



Special Needs And Parents

ANNUAL REPORT
and
ACCOUNTS

for the year ended
31st December 2011

Registered Charity No. 1077787
Company Limited by Guarantee No. 03805837



Special Needs And Parents

**An Essex charity
for parents and carers
of children and young people
aged 0 to 25 years with any
special need or disability.
SNAP's aims are to inform,
encourage and support parents,
allowing them to grow in
strength and knowledge
so that they are
better equipped to give
the best possible help
to their children.**



The Queen's Award
for Voluntary Service

Special Needs And Parents Ltd
Registered Charity No. 1077787
A Company Limited by Guarantee
in England and Wales No. 3805837
Registered Office: The SNAP Centre
Pastoral Way • Warley • Brentwood
Essex • CM14 5WF

SNAP

The SNAP Centre
Pastoral Way
Warley
Brentwood
Essex CM14 5WF

Tel: 01277 211300

Email: info@snapcharity.org

Website: www.snapcharity.org

Fundraising Tel: 01277 245345

Email: fundraising@snapcharity.org

Helpline, Advice & Information

**Library of Specialist Books, DVDs
Videos & Toys**

**Directory of Useful Contacts
including online version**

Newsletters & Updates

Counselling/Family Counselling

Specialist Talks & Training Courses

Parent & Pre-School Children Groups

**SNAP+ (for older children & young
people)**

Music, Drama & Yoga

Multi-sensory Room

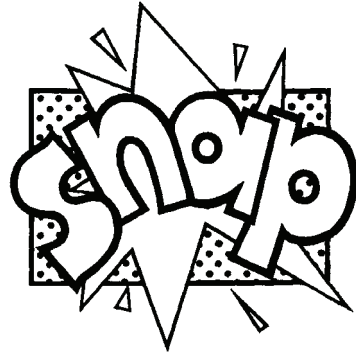
Specialist IT Suite

Activities for Children & Young People

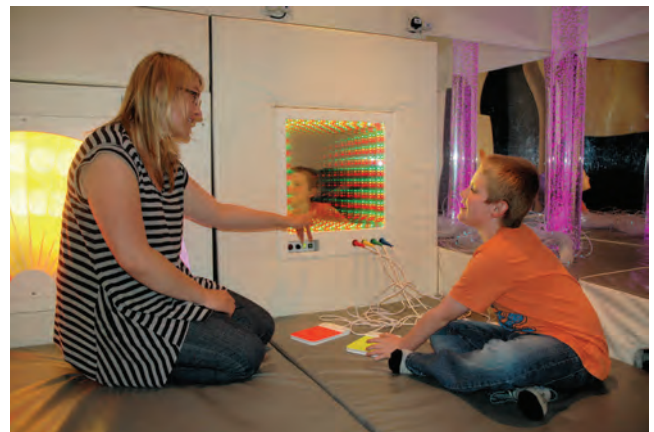
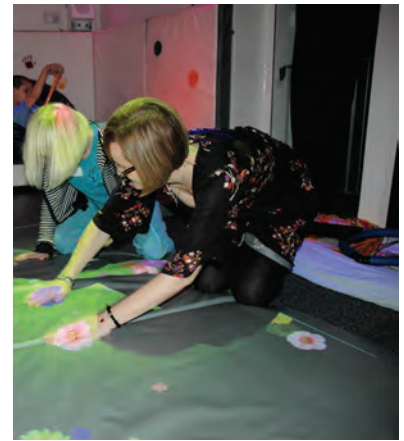
Holiday Sessions

Sibling Support

Social Events for Parents & Children



Special Needs And Parents





Special Needs And Parents

**REPORT OF THE TRUSTEES FOR THE PERIOD ENDED
31st DECEMBER 2011**

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Special Needs And Parents Limited (SNAP)

The trustees present their annual report and financial statements of the charity for the year ended 31st December 2011. This report represents the directors' report as required by s417 of the Companies Act 2006. The financial statements comply with current statutory requirements, the Memorandum and Articles of Association and the Statement of Recommended Practice - Accounting and Reporting by Charities issued in March 2005.

Reference and Administrative Information

Charity Name:	Special Needs And Parents Limited
Working Name:	SNAP
Charity Registration No:	1077787
Company Registration No:	03805837
Registered Office and Operational Address:	The SNAP Centre, Pastoral Way, Warley, Brentwood, Essex CM14 5WF

Trustees

Mrs N Hitchcock (Chairman)	Mrs M Kiel
Mr J McKay (Treasurer)	Mr D Levell
Mrs S Davies (Vice Chairman)	Mr M O'Connell
Mrs P Hills	Mrs A Pepper

Staff (as of March 2012)

Mrs H Needham MBE: Manager
Mrs D Dennis: Assistant Manager (Services) • Mrs C Stubbs: Assistant Manager (Finance)
Mrs K Boath: Assistant Manager (Families) • Mrs A Pereira: Information Officer
Miss E Grimes: Family & Information Support Worker • Mr R Dennis: Services Assistant
Mr J McKenna: Family Support Worker • Miss S Bennett: Finance & Fundraising Assistant
Part-time staff - Mrs L Bowring: Family Support Worker • Mrs B Garrard: Services Assistant
Mrs J Ault: Office Assistant

Accountants

Tiffin Green, Chartered Certified Accountants, 11 Queens Road, Brentwood
Essex CM14 4HE

Solicitors

Wortley Byers, Cathedral Place, Brentwood, Essex CM14 4ES

Bankers

CAF Bank Limited, PO Box 289, West Malling, Kent ME19 4TA
NatWest Bank, 46 High Street, Brentwood, Essex CM14 4AN
Lloyds TSB, 47 High Street, Brentwood, Essex CM14 4RN
Santander Savings and Retentions, Bridle Road, Bootle, L30 4GB

Insurance Advisers

Access Insurance Services, Selsdon House, 212-220 Addington Road, South Croydon,
Surrey CR2 8LD

Chairman's Review

Essex families who have children and young people with special needs and disabilities have continued to turn to SNAP for help throughout 2011. It has been a very busy but most rewarding year for our team of twelve staff, eight trustees, and ninety volunteers.

SNAP is currently helping 1,834 families and these families have a total of 2,110 children and young people with special needs and disabilities. During the period of this annual review, our charity provided services to 247 new families. Our aim is to support the whole family by offering a range of services for both the parents/carers and the children and young people.

The SNAP Centre remains fundamental to our provision for both parents/carers and for children and young people. 700 parents and carers are regularly attending the centre each year. They benefit from advice, information, training, counselling and activities for their children including our wonderful multi-sensory room and a variety of play sessions and after school clubs.

