strategy.

Recognising the individual charities

Mencap's financial policies and its risk, reserves and investment policies are all interlinked.

Our risk management processes help identify where we might need reserves, and our financial management policies then determine how our resources are managed and how investment decisions are made.

Our policies and controls also recognise that the Mencap group comprises two separate and distinct charities:

- Royal Mencap Society
- Golden Lane Housing Limited

Each charity has its own board of trustees that is accountable to its beneficiaries for its respective charitable objectives. It should be noted that Royal Mencap Society has no right to the gross assets or reserves of Golden Lane Housing. The financial management objectives and reserves policies reflect the policies of the separate charities, rather than being a single group policy.

Annually, each board of trustees considers what resources will be required to meet its long-term objectives and obligations and what the risks are that might threaten the desired outcomes.

Reserves policy for the Charity

As part of the annual review of reserves, and in conjunction with the launch of the Big Plan from 1st April 2021, the RMS trustees made the decision in January 2021 to move to a new reserves policy based on liquidity, with free reserves now defined as the total of unrestricted cash plus unrestricted marketable investments.

This change was adopted to align reserves management more closely with the operation and to improve transparency, making it easier for all stakeholders to understand how the reserves figure is reached, and how it is used to support financial sustainability.

Our target range for free reserves under the new definition has been set at £8 million to £13 million. This was arrived at using scenario planning, incorporating key financial risks in the areas of Personal Support, Fundraising and Retail.

Unrestricted cash as at 31 March 2021 was £0.3m which together with unrestricted marketable investments of £19.4m gives a total of £19.7m assets that back our free reserves. Over the course of recent years, the Charity's reserves have been built up to mitigate a potential adverse ruling on sleep-in costs, and this led to the Charity holding reserves some £9.2m above the mid point of the target range at year end. With the sleep-ins contingent liability now removed by the Supreme Court, the Board of RMS intend to invest this carefully saved money behind the new strategy, and accordingly have formally designated £9m of funds for this purpose, with progress to be monitored dynamically.

Following the results of the triennial valuation of the Mencap Pension Plan (as of 31 March 2020), a revised schedule of contributions has been agreed between the Charity and the pension trustee. Annual contributions reduce from £2.1m pa to £1.8m pa with effect from 1 April 2021, reflecting a reduction in the technical provisions pension deficit. These annual contributions are budgeted in full and therefore taken account of as we manage our actual liquidity against the reserves target range.

Golden Lane Housing has designated certain unrestricted funds for specific purposes and details of Golden Lane Housing's reserves policy can be found within its accounts.

Investment policy and performance for the charity

The investment policy is designed to support the reserves policy. Mencap has adopted a prudent investment policy to balance potential returns with appropriate levels of risk.

The Charity holds three investment portfolios. One portfolio relates to the Mencap Visiting Service and is designed to meet its funding needs over the long-term so that the service can continue to operate for as long as the beneficiaries need it. The portfolio has a long-time horizon and independent MVS trustees monitor performance regularly to make sure that the assets will be sufficient to meet the needs of the service.

The other investment portfolios form part of the Charity's unrestricted funds and back the free reserves. One is invested for the long term and its objective is to provide a return in excess of inflation, as measured by CPI. A second is invested in liquid funds, retaining access to the funds at short notice should they be required. We encourage our investment managers to hold investments in funds which have a positive benefit for society, including companies which take a positive approach to disability.

During the year, Schroder and Co Ltd, trading as Cazenove Capital Management, continued to be engaged to manage the Mencap and Mencap Visiting Service portfolios. The funds were fully invested throughout the year. The returns over the year to 31 March 2021 were positive as global markets recovered from their March 2020 lows, fuelled by the vaccine roll-out and improving economic growth. The long-term funds returned 14.3% over the year and the return for the MVS portfolio was also positive at 19.7%.

Details on Golden Lane Housing's investment policy can be found within its accounts.

Risk management and internal control for the charity

Mencap continually reviews its risk framework, ensuring that it aligns with the organisation's strategic aims and objectives. Mencap is in the process of updating their strategy, and the risk framework will be reviewed as part of this process. The board of trustees reviews strategic risks on an annual basis.

The board of trustees is supported by the audit and risk and the quality and compliance committees. Independent assurance is provided by an outsourced internal audit function from RSM UK.

Risk management at the operational level is managed by the executive directors, who review risks regularly both within their directorates and as a group.

Following the handing down of the sleep ins verdict by the Supreme Court during the financial year this risk has now been removed from the risk register.

A summary of the strategic risks and how Mencap mitigates each of the risks is laid out below:

Principal risks for Royal Mencap Society	What the risks mean	How we mitigate the risks
Covid risk	Covid impacts people with a learning disability disproportionately and the health inequalities they experience are worsened.	We scrutinise government policies and procedures to make sure they and fair and accessible. We campaign for people with a learning disability to be given priority access to vaccines.
	If we do not ensure that we follow guidance and procedures designed nationally and within the organisation, we may not be able to keep the people we support and our colleagues safe.	We make sure our staff are trained on operational and safeguarding policies and procedures. We use our 'What Matters Most' practice framework and our guidance on PPE usage and ways of working are reviewed and updated regularly as the situation evolves. We have a clear process for fast reporting of any serious incidents.
	If the Covid pandemic continues to affect operations over a prolonged period, we may incur a loss of income and/or higher costs.	We have strengthened our forecasting process with increased focus on cash management. We have taken full advantage of the government provisions to support businesses through this challenging time.
	If we fail to recognise and mitigate the potentially traumatic, serious, and long-term impact of the pandemic on colleagues' mental health and general wellbeing, performance and retention will suffer.	Management are actively monitoring and prioritising workloads. Clear signposting to additional support for individuals and team wellbeing has been made available. Through internal communications, Mencap are actively and regularly encouraging colleagues to have the vaccination when they are offered it.
Strategy implementation	If we do not plan, engage, consult and execute the change programme around our Big Plan effectively, we could compromise our vision of making the UK the best place in the world for people with a learning disability to lead happy and healthy lives.	We have a dedicated strategy group carrying out extensive planning and consultation at every stage of the Big Plan implementation. In addition, we have a new more widely drawn leadership team, some of whom lead on relevant projects and workstreams to ensure this risk is addressed.
Maintaining financial sustainability	If we do not generate sufficient restricted and unrestricted net income, we may be unable to If we do not generate sufficient restricted and unrestricted net income, we may be unable to deliver strategic priorities or core activities.	We have an effective budgeting and forecasting process. We have a new fundraising strategy to build on our success in the past year.
	If financial pressure on local authorities leads to the loss of or withdrawal from contracts, we may be unable to fully recover fixed costs and / or continue to contribute to the pension deficit.	We have positive and long-standing relationships with commissioners to ensure contracts are renewed at commercially viable levels. We have worked with the pension fund trustees to significantly reduce the pension deficit, resulting in lower contributions from April 2021. We hold reserves of cash and marketable investments and in addition have borrowing facilities in place.
Governance	If we don't have the right governance structures in place, we may expose the charity to legal, financial, or reputational risk – and we may fail to prioritise effectively.	We are commencing a full review of our governance which inter alia will consider the effectiveness of the RMS committee structure.
Subsidiaries	If the governance arrangements around subsidiaries are lacking, we may fail to adequately protect RMS and its beneficiaries and/or fail to meet Charity Commission guidelines.	We are planning a demerger of the GLH subsidiary and negotiations to this effect are in progress as at the date of approving this Report & Accounts.. The governance and management of MTC is being reviewed.
People capability and capacity	If we do not attract, develop, and retain diverse and talented staff in a competitive labour market, we will not be able to meet our objectives.	Our new strategy aims for us to become a market leader in social care reward. We have a good reputation in the sector as a values-based employer, but we have to do even more to improve our diversity representation and provide inclusive work environments for all colleagues. Therefore we have increased our focus on equity, diversity and inclusion and this is playing a central role in our recruitment process.

Principal risks for Royal Mencap Society	What the risks mean	How we mitigate the risks
Systems, data protection and cyber/information security	If we do not upgrade our systems and build digital capability in our support services, we will become increasingly inefficient and we will compromise the quality of support delivered.	Our Better.Faster.Digital programme is nearing full roll-out and operates under strong governance with respect to deployment and future benefits assessment. Our 'Aspire' programme is providing operational Finance, Quality and People information to our service managers and support workers.
	If we do not guard against security breaches, including those concerning data privacy - which may be due to any combination of technology shortcomings, lack of training, lack of capacity of experts or compromise by third parties – we expose the charity to operational, financial, legal and reputational risk.	We have a comprehensive programme of actions to continue to strengthen processes and systems (and associated training) in the areas of information/cyber security and data privacy. GDPR training is compulsory for all colleagues, and we have adopted a new data strategy and appointed a Head of Data Protection.
External influence and perception	If our messaging is not clear people may not understand our core purpose. If we are hit by an unforeseen crisis which we are unable to handle, this may damage our corporate reputation.	We have strengthened our external communications team and are developing a repositioning our brand so that it reflects our new strategy by putting people with a learning disability centre stage.

Details on Golden Lane Housing's approach to risk can be found within its accounts.

Going concern and statement of public benefit

Going concern

Mencap is well placed to manage the business risks we face. This position is supported by a sufficient level of liquid reserves to cover business continuity and development plans, a good relationship with our key funders and proven ability to retain and secure new services.

We have set out in this report a review of RMS's financial performance, the reserves position and principal risks and uncertainties. The 2021/22 Budget approved by the RMS Board in March 2021 was prepared against a backdrop of continuing uncertainty caused by Covid, but with the benefit of the sleep-in case being resolved in favour of Mencap.

This Budget anticipates an operating deficit of £3m, comprising a small operational surplus of £1m offset by costs of £4m that are invested in our new strategy. . With the sleep-in contingent liability now removed, RMS is in a position to invest behind the Big Plan, reducing reserves to target levels over the course of the next 2-3 years.

Medium-term financial projections show reserves remaining in the target range of £8-13m over the medium term. As detailed in our reserves policy and explained here, we hold free reserves to provide cover for unexpected changes in income and expenditure and to allow us to adjust our cost base and continue activities. We will continue to monitor the situation and manage our finances accordingly.

The Board have approved a policy for receiving reports on Covid developments and statistics, and updates are sent as required to all Mencap colleagues. Whilst the pandemic has been hugely challenging at the operational level, RMS has remained firmly in control of its service quality and financial performance throughout. And whilst the future is uncertain, Mencap has maintained its cash and reserves at levels which provide a high degree of financial protection against a continuation of the pandemic through 2021/22.

At the year-end RMS was holding marketable investments (including those restricted to the Mencap Visiting Service) of £25.3m, in addition to £8.3m of operational cash.

Our planning processes, including financial projections, take into consideration the current economic climate and its potential impact on the various sources of income and planned expenditure. We acknowledge our pension fund obligations and have a clear strategy to manage the deficit, which includes a deficit reduction plan that is designed to get the scheme to self-sufficiency by 2028, subject to continued discussion and agreement with the pension scheme trustee board.

The trustees therefore have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future, being at least twelve months from the date of approval of these financial statements. Accordingly, the financial statements continue to be prepared on the going concern basis.

Statement of public benefit

The trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have regard to the Charity Commission's general guidance on public benefit, "Charities and Public Benefit".

Royal Mencap Society's charitable objects are enshrined within its memorandum and articles and as such the trustees ensure that the charity's activities are carried out for the public benefit through its strategic priorities. This is done primarily through the delivery of services aimed at all those with a learning disability. This report allows us to show how our charitable funds are spent and the impact and benefits that has on those using our services, as well as the wider impact on society.



Reference and administration details

The trustees of Royal Mencap Society are the charity's trustees under charity law and the directors of the charitable company.

Trustees

Derek Lewis, chair

Geoff Alltimes CBE

Yogendra Amin

Lucy Edge, vice chair

Elaine Hindal

Katie Hollier

Stephen Jack OBE

Jacqueline Pollock

Graham Williams, vice chair

Andrew Wilson

David Wolverson

Philip Loney (appointed 1 July 2020)

Kathryn Cearns OBE (appointed 1 July 2020)

Mencap Cymru and Mencap NI are supported by country Advisory Panels.

Vice Presidents

Brian Baldock CBE

Barrie Davis

Dame Pauline Harris DBE

Michael Mackey MVO BEM

Dame Norma Major

Mary Oliver MBE

Lord Wigley

Sir Alan Yarrow

Royal Patron

HRH The Countess of Wessex

Administrative details

The full name of the charity is Royal Mencap Society. We are commonly known as Mencap.

The registered charity number is 222377 (England and Wales) and SC041079 (Scotland).

The company registration number is 550457.

Registered office: 123 Golden Lane, London, EC1Y 0RT.

Chief executive: Edel Harris OBE.

Company secretary: Khaleel Desai, appointed 3 June 2021.

Previously Leigh Banks, resigned 3 June 2021.

The day to day management of the charity is delegated by the trustees to the chief executive Edel Harris and her executive team.

Independent auditor: Crowe U.K. LLP, 55 Ludgate Hill, London, EC4M 7JW

Bankers: Barclays Bank PLS, Level 28, 1 Churchill Place, London, E14 5HP.

Solicitors: Simons Muirhead & Burton LLP, 8-9 Frith Street, London W1d 3JB.

Investment managers: Investec Wealth & Investment Limited, Unit 4, The Billings, 3 Walnut Tree Close, Guildford, GU1 4UL and Schroder & Co. Limited, trading as Cazenove Capital Management, 31 Gresham Street, London EC2V 7QA.

Objects

The charity's objects are advancing the health, education and the wellbeing of people with a learning disability and their families and carers (the beneficiaries) by providing, procuring or facilitating care, services and facilities and to advance equality and diversity for people with a learning disability.

Structure, governance and management

Royal Mencap Society is a company limited by guarantee (registration number 550457) and a registered charity regulated by the Charity Commission for England and Wales (registered number 222377) and with the Office of the Scottish Charity Regulator (registered number SC041079). Our main governing document is our Articles of Association which was last amended on 16 May 2019.

We have secured indemnity insurance under a policy covering the members of Board of the Charity and the group's employees. The total premium charged for 2021 was £14k (2020 - £11k) and the cover provided totalled £10m (2020 - £10m).

