



# ANNUAL REPORT 2020

 @4pillarsuk

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[www.4pillarsuk.org](http://www.4pillarsuk.org)

25 Aberdeen Market, Market St, Aberdeen AB11 5PA

Registered Charity Number: SC046667

*four*  
**Pillars**  
supporting Grampian's LGBT+ community

Charity Patron: Lynx

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## REFERENCE & ADMINISTRATIVE INFORMATION

Charity Name	Four Pillars
Charity Registration Number	SC046667
Contact Address	25 Aberdeen Market Market Street Aberdeen AB11 5PA
Trustees	Colin White (Chair) George Bowie (Secretary) Steven Watt (Treasurer) Steven Webber Rachael Beedie Adam Perry
Senior Management Team	Deejay Bullock
Auditors/Independent Examiners	Mint Accounting 56 King Street Aberdeen AB24 5AX
Bankers	Bank of Scotland The Direct Business Bank, Bank of Scotland PLC, Pentland House, Edinburgh

# COMMUNITY RELATIONS MANAGER'S REPORT

## Partnership Overview

Four Pillars has continued to maintain Partnerships throughout the city and increased its reach through the Holocaust Memorial Day planning group and Domestic Abuse services. With the launch of Four Unity we were able to establish new links with organisations and individuals which allowed us to reach even further. Four Pillars thrives itself on working with others. Keeping in close contact with other groups and working together to better assist the community where possible.

## Projects overview

We have many projects within Four Pillars, from groups that have been established for many years to new and exciting projects taken on through this period. Non-least that of Four Unity; The first LGBT+ Community Hub in Grampian and the second in Scotland. The hub started off small and confined with its purpose to serve as a meeting room for those that needed support. As you will see, it soon became apparent that it needed to grow, Four Unity has become the heart of a small community and within that its reach has been remarkable. By the end of this period, Four Unity was seeing around 100 people per month, many of those regulars. All of which, had improved overall health as a result.

## Positives

I am proud to say that Four Pillars team have worked tirelessly over the past year to increase our reach, improve services and deliver on promises. The team, from trustees to volunteers, has come together and built something amazing in our services. Over the past year we have seen a lot of changes and everyone has come together to better the charity and its delivery to the community.

## Challenges

We are well aware that a small charity such as Four Pillars has difficulty in maintaining volunteers, across the whole spectrum, this is mainly due to the lack of funding to deliver on big projects with hard impacts, which is what a lot of volunteers desire. This year has been no different, with a complete change in Trustees and a high turnover of volunteers it has been difficult to maintain a united front at times. However, I do believe that in the end we came together as one and I'm confident that those involved in Four Pillars now, will take the charity forward in new and exciting ways.

## Going Forward

Next Year (April 2020 – March 2021) we are aiming high. With new groups offering support to those that need it most and improved services within our existing projects. It is our goal to increase awareness of Four Pillars across the region and support more people in their hour of need. With an exciting team we are able to reach new goals and improve the overall reach of Four Pillars.

Deejay Bullock  
Community Relations Manager

# STRUCTURE, GOVERNANCE AND MANAGEMENT

## **Governing Document**

Four Pillars is a charitable Trust and governed by its Trust deed.

The Trust deed has been updated, with OSCR approval, in line with new aims & objectives of Four Pillars which will allow the charity to grow going forward.

## **Recruitment and Appointment of Trustees**

The Board is responsible for the governance of Four Pillars and for preparing the Trustees Annual Report and the financial statements in accordance with applicable law and regulations e.g. Charities and Trustee Investment (Scotland ) Act 2005, the Companies Act 2006, OSCR (Office of the Scottish Charity Regulator), and Companies House. The Board consists of not more than 7, and not less than 3 persons drawn from the voting membership. If through resignation or other cause a vacancy occurs on the elected membership of the Board, the Board may appoint a new trustee to fill the vacancy by way of a majority vote. Four Pillars voting membership is drawn from individuals and representatives of organisations in the Grampian area (Four Pillars' 'area of benefit') interested in supporting the work of Four Pillars. Four Pillars continues to pursue expansion of its Trustees to reflect the needs of the organisation, our partners and the diverse communities who depend upon our service. The elected members of the Board, the honorary Chair, honorary Treasurer and the honorary Secretary of Four Pillars are chosen by means of a vote at the annual general meeting by the voting members of Four Pillars. All trustees are elected annually and hold office until the conclusion of the next annual general meeting. Subject to their annual renewal of commitment to Four Pillars, elected members of the Board serve for a period of three years, and at the end of the third annual general meeting after their election are required to resign. Every individual member nominated in writing to serve on the Board or in any honorary office is asked to accept the nomination in writing within 14 days of the closing date for nominations, which is 28 days prior to an AGM, and to sign a declaration stating that they will seek to promote the objects of Four Pillars, and fulfil their share of the responsibilities in the operation of Four Pillars. All members who have been full individual or affiliated members of Four Pillars continuously for a period of six months prior to the election are eligible to be nominated for election to the Board and to any honorary office, and nominate for and to vote in such election. The trustees are responsible for administering and managing Four Pillars, in accordance with relevant legislation, in a manner consistent with Four Pillars' purposes, and compliant with the duties placed on them by the Charities and Trustee Investment (Scotland) Act 2005.

New Trustees receive an Induction Pack and training for Charity Trustees.

The Induction Pack covers:

1. Introduction to Four Pillars and its Services
2. Four Pillars Trustees Duties & good practice advice
3. List of Current Four Pillars Trustees
4. Guidance for Charity Trustees – ‘Acting with Care and Diligence’
5. Copy of Four Pillars’ Trust Deed and any appendix
6. Copy of Four Pillars’ most recent Annual Report
7. Four Pillars’ map

### **Organisational Structure**

The Board conducts its business through regular meetings (normally every 2 months). Certain responsibilities are delegated to the management team and volunteers as appropriate. In addition, sub-committees can be set up for specific purposes. Such as that of the Grampian Pride committee. The sub-committee has all powers to implement its purposes in line with the Trustees wishes, which is outlined in a TOR (Terms of Reference). The Sub-committee is chaired by a Four Pillars trustee or representative of the Boards choosing.

The Responsibility for the day-to-day running of Four Pillars is delegated to senior staff members. ‘Teams’ have been setup within the structure to allow “working groups” to carry out duties which will better the charities aims. Each team is comprised of an elected trustee or senior management member and various volunteers. There is no limit to the size of each team. Elected members are responsible for feeding back to the board for further review and guidance on matters arising and/or budgets.