We were pleased to welcome to The SNAP Centre during the year Eric Pickles, Secretary of State for Communities and Local Government, Baroness Newlove and the Mayor of Brentwood. Baroness Newlove wanted to visit projects that had made a difference to their communities and had asked to visit SNAP. Baroness Newlove was most interested in the charity's work and how a few people meeting round a kitchen table in 1994 had led to the development of such a major organization in the community.

A Family Forum was developed during the year. The feedback we receive through the Family Forum will help us to ensure that we meet the needs of our families and listen to their concerns. We have implemented several new initiatives as a direct result of the Family Forum including educational surgeries and sending out more frequent news sheets and updates.

SNAP regards it as important to work with other organisations and professionals and there are numerous examples of this interaction. Of particular note were the Local Support mornings we organised and hosted during 2011. These provided a unique opportunity for parents and carers to access information and to put questions to local organisations and professionals, all in one place and at one time. Professionals and organisations offered advice on many topics including benefits, respite provision, sport and leisure opportunities, education and legal matters.

Turning to finance, actual and potential cuts in central and local government spending are a major focus of the trustees. The trustees are continually considering such strategic issues and decided that increasing the fundraising capacity of the charity is vital. We receive tremendous support from the community and we must build on this and expand our connections further if we are to make up the deficit that we are now seeing from the cutbacks.

The trustees therefore seized upon the opportunity of renting some additional office space from the Brentwood Leisure Trust for the purpose of fundraising. The office space is at the rear of The SNAP Centre and became fully operational in March 2012. A new member of staff will be recruited to assist in delivering the fundraising activities.

Report of the Trustees for the Year Ended 31 December 2011

Chairman's Review

Expenditure for 2011 was £368,772 and income £315,766 and hence there was a shortfall of £53,006.

There is a fundraising plan for 2012 and the income forecast is approximately £360,000. This forecast is dependent on successful applications to charitable trusts, statutory agencies and community fundraising. In the current economic climate it is difficult to predict the outcome of such applications. This forecast would result in a reduction of approximately £90,000 in the cash reserves. It is therefore imperative that as stated previously, we increase and widen our sources of funding in order to reverse this trend in 2013 and beyond.

Friends of SNAP, our grass roots fundraising arm, worked tremendously hard throughout the year and raised a magnificent £64,044 for the charity. Many of our families raise funds through Friends of SNAP, which means so much to us.

Major donors during the year were: AEGIS London; Shenfield Charity Ball Committee; Wipe Away Those Tears; and Paul & Rachel Jeffreys Charitable Trust. We give enormous thanks to these supporters. We are also very thankful to Essex County Council and NHS South West Essex for their continuing support of our work.

We are most grateful for the ongoing generosity of our many supporters. Individuals, businesses, Rotary clubs, public houses, schools, sports clubs, children's clubs and other organisations raise money every year to help us fund our activities. We are extremely grateful to Future Office Solutions for their assistance with our IT needs.

I thank all our staff, volunteers and trustees for their immense commitment to the charity and the families we serve. The SNAP team and also our families received a tremendous boost when our manager, Hilary Needham was awarded an MBE in the Queen's New Year Honours 2012 for services to children and young people with special needs and their families. We are all so extremely proud of Hilary and thrilled that her dedication and achievements at SNAP have been recognised in this way.

I shall be retiring as Chairman at the 2012 Annual General Meeting and handing over to Suzanne Davies, who will bring great qualities and skills to the role. I am pleased to be retaining my involvement with SNAP through fundraising and remaining a trustee.

The realisation of The SNAP Centre nearly five years ago was a direct response to the needs of families who have children and young people with disabilities. The Centre and its fantastic resources continue to benefit hundreds of families. SNAP's growth and development have been made possible due to the collective passion and efforts of so many wonderful staff, volunteers and supporters.

Nicola Hitchcock
Chairman

Aims & Objectives

Introduction

Special Needs And Parents Limited (known as SNAP) is an Essex support group for parents and carers of children and young people aged 0 to 25 years with any special need or disability. The children have a wide variety of disabilities including autism, cerebral palsy, Down syndrome, sensory impairment, speech and language difficulties and learning disabilities. The mission of the charity is to inform, encourage and support parents, allowing them to grow in strength and knowledge so that they are better equipped to give the best possible help to their children.

Since the organisation was first formed, it has helped hundreds of families cope with the difficulties faced by parents and carers of disabled children. The charity (March 2012) has 1,834 families on its database and every week new families turn to SNAP for help. Existing families remain with SNAP because as their children with special needs become older the problems that they face do not go away but evolve. Consequently, there is a continuing need for advice and support.

In April 2007 the charity's new premises project was finally completed and SNAP moved from its two offices at Keys Hall into the new SNAP Centre. The SNAP Centre was officially opened by HRH The Countess of Wessex on 17th May 2007. The move was a major transition and expansion for the charity.

Objectives and Activities

In the charity's Memorandum of Association the objectives are: "for the relief of children with physical and/or mental disabilities or other special needs particularly by the provision of information, encouragement and support to their parents and such other charitable activities as the Executive Committee in their absolute discretion shall decide".

Subsequent to the charity relocating to The SNAP Centre in May 2007, the trustees reviewed the charity's overall operational aims, objectives, business plan, and strategy. The SNAP Centre provides an increased range of resources so that the charity can further improve the lives of families who have children and young people with disabilities. The new premises project enabled the charity to achieve its objectives by ensuring that SNAP has a secure home for the foreseeable future: SNAP's leasehold agreement is dated 10th July 2006 and is for a term of twenty five years.

The overall operational aims are:

- Information, training, and support for parents and carers of children and young people aged 0 to 25 years with special needs and disabilities.
- Activities, courses and therapies for children and young people aged 0 to 25 years with special needs and disabilities.
- Activities, courses and support for siblings of children and young people aged 0 to 25 years with special needs and disabilities.

Report of the Trustees for the Year Ended 31 December 2011

Aims, Objectives and Public Benefit

The objectives are:

Parents and carers: telephone helpline; face-to-face advice and information; counselling; benefits advice; education advice; a directory of sources of help; website; specialist library; family newsletter; news sheets; training; access to professionals including talks.

Children and young people with special needs and disabilities: multi-sensory room sessions; IT sessions; music making; drama clubs; yoga clubs; pre-school groups; SNAP+ for older children and young people; family counselling; after school activity sessions; holiday sessions; Christmas party and family outings.

Siblings: activity sessions and holiday sessions including supportive listening; family counselling; Christmas party and family outings.

SNAP has a three-year business plan, which details the charity's strategy.

Key strategic aims achieved in 2011 were:

- development of the volunteers induction programme
- SNAP assisted in the setting up of Over 25s Forum
- SNAP Parents Forum was set up
- formulation of business recovery plan
- succession planning for Executive Committee

Key strategic aims in progress during 2011 and 2012 are:

- user survey
- continuing to review and develop existing services
- continuing development of SNAP's partnership working
- continuing to develop fundraising
- development of new three year business plan

How Our Services Deliver Public Benefit

The trustees have referred to the Charity Commission's general guidance on public benefit when reviewing SNAP's aims and objectives and in planning future activities. The trustees consider how planned activities will contribute to the aims and objectives they have set.