The Royal Mencap Society Board

Royal Mencap Society's board of trustees, who are also its directors under company law, has overall responsibility for the charity. The board of trustees ensure Royal Mencap Society achieve its charitable objects, which are to advance the health, education and the well-being of people with a learning disability and their families and carers. Royal Mencap Society's board does this by setting the strategic direction of the charity and delegating operational decision-making to Royal Mencap Society's Chief Executive and Executive Leadership Team.

Trustees are selected and appointed in accordance with the regulations laid down by Royal Mencap Society's Articles of Association and an open and transparent process is adopted to secure a board which is diverse, representative and has the skills to meet its values and legal obligations. Most critically, trustees are expected to embody the charity's values and have the utmost integrity, recognising their responsibility to uphold the trust put in Royal Mencap Society.

Trustees are appointed for up to two terms of four years and do not receive any remuneration or financial benefit for acting as trustees of Royal Mencap Society. Details of Trustee expenses are disclosed in note 9 to the financial statements. Royal Mencap Society Trustees meet the HMRC fit and proper persons test and declare all relevant interests. Prior to appointment, trustees are also required to complete a Trustee Automatic Disqualification Declaration. This form is used by Royal Mencap Society to ensure that individuals who hold, or who are applying for, a trustee position are not disqualified from holding that position.

Organisational purpose

The Royal Mencap Society's board is clear about and driven by the charity's objects: to advance the health, education and the well-being of people with a learning disability and their families and carers (the beneficiaries) by providing, procuring or facilitating care, services and facilities and to advance equality and diversity for people with a learning disability. This is most recently articulated in a bold and ambitious new strategy entitled Mencap's 'Big Plan', launched in 2021. It establishes a five-year strategy to drive our new vision, which is for the UK to be the best place in the world for people with a learning disability to live a happy and healthy life.

Decision making, risk and control

The Royal Mencap Society board seeks to make informed decisions that are evidence based and informed by its legal responsibility to act with reasonable skill and care.
Royal Mencap Society's board has delegated specific responsibilities to four Board Committees, whose membership is appointed by the board and, in the case of the Nominations Committee, includes co-opted members who are not trustees but provide important specialist and external perspectives.
The Chair of each Committee reports to the board at quarterly meetings and minutes of committee meetings are available to all trustees.

Equity, diversity and inclusion

Mencap is committed to equity, diversity and inclusion and has launched a programme dedicated to doing more in all these areas. This is a recognition that Mencap, like all parts of society, must do more to be more representative of society and make our staff and people feel included and able to be who they are. We are continuing to look at how barriers to diversity and inclusion can be removed - this is an important part of our new strategy and we hope that significant progress will be made.

Our policy ensures:

- full and fair consideration of applications for employment made by disabled persons, having regard to their particular aptitudes and abilities
- continuing the employment of and arranging training for employees who have become disabled persons while employed
- otherwise for the training, career development and promotion of disabled persons.

Openness and accountability

Regular and open communication with staff, people we support and their families has been particularly important given the challenges we have all faced in the past 12 months. Face to face contact has often not been possible. The Royal Mencap Society board has stayed in touch with staff and people in our communities through a number of important means:

- employee engagement surveys: the latest of which was in October 2019. The full results have been analysed and a number of actions identified.
- Virtual visits to substitute what had previously been physical visits to local groups, projects and services to ensure trustees maintained their visibility with stakeholders.
- Ongoing consultation with a wide-ranging group of stakeholders about a number of issues including the new strategy.

The Royal Mencap board are committed to a transparent process for making and monitoring complaints and whistleblowing, and regular reports are received by the board and relevant committees.

Governance review

Royal Mencap Society is committed to maintaining the highest standards of governance in fulfilling its mission for a world where people with a learning disability are valued equally, listened to and included. Royal Mencap Society is cognisant of the Charity Governance Code and has been applying its principles since it was first published. Some of the principles of the code have been discussed in more detail elsewhere within the annual report. Royal Mencap Society's board is committed to regular reviews of its approach to governance. The latest Royal Mencap Society Governance Review is being undertaken in 2021 and this will again consider, amongst other benchmarks, the principles and recommended practice for good governance within the Charity Governance Code (https://www.charitygovernancecode.org/en). The 2021 Governance Review will also consider the effectiveness of Royal Mencap Society's committee structure; the effectiveness of the board's meetings; and look to continue to improve its practices based on best practice.

Royal Mencap Society Board Committees

The Royal Mencap Society's board committees are:

Audit and Risk Committee (ARC)

The ARC takes delegated responsibility on behalf of the board to oversee Royal Mencap Society's risk management processes and systems within its 'three-lines of defence' model and monitors and reviews the effectiveness of the internal and external audit functions of Royal Mencap Society. The ARC approves the plan for the charities internal audit work which provides independent assurance that the risk management, governance and internal control processes are operating effectively.

Finance, Planning and Remuneration Committee (FPRC)

FPRC ensures Royal Mencap Society maintains an effective financial management and reporting structure across the charity both in the short, medium and long term; as well as having delegated responsibility for oversight of executive remuneration . The FPRC ensures the board receives appropriate and accurate financial information in order to fulfil its fundamental responsibility of managing the charity's resources responsibly

Nominations Committee (NC)

The NC ensures Royal Mencap Society takes a rigorous, open and transparent approach to trustee recruitment. The NC includes non-trustee, co-opted members and has delegated responsibility to ensure the appropriate balance of skills, experience, backgrounds and knowledge is reflected in the composition of the Royal Mencap Board.

Quality and Compliance Committee (QCC)

The QCC has delegated responsibility for monitoring the quality of the organisation's personal support services. A key component of this is compliance with all statutory and regulatory requirements. Over and above that, the QCC oversees Royal Mencap Society's commitment toto delivering high quality, client-led and innovative services. In line with Royal Mencap Society's commitment to and prioritisation of the wellbeing and safety of its clients, Brendan Clifford, the independent chair for RMS's safeguarding panel, attends all QCC meetings.

Voices Council

The Voices Council (VC) is a critical element of Royal Mencap Society's decision making. The VC, which is mandated by the organisation's Articles of Association, is a group of individuals with a learning disability who work with the trustees to provide input, support and advice on matters relating to learning disability and the priorities and activities of Royal Mencap Society. The VC report to the Board on a quarterly basis but routinely ensure the decisions of Royal Mencap Society reflect the perspective and impact of individuals with a learning disability.

In addition, the Wales and Northern Ireland Advisory Panels, also made up of individuals with a learning disability from each respective country, provide invaluable expert advice to Royal Mencap Society's country directors and board of trustees.

Other 'client groups' informing the decision making of Royal Mencap Society are the Include Me group and Inclusion Consultants.

The trustees are hugely grateful to all the individuals across each of these groups for their invaluable contributions this year.

In addition, they would like to thank Mencap's External Advisory Forum, a voluntary collection of individuals, academics, experts and others in the field of learning disability who provide Royal Mencap Society with independent guidance on issues such as policy, strategy, its activities and the most current thinking and research in this area.

Royal Mencap Society's Subsidiaries

Royal Mencap Society's subsidiary companies are disclosed in note 16 of these accounts. A brief description of each subsidiary is provided below:

Golden Lane Housing Ltd (GLH)

Golden Lane Housing (GLH) is an independently registered charity (Registered Charity Number: 1071097) with an independent board of trustees, and a registered social landlord provider regulated by the Homes and Communities Agency. It specialises in finding suitable homes for people with a learning disability.

GLH was set up by Royal Mencap Society in 1998 to help people with a learning disability in England and Wales find, choose and rent their own homes. It also gives information, advice and guidance to hundreds of families every year on matters relating to housing.

In order to enable and realise the overall strategy of the Golden Lane Housing Board, the GLH Board has taken the decision, jointly with the Board of the RMS, for GLH to become a Community Benefit Society, registered with the Financial Conduct Authority in the year 2021-22, with rules based on the National Housing Federation Model Rules 2015. The GLH Board has received consent from the Charity Commission and its lenders to undertake this restructure.

The outcome of the restructure would mean that GLH will remain a charity, albeit exempt from registration with the Charity Commission, and will continue to be regulated by the Regulator of Social Housing. As of the date of approving this report and these accounts, negotiations are in progress to approve a Special Resolution to this effect, and in addition to prepare for a subsequent demerger of the GLH subsidiary from the RMS Group.

For more information on GLH and what it does, call **0845 604 0046** or go to **www.glh.org.uk**

Mencap Trust Company Limited (MTC)

Mencap Trust Company was established in 1976 to lessen the worry parents have for a vulnerable family member by helping them make arrangements to provide for that family member in the future. We have helped over 2,500 families and manage around 270 discretionary trusts for people with a learning disability and autism, with over 750 trust deeds awaiting activation.

MTC works in partnership with investment, tax and legal experts to provide a professional service, managing trusts for people with a learning disability.

For more information about Mencap Trust Company, go to **www.mencaptrust.org.uk**

Mencap Limited

Mencap Limited is a trading subsidiary whose primary purpose is profit making external DBS checking activity. There is also activity in relation to RMS bought in goods to be sold online and in RMS retail stores, promotional events and revenue generating (for RMS) sponsorship agreements with third party commercial organisations.

Mencap Promotions Limited

Mencap Promotions is a dormant promotional and sponsored events subsidiary.

Blue Sky Housing Limited

Blue Sky Housing is a dormant property development subsidiary.

Mencap visiting service

The Mencap visiting service (MVS) is a trust fund established to provide a visiting scheme to named beneficiaries after the death of a donor. It is not a separate legal entity. MVS funds are held in a discretionary trust, and MVS activities are delivered by Royal Mencap Society.

Mencap gender pay gap

Following the requirement for all organisations with more than 250 employees to report on their gender pay gap (Equality Act 2010 (Gender Pay Gap Information) Regulations 2017), we published our 2020/21 results in April this year.

The gender pay gap is a calculation of the difference between the average (mean or median) earnings of men and women across the workforce.

Our gender pay gap for 2020/21 was as follows: Mean 5.2%, Median 0.00%. We are proud to have a small gender pay gap compared to the UK average.

This year's report shows a slightly increased mean pay gap between men and women. This is disappointing but we do not see this level of variation over twelve months indicating a trend. Changes in the workforce over this last period, combined with underrepresentation of women in senior and specialist management roles accounts for this change. However, we continue to be committed to reducing all inequality within Mencap and creating a fair and equal workplace. We will continue to monitor the data closely and proactively challenge any causes of inequality.

Safeguarding

There have been a number of key activities during this reporting year. We have:

- Held our first organisational safeguarding week, including vlogs and blogs from people with a learning disability and colleagues talking about their experiences of safeguarding.
- Expanded our safeguarding panel to ensure that we have representations from the different departments and different jurisdictions that Mencap works with.
- Completed a review of our safeguarding training and introduced a mandatory training module across the whole organisation.
- Achieved accreditation from the retail charity association.
- Worked closely with the independent chair of our safeguarding panel, Brendan Clifford, to sustain our focus on safeguarding in the midst of supporting people to cope with the impact of a global pandemic.

GDPR

Extensive work has been undertaken to ensure Mencap's compliance with the General Data Protection Regulation (GDPR). We have a designated Data Protection Officer and data governance and contact permissions have been reviewed, and all colleagues are trained to ensure understanding and compliance. Individual teams are also subject to data protection audits which include remediations. This has had a direct impact on the number of data protection incidents and breaches suffered by Mencap and a decline in the number of incidents reported to the Information Commissioner's Office.

Senior remuneration

As a charitable group, Mencap believes it is important to be transparent about the pay levels of senior colleagues and how their remuneration is set.

Our senior reward approach encompasses two main factors:

- external job evaluation, which is weighted by the distinct elements of roles
- external pay benchmarking via the use of market data taken from sector pay surveys and reports.

We generally use the market median in the charity sector as a guide for setting salaries. Some flexibility is applied to take into consideration the specific requirements for each post and to ensure we can recruit the best candidate possible to meet the needs of our beneficiaries.

All senior staff receive ongoing performance management and an annual feedback report and appraisal. This provides feedback from the chief executive, their peers and teams about how they have contributed to the achievement of our strategy and any personal development areas they may have.

This year we restructured our executive team in order to deliver our new strategy. In particular:

- Our Executive Director of Services is now our Chief Operating Officer and is responsible for all our services, programmes and community based activity. He also has responsibility for our quality function.
- Our Executive Director of Communications is now responsible for our campaigning, policy and information and advice services. She also has responsibility for our fundraising activity.
- We have recruited an Executive Director of Transformation to oversee the implementation of our new strategy. She started on 1st June 2020 also has responsibility for our research and impact function.

Our executive team remuneration in the year, including basic pay, pension and benefits, was as follows:

Role	Remuneration to 31 March 2021 (£)	Remuneration to 31 March 2020 (£)
Chief Executive	199,575	42,229
Chief Financial Officer	163,798	163,819
Chief Operating Officer	176,210	168,850
Executive Director of Communication, Advocacy and Activism	134,567	120,790
Executive Director of People	133,570	113,432
Executive Director of Transformation	95,957	-
Former Chief Executive	-	193,772
Executive Director Strategy & Influence	-	120,113
Executive Director of Quality	-	69,430
Executive Director of Quality (Interim)	-	50,353
Executive Director of Fundraising	-	52,533

Members of the board of trustees are not remunerated for their roles with Mencap.

Volunteers

During the year, Mencap benefited from the time and skills of 864 volunteers. Volunteers are involved across a range of activities, with:

- 469 participating in trading
- 373 assisting across our direct services (social care, employment, early intervention and programmes supporting friendships & relationships), and
- 22 supporting us across a range of other projects.

Equity, diversity and inclusion

We are committed to equity, diversity and inclusion within Mencap and continue to work to ensure our policies and working practices encourage, reflect and support the diversity of our colleagues.

In 2020-21, we have taken the following steps as part of our holistic approach to equity, diversity and inclusion:

- Through inclusive recruitment processes we are attracting wider diverse talent.
- Educating, building knowledge and raising awareness of the importance of diversity, inclusion and anti racist practices.
- Taking positive action to increase representation and progression of underrepresented groups.
- Identifying and accurately recording EDI data to improve insights, inclusive decision making and reliable measurement and reporting on performance.
- Engaging with local and underrepresented communities to understand their needs to develop community led support, information and resources.
- Prioritised a pay award for our lowest paid colleagues in addition to the National Living Wage increase.
- Reaffirm our six commitments to anti racism by embedding best practices in all EDI activities.
- Embedded Equality Impact Assessments for all project and change management processes.