## OBJECTIVES AND ACTIVITIES

Four Pillars is not currently under any overall workplan as we are not funded by anyone and work by our aims & values. That said we have received various pots of small funding to cover things like support groups and project services. In these instances, we have agreed a work plan with funders and adapted services to meet those needs. Throughout 2019/2020 period Four Pillars grew considerably and it has become clear that a more robust workplan must be adopted going forward.

### Four Unity

We started the year with this new project. Its aim was to enable us to have a 'base' for people to come to, feel safe and get the support they needed. Located in the heart of Aberdeen Market, chosen for its easy access and known location, the Hub soon became the vocal point of Four Pillars. With this we needed to expand and expand quickly. The team rose to the challenge and throughout the whole period Four Unity saw not 1 but 2 growths, based on demand for services. It became apparent that we needed to monitor Four Unity and indeed Four Pillars usage, members and needs. We did this through a "sign in" survey, in which we asked service users to fill out every time they had contact with Four Pillars.

The following data has been recorded through 3 quarters (July 2019 – March 2020) Therefore it is not possible to get a fare and accurate average throughout the year. It is also important to note that due to COVID-19, March figures were around 40% under the predicted participation, having closed the hub 2 weeks into the month.

This data also relies on people filling out the survey

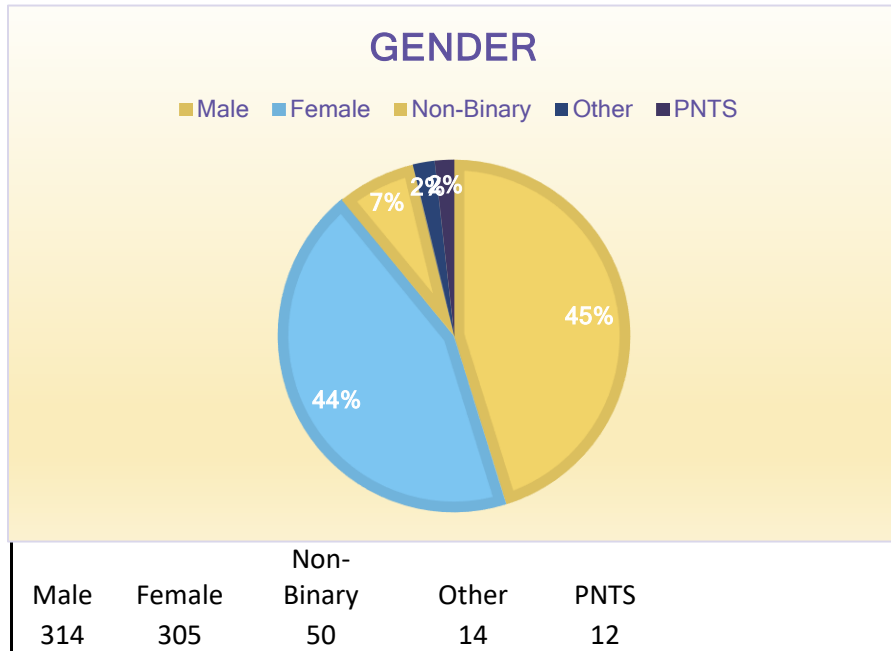
- a). every time they come into contact with Four Pillars services and
- b). correctly.

It is therefore estimated that 20% (139) of service users fail to fill out the survey and a further 10%, (70) that do complete the whole survey, do so with errors. (for example many cis individuals do not know what cis means and therefore do not answer correctly. Another example of mis-representation is that many people, that do complete the survey, do so believing they are "in for the coffee" (using our social services) when in fact through conversations whilst they are having their beverage, we establish a deeper need for services such as ongoing 1-2-1 support.

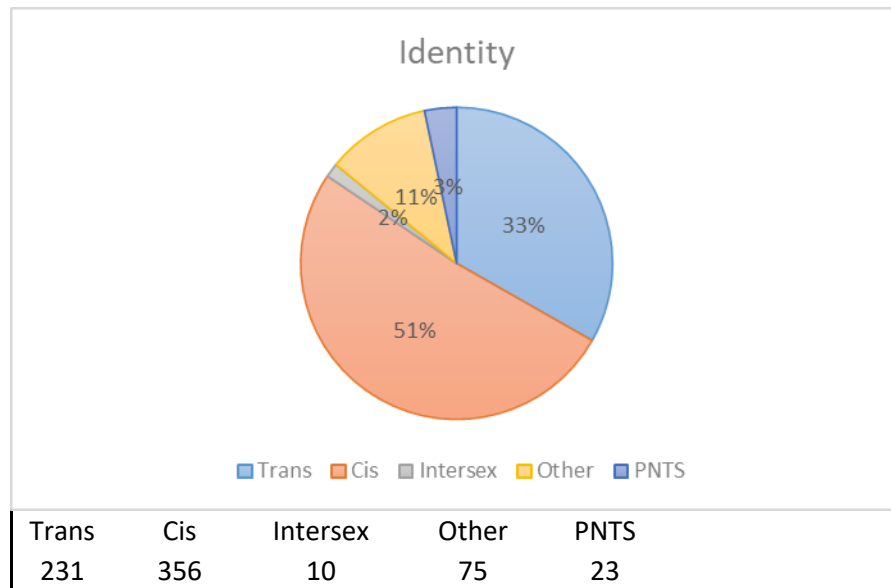
As we went through the period these facts came to light and we adapted the survey and imputing techniques to hopefully better understand the needs of our service users. One way in which we accomplished this was to fill in the survey with them, allowing us to explain what we meant by certain prompts and answer any questions. This allowed the service user to be better informed and answer more accurately.