SNAP's charitable purposes are for the public benefit and fall within the description "*the relief of those in need, by reason of youth, age, ill-health, disability, financial hardship or other disadvantage*" in the Charities Act 2011.

We constantly monitor the performance of the charity and ensure that our work remains focussed on our stated aims and objectives. This Annual Report gives a detailed account of the charity's services, its achievements and performance throughout 2011, and how it has benefited the people it was set up to help. Feedback from our families is continuously sought and this, along with monitoring and evaluation, indicates that we are providing high quality services.

A small fee (usually between £3.00 and £5.00 per session) is requested for some of SNAP's activities to help towards costs but if a family is unable to pay due to its financial circumstances the service is still available to them.

SNAP is a local charity providing information and hands-on services and the main area of benefit is Essex. However, information resources such as the SNAP Directory and Family Newsletters are available to all members of the public online at our website. When the telephone helpline receives calls from outside Essex the advisers assist callers as much as possible and signpost them to their nearest support organisations if known.

SNAP works with a wide range of members of the public such as professionals, supporters, funders, interested parties and volunteers and therefore also benefits these sections of the public.

The section 'Achievements and Performance' below describes the activities of the charity, which are undertaken to fulfil our charitable purposes for the public benefit.

Achievements and Performance

Following the move into The SNAP Centre in 2007, staff and volunteers have continued to develop the range of services offered to children, young people and their parents.

Information, Advice & Support and Training Services

The following section gives details of achievements and performance in relation to our parent information, advice & support and training services:

Telephone Support & Information. The SNAP helpline is open from 8.30am to 5.00pm weekdays to give information and support to families of children with special needs and disabilities. A call to the helpline is often a parent's first contact with SNAP and can be the beginning of a long relationship with the charity.

The family support team at SNAP along with the helpline staff and some volunteers receive parent adviser training using the Family Partnership Model, which focuses on working in partnership with parents so that they grow in strength and knowledge and become better equipped to give the best possible help to their children. The Family Partnership Model was developed by Professor Hilton Davis at The Centre for Parent and Child Support at the Munro Centre, Guy's Hospital. There are six members of staff and four volunteers who are trained in this model.

By using this model SNAP is confident that our families are being supported by all advisers in a consistent manner. Over the last few years, six members of the SNAP team have also undergone various training with the Telephone Helpline Association including Core Helpline Skills, Call Handling Skills, Counselling Skills and Email Handling Skills.

In 2011 there were 3,682 telephone calls that supported SNAP families including 247 calls from families contacting SNAP for the first time. 1,844 of these calls were helpline calls, which are often extensive and intense and involve SNAP parent advisers. The remaining 1,838 were calls relating to services offered at SNAP.

SNAP Newsletters and News Sheets keeps parents informed about SNAP's activities. Due to the increased range of services offered at The SNAP Centre, families need more frequent updates of the opportunities available. From 2012 SNAP will be using more regular News Sheets rather than twice yearly Newsletters. The Summer Survival Guide advises parents of lots of activities taking place in and around Essex and is to help parents cope with the long summer holiday. The guide will be available to download off the SNAP website.

The SNAP Website provides details of all SNAP's services including the online SNAP Directory, latest news sheet, archived family newsletter articles, newsroom stories and fundraising information. There is also a facility on the website to donate online.

Comments about the SNAP website have included "Excellent example of local initiatives, with a user friendly website, and practical help for local families".

The SNAP Directory is a comprehensive guide of useful contacts to point both parents and professionals in the right direction in order that they are able to give the best possible help to children and young people with special needs. The Directory was fully revised in 2010 and also includes services and organisations in Southend and Thurrock. A new hard copy version was produced and the Directory is also continuously updated online.

The directory underpins the helpline and information services and every family registered with SNAP either received a new hardcopy or an email alert to the updated online version. Copies were also sent to professionals throughout Essex who use it in their work with families.

A selection of the feedback received following the launch of the 2010 Directory includes:

"The SNAP Directory has enabled us to find a range of activities for our son to try that we would not usually have had access to or thought to have used"

"The Directory is fantastic – so useful! As a result of having this, we have sourced different treatments and equipment, which have been of benefit"

"It has enabled us to gain access to services and facilities available to my son. There are many avenues for information and help which would otherwise not be known to us"

"The SNAP Directory is a great source of information that you can refer to time and time again"

"A brilliant point of reference, always packed full of clear and useful information"

SNAP would like to thank Aiming High for Disabled Children in Essex, Southend and Thurrock for their support with this project.

The Specialist Library of Books, Videos and DVDs is an extensive collection of over 2,000 specialist books, nearly 300 specialist videos and DVDs and hundreds of information sheets and leaflets that are not available in any other library. Together with the SNAP Directory, the library is an essential resource for our parent advisers and Information Officer. It is used during hands-on sessions, parent training and face-to-face parent advice sessions as well as being a vital source of information for the telephone helpline. The library is available to all parents, carers and professionals who wish to use it. There is also a postal service making it easier for parents who do not live close to the centre to request

a particular book or resource. During the year 272 people regularly borrowed books and videos from the specialist library and it was used constantly by our parent advisers.

Face-to-Face Parent Advice gives parents the opportunity of coming to the SNAP Centre on an individual basis to access the library and talk over their current concerns with SNAP's trained staff and volunteers. During the year face-to-face advice and support were given to parents individually at 204 one hour appointments. Face-to-Face advice was also given at SNAP's hands-on sessions on 4,250 occasions. There was 43% more one hour Face-to-Face sessions than the previous year.

Counselling for Parents - Families who have a child with a special need may experience additional stresses and problems and we therefore offer a counselling service. Counselling is provided by a fully trained counsellor with 18 years' experience at Relate. There were 133 counselling sessions held with 34 parents during 2011.

Family Counselling was launched in September 2008 in response to the need identified by the SNAP team of parent advisers. SNAP uses a counsellor experienced in working with children and young people. There were 169 counselling sessions held with 31 young people and their parents during 2011.

Parent Training was further developed during the year. Many courses were run for parents including: Moving to Secondary School; TacPac training; Two Makaton courses; Logically Illogical talk by Ros Blackburn; OAASIS - Strategies for Managing Children on the Autistic Spectrum and Enhancing Family Life; Social Stories led by Dr Jane Pearson; Puberty in Young People with Special Needs; Epilepsy awareness with Epilepsy Nurse Specialist Nicky Barnes; Behavioural Challenges presented by children and young people with developmental disabilities led by John Clements (Clinical Psychologist). SNAP also hosted three Network 81 courses: Working in Partnership with your School; Is Your Child Getting the Best Out of School; and Basic Practical Strategies to Help your Child at Home.