Section 172 Statement

In accordance with s172 of the UK Companies Act 2006, the Directors of Royal Mencap Society Ltd (referred to as 'trustees') must act in the way that they consider, in good faith, would be most likely to promote the success of the charity in achieving its charitable purpose, defined as improving the lives of people with a learning disability and their families.

In doing so, the trustees must have regard to factors (a) to (f) which are listed below.

a) The likely consequences of any decision in the long term

The Board of Trustees has full visibility of, and authority over, all key decisions proposed and taken by management. This is achieved via the governance committees described elsewhere in this report and the charity's authority schedule.

The Board use the strategy in place as the reference point for this – either the original Big Plan (which ran from 2015 to 2020) or the new Big Plan (through to 2026) which was finalised in March. The time horizon of these plans provides the long-term strategic context required under s172(1).

In addition, the primary purpose of the charity's reserves policy and targets is to ensure long-term financial sustainability, and decisions involving financial spend are assessed for their impact on reserves, not just in the current year but also beyond. The best example of this is decision taking around annual pay awards, which by their nature are consolidated into future years' expenditure.

b) The interests of the Charity's employees

The Finance, Planning and Remuneration Committee which comprises 5 trustees meets at least 4 times a year and devotes half of its agenda to employee issues. These are mainly to do with reward, but also include the well-being and development of our employees. The Board receives a summary of these discussions and recommendations where appropriate.

Our ambitions around reward and the benefits for employees of devolved decision-taking feature strongly in the new Big Plan. The results of the annual colleague engagement survey are shared with trustees, along with the gender pay gap. The Board have received training on Equity, Diversity and Inclusion and have approved prioritised actions in this area.

In addition to regular visits to our services, shops and offices, trustees receive all our internal communications and have access to Yammer, an internal communications platform where colleagues are free to voice opinions and concerns.

c) The need to foster the Charity's business relationships with suppliers, customers and others

In terms of customer business relationships, our aim is to build and maintain strong relationships with local authorities through direct service provision and collaborative work, and the Board review performance with respect to local authority contracts as a standing agenda item.

Contracts and arrangements with suppliers are reviewed and approved by the Board in line with the charity's authority schedule, and where appropriate longer term partnership is encouraged – for example in our IT procurement.

Looking wider than 'business' relationships, our work with government bodies enables us to champion best practice in areas such as social care and healthcare, as well as challenge developments that could disadvantage people with a learning disability. Multiple examples of this during the Covid months have been highlighted in the earlier sections of this report, for example around vaccinations and 'do not resuscitate' orders.

We continue to work with regulators to improve our services and thereby provide the best possible outcomes for the people we support. The Board have clear oversight of, and directly engage with, any important or contentious matters in this respect.

d) The impact of the Charity's operations on the community and the environment

We work with over 300 independent network partners across the country. These independent groups are united by a common vision to improve the lives of people with a learning disability, and work in their communities to share best practice, champion change and deliver high quality service provision and support for people with a learning disability. Visits to and discussions with these partners form part of the trustee visiting programme, and the Board reviews the status of this network as a regular agenda item.

A critical element of the new Big Plan that was prioritised by the Board in March concerns a focus on community-led initiatives, including asset based community development, in such areas as inclusion, well-being and skills. As noted on page 45 of this report, we sought and received a £2.6m restricted grant from the Association of British Insurers specifically for community development work, and the Board will require formal reporting on progress with this project.

e) the desirability of the Charity maintaining a reputation for high standards of business conduct

It is vital for Mencap that we inspire the trust of all our stakeholders by holding ourselves to the highest standards of conduct in all we do, as our reputation and culture is crucial to our ability to succeed now and in future.

The Quality and Compliance Committee, which comprises 5 trustees receives regular reports from the independent safeguarding chair. We have a clear process and system for whistleblowing, the results of which are reviewed by the Audit & Risk Committee, who also review any instances of fraud.

f) The need to act fairly as between members of the Charity.

(In this context we interpret 'members' to be our various stakeholders)

Royal Mencap Society engages with each of our key stakeholder groups in a proactive, meaningful and engaged manner. This extends to the recipients of our services but also our donors, staff, volunteers, partners and wider supporters. We ensure that any decisions we make as a Board are informed by the potential impacts on all the groups Royal Mencap Society interacts with.

The most important example of balancing different stakeholder interests crystallised this year with the resolution of the sleep-in court case. For the purposes of long-term financial sustainability, both for Royal Mencap and for the sector as a whole, it was a landmark when the Supreme Court found in our favour and thereby removed this very large contingent liability.

However this had important financial and motivational consequences for our colleagues, many of whom felt that were owed back pay. It also meant that local authorities, if they so desired, could use this ruling as an opportunity to reduce sleep-in rates – an action that we strongly oppose. These conflicting stakeholder positions also presented a reputational risk for the perceived integrity and transparency of the charity.

The Board ensured this dilemma was successfully managed, via a concerted communications campaign, and through sanctioning a joint letter with Unison to the Prime Minister, requesting an amendment to the law around sleep-in payments.

Therefore, the trustees believe they have taken into account each of the relevant factors and/or stakeholders when making decisions, taking care to balance competing interests for the overall good of the Charity. We achieve this in both the short and long term by ensuring people with a learning disability, their family members and carers are at the heart of our decision making and strategy.

Streamlined energy and carbon reporting summary

As part of a new strategy beginning in 2020, we have been focusing on ways to be more environmentally friendly.

Currently we encourage all our staff to recycle where they can, minimising our contribution to landfill. The Mencap Goes Green initiative was also set up during this reporting year, and Mencap is determined to set a sustainability strategy to reduce our carbon footprint.

Within our retail stores we recycle wherever possible, including damaged and unsold donations which would typically include textiles, shoes, and cardboard. Through the use of rag merchants, we saved 160 tonnes of waste from going to landfill, and we are also working towards removing as much of the plastic used within our stores as possible. Our first step has been to replace all our plastic carrier bags with paper ones.

As an organisation we have learnt from the pandemic, with teams doing more of their role remotely to help reduce their travel and the costs associated with this. In 2020-21, 79,192 digital courses were completed, and 70% of our training courses are now digital. In addition we have increased the amount of videos, resources and information available via the online MyLearning hub. A generous cycle to work scheme is also available to our employees who do need to attend work in person.

We have also undertaken a project to centralise our personnel file information, which will help us use less paper. For example, we are now using MyView to send important letters to colleagues instead of printing and posting them, and we are using digital MyForms for colleagues to be able to update Resourcelink, our HR and payroll system directly. The project is well underway and eventually will mean we have all colleagues' personnel file information held digitally on one system.

The fundraising teams have been using carbon balanced paper of campaign insets and have offset 6,724kg of carbon dioxide. They have also stopped using balloons due to their negative impact on the environment.

Royal Mencap Society's greenhouse gas emissions, reportable under SECR in 2020/21 were 3,236 tonnes CO2e. These include the emissions associated with UK electricity and natural gas consumption, and business travel in company and private vehicles by employees. Royal Mencap Society's greenhouse gas emissions were 26% lower than in 2019/20. The intensity of 13.60 tonnes CO2e per £m revenue is 32% lower than last year.

160 tonnes
saved from land fill

70%
of training courses now digital

26%
lower greenhouse gas emissions than 2019/20

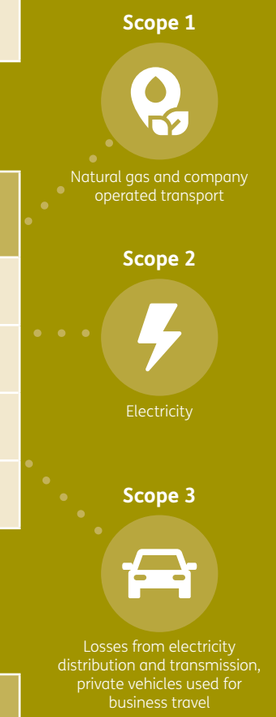
Greenhouse gas emissions

Greenhouse gas emissions by year (tonnes Co2e)

	2020/2021	2019/2020	% share	% change 2019/20 to 2020/21
Fuel combustion: Natural Gas	1,703	1,747	52.63%	-3%
Fuel Combustion: Transport	521	1,356	16.08%	-62%
Purchased electricity	1,012	1,282	31.28%	-21%
Total emissions (tCO2e)	3,236	4,385	100%	-26%
Revenue	£238m	£220m		8%
Intensity;(tCo2) per £m)	13.60	19.93		-32%

Greenhouse gas emissions by scope (tonnes Co2e)

	2020/2021	2019/2020	% share	% change 2019/20 to 2020/21
Scope 1	1,709	1,801	53%	-5%
Scope 2	932	1,181	29%	-21%
Scope 3	595	1,403	18%	-58%
Total emissions (tCO2e)	3,236	4,385	100%	-26%



These only includes emission reportable under SECR and may not reflect the entire carbon footprint of the organisation.

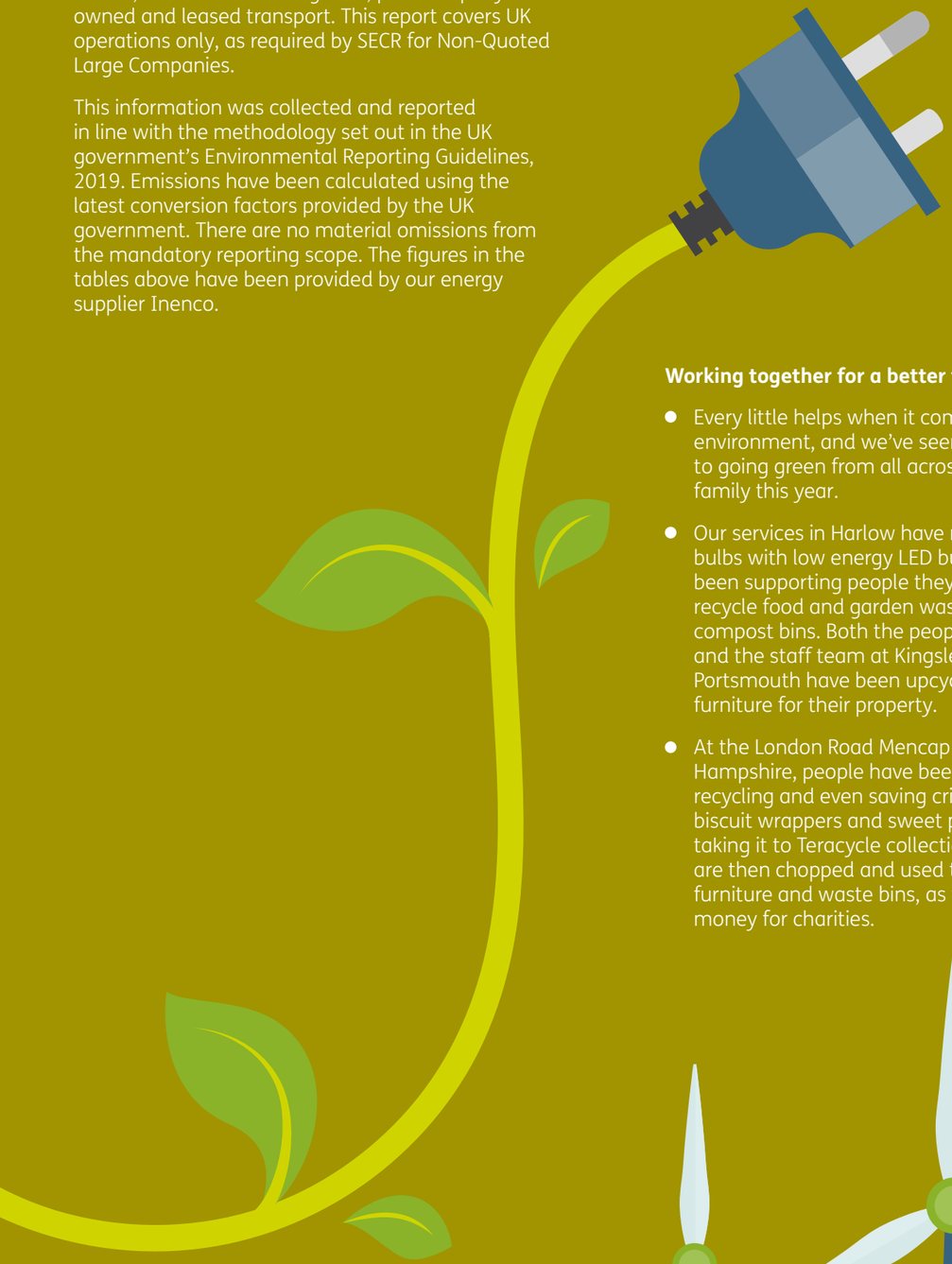
	2020/21 kWh	2019/20 kWh	% share	% change 2019/20 to 2020/21
Natural Gas for heating	9,262,613	9,503,525	60%	-3%
Electricity	3,998,451	4,622,047	26%	-13%
Transport Fuel	2,099,395	5,293,791	14%	-60%
Total	15,360,460	19,419,363	100%	-21%

The impact of the Covid pandemic and the resulting closure of most of our offices is clear in the above reporting, showing a significant fall in energy and fuel usage.

Boundary, methodology and exclusions

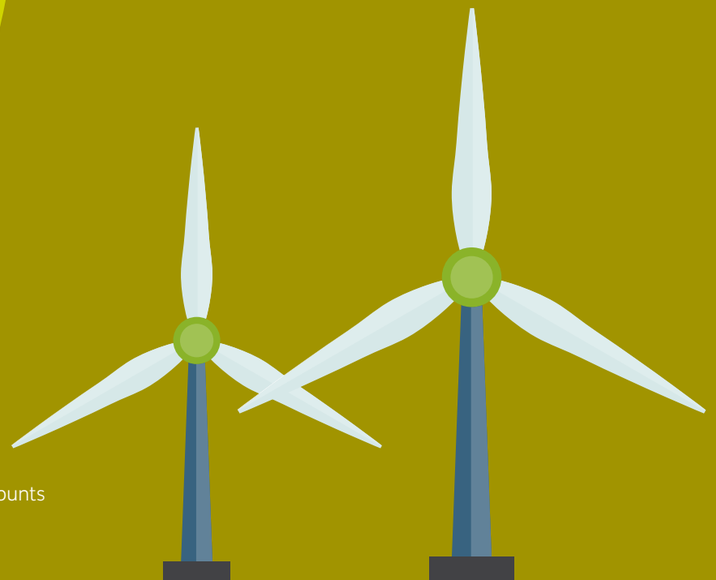
An ‘operational control’ approach has been used to define the Greenhouse Gas emissions boundary. This approach captures emissions associated with the operation of all buildings such as warehouses, offices, and manufacturing sites, plus company-owned and leased transport. This report covers UK operations only, as required by SECR for Non-Quoted Large Companies.