Between July 2019 – (mid) March 2020 695 individuals completed the survey. The results are below:

Charts

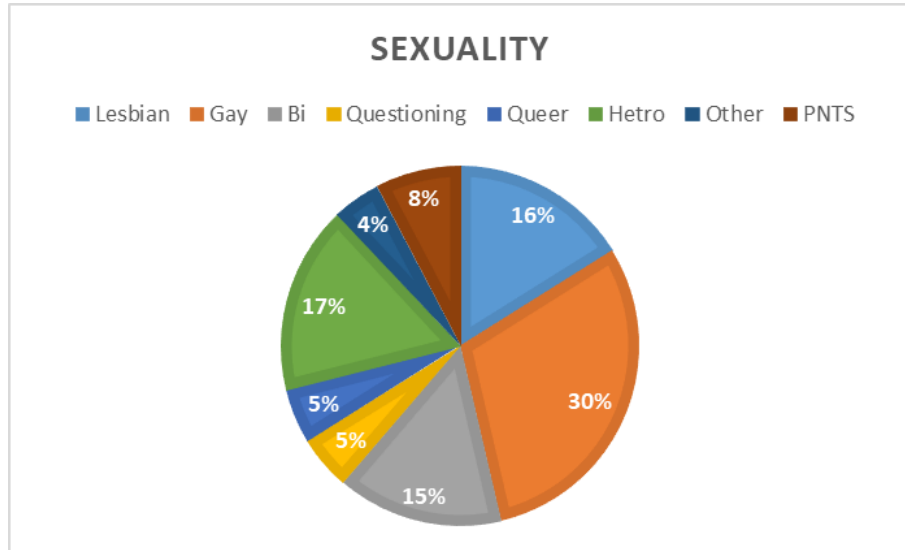


Gender

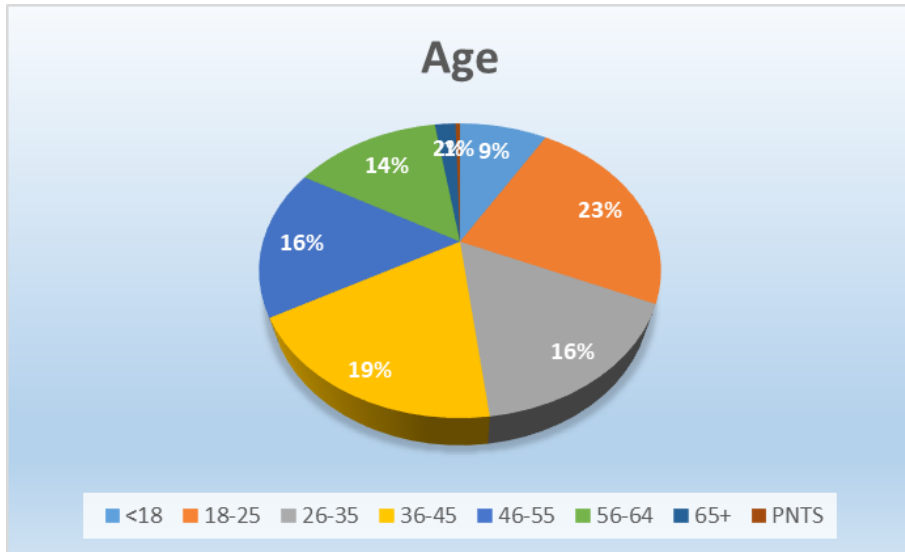


Identity

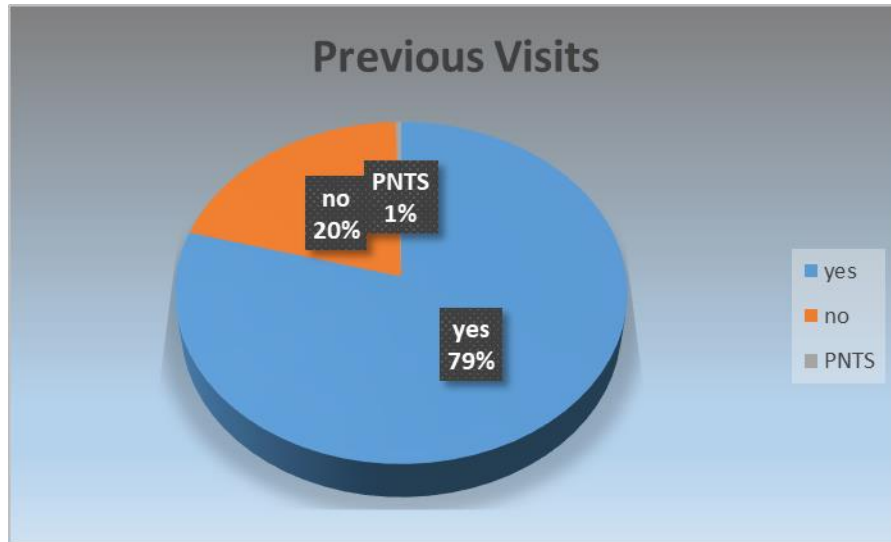




Sexuality	Lesbian	Gay	Bi	Questioning	Queer	Hetro	Other	PNTS
	112	210	104	34	34	118	30	53