SNAP organised and hosted two Local Support mornings during 2011 where parents were able to access many professionals on one morning: Sport and Leisure Focus Morning in March with 20 organisations and 44 parents/carers; and a general Local Support Morning with 24 organisations and attended by 53 parents/carers in November.

SNAP's team of Parent Advisers also offer support at all of the above activities and carry out follow-up work with the families who have attended.

380 different parents/carers have accessed training or information during 2011 with many of them attending several events.

Education Surgeries were launched in September 2011 with Eirwen Grenfell-Essam from Network 81. These sessions provide independent education advice, information and support to parents concerned about their children's education and the statement process. Parents are able to book one hour individual meetings with the adviser. 40 sessions were held in 2011 attended by 36 different parents. These surgeries are proving to be very popular and the number of sessions available was increased from the start of 2012.

Benefits Advice Appointments were provided at SNAP by a trained adviser from Brentwood Citizens Advice Bureau. This service is for parents who find the process of filling in applications for benefits such as Disability Living Allowance a very difficult, emotional and overwhelming experience. Each parent appointment with the adviser takes approximately three hours. This opportunity was provided on an appointments only basis and 28 parents have taken advantage of this service during 2011.

Parent Yoga & Relaxation Time sessions aim to improve both the mental and physical well-being of SNAP parents and carers. The yoga is gentle and restorative and suitable for complete beginners and the more experienced. The sessions were launched in 2011 and 36 parents/carers benefited from these popular classes during the year.

Children & Young People's Services & Activities

The following section gives details of achievements and performance in relation to our children and young people's services and activities. During sessions for children and young people, parents stay at the centre and use the library, talk to a parent adviser or have a coffee and chat with other families. Siblings are also welcomed to the centre to enjoy the facilities while their brother or sister is taking part in an activity.

The Multi-sensory Room is available for use by children and young people either in the group sessions or it can be booked by families on an individual basis at other times and during the holidays. SNAP staff and volunteers also offer individual sessions whenever possible. 422 children and young people used the multi-sensory room during 2011 and in total there were 3,052 sessions including group activities and individual pre-booked visits.

The IT Suite is fully equipped with special needs software, computers, height adjustable desks, touch screen monitors, keyboards, mice and switches to suit a range of ages and abilities. The IT suite is open during regular sessions and is also available to use at other times. 398 children and young people have benefited from the IT suite and in total there were 2,799 sessions including group activities and individual pre-booked visits during 2011.

Centre Sessions include a range of individual sessions during term time and Stay and Play activities during the school holidays. The holiday sessions have been developed in response to the needs of our families, many of whom find the school holidays difficult. Sensorise for families with children and young people with profound and multiple learning difficulties was launched in 2011 so that parents could network with others undergoing the same issues. While at the centre, parents and their children are supported by SNAP trained staff and volunteers. Other sessions are for specific age ranges such as Diddlies our pre-school Stay and Play. 343 children and young people enjoyed Centre sessions during the year.

SNAP on a Monday is a parent and pre-school children group which continues to be extremely popular with an average of 19 children attending each session. Volunteers supervise the children in structured play sessions while parents relax and meet together in a welcoming and friendly atmosphere. Staff and experienced volunteers offer support and information. Families are able to access the whole of The SNAP Centre at these sessions including the multi-sensory room and the IT suite with trained volunteers supporting the activities. During the year, 114 parents/carers, 79 children with special needs and 32 siblings enjoyed coming to these sessions. There were a total of 452 attendances by

Report of the Trustees for the Year Ended 31 December 2011

Achievements and Performance

parents/carers, 370 attendances by children with special needs and 120 attendances by siblings during 2011.

Therapeutic Thursdays offer a stimulating, interactive and sensory experience for pre-school children using art, music, multi-sensory equipment and IT. This activity is booked as termly courses and 30 children were registered each term. These sessions were attended by 43 children with special needs, 6 siblings and 56 adults during 2011.

Music Therapy was offered in small groups during the first half of 2011 and **Music Making** was offered to small groups of pre-school children during the second half of 2011. 29 children and young people with special needs have benefited from these sessions during the year.

SNAP is very grateful to the Paul and Rachel Jeffreys Charitable Trust, which has supported these sessions since March 2006.

Drama was offered to children and young people who work with the tutor and the SNAP team of staff and volunteers towards building self-esteem and confidence and encouraging creativity and imagination. There are two extremely successful sessions, the first for younger school aged children and the second session for older children and young adults. 37 children and young people have taken part in drama during 2011.

SNAPTASTIC was offered to children with special needs and their siblings aged 5 to 13 years. These extremely popular after school activity sessions made use of all the resources at The SNAP Centre. SNAPTASTIC gives the children opportunities to take part in free play, arts and crafts, soft play and use of the IT suite and multi-sensory room. The sessions are supported by young volunteers from local secondary schools who work alongside SNAP's Assistant Manager (Families) and team of Family Support Workers. 55 children with special needs and 21 siblings enjoyed SNAPTASTIC during 2011.

Trampoline Clubs were held at the Brentwood Centre during the first half of 2011 and run in partnership with the Recoil Trampoline Club. 23 children attended the pre-school sessions and 15 young people attended the after school club. The Recoil Trampoline Club moved into its own centre in September 2011 and are now organising these sessions.

Yoga Grooves and Yoga Groovettes continue to be popular after school clubs, offering a variety of benefits such as learning about healthy living and fitness, improving social skills and making new friends. 21 girls enjoyed these clubs during 2011.

The Trike Event was held at The SNAP Centre in June 2011. Several trike companies attended and offered a selection of trikes and bikes for families to look at and try out. 26 families took advantage of this opportunity to test drive a wide range of trikes.

SNAP would like to thank the charity 'Wipe Away Those Tears' for providing the funding for specialist trikes for SNAP families.

Photographer sessions took place in October and provided the opportunity for families to have photographs taken in a familiar and safe environment. The photographer has provided this service at SNAP for a number of years and has experience of working with

children with special needs. Families were able to stay and play at the centre following the photograph session. 86 children and young people attended this event.

Sibling Support benefited 170 siblings who attended sibling activity days as well as inclusive activities such as the parent and pre-school children groups, SNAPTASTIC and holiday sessions. Siblings are also welcomed at The SNAP Centre to enjoy the facilities while their brothers and sisters are taking part in courses such as music therapy or drama.

SIBS4FUN days were once again held in The SNAP Centre during the third week of August. These extremely successful days were aimed at giving the brothers and sisters of SNAP children with special needs the chance to take time out from the sometimes extraordinary stresses of their home-life to develop personally and to make friends and form relationships with peers who have similar family needs. The team of youth leaders alongside the Children and Young People's Co-ordinator enabled 39 young siblings to benefit from SIBS4FUN. The feedback collected from families was extremely positive and reflected the immense gains that these children made over the four days.