This information was collected and reported in line with the methodology set out in the UK government’s Environmental Reporting Guidelines, 2019. Emissions have been calculated using the latest conversion factors provided by the UK government. There are no material omissions from the mandatory reporting scope. The figures in the tables above have been provided by our energy supplier Inenco.



Working together for a better tomorrow

- Every little helps when it comes to the environment, and we’ve seen commitment to going green from all across the Mencap family this year.
- Our services in Harlow have replaced light bulbs with low energy LED bulbs, and have been supporting people they support to recycle food and garden waste in their compost bins. Both the people we support and the staff team at Kingsley Road in Portsmouth have been upcycling used furniture for their property.
- At the London Road Mencap service in Hampshire, people have been composting, recycling and even saving crisp packets, biscuit wrappers and sweet packaging and taking it to Teracycle collection points. These are then chopped and used to make garden furniture and waste bins, as well as raising money for charities.



Statement of trustees' responsibilities

The trustees (who are also directors of Royal Mencap Society for the purposes of company law) are responsible for preparing the trustees' annual report and the financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards).

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and the group and of the incoming resources and application of resources, including the income and expenditure, of the charitable company/group 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
- 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
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions, disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended) and the provisions of the charity's constitution. They are also responsible for safeguarding the assets of the charity and the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditors

Insofar 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 charity's auditor is unaware. Each trustee has taken all of the steps that he/she should have taken as a trustee in order to make himself/herself aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The trustees' report, under the Charities Act 2011 and the Companies Act 2006, was approved by the board of trustees on 28th July 2021, including approving in their capacity as company directors the strategic report contained therein, and is signed as authorised on its behalf by:



Derek Lewis
Chair



Kathryn Cearns
Trustee

Independent auditor's report

Opinion

We have audited the financial statements of the Royal Mencap Society ('the charitable company') and its subsidiaries ('the group') for the year ended 31 March 2021 which comprise the Consolidated Statement of Financial Activities (incorporating the income and expenditure account), the Consolidated and Charity Balance Sheets, the Consolidated Statement of Cash Flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and the charitable company's affairs as at 31 March 2021 and of the group's income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities and Trustee Investment (Scotland) Act 2005 and Regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (amended).

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The trustees are responsible for the other information contained within the annual report. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

the information given in the trustees' report, which includes the directors' report and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and

the strategic report and the directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the group and charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 requires us to report to you if, in our opinion:

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement as set out on this page, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with the Acts and relevant regulations made or having effect thereunder.

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

Details of the extent to which the audit was considered capable of detecting irregularities, including fraud and non-compliance with laws and regulations are set out below.

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

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team members including significant component audit teams. We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

We obtained an understanding of the legal and regulatory frameworks within which the charitable company and group operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were employment law, tax legislation, the Companies Act 2006, the Charities Act 2011 and The Charities and Trustee Investment (Scotland) Act 2005, together with the Charities SORP (FRS 102), employment law and tax legislation. We assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statement items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's and the group's ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within the charitable company and the group for fraud. The laws and regulations we considered in this context for the UK operations were CQC regulations for service providers and managers, General Data Protection Regulation (GDPR), Health and Safety legislation and Employment legislation.

Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within the timing of recognition of contract, grant and legacy income and the override of controls by management. Our audit procedures to respond to these risks included enquiries of management, internal audit, and the Audit & Risk Committee about their own identification and assessment of the risks of irregularities, sample testing of grant and contract income, sample testing on the posting of journals, reviewing accounting estimates for biases, reviewing regulatory correspondence with the Charity Commission and reading minutes of meetings of those charged with governance.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006, and to the charitable company's trustees, as a body, in accordance with Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Naziar Hashemi

Senior Statutory Auditor

For and on behalf of Crowe U.K. LLP

Statutory Auditor

London

Date: 9th August 2021

Financial Statements



Consolidated statement of Financial Activities for the year ended 31 March 2021 (incorporating the income and expenditure account).

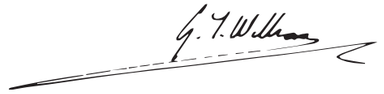
	Notes	Unrestricted funds	Restricted funds	Total 2021 Funds	Unrestricted funds	Restricted funds	Total 2020 Funds
Income from:		£'000	£'000	**£'000**	£'000	£'000	£'000
Donations and Legacies	2,29	10,971	7,367	**18,338**	9,055	3,902	12,957
Charitable activities	3,29	185,783	6,329	**192,112**	174,562	5,190	179,752
Other trading activities	4	1,722	-	**1,722**	3,254	-	3,254
Investments	5	103	91	**194**	193	142	335
Property income	6	22,802	2,164	**24,966**	20,969	2,132	23,101
Gain on disposal of fixed assets		917	-	**917**	841	-	841
Total		**222,298**	**15,951**	**238,249**	208,874	11,366	220,240
Expenditure on:							
Raising funds	7	6,004	114	**6,118**	6,394	292	6,686
Charitable activities	7	209,595	9,594	**219,189**	200,158	5,976	206,134
Total		**215,599**	**9,708**	**225,307**	206,552	6,268	212,820
Net gains/ (losses) on investments	14	665	958	**1,623**	(236)	(403)	(639)
Net income/ (expenditure)		**7,364**	**7,201**	**14,565**	2,086	4,695	6,781
Transfers between funds	23	1,091	(1,091)	**-**	252	(252)	-
Other recognised gains/(losses)		-	-	**-**	-	-	-
Actuarial gains/ (losses) on defined benefit pension schemes	24	(3,368)	-	**(3,368)**	7,581	-	7,581
Net movement in funds		**5,087**	**6,110**	**11,197**	9,919	4,443	14,362
Reconciliation of funds							
Total funds brought forward		63,991	32,828	**96,819**	54,072	28,385	82,457
Total funds carried forward		**69,078**	**38,938**	**108,016**	63,991	32,828	96,819

Consolidated balance sheet as at 31 March 2021

	Notes	2021 £'000	2020 £'000
Fixed assets			
Intangible assets	12	**184**	301
Tangible assets	13	**124,994**	120,944
Investments	14	**25,322**	13,965
Total fixed assets		**150,500**	135,210
Current assets			
Debtors	17	**29,046**	26,742
Stock		**49**	47
Cash at bank and in hand		**21,250**	15,850
Total current assets		**50,345**	42,639
Liabilities			
Creditors: Amounts falling within one year	18	**(42,183)**	(23,442)
Net current assets or liabilities		**8,162**	19,197
Total assets less current liabilities		**158,662**	154,407
Creditors: Amounts falling due after more than one year	19	**(42,815)**	(51,048)
Provisions for liabilities	21	**(5,259)**	(5,199)
Net assets or liabilities excluding pension asset or liability		**110,588**	98,160
Defined benefit pension scheme liability	24	**(2,572)**	(1,341)
Total net assets or liabilities		**108,016**	96,819
The funds of the group:			
Restricted income funds	23	**38,938**	32,828
Unrestricted funds		**56,079**	58,800
Designated funds		**15,571**	6,532
Pension reserve		**(2,572)**	(1,341)
Total unrestricted funds	23	**69,078**	63,991
Total group funds		**108,016**	96,819

These financial statements were approved and authorised for issue by the trustees on 28th July 2021 and signed on their behalf by:





Derek Lewis: Chair

Graham Williams: trustee

The notes on pages 84 to 116 form part of these financial statements.

Charity balance sheet as at 31 March 2021

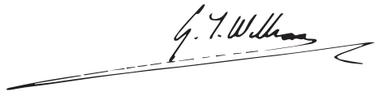
	Notes	2021 £'000	2020 £'000
Fixed assets			
Intangible assets	12	**184**	298
Tangible assets	13	**17,398**	17,649
Investments	14	**25,322**	13,965
Total fixed assets		**42,904**	31,912
Current assets			
Debtors	17	**30,400**	27,890
Cash at bank and in hand		**8,289**	7,096
Total current assets		**38,689**	34,986
Liabilities			
Creditors: Amounts falling within one year	18	**(25,852)**	(18,044)
Net current assets or liabilities		**12,837**	16,942
Total assets less current liabilities		**55,741**	48,854
Creditors: Amounts falling due after more than one year	19	**(674)**	(749)
Provisions for liabilities	21	**(4,847)**	(4,839)
Net assets or liabilities excluding pension asset or liability		**50,220**	43,266
Defined benefit pension scheme liability	24	**(2,572)**	(1,341)
Total net assets or liabilities		**47,648**	41,925
The funds of the group:			
Restricted income funds	23	**14,137**	10,017
Unrestricted funds		**27,083**	33,249
Pension reserve		**9,000**	-
Total unrestricted funds	23	**(2,572)**	(1,341)
			31,908
Total charity funds		**47,648**	41,925

The charity has taken exemption from presenting its unconsolidated profit and loss account under section 408 of the Companies Act 2006. The net income of the charity in 2021 was £9.1m (2020: Net income £2.5m).

These financial statements were approved and authorised for issue by the trustees on by the trustees on 28th July 2021 and signed on their behalf by:



Derek Lewis: Chair



Graham Williams: trustee

The notes on pages 84 to 116 form part of these financial statements.

Consolidated statement of cash flows for the year ended 31 March 2021

	2021 £'000	2020 £'000
Cash flows from operating activities		
Net cash provided by operating activities (see below)	**17,493**	9,524
Cash flows from investing activities		
Dividends, interest and rents from investments	**194**	335
Proceeds from the sale of property, plant and equipment	**2,175**	2,896
Purchase of property, plant and equipment	**(7,678)**	(11,346)
Proceeds from the sale of investments	**12,879**	9,200
Purchase of investments	**(22,613)**	(8,146)
Shared investment contribution	**124**	(327)
Net cash provided by/(used in) investment activities	**(14,919)**	(7,388)
Cash flows from financing activities		
Repayments of borrowing	**(1,174)**	(1,149)
Cash inflows from new borrowing	**4,000**	4,000
Net cash provided by/(used in) financing activities	**2,826**	2,851
Change in cash and cash equivalents in the reporting period	**5,400**	4,987
Cash and cash equivalents at the beginning of the reporting period	**15,850**	10,863
Cash and cash equivalents at the end of the reporting period	**21,250**	15,850

Reconciliation of net income / (expenditure) to net cash flow from operating activities

	2021 £'000	2020 £'000
Net income for the reporting period (as per the statement of financial activities)	**14,565**	6,781
Adjustments for:		
Depreciation and amortisation charges	**2,363**	2,105
Loss/(gain) on investments	**(1,623)**	639
Dividends, interest and rents from investments	**(194)**	(335)
Defined benefit pension expense	**10**	396
Loss/(profit) on the sale of fixed assets	**(917)**	(841)
Decrease/(Increase) in stocks	**(2)**	15
Decease/(Increase) in debtors	**(2,304)**	3,027
Increase/(decrease) in creditors (excluding loans)	**7,682**	2,293
(Decrease)/Increase in provisions	**60**	(2,412)
Defined benefit pension deficit (reduction)	**(2,147)**	(2,144)
Net cash provided by operating activities	**17,493**	9,524

Analysis of cash and cash equivalents

	2021 £'000	2020 £'000
Cash at bank and in hand	**12,233**	9,859
Notice deposits (less than 3 months)	**9,017**	5,991
Overdraft facilities repayable on demand	**-**	-
Total cash and cash equivalents	**21,250**	15,850

1. Accounting policies

(a) Company information

Royal Mencap Society is a public benefit entity registered as charity in England and Wales and a company limited by guarantee. It was incorporated on 9 June 1955 (company number: 550457) and registered as a charity on 23 July 1964 (charity number: 222377). It is also registered with the Office of the Scottish Charity Regulator on 11 December 2009 (charity number: SC041079).

The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association (last amended 15 October 2014).

In the event of the company being wound up members are required to contribute an amount not exceeding £1 each.

The registered office of Royal Mencap Society is: 123 Golden Lane, London EC1Y 0RT.

(b) Basis of preparation and going concern

The consolidated financial statements have been prepared under the historical cost convention in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Companies Act 2006 and the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) - effective 1 January 2015.

The financial statements have been prepared consolidating the results of the charity and its subsidiary Golden Lane Housing Limited, a charitable company of which the charity is the sole member (company number: 03597323). Both charities within the Mencap group are separately registered and governed by their own Memoranda and Articles of Association.

Additionally, the charity's other trading subsidiaries as disclosed in the accounts are fully consolidated, as in all cases the charity is the sole member.

Mencap is well placed to manage the business risks we face. This position is supported by a sufficient level of liquid reserves to cover business continuity and development plans, a good relationship with our key funders and proven ability to retain and secure new services.

The Budget for financial year 21/22 was approved by the RMS Board in March 2021 and was prepared against a backdrop of continuing uncertainty caused by Covid, but with the benefit of the sleep-in case being resolved in favour of RMS. The latter was heard by the Supreme Court in February 2020, and we received a favourable verdict on March 19th, 2021.

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(c) Critical accounting judgements and key sources of estimation uncertainty

In the application of the group's accounting policies, which are described in this note, trustees are required to make judgements, estimates and assumptions about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects the current and future periods.

Significant areas of estimate and judgement include provisions, assumptions used to value the defined benefit pension scheme, and the remaining useful life of assets. Related accounting policies for these items are noted below.

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

(d) Income

All income is accounted for when Mencap has entitlement, there is probability of receipt and the amount is measurable.

Charitable activities (see note 3)

Income in respect of contracts for the provision of services is recognised when Mencap is entitled based on services provided. Amounts received in advance of service provision are deferred until the relevant part of the contracted service is complete.

Legacies (see note 2)

Legacies are accounted for when notified, providing the amount can be reliably measured and that ultimate receipt is probable. Legacies which include a life interest held by another party are recognised on notification of probate.

Gifts in kind (see note 2)

Donated goods and services are included as income within the statement of financial activities (with an equivalent amount in expenditure) at their fair value, where Mencap is entitled to the donation, it is probable that it will be received, and the fair value can be measured reliably.