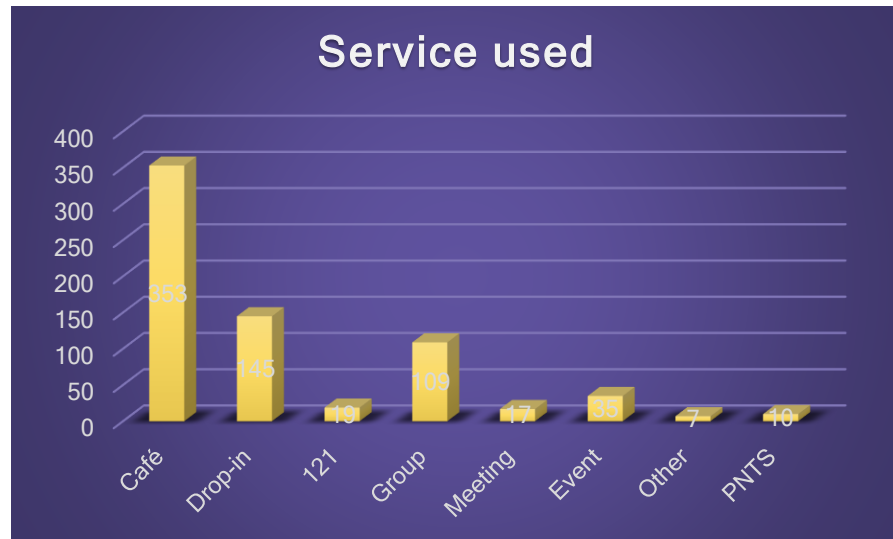


Age Range	<18	18-25	26-35	36-45	46-55	56-64	65+	PNTS
	59	161	114	131	114	99	14	3



Previous visit

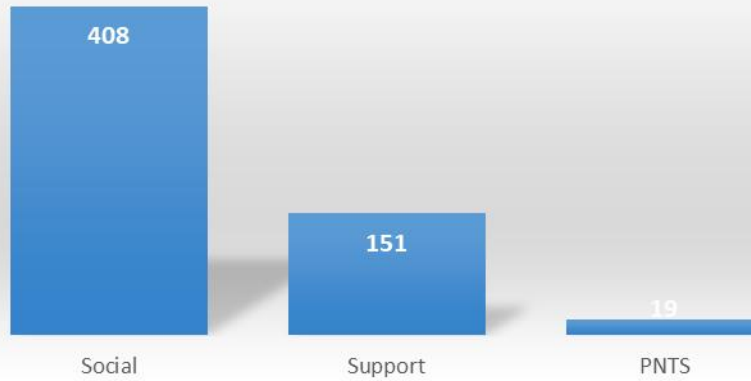
yes	no	PNTS
551	141	3



Service used

Café	Drop-in	121	Group	Meeting	Event	Other	PNTS
353	145	19	109	17	35	7	10

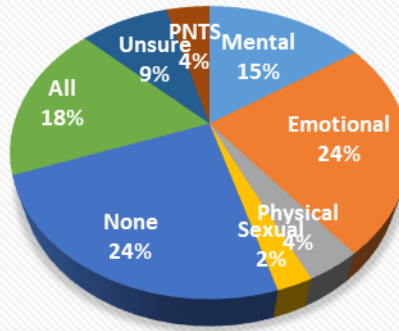
### Reason for Visit



Reason for visit

Reason for visit	Social	Support	PNTS
	408	151	19

### Health & Wellbeing



■ Mental ■ Emotional ■ Physical ■ Sexual ■ None ■ All ■ Unsure ■ PNTS

Health & Wellbeing

Health & Wellbeing	Mental	Emotional	Physical	Sexual	None	All	Unsure	PNTS
	95	145	23	15	147	108	53	26

We were also able to break this down through the 3 quarters to allow us to see trends and track changes in usage. Through this we saw at the beginning of the year most of our services were used by those that identified as men, with very few females coming through our doors (62/168 in Q2) by Q4 both those that identify as male and female were accessing services equally (123.5/277 on average in each category). Consistently each quarter has seen an increase in non-binary individuals accessing services, this corresponds to the increase in group activities throughout the year. It has also been interesting to see that at the beginning of Q2 many participants were answering PNTS (Prefer Not To Say) where as at the end of Q4 very few felt the need to hide their answers. This is consistent through all questions in the survey.

Interestingly, throughout the period we saw an increase in cis gender accessing services with the majority in Q4 (132/277) identifying as cis gender. This raised the question as to our reach in the Trans community. However, that has also increased month on month. It is therefore not surprising that in Q4 we saw 57/277 individuals that identified as heterosexual compared to 18/168 in Q2. This then adds into more cis gender people accessing services throughout the year. We contribute this to a dramatic increase in our TransParent support group as well as drop-in services through Four Unity. It is for this reason that we have implemented plans for a new parent support group going forward.

Our trend data also allows us to see that the Hub became more popular throughout the year as word got out of its existence and the age range in which we saw individuals changed dramatically into the new year with an overwhelming 161/277 participants being over the age of 36. This again shows a shift in the need of services and the types of services needed. When this data is put together with the types of services used it is unsurprising that by Q4 208/277 participants utilised the hub/drop-in services.

It is unsurprising, whilst worrying that in Q3 (During Christmas) 53/277 individuals accessed services to help with mental health needs whilst a further 38/277 need more than 1 matter (for example both Mental and physical needs)

It is not surprising that sexual health needs are consistently low throughout the year with only 15 people accessing services directly for sexual health reasons. We find this to be inline with the stigma that revolves around sexual health and the British way of talking about such matters. It is interesting however, that by Q4 108/277 required more than 1 matter. This co-insides with our ethos that “you can not look after 1 aspect of someone’s health and wellbeing, without addressing other needs” meaning that in order to look after someone’s sexual health we must also address their mental, emotional and physical needs simultaneously.

### **Grampian T-Folk**

'Grampian T-Folk' offers a peer social group for the transgender community. The Group will meet once a month and offer opportunities such as tea & coffees, building relationships, educational activities, best practice advice and professional visits to the group in the form of voice coaching, NHS staff and more.

This group has seen a drastic increase in membership over the year with now nearly 40 members associated within the group. Of that around 10 members are consistent month on month. The group has gone from strength to strength and with increased membership has come increased diversity. This is embraced within the group and the support offered is ever expanding.

### **Out & About**

Four Pillars' 'Out & About' is a social group open to all, its aim is to allow individuals to meet others within the community they otherwise wouldn't. At the group we aim to build relationships, grow confidences and improve the quality of life for its members. The group meet once a month and host various activities from coffee, meals and museum visits to hill walking, bowling and much more.

This group has seen some dramatic changes throughout the year. With the introduction of Four Unity it was questioned as to the need for the group. After all most members were able to attend the hub on a regular basis. Therefore, getting the social inclusion that the group endeavored to offer. It was for that reason this group was reduced from twice a month to once a month. Members have embraced this and now focus on activities outside the hub where possible.

### **Pink Granite**

Four Pillars' 'Pink Granite' is a social group for women, its aim is to allow individuals to meet others within the community they otherwise wouldn't. At the group we aim to build relationships, grow confidences and improve the quality of life for its members. The group meet twice a month and host various activities from coffee, meals and museum visits to hill walking, bowling and much more.

This group has seen an increase in attendance throughout the year, not surprisingly when we look at the data added that more individuals identifying as female used our services as the year progressed. However, it has been difficult to sustain the group and form relationships as many of its members arrived on different months. It is the hope that through 2020/21 we will be able to improve this.

### **TransParent**

Four Pillars' 'TransParent' is a support group for parents with transgender children. This group offers peer support and education to all, the group meet monthly and share information on learning about what it means for their child to be transgender and how best they can support their child. It is noted that there is no age limit to this group and your "child" may well already be in their 40s. Four Pillars recognise that no matter the age they will still be your "child" and you want the best for them. This group also offers a safe space for partners and other relatives that wish to attend and seek advice or information.

TransParent is another success story this year with a membership increase from 5 to 18, a core group meet monthly of around 8 members. The group have continued to welcome new members and support those in need through crisis intervention and empowerment. This group remains the only group that meet outside of Four Unity, this is due to the day and time the group meet. Whilst discussions were had about moving this group it was felt by members that a change could see a drop in attendance. Therefore, it will remain out with for the foreseeable.

However, it has been noted that more LGB parents are wanting access to similar support groups therefore Four Pillars will be starting a new Thursday night group 'Inclusion' within the hub. This will also allow parents from TransParent to attend both groups if desired.