SNAP is very grateful to the Moody Charitable Trust for their support towards this activity.

SNAP+ Discos were held on two occasions during 2011 with 45 young people and their parents/carers attending either one of both of these events. Music and entertainment were provided by Skittleman, with the young people taking part in Blind Date, karaoke singing, dancing and hula-hooping competitions. A buffet and fruit cocktail bar were provided along with a number of inflatable guitars, saxophones and microphones, which were great fun. Parents were able to relax upstairs with food and drink provided and SNAP staff on hand to give information and support.

Christmas Party for SNAP families provided the opportunity for 161 parents/carers and 165 children and young people to enjoy two bouncy castles, soft play area, Christmas disco, face painting, fun nails and tattoos, biscuit decorating, arts and crafts and a delicious buffet. SNAP hired the Nightingale Centre (the community building which adjoins The SNAP Centre) and made use of all the areas in both buildings to have as large a range of activities as possible available to families.

SNAP would like to thank the charity 'Wipe Away Those Tears' for providing the funding for this fantastic event for SNAP families.

SNAP+ Drop-ins take place during school/college holidays for young people with any special need or disability aged 13 to 25 years. The sessions are run in a youth club style and allow the young people attending to use the fantastic facilities available at The SNAP Centre, including the IT suite, Nintendo Wii, pool table, air hockey, table football and a number of other activities. 40 young people regularly attended the drop-ins during 2011.

Social Events for Adults and Children took place during the year and we would particularly like to thank the Rotary Club of Brentwood à Becket for organising a trip to Colchester Zoo and the Rotary Club of Brentwood for taking our families to Legoland and to the Christmas pantomime at the Brentwood Theatre.

Training and Partnership Working

Staff & Volunteer Training in 2011 included: Dealing with Strong Emotions; Listening Skills; Behavioural Challenges; Puberty in Young People with Special Needs; Direct Payments Awareness Training; Promoting Sleep in Children with Neurodevelopmental Disorders; Epilepsy Awareness; OAASIS - Strategies for Managing Children on the Autistic Spectrum; Social Stories; Working in Partnership with Schools; Bereavement training; Understanding Dyslexia; De-escalation Skills; Communication Skills; PECS basic training; and Integrated Working training including Hidden Harm; Working with Parents; Safeguarding; Lead Professional; Domestic Abuse; and a range of funding and HR workshops.

SNAP continually appraises the development needs of its staff and volunteers. Training days, conferences and workshops are attended on an ongoing basis to improve and enhance skills and performance.

Working in Partnership - SNAP works in partnership with other organisations concerned with the welfare of children and young people with disabilities and their families. Many of these organisations are invited to the Local Support events hosted by SNAP where families can access a wide range of both statutory and voluntary organisations at one time. Such organisations include:

Network 81 • Children's Centres • Home-Start
Family Information Service • Brentwood Centre • SNAC
Hamelin House • Youth Plus • Brainwave • Ladderback Kids
Crossroads Care • Contact a Family • Pre-School Learning Alliance
Mushroom Theatre Company • Out & About • Papworth Trust
Willow Park Resource Centre • Urban Allstarz Dance School
Dance 21 • Cool2Care • Eco Wings Special Sitters • Interact
Zinc • PARC • SHARE • Soccability • RAGS
Aquaccess • ADD+ UP • Basildon Dyspraxia Support Group
PACT • Frontline Partnership • People First • Cemetery Gates • SAFE
CVS Brentwood • Citizens Advice Bureau Brentwood • Transitions Pathway Service
BOSP • Essex Parent Partnership Service • DIAL • Autism Anglia
Coram Children's Legal Centre • Little Sparrows Pre-school
Chelmsford Mencap • Travel Training • Essex Libraries

SNAP representatives attend Children's Trust Board stakeholder meetings and Parent & Partnership Management Board meetings with the Brentwood Children's Centres and other statutory and voluntary partners.

SNAP works in partnership with health, education and social care services and specialists from these agencies support some services and activities at The SNAP Centre. SNAP representatives attend various strategy and planning meetings to improve the services offered to Essex families.

The SNAP Manager is part of the Multi-Disciplinary Assessment Team at the Brentwood Community Hospital. The Manager works in partnership with the paediatricians and other professionals from health and education to support families with children who have a special need, disability or developmental concerns. Families who have attended the clinic then receive intensive ongoing support from SNAP. Representatives from SNAP also attended 42 Team Around the Child meetings to offer further support to families.

SNAP Statistics for 2011

(2010 figures in brackets)

Structure

8	(8)	Trustees
12	(12)	Staff
90	(88)	Volunteers supporting services



Parents/Carers Supported

1,749	(1,536)	Essex user families
247	(197)	New families this year
272	(242)	Library (regular users)
380	(342)	Parent training
388	(301)	Supported at activities
302	(299)	Counselling sessions
28	(14)	Benefits advice appointments
1,844	(1,695)	Helpline calls
4,454	(4,363)	Face-to face advice sessions
1,485	(1,520)	Newsletters (inc online alert)



All families received a copy of the 2010 SNAP Directory or an alert to the online version