Assets given for use by Golden Lane Housing Limited have been recognised as incoming resources when they become receivable and included either in fixed assets when they are received or in other debtors if they have not yet been received. The basis for valuation is the market value at the time of purchase.

Property Income (see note 6)

Rental and Service charge income is recognised on an accruals basis and recognised when the property is available for let, net of voids. Golden Lane Housing operates a fixed service charge scheme. Where periodic expenditure is required this will be treated as deferred income and held on the Statement of Financial Position until the costs are incurred.

Investments (see note 14)

Listed investments are stated at market value at the balance sheet date. The SOFA includes the net gains and losses arising on revaluations and disposals throughout the year.

Grants (see note 3 and 6)

Grant income is recognised in the statement of financial activities when received or when the charity becomes entitled to receipt. Grants that have been received will be treated as deferred income where there are specific requirements in the terms of the grant that the income recognition is dependent on certain activities being completed in a future accounting period.

(e) Expenditure

i) Activity related expenditure (see note 7)

The charity's cost of operating includes staff costs, rent and other related costs. Costs are allocated between raising funds, which includes key priority costs of raising funds, investment management costs and the trading costs of subsidiaries. Charitable activities includes key priority costs of reducing stigma and discrimination; social care; supporting friendships and relationships; improving health; early intervention; employment; governance. All costs are accounted for on an accruals basis.

ii) Basis of allocation of support costs (see note 7)

Support costs include management, finance, information technology, human resources, and some elements of fundraising. They are apportioned across the key priorities within charitable activities and raising funds based on use.

Governance costs other than those disclosed specifically in the notes to these accounts are included within support costs and allocated on the same basis.

iii) Pension costs (see note 24)

Mencap pension scheme (defined benefit)

The Mencap defined benefit scheme was closed to new entrants on 1 October 2001 and closed to future service benefit accrual with effect from 31 March 2009.

Pension scheme assets are measured at fair value and liabilities are measured on an actuarial basis using the projected unit method and discounted at a rate equivalent to the current rate of return on a high quality corporate bond of equivalent currency and term to the scheme liabilities. The actuarial assumptions are reviewed every three years.

The valuation is updated at each balance sheet date and the resulting defined benefit asset or liability is shown separately after other net assets on the face of the balance sheet. This defined benefit asset or liability is also disclosed separately within unrestricted funds.

The amounts charged to the statement of financial activities are the current service costs, which are included within staff costs, and gains and losses on settlements and curtailments. Past service costs are recognised immediately if the benefits have vested. Defined actuarial gains and losses are recognised under other recognised gains and losses.

The defined benefit schemes are funded, with the assets of the scheme held separately from those of the group in separate trustee administered funds.

If members of the defined benefit pension schemes have not yet retired, their costs are recognised over the period leading to retirement. Further details of the nature of these costs are given in note 24: Pension scheme.

Other defined benefit schemes

Mencap also participates in a number of local government pension schemes in relation to a small number of staff who have transferred over to Mencap. Mencap participates in these schemes by way of admission agreements. Full provision has been made according to FRS 102 in the financial statements in relation to one of the schemes. However, as the liability is not material, disclosure has been limited so as not to distort or overstate the importance of this scheme.

Defined contribution scheme

The charity also contributes to a defined contribution scheme, which was opened on 1 April 2002. This is currently operated by AEGON (Formerly Blackrock). A workplace pension scheme is operated by NEST.

For the defined contribution scheme, the amount charged to the statement of financial activities in respect of pension costs and other post-retirement benefits is the contributions payable in the year. Differences between contributions payable in the year and contributions actually paid are shown as either accruals or prepayments in the balance sheet.

The cost of the charity's contributions to the defined contribution scheme is allocated between restricted and unrestricted funds in accordance with the functions of the individual employees to whom the contributions relate.

iv) Redundancy and termination costs

Employee benefits paid on redundancy or termination include accrued amounts where Mencap is demonstrably committed to make these payments but they had not yet been made at 31 March 2020. All accrued amounts are fully funded and expected to be settled within 12 months of the balance sheet date.

(f) Tangible and intangible fixed assets

Tangible fixed assets (see note 13)

Tangible fixed assets costing more than £2,000 are capitalised; all tangible assets costing less than this amount are expensed immediately.

Depreciation is provided so as to write off the cost of the assets (net of any shared investment contributions where applicable) in equal instalments over the estimated useful lives of the assets.

The depreciation rates used to achieve this, are as follows

Freehold and leasehold land and buildings: 1% - 10% per annum Fixtures, fittings and equipment: 10% - 33% per annum

Motor vehicles: 25% per annum

Assets under construction is a category holding assets pending completion and transfer into the relevant fixed asset category. These assets are capitalised at cost and not subject to depreciation or impairment unless extraordinary circumstances have occurred which would require provision to be made.

Office properties are held at cost.

Residential property is held at cost, less contributions from individuals and their families where applicable. Shared investment contributions are accounted in this way where individuals or families have a right to an equity share of the property on disposal, including any resulting profit or loss.

All other tangible fixed assets are subject to review for impairment/accelerated depreciation where there is an indication of a reduction in their carrying value. Any impairment/accelerated depreciation is recognised in the statement of financial activities in the year in which it occurs.

Intangible fixed assets (see note 12)

Intangible fixed assets costing more than £2,000 are capitalised; all intangible assets costing less than this amount are expensed immediately.

Amortisation is provided so as to write off the cost of the assets in equal instalments over the estimated useful lives of the assets. The amortisation rates used to achieve this are as follows:

- Software: 33% per annum

Component accounting - Golden Lane

Housing

In accordance with FRS 102, Golden Lane Housing Limited recognises and depreciates tangible and intangible fixed assets using component accounting. As a result, it uses a separate and more detailed set of depreciation rates as follows:

- Freehold and long leasehold buildings (structure only) over 100 years: 1% per annum

- Capitalised leasehold buildings (structure only) less than 100 years: Over the term of the lease

- Bathrooms: 3.33% per annum

- Kitchens: 5% per annum

- Boilers: 6.67% per annum

- Central heating: 3.33% per annum

- Rooves: 1.67% per annum

- Externals (fascias, soffits): 3.33% per annum

- Doors: 3.33% per annum

- Windows: 3.33% per annum

- Electrics (rewire): 3.33% per annum

- Capitalised data system software: 20% per annum

- Capitalised fixtures and fittings: 10% per annum

Finance leases

Leases are classified as finance leases whenever the terms of the lease transfer substantially all the risks and rewards of ownership of the leased asset to the group. All other leases are classified as operating leases.

Assets held under finance leases are recognised initially at the fair value of the leased asset (or, if lower, the present value of minimum lease payments) at the inception of the lease.

The corresponding liability to the lessor is included in the statement of financial position as a finance lease obligation.

Lease payments are apportioned between finance charges and reduction of the lease obligation using the effective interest method so as to achieve a constant rate of interest on the remaining balance of the liability.

Operating leases (see note 11)

Rentals under operating leases are charged on a straight-line basis over the lease term, even if the payments are not made on such a basis. Benefits received and receivable as an incentive to sign an operating lease are spread on a straight-line basis over the lease term which runs to the date of the first relevant break clause.

(g) Current assets and liabilities

Stock

Stock, which comprises stationery and goods for resale, is stated at the lower of cost and net realisable value. Donated stock is carried at nil value as it is considered impractical to obtain a reliable valuation. The value of goods is instead recognised at their retail price when sold.

Provisions – general (see note 21)

Provision is made for present obligations where it is probable settlement will be required in the future and the amount can be estimated reliably, but the amount or timing is not certain. Amounts provided for, other than for Mencap Visiting Service, are expected to be settled within 12 months and are therefore recognised at the estimated settlement amount.

Provisions –Mencap Visiting Service

Provision is made to cover the estimated all future costs of providing the Mencap Visiting Service over its remaining life. In estimating the provision, account is taken of the estimated number of years that the service will be provided to individuals as well as estimated future inflation rates and rates of return on investments associated with the scheme.

The discount rates used in calculating this liability are consistent with rates used in determining our defined benefit pension liability. Investments held by Mencap to cover the liability of providing the Mencap Visiting Service are held in trust for this purpose.

Deferred income

Grants that have been received will be treated as deferred income where there is a specific requirement in the terms of the grant that the income recognition is dependent on certain activities being completed in a future accounting period(s).

(h) Basic financial instruments (see note 20)

Financial assets (including cash and debtors) and financial liabilities are recognised when the group becomes a party to the contractual provisions of the instrument. Additionally, all financial assets and liabilities are classified according to the substance of the contractual arrangements entered into.

Financial assets and liabilities are initially measured at transaction price (including transaction costs) and are subsequently remeasured where applicable at amortised cost, except for investments which are measured at fair value with gains and losses recognised in the statement of financial activities.

Financial assets include cash, trade debtors, intercompany debtors, other debtors and accrued income. Financial assets held at fair value include investments.

Financial liabilities include trade creditors, other creditors, finance leases, bonds, loans and accruals.

(i) Funds (see note23)

The charitable companies within the group maintain various types of fund as follows:

- Restricted funds are those which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charities for particular purposes.

- Unrestricted funds are funds which are expendable at the discretion of the trustees in furtherance of the objects of the charities.

- Designated funds are unrestricted funds which have been set aside by the trustees of the charities for specific purposes. The aim and use of each designated fund are set out in the notes to the financial statements along with estimated timescales as to when the funds will be spent.

2. Donations and legacies

	Unrestricted funds	Restricted funds	Total 2021	Total 2020
	£'000	£'000	**£'000**	£'000
Donations	2,491	281	**2,772**	3,475
Legacies	7,288	639	**7,927**	6,828
Trust Fund	394	1,367	**1,761**	823
Community/Big Lottery Fund	145	207	**352**	246
Organisations raising funds	604	2,969	**3,573**	325
Gifts in Kind	49	1,904	**1,953**	1,260
Total donations and legacies	**10,971**	**7,367**	**18,338**	12,957

3. Income from charitable activities

	Group 2021	Group 2020
	£'000	£'000
Personal support	**182,723**	172,046
Other	**9,389**	7,706
Total income from charitable activities	**192,112**	179,752

Other income from charitable activities primarily consists of receipts for a range services: the provision of support, employment, youth services. Some of these are separately named in note 29(e).Included in income from charitable activities is £4.4m received from the Coronavirus Job Retention Scheme during the year (2020: Nil).

4. Income from trading activities

	Group 2021	Group 2020
	£'000	£'000
DBS checks	**267**	352
Retail trading element	**912**	2,425
Trust management services	**543**	477
	1,722	3,254

5. Investment income

	Group 2021	Group 2020
	£'000	£'000
Income from listed investments	**184**	303
Bank interest	**10**	32
	194	335

6. Property Income

	Group 2021	Group 2020
	£'000	£'000
Rental income	**22,809**	20,575
Government grant income	**2,157**	2,340
Consultancy income	**-**	186
	24,966	23,101

Government grants included within property income are all made to Golden Lane Housing for works to adapt existing properties and to purchase new properties. There are no remaining unfulfilled conditions at 31 March 2021. All grants are repayable if Golden Lane Housing ceases business activity or the related scheme comes to an end.

7a. Total expenditure

	Staff costs	Depreciation	Other direct costs	Reallocated support costs	Total 2021	Total 2020
	£'000	£'000	£'000	£'000	**£'000**	£'000
Costs of raising funds	1,208	-	1,234	243	**2,685**	3,134
Investment management costs	-	-	63	-	**63**	67
Trading costs of subsidiaries	1,695	305	1,370	-	**3,370**	3,485
	2,903	**305**	**2,667**	**243**	**6,118**	6,686
Charitable activities:						
Reducing stigma and discrimination	706	-	230	92	**1,028**	1,252
Social Care	156,800	1,320	31,778	18,862	**208,760**	194,562
Supporting friendships and relationships	974	-	875	184	**2,033**	1,509
Improving health	346	49	44	44	**483**	404
Early intervention	551	81	211	84	**927**	903
Employment	4,283	3	826	507	**5,619**	7,037
Defined benefit pension scheme finance costs	-	-	30	-	**30**	230
Governance	164	-	117	28	**309**	237
	163,824	**1,453**	**34,111**	**19,801**	**219,189**	206,134
Support costs	12,891	605	6,548	(20,044)	**-**	-
	179,618	**2,363**	**43,326**	**-**	**225,307**	212,820

7b. Support costs allocated

	Management	Finance and IT	HR	Fundraising	Other	Total 2021	Total 2020
	£'000	£'000	£'000	£'000	£'000	**£'000**	£'000
Costs of raising funds	55	132	32	10	14	**243**	295
Reducing stigma and discrimination	21	51	12	4	4	**92**	116
Social care	4,285	10,276	2,517	767	1,017	**18,862**	18,227
Supporting friendships and relationships	42	100	25	7	10	**184**	143
Improving health	10	24	6	2	2	**44**	38
Early intervention	19	46	11	3	5	**84**	85
Employment	115	277	68	21	26	**507**	660
Governance	6	15	4	1	2	**28**	22
	4,553	**10,921**	**2,675**	**815**	**1,080**	**20,044**	19,586

8. Information regarding employees

The estimated average full-time equivalent number of employees by function was:

	2021 Employees (FTE)	2020 Employees (FTE)
Reducing stigma and discrimination	**25**	27
Social care	**4,973**	4,958
Supporting friendships and relationships	**30**	32
Improving health	**95**	90
Early intervention	**20**	18
Trading	**63**	56
Raising funds	**26**	30
Support costs	**261**	261
Governance	**17**	14
Employment	**149**	201
	5,659	5,687

The estimated average number of employees by function was:

	2021 Employees	2020 Employees
Reducing stigma and discrimination	**25**	27
Social care	**7,722**	7,864
Supporting friendships and relationships	**30**	32
Improving health	**95**	90
Early intervention	**20**	18
Trading	**63**	56
Raising funds	**26**	30
Support costs	**261**	261
Governance	**17**	14
Employment	**149**	201
	8,408	8,593

Employee costs in the year:

	2021	2020
	£'000	£'000
Wages and salaries	**163,159**	154,357
Social security costs	**12,873**	12,265
Pension costs	**3,586**	3,474
Total staff costs as per note 7a	**179,618**	170,096
Benefits in kind	**120**	120
Total employee costs	**179,738**	170,216

Included in the above are amounts paid to temporary staff during the year totalling £4.9m (2020: £6.3m).