### **Positive Peers**

'Positive Peers' HIV group by Four Pillars is set up to offer peer support to individuals living with HIV across Grampian. This group meets on a monthly basis and carries out various activities from coffee days, museum visits to hill walking, bowling and more. Whilst together individuals will discuss living with HIV, concerns, medication, relationships, work and more. From time to time Four Pillars will organise professionals to come and talk to the group and offer advice and support, individuals in the group can also arrange 1-2-1 sessions with a trained Four Pillars volunteer to discuss matters they are not wishing to share amongst the group

It is noted that Positive Peers remains one of our smallest groups with only 1 member being involved through this period. Whilst we recognise the need for this group it is worth considering how the community wish to utilise it. The Board will be taking this forward, in the hope of establishing a partnership with other small local groups offering the same.

### **Talk Four**

Four Pillars 'Talk Four' is a mental health support group where individuals have the opportunity to talk, share and support each other on a weekly basis. This group (up to 20 members) is intended for early interventions and each group will run for 6 weeks. With the possibility of staying for 12 weeks for those that are in need. To book a place please email [mail@fourpillarsuk.org](mailto:mail@fourpillarsuk.org) for dates and start times.

Talk Four is one of our newest groups only being established early 2020 with the expansion of Four Unity, which created a safe space for groups to meet. Therefore, its membership has been low, and we are unable to assess how this will be embraced going forward.

### **Outreach and PR**

Outreach and PR events have been few and far between this year due to concentrating on Four Unity. However, we have successfully engaged with individuals through Grampian Pride, awareness stalls, Freshers Fayres, educational events & HIV Testing week. We also engaged with members through History month, reaching out to the public both via stalls/fundraisers and online.

We picked up our social media presence this year by increasing our outgoing content and engaging 1-2-1 with people online. This proved successful for giving directions/ opening times, to then engaging with them directly in the hub.

### **Collaborations**

This year's big collaboration is that of Holocaust Memorial Day, whilst we work with various organisations throughout the year such as NHS, ADA and Rape Crisis Grampian. There was non-more engaging with a wider audience than that at HMD. Our teams worked closely with other planning members of the HMD committee and we lead the way in implementing a successful event, based on our previous successes, such as Pride. HMD 2020 "Stand Together", was successful in engaging with new people and reaching out to the community to remind them of the events gone-by. This was extremely useful in getting over 250 individuals together for a service to remember history and show solidarity for each other as we stood together in a minute's silence.

Other events took part throughout the year in conjunction with others, not least such as St Andrews Fostering and Adoption services around LGBT Fostering and adoption week and Alcohol & Drugs Action around alcohol awareness day. And last but not least, Transgender Day of Visibility where we

were privileged to work in conjunction with Aberdeen City Council, City Library and author Jo Clifford which lead to an e-book being written by our group members which was then launched on TDoV. Four Pillars is proud of its joint working and looks forward to further collaborations going forward.

### **Grampian Pride**

Grampian Pride 2019 was a successful year, despite the weather. We saw a 100% increase on 2018 for the parade (6000) and almost 4,500 people at the village. Feedback was mainly positive with members mostly complaining about the weather. However, to note we have taken on some feedback to grow the event for 2020 with more variety in food providers and rides/activities for younger people.

\*A full report is attached as Appendix 1

### **4Pride**

4Pride is a brand-new project for Four Pillars, only coming in to force in late January 2020. 4Pride is an additional pride shop that sells rainbow merchandise to the community for pride events and/or gifts. The aim is to allow members to treat Four Pillars as a one stop shop for advice, information, coffee and now pride flags and merchandise. This also helps with fundraising and will go towards Four Pillars being self-sustainable in future years. Going forward we will be able to report, here, what impact that has had on the community and Four Pillars.

### **Events**

As with every year we host a service for World AIDS day. This year was no different, although we were able to add in a fundraiser for Grampian Pride by way of a Quiz dedicated to HIV & AIDS knowledge. This allowed us to both gauge what the community knew and teach where they didn't. This, along with a personal story from our Community Relations Manager about living with HIV and it's impacts, allowed us to break down barriers and remove rumors whilst tackling stigma. It is something to consider repeating in future years.

### **Fundraisers**

Other events, not in collaboration with others, have mainly been around fundraisers which included bake sales and a Christmas fayre within Aberdeen Market. Here we were able to raise funds and engage with the community on a more fun, light spirited, level with the Christmas joy. We were able to promote services and guide people in the right direction for particular needs.

### **Volunteers**

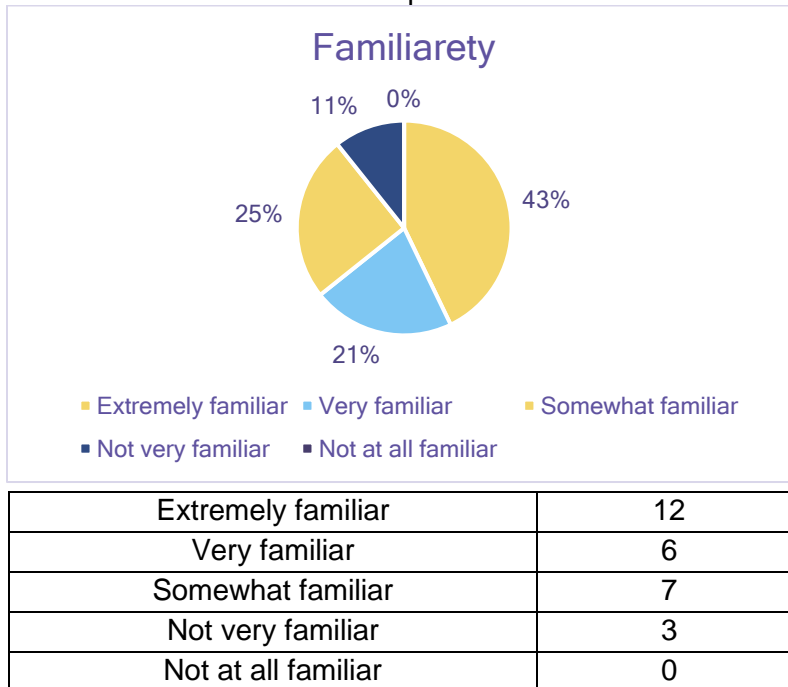
Four Pillars continues to be extremely well-supported by a diverse range of fantastic volunteers. During the period 2019-20 we had approximately 86 volunteers involved in projects such as various groups, the Hub, PR, events, administrative support and Grampian Pride. The total number of hours carried out by volunteers throughout the year is over 2,400 hours with a further 278 hours lost due to illness. There is also no recording for voluntary hours around Grampian Pride in this figure. It is safe to say with over 40 dedicated volunteers at the event alone, most of which only volunteer for the one day, and 16 committee members working throughout the year over 500 hours were completed during this period.