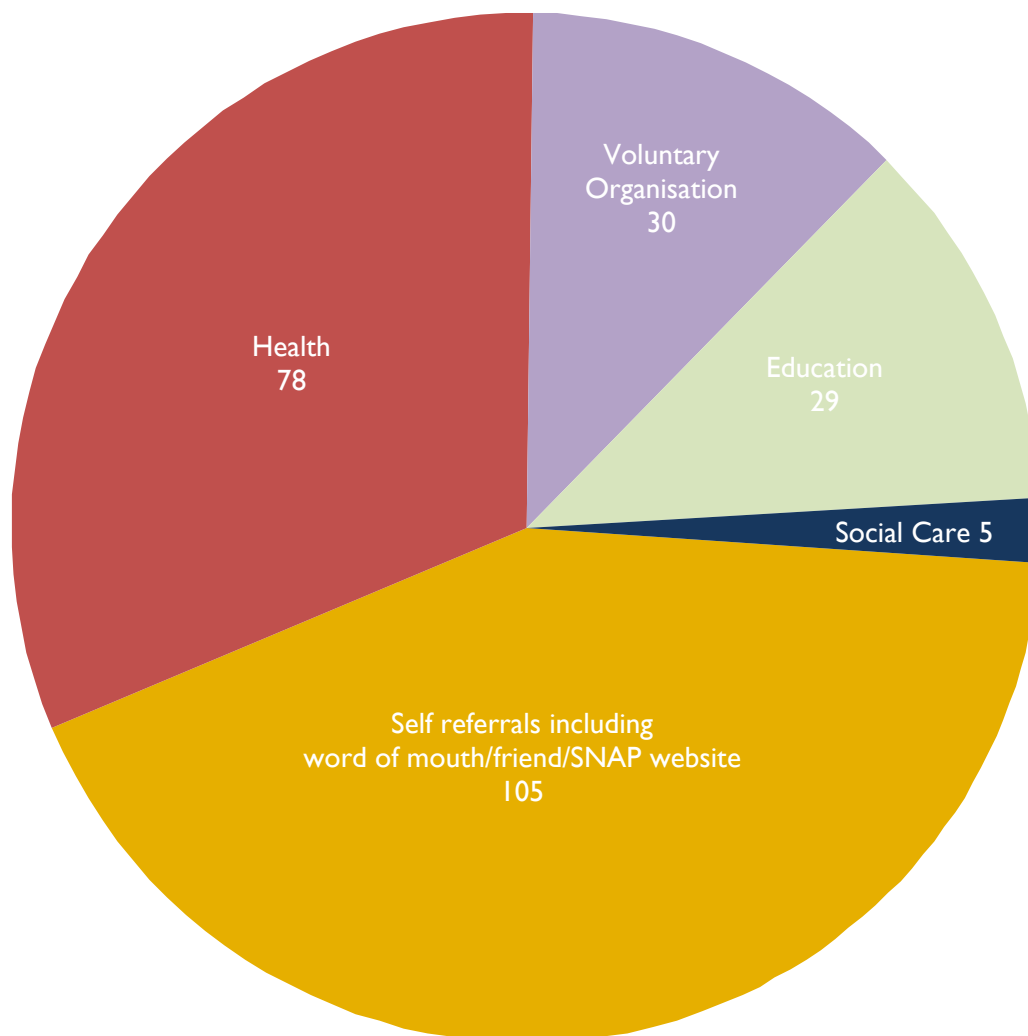
Children & Young People Attending

164	(120)	Parent & pre-school groups
76	(71)	SNAPTASTIC
38	(43)	Trampoline clubs
21	(26)	Yoga Grooves/Groovettes
29	(29)	Music
37	(36)	Drama club
422	(363)	Multi-sensory room
398	(334)	IT suite
31	(34)	Family counselling
170	(163)	Sibling support
68	(74)	SNAP+/Discos
343	(308)	Centre sessions
82	(91)	Children's outings



Method of Family Referrals to SNAP

The pie chart below shows how the 247 new families who registered with SNAP during 2011 heard about SNAP.



Social Care is low because families will have usually been seen by Health and/or Education prior to being referred to Social Care Services. Families often contact SNAP before or following their first referral to Health. The majority of parents self refer as they contact SNAP as soon as they begin the process of looking for support.

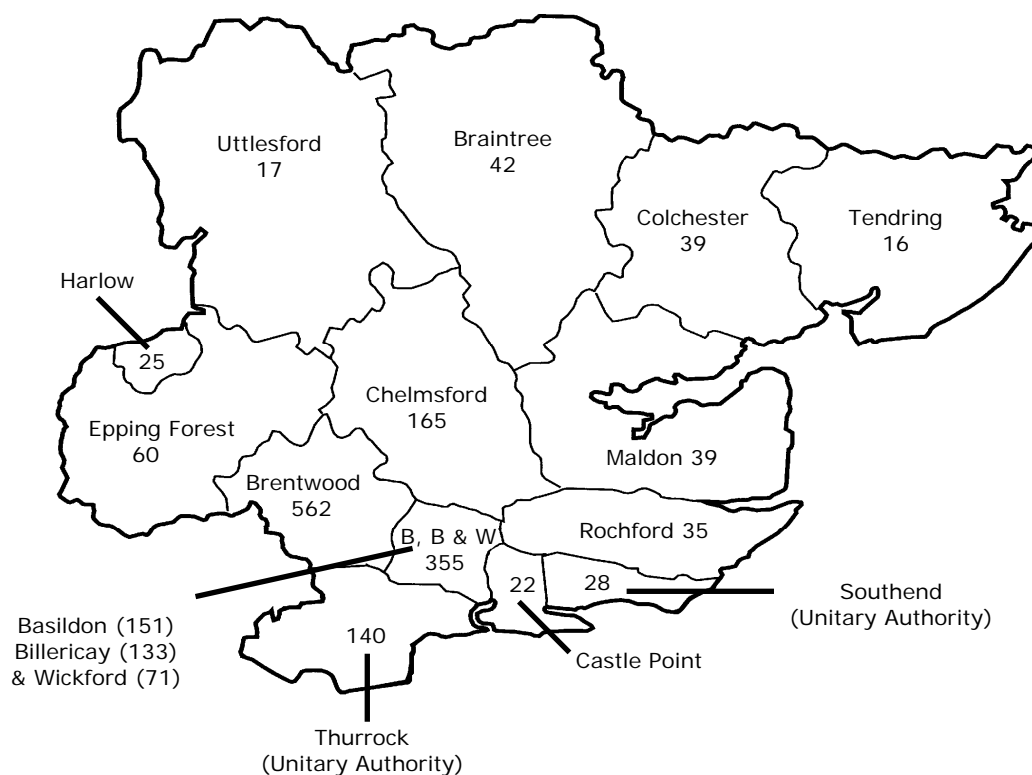
Profile of Children's Special Needs

An approximate statistical profile of SNAP's 2,110 children with special needs according to diagnosis is shown below. In total there were 3,330 recorded diagnoses for the children because some children are diagnosed as having more than one disability.

DIAGNOSIS	No.	%		DIAGNOSIS	No.	%
Autism	572	17		Epilepsy	103	3
ADD/ADHD	338	10		Physical disability	75	3
Speech & language difficulties	265	8		Down syndrome	68	2
Asperger syndrome	269	8		Visual impairment	71	2
Developmental delay	195	6		Behavioural difficulties	71	2
Dyslexia	194	6		Rare conditions	56	2
Dyspraxia	177	5		Hearing impairment	42	1
Cerebral palsy	138	4		No diagnosis	28	1
Learning difficulties	130	4		Other conditions	538	16

Area of Benefit

As at January 2012 SNAP had 1,749 Essex user families. The following map shows the Essex County Council districts in which 1,545 of these families live:



In addition to the above 1,545 families, we also have 204 Essex families who live in the London Borough of Havering in the following towns: Barking 2; Dagenham 10; Hornchurch 44; Ilford 15; Rainham 12; Romford 86; and Upminster 35.

Financial Review

The trustees are pleased to report that Lee Elsworth FCCA of Tiffin Green was appointed as independent examiner to the charity during the year and has expressed his willingness to continue to act.

The budget for 2011 was for expenditure of £392,504. Actual expenditure for the year was £368,772. Income for the year was £315,766.