At the end of the financial year the Trustees agreed to make a one-off gift of £300 to each support worker who worked in Mencap's social care services for a considerable period during the pandemic. The sum of £2.3m for this was accrued at the year end

Redundancy and termination payments:

Expenditure totalling £248,988 (2020: £417,205) was recognised in the year in respect of redundancy and termination payments for employees.

Number of employees with salaries over £60,000

	Total 2021	Total 2020
£60,000 - £69,999	25	20
£70,000 - £79,999	7	11
£80,000 - £89,999	7	3
£90,000 - £99,999	3	5
£100,000 - £109,999	3	3
£110,000 - £119,999	2	-
£140,000 - £149,999	1	2
£150,000 - £159,999	1	-
£170,000 - £179,999	1	1

Of the 50 employees above, 46 are members of the defined contribution scheme. Payments made to the defined contribution scheme on behalf of these individuals amounted to £165,323 (2020: £151,623) for the year.

Trustees and senior management
The senior management of Mencap consists of the executive team. The total compensation received by members of the executive team during the year amounted to £903,677 (2020: £1,095,321). More details of executive remuneration can be found in the Trustees' report. Members of the board of trustees are not remunerated.

9. Expenses of the trustees

During the year, 1 trustee (2020: 12) was reimbursed for out of pocket expenses in relation to accommodation, travel and subsistence, or such expenses paid on their behalf. The total amount of these expenses was £274 (2020: £12,122). Members of the board of trustees are not remunerated.

10. Net income/(expenditure)

	Group 2021	Group 2020
	£'000	£'000
Net incoming/(outgoing) resources for the year are stated after charging:		
Depreciation and amortisation		
Own assets	**2,321**	2,016
Leased assets	**42**	91
Rentals under operating leases		
Land and buildings	**7,751**	6,833
Interest payable		
Interest element of finance leases	**3**	6
Bank interest	**2,180**	2,209
Defined benefit pension expenditure movement for the year	**10**	396
Auditors remuneration		
Audit of the group	**76**	72
Other non-audit work:		
- Tax	**21**	18

Included in the audit fee charged for the group was £60k (2019: £59k) for the audit of the parent charity.

11. Operating lease commitments

At 31 March 2021 the group has the following annual commitments under non-cancellable operating leases:

	Land and buildings	Land and buildings
	2021	2020
	£'000	£'000
Within one year	**7,816**	7,751
Within two to five years	**12,202**	13,136
After five years	**15,793**	15,479
	35,811	36,366

12. Intangible fixed assets

(a) Group

	Software	Total
	£'000	**£'000**
Cost or valuation		
Balance at 1 April 2020	2,985	**2,985**
Additions	-	**-**
Transfers between classes	-	**-**
Balance at 31 March 2021	**2,985**	**2,985**
Accumulated depreciation		
Balance at 1 April 2020	2,684	**2,684**
Charge for the year	117	**117**
Balance at 31 March 2021	**2,801**	**2,801**
Net book value at 31 March 2021	**184**	**184**
Net book value at 31 March 2020	**301**	**301**

(b) Company

	Assets under development	Total
	£'000	**£'000**
Cost or valuation		
Balance at 1 April 2020	2,732	**2,732**
Additions	-	**-**
Transfers between classes	-	**-**
Balance at 31 March 2021	**2,732**	**2,732**
Accumulated depreciation		
Balance at 1 April 2020	2,434	**2,434**
Charge for the year	114	**114**
Balance at 31 March 2021	**2,548**	**2,548**
Net book value at 31 March 2021	**184**	**184**
Net book value at 31 March 2020	**298**	**298**

13. Tangible fixed assets

(a) Group

	Freehold land and buildings	Assets under construction	Leasehold land and buildings	Fixtures, fittings and equipment	Motor vehicles	Total
	£'000	£'000	£'000	£'000	£'000	**£'000**
Cost or valuation						
Balance at 1 April 2020	122,033	4,676	7,121	6,239	1,627	**141,696**
Additions	180	6,551	13	934	-	**7,678**
Disposals	(1,094)	-	(272)	(200)	(158)	**(1,724)**
Transfers between classes	5,140	(7,768)	2,614	14	-	**-**
Balance at 31 March 2021	**126,259**	**3,459**	**9,476**	**6,987**	**1,469**	**147,650**
Accumulated depreciation						
Balance at 1 April 2020	10,916	-	1,190	4,056	1,558	**17,720**
Charge for the year	1,084	-	357	763	42	**2,246**
Disposals	(120)	-	(52)	(136)	(158)	**(466)**
Balance at 31 March 2021	**11,880**	**-**	**1,495**	**4,683**	**1,442**	**19,500**
Net book value at 31 March 2021	114,379	3,459	7,981	2,304	27	**128,150**
Less shared investment contribution	(2,006)	-	(1,150)	-	-	**(3,156)**
	112,373	**3,459**	**6,831**	**2,304**	**27**	**124,994**
Net book value at 31 March 2020	111,117	4,676	5,931	2,183	69	**123,976**
Less shared investment contribution	(2,156)	-	(876)	-	-	**(3,032)**
	108,961	**4,676**	**5,055**	**2,183**	**69**	**120,944**

(b) Charity

	Freehold land and buildings	Assets under construction	Leasehold land and buildings	Fixtures, fittings and equipment	Motor vehicles	Total
	£'000	£'000	£'000	£'000	£'000	**£'000**
Cost or valuation						
Balance at 1 April 2020	17,087	14	24	6,079	1,627	**24,831**
Additions	-	194	-	865	-	**1,059**
Disposals	(225)	-	-	(200)	(158)	**(583)**
Transfers between classes	-	(14)	-	14	-	**-**
Balance at 31 March 2021	**16,862**	**194**	**24**	**6,758**	**1,469**	**25,307**
Accumulated depreciation						
Balance at 1 April 2020	1,597	-	24	4,003	1,558	**7,182**
Charge for the year	256	-	-	732	42	**1,030**
Disposals	(9)	-	-	(136)	(158)	**(303)**
Balance at 31 March 2021	**1,844**	**-**	**24**	**4,599**	**1,442**	**7,909**
Net book value at 31 March 2021	15,018	194	-	2,159	27	**17,398**
Net book value at 31 March 2020	**15,490**	**14**	**-**	**2,076**	**69**	**17,649**

14. Fixed asset investments

	Group and Charity 2021	Group and Charity 2020
	£'000	£'000
Equities and multi-asset funds		
Market value at 1 April 2019	**5,653**	6,296
Acquisitions	**2,930**	-
Disposals	**(3,585)**	(23)
Net investment (losses)/gains	**1,544**	(620)
Market value at 31 March 2021	**6,542**	5,653
Bonds, cash and alternatives		
Market value at 1 April 2020	**8,312**	9,361
Acquisitions	**19,683**	8,146
Disposals	**(9,294)**	(9,176)
Net investment (losses)/gains	**79**	(19)
Market value at 31 March 2021	**18,780**	8,312
Total value at 31 March 2021	**25,322**	13,965
Cost at 31 March 2021	**24,501**	14,556

Included in market value of investments is an amount for the Mencap Visitors scheme of £5.9m (2020: £5.3m). This amount is held in a separate investment fund for the purpose of funding the scheme in future years. The liability of the scheme is shown in note 21.

	Equities and multi-asset funds 2021	Bonds, cash and alternatives 2021	Total 2021
	£'000	£'000	**£'000**
Group and Charity:			
Equities	5,463	-	**5,463**
Multi-asset funds	1,079	-	**1,079**
Bonds	-	2,403	**2,403**
Alternatives	-	1,978	**1,978**
Cash	-	14,399	**14,399**
Market value at 31 March 2021	**6,542**	**18,780**	**25,322**
Market value at 31 March 2020	**5,653**	**8,312**	**13,965**

15. Subsidiaries

The charity owns 100% of the issued capital of the following companies. Golden Lane Housing Limited is also a registered charity in its own right:

Subsidiary undertaking	Company registration number	Charity registration number	Principal activity	Net assets/ (liabilities)
				£'000
Blue Sky Housing Limited	4412276	-	Property development	-
Golden Lane Housing Limited	3597323	1071097	Property management and development	60,806
Mencap Limited	889191	-	Trading activities	-
Mencap Promotions Limited	1016345	-	Promotional and other special events	-
Mencap Trust Company Limited	1233201	-	Discretionary trust management	114

All the above are registered in England and Wales. The governance of Golden Lane Housing, of which Royal Mencap Society is the sole member, is maintained by their board of trustees, who act to deliver the objectives of the charity.

The above undertakings form part of the group consolidation. Mencap has no automatic right to the gross assets or reserves of Golden Lane Housing Limited.

Blue Sky Housing Limited and Mencap Promotions Limited remained dormant throughout the year.

16. Net income of group companies including consolidation entries

	Blue Sky Housing Limited	Mencap Trust Company Limited	Mencap Limited	Mencap Promotions	Total 2021	Total 2020
	£'000	£'000	£'000	£'000	**£'000**	£'000
Trading subsidiaries						
Turnover	-	543	299	-	**842**	982
Cost of sales	-	-	(212)	-	**(212)**	(345)
Gross profit/(loss)	-	**543**	**87**	-	**630**	637
Administration costs		(504)	(61)		**(565)**	(567)
Net profit/(loss)	-	**39**	**26**	-	**65**	70
Paid to Royal Mencap Society under gift aid	-	-	(26)	-	**(26)**	(75)
Provision for tax	-	-	-	-	**-**	-
Retained in subsidiaries	**-**	**39**	**-**	**-**	**39**	(5)

The costs of the above subsidiaries are included in the consolidated statement of financial activities under expenditure on raising funds, less any transactions between companies with the Mencap group.

	Royal Mencap Society	Golden Lane Housing	Total 2021	Total 2020
	£'000	£'000	**£'000**	£'000
Charitable companies:				
Incoming resources	212,279	25,504	**237,783**	219,210
Resources expended	(189,569)	(15,469)	**(205,038)**	(194,496)
Income/(expenditure) before administration costs	**22,710**	**10,035**	**32,745**	24,714
Administration costs	(15,215)	(4,631)	**(19,846)**	(17,337)
	7,495	**5,404**	**12,899**	7,377
Net gains/(losses) on investments	1,623	-	**1,623**	(639)
Net income/(expenditure)	**9,118**	**5,404**	**14,522**	6,738

17. Debtors

	Group 2021	Group 2020	Charity 2021	Charity 2020
	£'000	£'000	**£'000**	£'000
Trade debtors	**13,729**	15,047	**12,843**	14,285
Amount due from group undertakings	**-**	-	**3,472**	3,479
Other debtors	**792**	870	**752**	805
Prepayments	**1,672**	1,836	**1,041**	941
Accrued income	**12,853**	8,989	**12,292**	8,380
	29,046	26,742	**30,400**	27,890

Included in the net amounts due from group undertakings is a loan from the charity to Golden Lane Housing Limited for £2.42m (2020: £2.78m) of which £0.32m is due within one year. The loan is to be repaid in full over a period of 25 years from initial drawdown; capital paid quarterly, interest paid monthly and charged at an interest rate of 0.5% below Bank of England base rate.

18. Creditors: amounts falling due within one year

	Group 2021	Group 2020	Charity 2021	Charity 2020
	£'000	£'000	**£'000**	£'000
Obligations under finance leases	**26**	38	**26**	38
Trade creditors	**5,190**	2,965	**4,725**	1,830
Taxation and social security costs	**2,915**	2,549	**2,915**	2,549
Other creditors	**3,439**	1,880	**3,436**	1,880
Accruals	**9,418**	6,081	**7,619**	4,721
Deferred income	**8,977**	8,755	**7,071**	6,966
Current portion of long term loans	**12,218**	1,174	**60**	60
	42,183	23,442	**25,852**	18,044

Deferred income movement

	Group	Charity
	£'000	**£'000**
Balance at 1 April 2020	**8,755**	**6,966**
Amount released in the year	**(8,755)**	**(6,966)**
Amount deferred in the year	**8,977**	**7,071**
Balance at 31 March 2021	**8,977**	**7,071**

Grants that have been received are treated as deferred income where there is a specific requirement in the terms of the grant that the income recognition is dependent on certain activities being completed in a future accounting period(s).

At 31 March 2021, the charity holds £4,234,846 (2020: £2,147,132) on behalf of people we support. This balance has not been included within these financial statements.

19. Creditors: amounts falling due after more than one year

	Group 2021	Group 2020	Charity 2021	Charity 2020
	£'000	£'000	**£'000**	£'000
Obligations under finance leases, two to five years	**14**	29	**14**	29
Debenture loan	**23,000**	30,000	**-**	-
Bank loan	**19,801**	21,019	**660**	720
	42,815	51,048	**674**	**749**

Mencap

In 2007, Mencap obtained a loan for £1.5m, repayable in equal instalments over 25 years, at an interest rate of LIBOR plus 0.95%. As at 31 March 2021, the value of the loan stood at £0.72m. The loan agreement is secured by an unlimited guarantee between Royal Mencap Society, Mencap Limited, Mencap Promotions Limited and Mencap Trust Company Limited. It is further secured by a first legal charge over our property in Peterborough.

Golden Lane Housing

During 2014 the company issued through the intermediary of Retail Charity Bond a new bond totalling £11m paying a yield of 4.375%. The bond issue was fully subscribed and the full £11m was duly received, the purpose being to purchase properties to rent to people with a learning disability. The funds have been fully utilised in this purpose. The bond is repayable on 30 September 2021.

In the year ended 31 March 2018, the company signed an £18m Bond facility with RCB (paying a yield of 3.9% for 10 years) of which £10m were issued to refinance the £10M 2013 Bond and £8m were retained bonds. In 2019 £4M from the 2017 retained bonds were issued and the final £4m were issued in January 2021.

A £5m loan is held with RBS. This matures in 2027 and interest is payable at 2.5%.

Loans

In August 2014 two loans held with Nationwide were refinanced, leaving Golden Lane Housing with a fixed term loan of £452k secured on freehold land and buildings. The interest rate is fixed until June 2025.

The remaining loans are provided by Triodos and are secured on freehold land and buildings. £19.85m of the total is subject to fixed interest rates at 31 March 2021 with the remaining balance subject to variable interest rates.