Four Pillars continues to be thankful to its volunteers and recognises that our work could not be carried out to the degree it is without those volunteers. With this in mind, the Board wanted to ensure volunteers were getting what they needed from us and that we continued to work on a two-way street. To that end Four Pillars put together an in-depth training and advancement package and made it available to all volunteers. This allows each volunteer to learn topics in what they are interested in, along with our mandatory training, and get support to develop their skills and improve their knowledge and, in some cases, prospect of future employment.

## Feedback

Every year, throughout the month of March we ask our service users to complete a short, anonymous, survey about Four Pillars, our services and their experiences. The following data was collected. It's important to note that due to COVID-19 we were unable to engage with service users in the last 2 weeks of March and although the survey is online, from experience we know that asking directly and prompting people to fill out the survey heeds better results. The following survey was completed by 23 individuals. That equates to 3.31% of the people who completed the sign in survey (695), and an estimated 2.76% of all service users throughout the year. We are conscious to be able to get more accurate data this should be at least 10%. However, it is important that we share the views of those 23 that did complete the feedback.

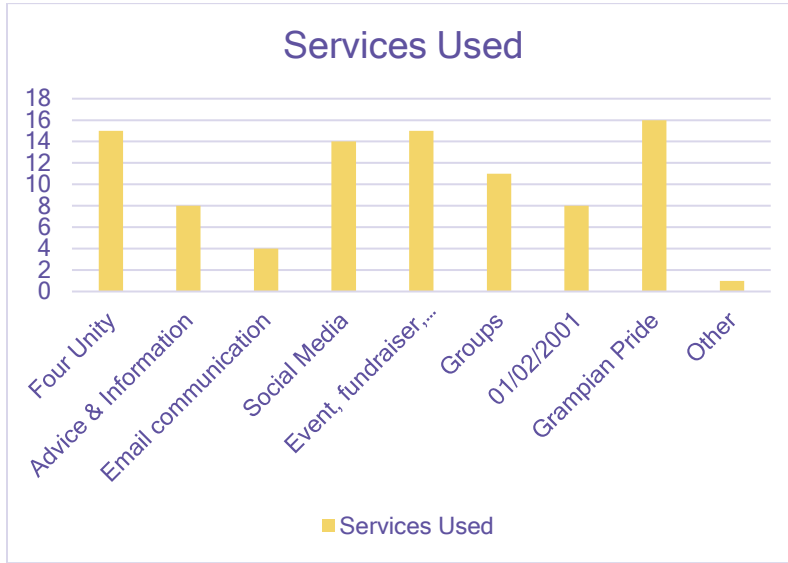
Q1. How familiar are you with our organisation's mission? "Four Pillars' mission is to support the LGBT+ community in manners of Mental, Emotional, Physical & Sexual Health and offer information & support on a person to person basis to build a community that supports itself through peer education; thereby allowing individuals to make informed choices to improve their overall health & wellbeing.



Analysis; We believe this shows a dramatic increase on the publics knowledge of Four Pillars and our mission. Through the expansion of the organisation this year we believe we have been able to keep our core messages and portray that to the community.



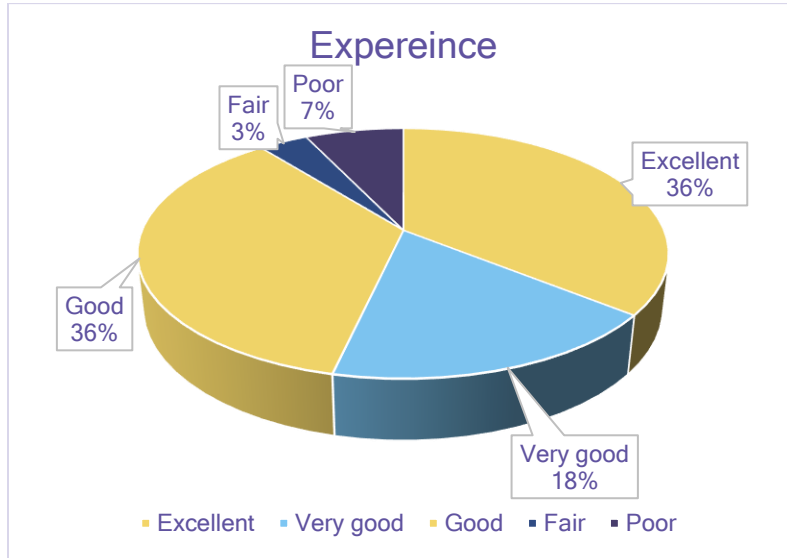
Q2. How have you interacted with Four Pillars?



Four Unity	15
Advice & Information	8
Email communication	4
Social Media	14
Event, fundraiser, activity	15
Groups	11
1-2-1	8
Grampian Pride	16
Other	1

Analysis; It is no surprise that most people came through Four Unity to access services. It is a credit to the project and proves that the space in Grampian is needed by the majority of the community.

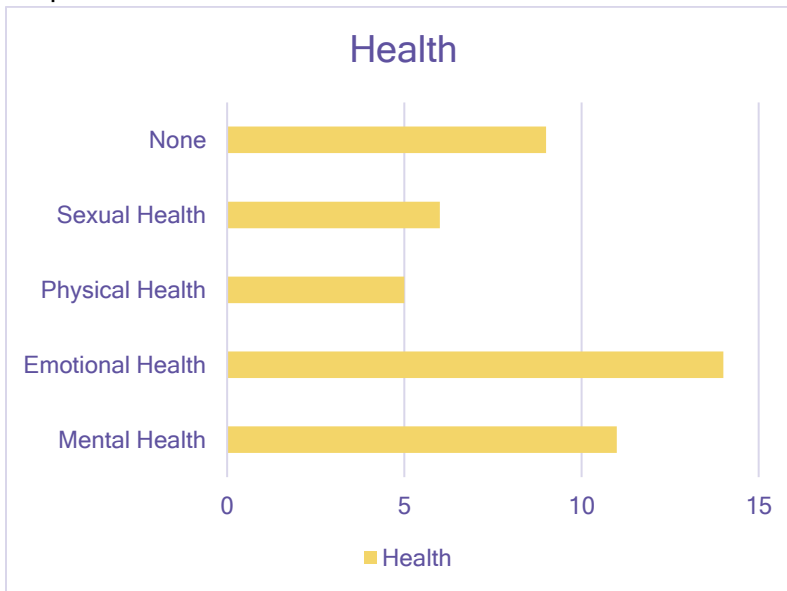
Q3. How would you rate your experience with the above interactions?