Budgets - The Finance Committee agrees the budgets for the financial year and prepares the accounts for presentation to the Executive Committee. The budget for 2012 is for expenditure of £462,945 including £40,000 of depreciation of our tangible assets. The trustees are mindful that over the coming years computers, multi-sensory room items and other equipment will need to be replaced and funds will also have to be spent on the upkeep of the building.

Fundraising Plan - There is a fundraising plan and the income forecast is £362,495. This forecast is dependent on successful applications to charitable trusts, statutory agencies and a community fundraising plan. In the current economic climate it is difficult to predict the outcome of such applications. This forecast would result in a reduction of approximately £90,000 in the cash reserves.

Reserves - At 31st December 2011, SNAP's unrestricted reserves were £356,437, including a designated reserve of £50,000. Please see Notes to the Accounts - Reserves Policy on page 32.

SNAP's Banks - Due to the unsettled economic climate, the trustees decided to split SNAP's funds and they are currently held by four different banks with separate government guarantees for each account: CAF Bank; NatWest; Santander; and Lloyds TSB.

Statutory Funding - Principal statutory funding sources for the year were NHS South West Essex and Essex County Council. These accounted for just under 44% of our incoming resources and we are most grateful to them for their support.

Other Main Funders - During the year were: AEGIS London; Shenfield Charity Ball Committee; Wipe Away Those Tears; and Paul & Rachel Jeffreys Charitable Trust. We give enormous thanks to these supporters.

The success of our financial position during the year is also due to the ongoing generosity of our many donors. Individuals, businesses, Rotary clubs, public houses, schools, sports clubs, children's clubs and other organisations raise money every year to help us fund our activities. We are also extremely grateful to Future Office Solutions for all their assistance with our IT needs.

We are most grateful to the following organisations, charitable trusts, clubs and businesses that made donations to SNAP during our financial year 1st January to 31st December 2011:

1st Shenfield Brownies • 2nd Brentwood Brownies
AEGIS London • All Saints with St. Peter, Hutton
Bentley St. Paul's C of E Primary School • Billericay Dental Supply Co. Ltd
Brentwood Beer & Music Festival • Brentwood Methodist Church
Chafford Hundred Probus Club • Christ Church, Warley
Colorcon Limited • Darwin Recruitment • Essex & Suffolk Water
Hall Green WI • Have a Heart Essex • Hutton & Shenfield Ladies Probus Club
Ingatestone Choral Society • Lions Club of Romford
Long Ridings Parents' Association • Lunchtime at Chelmsford Cathedral
Moody Charitable Trust • Old Brentwoods Rugby Club
The Pampered Chef • Paul and Rachel Jeffreys Charitable Trust
Pilgrims Hatch Rainbows • Portland PR Ltd • Purple Comms Ltd
Rayleigh Mount Lodge No. 7579 • Residents of Warley Mount
Rotary Club of Brentwood à Becket • Shenfield & Hutton Morning W.I.
Shenfield Charity Ball • South Staffordshire College
St. George's Women's Fellowship • St. Mary's Hare Park School
St. Peter's Church, South Weald • Taylor Wimpey UK Ltd
Temperature Control Limited • The Chequers Public House
The Junior Charitable Trust • The London Clinic
The Parish Church of St Mary the Virgin • Tiffin Green
UBS AG • Wipe Away Those Tears • W O Watt & Partners Ltd
Yorkshire Building Society Charitable Foundation

OUR ENORMOUS THANKS TO ALL OUR SUPPORTERS

We would also like to thank the many individuals
who have made donations during the year.

Friends of SNAP, our grass-roots fundraising arm, once again had an extremely busy and rewarding year. Activities included:

Family Sponsored Week at The SNAP Centre
Sponsored Walks, Fun Runs, Half Marathons and Marathons
Sponsored Cycle Marathons and Fun Bike Rides
Coffee Mornings • Cake Sales • SNAP Cookbook Sales
Pampered Chef Parties • Raffles • Hamper Draws
Quiz Nights • SNAP Christmas Card Sales • Ebay Charity Donations
Mobile Phone Recycling • Online Fundraising
Donations in lieu of Presents • Donations Made in Memory of Loved Ones
Donations from Talks

We have also received

A Legacy
Donations with Christmas Cards • Donations with Cookbooks
Donations with Memberships • Standing Order Donations
Online Donations • Give As You Earn Donations
General Donations

Many people involved in the Friends of SNAP initiatives are families who have received support from SNAP and we are enormously proud and grateful that the importance of our work is endorsed in this way. Friends of SNAP raised a magnificent total of £64,044 for the charity during 2011. We send our heartfelt thanks to everyone for their hard work and continued efforts on our behalf.

Plans for Future Periods

SNAP plans are to continue the services and activities outlined in the Achievements and Performance section of the Trustees' Report subject to sufficient income from grants, donations and fundraising.

Our Business Plan for the period 2008 to 2012 contains work plans for the life of the business plan, which will be regularly reviewed. A new Business Plan is currently being developed.

Structure, Governance & Management

Governing Document

SNAP's governing document is its Memorandum and Articles of Association, which states that its objects "are for the relief of children with physical and/or mental disabilities or other special needs particularly by the provision of information, encouragement and support to their parents and such other charitable activities as the Executive Committee in their absolute discretion shall decide".

SNAP was formed in 1994 and was registered as a charity in September 1996. On 6th May 1999 it was agreed by the trustees that SNAP Special Needs And Parents (Registered Charity No. 1058255) should become a charitable company limited by guarantee and that the trustees elected at the Annual General Meeting on 26th May 1999 would be the initial directors of the incorporated charity. Special Needs And Parents Limited (Company No. 03805837) was incorporated under the Companies Act 1985 on 13th July 1999 and was registered as a charity by the Charities Commission on 13th October 1999 (Registered Charity No. 1077787). Special Needs And Parents Ltd has continued to be known as 'SNAP' and that acronym has been used throughout the report.

Special Needs And Parents Limited had 236 members at the end of the year. The members' liability in the event of SNAP winding up is £1 each.

Trustee Recruitment and Appointment

SNAP is governed by a board of directors, which forms the Executive Committee. The directors of SNAP are known as trustees and are referred to as such throughout the annual report and accounts.

Currently eight trustees sit on our Executive Committee, which has a balanced mix of parents of children with disabilities and members of the community with experience in finance, health, law and education.

A skills audit of the Executive Committee is carried out annually to ensure that a broad mix of skills is achieved. If particular skills are needed, individuals are approached to offer themselves for election and the opportunity to become a trustee is also advertised.

All members of the Executive Committee give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 14 of the accounts.