Loan	End Date	Balance in £m	Interest Rate (%)	Fixed/Variable
Tridos LOAN	**4 Oct 2031**	0.5	**0.850%**	Variable
Tridos LOAN	**26 June 2025**	0.2	**0.850%**	Variable
Tridos LOAN	**17 May 2037**	2.3	**3.500%**	Variable
Tridos LOAN	**30 June 2036**	5.7	**3.500%**	Variable
Tridos LOAN	**4 Oct 2031**	2.6	**3.340%**	Fixed
Tridos LOAN	**26 July 2032**	1.7	**3.340%**	Fixed
Tridos LOAN	**17 May 2037**	1.2	**5.240%**	Fixed
Tridos LOAN	**17 May 2037**	5.7	**5.410%**	Fixed

The group loans are repayable as follows:

	2021	2020
	£'000	£'000
Under 1 year	**12,218**	1,174
Between 1-2 years	**1,266**	12,218
Between 2-5 years	**4,010**	3,948
Over 5 years	**37,525**	34,852
	55,019	52,192

20. Financial Instruments

	Group 2021	Group 2020	Charity 2021	Charity 2020
	£'000	£'000	**£'000**	£'000
Financial assets measured at amortised cost (a)	**48,624**	40,756	**37,648**	34,045
Financial assets measured at fair value (b)	**25,322**	13,965	**25,322**	13,965
Financial liabilities measured at amortised cost (c)	**(73,106)**	(63,186)	**(16,540)**	(9,278)

(a) Financial assets include cash, trade debtors, intercompany debtors, other debtors and accrued income

(b) Financial assets held at fair value consist of investments. Fair value is the market value of these investments as determined and quoted in an active market.

(c) Financial liabilities include trade creditors, other creditors, finance leases, bonds, loans and accruals. The group's income, expense, gains and losses in respect of financial instruments are summarised below:

	Income	Expense	Gains/ (losses)	Income	Expense	Gains/ (losses)
	2021	**2021**	**2021**	2020	2020	2020
	£'000	**£'000**	**£'000**	£'000	£'000	£'000
Financial assets measured at amortised cost	**10**	**-**	**-**	32	-	-
Financial assets measured at fair value	**184**	**-**	**(1,623)**	303	-	(639)
Financial liabilities measured at amortised cost	**-**	**(2,183)**	**-**	-	(2,214)	-

21. Provision for liabilities and charges

(a) Group

	Mencap Visiting Service	Dilapidations	Employee benefits	Other	Total
	£'000	£'000	£'000	£'000	**£'000**
Balance at 31 March 2020	2,627	1,562	726	284	**5,199**
Amount utilised in the year	(287)	-	(726)	(25)	**(1,038)**
Amount released in the year	(206)	(120)	-	(213)	**(539)**
Amount provided in the year	-	112	1,403	122	**1,637**
Balance at 31 March 2021	**2,134**	**1,554**	**1,403**	**168**	**5,259**

(b) Charity

	Mencap Visiting Service	Dilapidations	Employee benefits	Other	Total
	£'000	£'000	£'000	£'000	**£'000**
Balance at 31 March 2020	2,627	1,253	726	233	**4,839**
Amount utilised in the year	(287)	-	(726)	(25)	**(1,038)**
Amount released in the year	(206)	(78)	-	(212)	**(496)**
Amount provided in the year	-	17	1,403	122	**1,542**
Balance at 31 March 2021	**2,134**	**1,192**	**1,403**	**118**	**4,847**

The provision for the Mencap Visiting Service is the accumulated costs of providing the visiting service for all of its beneficiaries for the remaining expected need of the service. The costs charged against this provision represent the annual costs of running the service which will run for the length of the life of the beneficiaries. This scheme is closed to new members'.

22. Analysis of assets and liabilities between funds

	Unrestricted funds	Restricted funds	Total 2021	Unrestricted funds	Restricted funds	Total 2020
Group	**£'000**	**£'000**	**£'000**	£'000	£'000	£'000
Fixed assets	**116,495**	**34,005**	**150,500**	103,697	31,513	135,210
Current assets	**42,189**	**8,156**	**50,345**	38,336	4,303	42,639
Liabilities	**(89,606)**	**(3,223)**	**(92,829)**	(78,042)	(2,988)	(81,030)
Total	**69,078**	**38,938**	**108,016**	63,991	32,828	96,819

23. Group funds

	Balance 1 April 2019	Incoming resources	Outgoing resources	Transfers	Gains and losses	Balance 31 March 2020
	£'000	£'000	£'000	£'000	£'000	£'000
Restricted						
Homes	262	118	(56)	7	-	331
Learning and Development restricted training	1	-	(6)	5	-	-
Mencap visiting service	451	189	1,944	-	(403)	2,181
NewBe Project	3,518	-	(85)	-	-	3,433
Northern Ireland Housing Executive - Supporting People	-	690	(672)	10	-	28
Research Fund	19	-	-	(19)	-	-
Rothenberg Fellowship	110	-	-	(69)	-	41
Rothenberg Memorial Trust	28	-	-	(28)	-	-
Service provision - Communities & Programmes	904	807	(942)	55	-	824
Service provision - Lifestyles & Work	272	3,291	(2,456)	5	-	1,112
Service provision - Personal Support	393	1,747	(1,737)	(205)	-	198
Service provision - Strategy & Influence	350	913	(926)	32	-	369
Service provision - other	1,290	1,550	(1,311)	(56)	-	1,473
Service provision - Golden Lane Housing	20,719	2,061	-	31	-	22,811
Young Ambassadors	48	-	(21)	-	-	27
Special contingency	20	-	-	(20)	-	-
	28,385	**11,366**	**(6,268)**	**(252)**	**(403)**	**32,828**
Unrestricted						
General	58,989	208,548	(206,108)	(2,393)	(236)	58,800
Designated reserves:						
- Seed capital	75	-	-	-	-	75
- Non repayable grants	5,344	-	-	(83)	-	5,261
- Tenants support fund	296	-	-	584	-	880
- House to Home funds	38	278	-	-	-	316
Pension deficit	(10,670)	-	(444)	2,144	7,629	(1,341)
	54,072	**208,826**	**(206,552)**	**252**	**7,393**	**63,991**
Total funds	**82,457**	**220,192**	**(212,820)**	**-**	**6,990**	**96,819**

	Balance 1 April 2020	Incoming resources	Outgoing resources	Transfers	Gains and losses	Balance at 31 March 2021
	£'000	£'000	£'000	£'000	£'000	**£'000**
Restricted						
Homes	331	14	(15)	33	-	**363**
Mencap visiting Service	2,181	119	181	-	958	**3,439**
NewBe project	3,433	-	(81)	(5)	-	**3,347**
Northern Ireland Housing Executive - Supporting People	28	663	(671)	19	-	**39**
Research Fund	41	-	-	(8)	-	**33**
Rothenberg Fellowship	824	3,116	(814)	29	-	**3,155**
Service provision - Communities & Programmes	1,112	3,092	(2,211)	(628)	-	**1,365**
Service provision - Lifestyles & Work	198	3,803	(3,868)	41	-	**174**
Service provision - Personal Support	369	716	(773)	36	-	**348**
Service provision - Strategy & Influence	1,473	2,363	(1,456)	(506)	-	**1,874**
Service provision - other	22,811	2,065	-	(75)	-	**24,801**
Service provision - Golden Lane Housing	27	-	-	(27)	-	**-**
Young Ambassadors	**32,828**	**15,951**	**(9,708)**	**(1,091)**	**958**	**38,938**
Unrestricted						
General	58,800	222,206	(215,589)	(10,003)	665	56,079
Designated reserves:						
- Strategic Investment	-	-	-	9,000	-	**9,000**
- Seed capital	75	-	-	-	-	**75**
- Non repayable grants	5,261	74	-	(53)	-	**5,282**
- Tenants support fund	880	-	-	-	-	**880**
- House to Home funds	316	18	-	-	-	**334**
Pension deficit	(1,341)	-	(10)	2,147	(3,368)	**(2,572)**
	63,991	**222,298**	**(215,599)**	**1,091**	**(2,703)**	**69,078**
Total funds	**96,819**	**238,249**	**(225,307)**	**-**	**(1,745)**	**108,016**

Restricted funds

Restricted funds include the following unexpended balances of donations and grants held in trust to be applied for specific purposes. Mencap holds sufficient resources in an appropriate form to enable each fund to be applied in accordance with its restrictions:

• Homes - specific bequests to residential care homes.

• Learning and Development Restricted Training - extra funding provided by the Big Lottery Fund to concentrate on improving one or two particular aspects of Mencap's skills and knowledge in a way that is likely to have lasting impact on the organisation's work.

• Mencap Visiting Service - special trust used to provide regular visitors to people with a learning disability.

• NewBe Project - capital project in Northern Ireland funding the construction of a new building for an early intervention centre for children with a learning disability and their families, and a new headquarters for Mencap in Northern Ireland.

• Research Fund - used to sponsor medical research into the causes of learning disabilities.

• Service provision - restricted by funders and donors to specific areas of Mencap and Golden Lane Housing's core services. In each of the areas listed, restricted funds are utilised for the purposes specified in their restriction to further Mencap's activities. More information about Mencap's work in these areas, funded by a combination of restricted and unrestricted funds, can be found in the Trustee's report.

• Young Ambassadors - supports young people aged 16 to 25 with a learning disability who volunteer with Mencap as part of a 6-month programme, to support the work Mencap does, and to develop their employability skills.

Designated funds accounts adjustment to include new designated funds

£9m unrestricted funds have been specifically designated by Mencap, with £4m due to be spent in the next year. The remaining £5m to be spent over the next 5 years.

Unrestricted funds have been specifically designated by Golden Lane Housing for the following purposes:

• Maintenance funds - for prudence, Golden Lane Housing held an amount in designated funds to cover the potential dilapidation liability for all leased properties. During the year, it decided to make a specific provision for dilapidations and therefore released this designated fund.

• Seed capital - an amount is designated to be used in adapting properties for existing tenants. It has increased due to further donations during the year. This will be used where required to make future schemes viable, and the timing is therefore uncertain.

• House to Home – raised by the Royal Mencap Society and granted to Golden Lane Housing to support property adaptations

• Non repayable grants - this amount has been used to finance the purchase and development of properties held in fixed assets. The properties are depreciated over 100 years. Funds will be reinvested in capital should the properties be disposed of, but there are currently no plans to do so.

• Tenants support fund - this fund was set up in 2012/13 to cover possible future changes to government policy regarding the payment of exempt rents. It will be maintained at the same level until the impact of universal credit on Golden Lane Housing is clearly determined. The timing of this is uncertain.

Transfers

In addition to the transfers related to restricted and designated funds detailed above, £2,100,000 was transferred from general unrestricted reserves to the pension deficit during the year. This corresponds with the actual cash payments made by the group to reduce the pension deficit.

24. Pension Scheme

Mencap operates a number of pension schemes for the benefit of its employees. At 31 March 2009, Mencap's defined benefit scheme was closed to future accruals. This means that Mencap will fund the benefits that staff have earned to that date but does not offer the same benefit moving forward due to the inherent risk involved in running this type of scheme.

Staff are, however, able to save for their retirement through a defined contribution scheme to which Mencap contributes. All contributions are expensed in the year that they are made.

In addition to the above, Mencap participates in the Nottinghamshire County Council Pension Fund in respect of a small number of staff who have transferred over to Mencap. Mencap participates in this scheme by way of an admission agreement. In relation to this scheme Mencap currently has 19 active employees. Full provision has been made in the financial statements for this scheme. However, as the liability is not material, detailed disclosure has been limited so as not to distort or overstate the importance of this scheme within Mencap's overall finances.

At 31 March 2016, Mencap was also participating in the Staffordshire County pension fund in respect of a single active member of staff. This employee has now left Mencap, but a management estimate of the scheme liability is included pending the final liability being settled.

Mencap pension scheme

This scheme is valued annually for the purposes of the annual report and accounts. This valuation, which is carried out under specific accounting rules and detailed in full below, is made so that Mencap can account for the pension liability on its balance sheet.

The Trustees of the pension scheme undertake their own formal valuation once every three years. This valuation provides the basis for agreeing the amounts that Mencap will pay each year to fund the scheme. The last valuation for this purpose was undertaken in March 2020 and Mencap agreed to continue with a schedule of contributions to settle the pension deficit over a period of 14 years.

From the year ended March 2016 and going forward Mencap agreed to make the following cash payments to the scheme:

For the period 1 April 2015 to 31 March 2016
£ 4 million

For the periods 1 April 2016 to 31 March 2028
£2.1m per annum

In 2021 the following amendment was made:

For the periods 1 April 2021 to 31 March 2028
£1.8m per annum

At the end of March 2021, in the annual Scheme valuation, the total scheme liabilities were valued at

£149.7 million and the assets at £152.1 million. The net surplus is therefore £2.4 million. However, the triennial valuation still shows a sizeable deficit. The annual accounts will typically show a stronger position than the triennial valuation. This is because the accounting standards require that a fair view of the position (broadly, neither overstating, nor understating the funding level). Whereas triennial valuations, which are used to determine contributions to the Plan, are overseen by the Pensions Regulator which requires a prudent view of the position (i.e. understating the funding level) to ensure schemes are not underfunded

This surplus in the annual valuation cannot be withdrawn from the Scheme until the end of the pension, therefore the valuation in the Balance Sheet is recorded at a no-surplus, no-deficit position. The valuation at 31/3/20 was a net surplus of £5.0m. Again, it was recorded as a no surplus no deficit position

The main reasons for the change are as follows:

• A higher inflation assumption. (2021 RPI 3.3%. 2020:2.7%) Many benefits in the Plan are guaranteed to increase in line with inflation, so a higher inflation means more funds will be needed for future benefit.

• Mencap contributed £2.1m per year (£1.8m per year after 1 April 2021) into the Scheme reducing the deficit.

• Investment returns realised by the Scheme were better than expected resulting in more funds being added to the Scheme.