Excellent	10
Very good	5
Good	10
Fair	1
Poor	2

Analysis; Whilst we don't expect to please every person, we are please that a healthy 90% of respondents have had a good experience with Four Pillars. We are a small charity with limited resources and even more limited funding so to achieve excellence, in most areas, is a positive outcome.

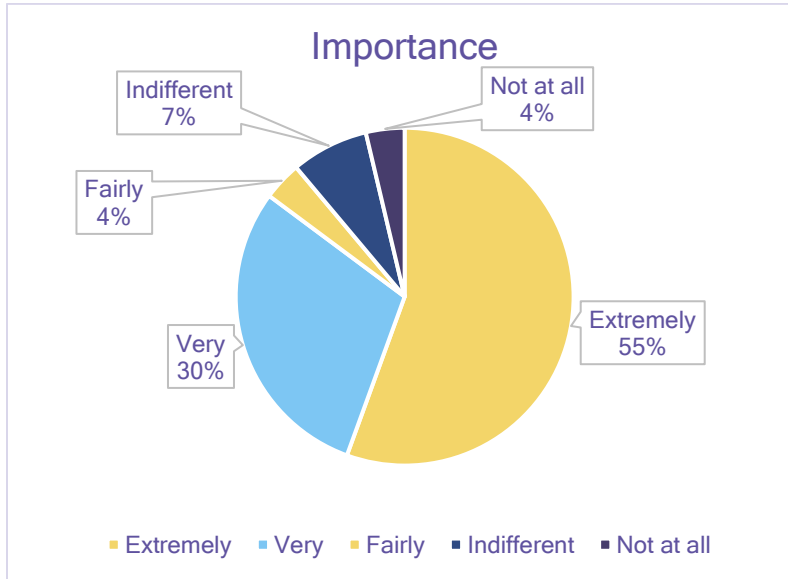
Q4. Do you feel your experience with Four Pillars has assisted with:



Mental Health	11
Emotional Health	14
Physical Health	5
Sexual Health	6
None	9

Analysis; As stated with in the sign in data, we found the majority of individuals don't always fully appreciated all their health needs and/or services that are provided. Although it is encouraging that many of the respondents to this survey picked more than 1 answer. This shows that our key message & ethos of looking after more than one element within a topic is needed in order to allow the individual to move forward.

Q5. How important is it that Four Pillars is based in Grampian?



Extremely	15
Very	8
Fairly	1
Indifferent	2
Not at all	1
There's plenty of other places to go	1

Analysis; We are aware that at this point in time Four Pillars is the only LGBT+ dedicated charity within Grampian. So it is therefore not surprising the community feel it is important for our charity to operate in this area.

\*It is also note worthy that the 1 person whom said "there's plenty of other places to go" is not based within Grampian.

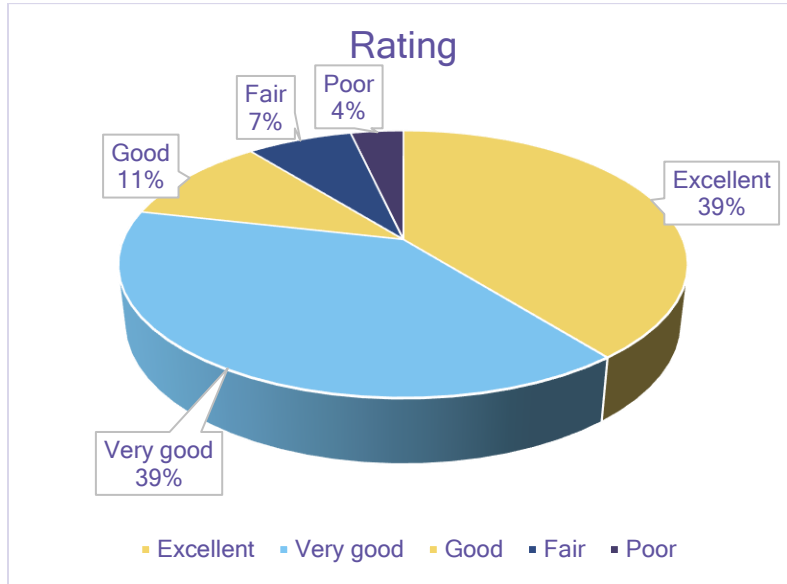
Q6. Can you elaborate on your last answer?

Positive
Important to have a form of support in times of need. Four pillars provides a source of inclusion and acceptance which allows some who struggle a place of sanctuary and reassurance
I don't know of any other organizations offering these kinds of services in the area
No other service provided
Four Pillars is the only LGBT+ charity in Grampian
I found that most support for me wasn't local so having four pillars is an essential for aberdeen
Staying Local is important to us in Aberdeen
Because otherwise where would people access the support

There is no other dedicated service to help and advise our community and people that are struggling . Doctors can advise but it's the real people on the ground that can give the honest best supported advice....
It is nice to have a non-commercial space for LGBTQ people.
LBGT+ community are under served by mainstream health and mental health services so four pillars and the hub seem very important
It is a great place for people to go and get support & a safe place
A lot of charities are based in the central belt it's good to have something in the NE
It's a stand-alone unique service which is very much needed.
I know so many young people feel they have to leave and go to Edinburgh as there is nothing here to support them. Think you are so important to them
It's a small isolated lgbtq+ community that needs this kind of support otherwise it would have made it a lot harder for me personally to come together and integrate. This has helped with my own mental health.
It's the only charity of its kind and it's important to the community
If I decide to come to meetings it is on the doorstep
<b>Neutral</b>
I'm not in the Grampian region
Can help some people
I live 30miles out of the city of Aberdeen. If the venue moved out of the city I wouldn't mind if it was near enough for me to visit regularly.
<b>Poor</b>
Doesn't make a difference
Hasn't done much for me
Too many more educated and skilled organisations in the North East doing a way better job with mental, physical, sexual and emotional health care. Four pillars is totally useless.

Analysis; As you can see from the above most people are happy that Four Pillars operates in this area as there are very few to no other services available. Although we have clearly upset one individual, which is never a good thing, we have never claimed to be “professionals” in every area. Whilst members of our team have quality skills in various topics, no one person or charity can have skills in every area that pleases everybody. We will however endeavor to continue to improve our knowledge and skill set through training of volunteers and staff and broadening our connections with other service providers.