The following assumptions have been used to place a value on the retirement benefit obligations of the charity:

Financial Assumptions

	31 March 2021 % per annum	31 March 2020 % per annum
Retail price inflation (% p.a.)	**3.30%**	2.70%
Consumer price inflation (% p.a.)	**2.55%**	1.80%
Discount rate	**2.00%**	2.30%

The Demographic assumptions used are:

Longevity assumptions as at 31 March 2021

	Male and Female
Base table	2019 VITA tables
Future improvements	CMI 2019 core model with a long-term rate of improvement of 1.5%, A parameter of 0.25% and a smoothing parameter of Sk=7.0

Life expectancies as at:

	31 March 2021		31 March 2020	
Males (M) or Females (F)	**M**	**F**	M	F
Average future life expectancy (in years) for a pensioner aged 65 at 31 March 2020	**21.8**	**24.4**	22.0	25.1
Average future life expectancy (in years) at age 65 for a non-pensioner aged 45 at 31 March 2020	**23.0**	**25.7**	24.0	26.8

Based on these assumptions the balance sheet position is as follows:

Assets

	Fund value 31 March 2021	Fund value 31 March 2020
	£'000	£'000
Liability driven investment	**39,259**	23,238
Investment grade credit (corporate bonds)	**83,692**	86,522
Diversified growth fund	**-**	9,927
Infrastructure	**13,676**	15,040
Property	**9,665**	-
Insurance contracts	**2,836**	2,670
Cash and cash equivalents	**2,980**	4,144
Total value of assets	**152,108**	141,541
Actuarial (value) of liabilities	**(149,690)**	(136,493)
Surplus/(deficit) of funded Plan liabilities	**2,418**	5,048
Irrecoverable (surplus)	**(2,418)**	(5,048)
Surplus/(deficit) recognised in balance sheet	**-**	-
Net pension asset/(liability)	**-**	-

Reconciliation of Plan benefit obligation

	31 March 2021	31 March 2020
	£'000	£'000
Opening defined benefit obligation	**136,493**	147,735
Interest cost	**3,088**	3,494
Actuarial (gains)/losses	**14,386**	(10,399)
Past service cost	**11**	-
Benefits (paid)	**(4,288)**	(4,337)
Closing defined benefit obligation	**149,690**	136,493

Reconciliation of fair value of Plan assets

	31 March 2021	31 March 2020
	£'000	£'000
Opening fair value of Plan assets	**141,541**	138,828
Interest income	**3,228**	3,305
Contributions by Royal Mencap Society	**2,100**	2,100
Actual return on assets excluding amounts included in net interest	**9,527**	1,645
Benefits (paid)	**(4,288)**	(4,337)
Closing fair value of Plan assets	**152,108**	141,541

Analysis of amount charged to operating profit

	31 March 2021	31 March 2020
	£'000	£'000
Past service (cost)	**(11)**	-
Total operating charge	**(11)**	-

Analysis of amount credited to other finance income

	31 March 2021	31 March 2020
	£'000	£'000
Interest income on Plan assets	**3,228**	3,305
(Interest) on Plan liabilities	**(3,088)**	(3,494)
Net interest on defined benefit liability	**140**	(189)
Total amount charged to profit & loss (total operating charge less net interest)	**129**	(189)

Analysis of amount recognised in Other Comprehensive Income (OCI)

	31 March 2021	31 March 2020
	£'000	£'000
Actual return on assets excluding amounts included in net interest	**9,527**	1,645
Actuarial gains/(losses) on Plan obligations	**(14,386)**	10,399
Remeasurement gain/(loss) in Plan	**(4,859)**	12,044
Decrease/(increase) in irrecoverable surplus from membership fall and other factors	**2,630**	(5,048)
Remeasurement gain/(loss) recognised in OCI	**(2,229)**	6,996

Sensitivity analysis

Change in assumptions compared with 31 March 2021 actuarial assumptions:

	Actuarial value of liabilities on 31 March 2021
	£'000
Base case	**149,690**
-0.5% decrease in discount rate	**163,536**
1 year increase in member life expectation	**155,678**
+0.5% change in inflation	**158,770**

Local authority pension schemes

Nottinghamshire County Council Pension Scheme

The Nottinghamshire County Council Pension Fund is a defined benefit scheme with 18 members at 31 March 2021. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The agreed employer's contribution rate for the year to March 2021 was 14.4% and this was expensed during the year. Contributions have been set at 14.4% for 2021/22.

The estimated asset allocation at 31 March 2021 revealed that Mencap's share of liabilities of the scheme exceeded the value of Mencap's share of the scheme's assets by £2.52m (2020: £1.29 million). This change in deficit has been treated as an expense during the year and the deficit is included in the balance sheet.

Staffordshire County pension fund

The Staffordshire County pension fund is a defined benefit scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The pension scheme valuation at 31 March 2014 indicated that Mencap's share of liabilities of the scheme exceed the value of Mencap's share of the scheme's assets by £48,000. As any movements in the deficit would not be material to the accounts, a new valuation has not been obtained for the year to 31 March 2021.

Mencap had no active members in the pension scheme in the year to 31 March 2021 and did not expense employer contributions during the year.

Other local government pension schemes

Mencap also participates in four other local government pension schemes. However, as there are no remaining active members, and in view of the cost of obtaining disclosures and the likely liability being immaterial in the context of overall Mencap results, no account or disclosures are made for these four schemes.

Dyfed Pension Fund	No active members
Clwyd Pension Fund (Flintshire)	No active members
Powys Pension fund	No active members
Shropshire County Pension Fund	No active members

An actuarial valuation was obtained for the Nottinghamshire County Council Pension Scheme the following assumptions have been used in its valuation:

Financial Assumptions

	31 March 2021	31 March 2020
	% p.a.	**% p.a.**
RPI increases	**3.15%**	2.60%
CPI increases	**2.85%**	1.80%
Salary increases	**3.85%**	2.80%
Pension increases	**2.85%**	1.80%
Discount rate	**2.05%**	2.35%

The demographic assumptions used are:

Life expectancy from age 65

	31 March 2021	31 March 2020
Retiring today:		
Males	**21.6**	21.8
Females	**24.3**	24.4
Retiring in 20 years:		
Males	**22.9**	23.2
Females	**25.7**	25.8

Based on these assumptions, the balance sheet position is as follows:

	31 March 2021	31 March 2020
	£'000	£'000
Present value of the defined benefit obligation	**(5,497)**	(3,700)
Fair value of Fund assets (bid value)	**2,973**	2,407
Deficit	**(2,524)**	(1,293)

Reconciliation of present value of the defined benefit obligation

	31 March 2021	31 March 2020
	£'000	£'000
Opening defined benefit obligation	**3,700**	4,349
Current service cost	**108**	123
Interest cost	**87**	106
Change in financial assumptions	**1,654**	(529)
Change in demographic assumptions	**(39)**	(105)
Experience loss/(gain) on defined benefit obligation	**-**	(262)
Estimated benefits paid net of transfers in	**(33)**	(43)
Past service costs, including curtailments	**-**	42
Contributions by Scheme participants	**20**	19
Closing defined benefit obligation	**5,497**	3,700

Reconciliation of the fair value of Fund assets

	31 March 2021	31 March 2020
	£'000	£'000
Opening fair value of Fund assets	**2,407**	2,634
Interest on assets	**57**	65
Return on assets less interest	**476**	(305)
Other actuarial gains/(losses)	**-**	(6)
Administration expenses	**(1)**	(1)
Contributions by employer including unfunded	**47**	44
Contributions by Fund participants	**20**	19
Estimated benefits paid plus unfunded net of transfers in	**(33)**	(43)
Settlement prices received/(paid)	**-**	-
Closing defined benefit obligation	**2,973**	**2,407**

Analysis of amount charged to operating profit

	31 March 2021	31 March 2020
	£'000	£'000
Current service (cost)	**(108)**	(165)
Administration costs	**(1)**	(1)
Total operating charge	**(109)**	(166)

Analysis of amount credited to other finance income

	31 March 2021	31 March 2020
	£'000	£'000
Interest income on Plan assets	**-**	-
(Interest) on Plan liabilities	**(30)**	(41)
Net interest on net define benefit liability	**(30)**	(41)
Total amount charged to profit & loss (total operating charge less net interest)	**(139)**	(207)

Analysis of amount recognised in Other Comprehensive Income (OCI)

	31 March 2021	31 March 2020
	£'000	£'000
Return on Plan assets in excess of interest	**476**	(305)
Other actuarial gains/(losses) on assets	**-**	(6)
Change in financial assumptions	**(1,654)**	529
Change in demographic assumptions	**39**	105
Experience gain/(loss) on defined benefit obligation	**-**	262
Remeasurement of the net assets/(defined liability)	**(1,139)**	585

Summary of amounts disclosed in the accounts

Amount recognised in operating profit/(loss)

	2021	2020
	£'000	£'000
Mencap pension scheme	**(11)**	-
Nottinghamshire County Council Pension Fund	**(109)**	(166)
	(120)	(166)

Amount recognised in finance income

	2021	2020
	£'000	£'000
Mencap pension scheme	**140**	(189)
Nottinghamshire County Council Pension Fund	**(30)**	(41)
	110	(230)

Amount recognise in other recognised gains/(losses)

	2021	2020
	£'000	£'000
Mencap pension scheme	**(2,229)**	6,996
Nottinghamshire County Council Pension Fund	**(1,139)**	585
	(3,368)	7,581

Defined benefit pension liability

	2021	2020
	£'000	£'000
Mencap pension scheme	**-**	-
Nottinghamshire County Council Pension Fund	**(2,524)**	(1,293)
Staffordshire County Pension Fund	**(48)**	(48)
	(2,572)	(1,341)

25. Related Parties

Donations totalling £7,392 were received from related parties during the year without conditions.

Group companies

During the year, the following transactions took place between Royal Mencap Society and its subsidiaries:

• Mencap Trust Company paid its annual management fee to the charity £368,592

• Mencap Limited paid annual earnings of £26,291 to the charity by way of gift aid

• A total of £255,773 of other expenses incurred within the group were reallocated between the charity and its subsidiaries.

At 31 March 2021, the following intercompany balances were outstanding between the charity and its subsidiaries:

	2021	2020
	£'000	£'000
Golden Lane Housing Limited - loan	**2,416**	2,776
Golden Lane Housing Limited - other	**593**	236
Mencap Limited	**20**	33
Mencap Promotions Limited	**-**	-
Mencap Trust Company	**443**	432
	3,472	3,477

26. Volunteers

	2021 Number of volunteers
Raising funds:	
Raising funds	**-**
Trading	**469**
Total raising funds	**469**
Charitable activities:	
Reducing stigma and discrimination	**-**
Social care	**88**
Supporting friendships and relationships	**210**
Improving health	**-**
Early intervention	**17**
Employment	**58**
Other	**22**
Total charitable activities	**395**
	864

27. Capital commitments

At 31 March 2021, the group has the following capital commitments. All are commitments of Golden Lane Housing Ltd:

	2021	2020
	£'000	£'000
Capital expenditure contracted but not provided for in the financial statements	**197**	236
Capital expenditure authorised by the board but not contracted for	**10,000**	10,000
	10,197	10,236

These commitments are expected to be financed with:

	2021	2020
	£'000	£'000
Cash reserves	**197**	1,236
Proceeds from the sale of properties	**-**	5,000
Committed loan facilities	**10,000**	4,000
	10,197	10,236

The above amounts include the full cost of shared ownership properties contracted for.

28. Contingent liabilities

At the 31st March 2021 there were no contingent liabilities.

In its accounts for the prior year, as at the 31st March 2020 Mencap disclosed a contingent liability of approximately £15m relating to the application of average national minimum wage for non-contractual sleep-in hours carried out by our support workers. This represented an estimate of the back pay that would have been payable if Mencap was found liable for the claims made. Following a long-running case through the lower courts, on the 19th March 2021 the Supreme Court found in Mencap's favour meaning that this potential liability has been closed off. See page 52 for further details of the case.

29. Income

	Total 2021
	£'000
The Bay Tree Charitable Trust	30
BBC Children in Need	6
Bridgewater Charitable Trust	26
The City Bridget Trust	70
Community Foundation for Wales	5
Co-op Foundation	35
Department of Health and Social Care	495
Haworth Holt Bell Solicitors	10
Heritage Lottery Fund	6
Hillingdon Community Trust	13
Miss Joan Tanner Charitable Settlement	12
John James Bristol Foundation	13
The Legal Education Foundation	7
Marlene Gabriel Charitable Trust	5
National Lottery Community Fund	100
National Lottery Community Funding	10
Office National Statistics	17
Oliver Ford Trust	15
The Pears Foundation	100
Pears DCMS Community Match Challenge	448
Miss S M G Ross Charitable Trust	38
The Westfield Health Charitable Trust	10
The Wolfson Foundation	180
The Zochonis Charitable Trust.	50

(b) Included in Community/ Big Lottery Fund is income from:

	Total 2021
	£'000
City of Bradford MDC	32
Health Education England	122
Heritage Lottery Fund	53
National Lottery Community Fund	140

(c) Included in Organisations raising funds is income from:

	Total 2021
	£'000
Advent International	403
Association of British Insurers	2,581
Barclays Bank	100
BGC Brokers LP	79
Cambridgeshire Community Foundation	13
The G A Y Foundation	22
Payden & Rygel	100
St John's Wood Business Association	12
Sweet Causes Ltd	13
Virgin Money	232

(d) Included in Gifts in Kind is income from:

	Group 2021
	£'000
Adesse	16
Mailforce	1,820
Masks for NHS Heroes	41
Safeaid	36
Victoria Square	7

(e) Included in Income from Charitable activities is income from:

	Group 2021
	£'000
Infectious Control Grants	2730
Sport England	435
Belfast Health and Social Care Trusts for Children and adults' services in NI	267
Dept of Health (NI)	83
Northern Health and Social Care Trusts for advocacy, children, adults' services in NI	23
Special EU Programmes Body	362
Education Authority for Youth Services in NI	47
Early Years for Children's Services in NI	55
Disability Action for Employment Support in NI	7
Barnardos - DFC Seasonal Appeal Re: Covid	10
Health & Social Care Board - Summer Scheme Covid Grant	7

30. Events after the end of the reporting period

There are no adjusting events up to the date of signing of the accounts. There is one non-adjusting post balance sheet events relating to our subsidiary Golden Lane Housing:

1. On the 1st July 2021 Golden Lane Housing issued a £15million of 3.25% social bonds due 2031, from special purpose issuer Retail Charity Bonds PLC ("RCB") managed by Allia C&C. £11 million of the bonds have been sold to investors with a further £4 million will be retained and may be sold at a later date to raise additional funding for the Charity as required. The proceeds of the issue will be used by the Charity to further its charitable objectives, including the re-financing of a previous loan from RCB and the acquisition and/or adaptation of housing for people with one or more learning disabilities.