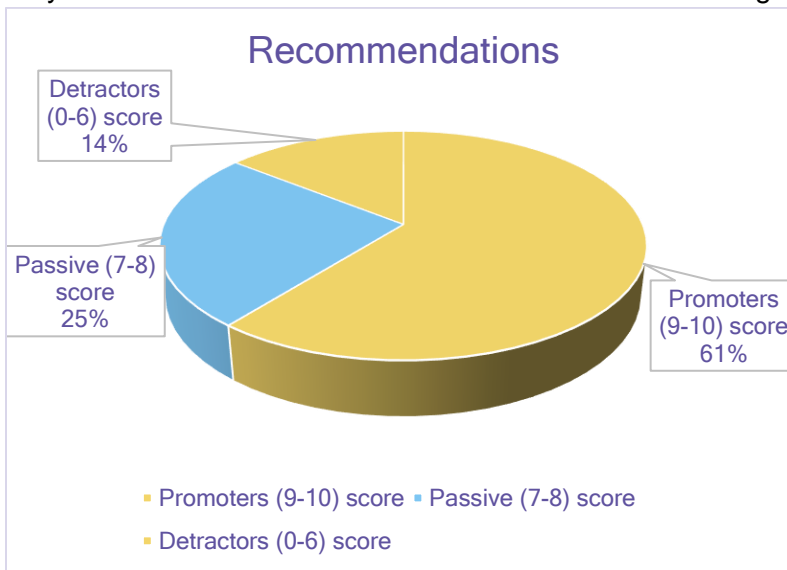
Q7. Overall, how would you rate Four Pillars?



Excellent	11
Very good	11
Good	3
Fair	2
Poor	1

Analysis; We are always proud to see that overall most people think highly of our services and the dedication we show to the community. We will endeavor to pick up these numbers going forward and strive for excellence across the board.

Q8. How likely is it that you would recommend Four Pillars to a friend or colleague?



<b>Promoters (9-10) score</b>	<b>17</b>
Passive (7-8) score	7
Detractors (0-6) score	4

Analysis; Again it is good to see that over 61% would actively promote Four Pillars whilst another 25% are neutral in promotion. Although 14% were detractors this number does range from 0-6 so even someone who scored 5/10, which would indicate a neutral, in this case indicates a detractor. Although we are not complacent to this fact and will endeavor once again to improve our process going forward.

Q9. Do you have any other comments, questions, or concerns?

<b>Doing a great job and now extended there premises ... always a good sign</b>
As a mother I'm looking for guidance on how to understand gender issues
Keep up the great job of supporting the local community
Keep up the good work
Current location in the indoor market is going to change in 2years when lease elapses. What happens then?
They only support gay white men. Anyone else is unwanted and clearly gets that message when trying to seek support.

Analysis; Although not many people completed the final comments it is good to see positive feedback. It is also just as important to hear negative feedback, so we are able to improve our services going forward. The most prominent of that is "They only support gay white men. Anyone else is unwanted and clearly gets that message when trying to seek support". We are extremely sorry that this person has felt so bad about our services, this was apparent throughout. However, we are proud of all our services which incorporate the whole community without exception. We are unsure of the experience this individual had, as our survey is anonymous, but would express our desire to fix any problem that arises. As mentioned, our services are open to all and we feel this has been apparent throughout this report and the interactions we have through group(s) and 1-2-1 services.

# STATEMENT OF TRUSTEES RESPONSIBILITIES

A charity trustee must act in the interest of the charity, operate in a manner that is consistent with the charity's purpose, act with due care and diligence and manage any conflict of interest between the charity and any person or organisation who appoints trustees.

Each Trustee must comply with the 2005 Act (specific Duties) which include:

1. Having the charity details on the Scottish Charity Register
2. Reporting to OSCR: making changes to your charity
3. Financial records and reporting
4. Fundraising
5. Providing information to the public.

The trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law.

Section 44 of the 2005 Act requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable trust and of the incoming resources and application of resources, including the income and expenditure, of the charitable trust for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable trust will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable trust and to enable them to ensure that the financial statements comply with the Charities Act 2005. They are also responsible for safeguarding the assets of the charitable trust and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable trust's auditors/independent examiners are unaware; and
- they have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors/independent examiners are aware of that information.

Accounting records must be kept by the charity for a minimum of 6 years from the end of the financial year in which they were made.

## **Statement as to Disclosure of Information to Auditors/independent examiners**

So far as the trustees are aware, there is no relevant information of which the charitable trust's auditors/independent examiners are unaware, and each trustee has taken all the steps that they ought to have taken as a trustee in order to make them aware of any audit information and to establish that the charitable trust's auditors/independent examiners are aware of that information.

# SUMMARY OF FINANCIAL PERFORMANCE

## Income

Total income generated throughout the year was £81,345. The main sources of income were from Grampian Pride activities which equated to 42% of total income. Unrestricted funds (Donations and fundraisers) equated to another 29% whilst restricted funds (grants) added 18% of our income. A further 12% came from other sources.

## Expenditure

The total resources expended during the year was £84,233. The main areas of expenditure were Four Unity set up and running costs (£19,531), which included support costs such as rent, insurances, supplies & services (£8,055) and governance costs such as auditors/independent examiners' remuneration, board expenses, specialist consultancy & legal fees (£537), as well as direct expenditure of Grampian Pride at (£44,834).

## Unrestricted Funds / Reserves

We received Unrestricted Funds of £23,314 through donations and fundraisers. We held £240 at the beginning of the year which equated to 3 months running costs at that time. As Four Pillars has grown substantially throughout the year, so has our regular outgoings and our 3 month running costs now total £12,000. Because of the rapid growth and need to spend income in order to make that growth happen we do not currently have adequate reserves in place. Something the board is well aware of and endeavor to correct going forward.

## Restricted Funds

Grants received this period from various funders were £14,270. We held £5,515 at the start of the year. Grampian Pride brought in a further £33,760 through sponsorships and donations, this is counted towards restricted funds. The total expenditure between Grampian Pride and other funded projects amounted to £51,157. A refund of £3,444 for Grampian Pride is also due to us and should be deducted from this figure. (The refund was delayed due to COVID-19)

There is recognition from the Board of Trustees that there is a lack of long-term funding arrangements, with much of the funding received by Four Pillars based on a one-year, small project, commitment. A strategy to address this issue was approved by the Board and will continue to be taken forward during 2020-2021

## Budget

The board have set a budget for 2020/21 of £120,000. This includes £70,000 for Grampian Pride, Staffing costs of £20,000, Rental at £13,000, insurance and contractual costs of around £5,000, governance, training and accounting £2,000 and misc expenses (volunteers, training, stock, events, fundraisers) £10,000