The trustees may by ordinary resolution appoint a person who is willing to be a trustee either to fill a vacancy or become an additional trustee. At a general meeting a person may be appointed a trustee if he or she is recommended by the trustees in accordance with the Articles or if a member qualified to vote at the meeting nominates a person in accordance with the Articles. The maximum number of trustees is twelve.

Trustees

Nicola Hitchcock (Chairman) was contracts manager for an industrial curtain making company, has been a director of her own interior design company and was an adviser at the Chelmsford Citizens Advice Bureau.

John McKay (Treasurer) is an accountant. John's son, William, has special needs.

Paula Hills (Membership Secretary) started a music therapy charity for pre-school children with special needs in 1993 and she is a founder of SNAP. Paula previously co-ordinated the Essex Forum. Paula's second child Oliver is multiply disabled.

Margaret Kiel is a personal and relationship counsellor with 18 years' experience at Relate.

Michael O'Connell is a retired solicitor and a Notary Public.

Ann Pepper is a retired teacher and a governor of the local special needs school.

Suzanne Davies is an accountant working in the adult training sector. Previously she was a partner at a firm of Certified Accountants and worked with a wide range of charitable trusts and institutions.

David Levell is a commercial manager for a European defence organisation with experience of procuring, selling and delivering information management solutions.

Patrons: Lord Petre, Lord Lieutenant of Essex.
Steve Davis, the former world snooker champion.

Trustee Induction and Training

As part of the recruitment process, prospective trustees receive a Trustee Information Pack, which includes the Charity Commission publication "CC3 The Essential Trustee: What you need to know". The pack also contains information on the charity's structure, aims and objectives, policies and procedures, sub-committees, latest Annual Report & Accounts and Memorandum and Articles of Association.

Prospective trustees are invited to attend an Executive Committee meeting to discuss the

responsibilities of being a SNAP trustee. They visit the charity to see it in operation and meet the staff and volunteers and follow an induction programme.

Trustee training is continually reviewed and information is provided of training courses available. The Executive Committee carries out a skills audit and evaluates its performance every year.

Organisational Structure

SNAP has an Executive Committee of up to twelve members. The Executive Committee is responsible for the strategic direction and policy of the charity and there are currently eight trustees.

The Executive Committee has a scheme of delegation in place and there are sub-committees to which some executive powers are delegated. These include the Finance Committee and the Remuneration Committee. The Manager and the three Assistant Managers report directly to the trustees at the Executive Committee meetings, which are held a minimum of four times a year.

The day-to-day running of SNAP is entrusted to the Manager supported by three Assistant Managers and eight further staff members, some of whom work part-time. The Manager works within the trustees' approved guidelines on: strategy; operational aims; operational objectives; business plan; annual budget; financial regulations; and standing orders and refers back to the Executive Committee regarding any major decisions.

Volunteers

SNAP has over 90 committed volunteers working on a regular basis and more than 250 voluntary hours are worked each week. Holiday sessions and after school clubs are also supported by young volunteers.

Volunteer roles include supporting parents and children in individual sessions and at group activities such as the pre-school children groups and the after school sessions, identifying and cataloguing material for the specialist library, preparing fundraising applications and helping with office duties. Many volunteers work hard for "Friends of SNAP", our local fundraising arm. SNAP was one of the first charities in Essex to receive The Queen's Award for Voluntary Service, which recognised the outstanding achievement and contribution of our volunteers.

It is very difficult to calculate the value of our volunteer input because the volunteers' skills are so varied. There are associated costs to the charity including the management of volunteers by the Manager and other staff, volunteer training, administration and other support.

Related Parties

SNAP has no subsidiaries or connected charities but works in partnership with other organisations concerned with the welfare of children and young people with disabilities and their families. Please see page 12 "Working in Partnership" for further details.

Risk Management

The trustees have identified the major risks to which the charity is exposed and systems have been established to mitigate those risks. The systems of internal control include:

- a three-year business plan
- an annual budget and regular reviews of the budget against financial results
- identification and management of potential risks to the charity
- annual risk assessments of SNAP's services and operating environment
- annual review of SNAP's policies (listed below)
- clear procedures regarding delegation of authority and segregation of duties
- formulation of business continuity plan

SNAP's Policies

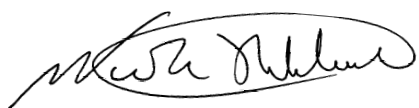
SNAP implements the following policies and procedures, which are regularly reviewed:

- Child Protection • Protection of Vulnerable Adults
- Anti-Fraud • Whistle Blowing • Bribery Prevention • Code of Conduct
- Compliments, Comments & Complaints • Social Media
- Confidentiality • Data Protection • Diversity & Equality
- Health & Safety • Educational Visits • Lone Worker
- Maternity • Parental Leave • Paternity • Adoption Leave
- Environmental • Infection Control • Volunteering
- Fire Risk Assessment & Fire Procedure • Risk Assessment
- Risks to the Charity • SNAP's Financial Regulations
- Grievance & Disciplinary • SNAP's Internal Standing Orders

Monitoring and Evaluation

Training has been received in the monitoring, evaluation and quality assurance of SNAP's services. SNAP follows PQASSO, the Charities Evaluation Services' Practical Quality Assurance System for Small Organisations, and we are constantly developing the monitoring and evaluation systems of our services.

This report is prepared in accordance with the special provisions for small companies under part 15 of the Companies Act 2006. The Report of the Trustees on pages 1 to 21 was approved by the trustees on 19th April 2012 signed on their behalf by:



Nicola Hitchcock - Chairman

Independent Examiner's Report to the Trustees of Special Needs And Parents Charitable Company

I report on the financial statements of the company for the year ended 31st December 2011 as set out on pages 24 to 32.

This report is made solely to the charity's trustees, as a body, in accordance with the section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for my work, for this report, or for the opinions I have formed.

Respective responsibilities of trustees and examiner

The charity's trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of financial statements. The charity's trustees consider that an audit is not required for the year under section 144(1) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Association of Chartered Certified Accountants.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- i. examine the financial statements under section 145 of the 2011 Act;
- ii. to follow the procedures laid down in the General Directions given by the Charity Commission (under section 145(5) of the 2011 Act); and
- iii. to state where particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the financial statements present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent Examiner's Statement

In connection with my examination, no matter has come to my attention:

- a. which gives me reasonable cause to believe that in any material respect the requirements:
 - i. to keep accounting records in accordance with section 386 of the Companies Act 2006 ; and
 - ii. to prepare financial statements which accord with the accounting records and to comply with the accounting requirements of the section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

- b. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.



Lee Elsworth FCCA
Tiffin Green
11 Queens Road
Brentwood
Essex CM14 4HE

Date: 20th April 2012

SNAP Special Needs And Parents Ltd - Accounts for the year ended 31st December 2011
Statement of Financial Activities for the year ended 31st December 2011

STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31st DECEMBER 2011

	NOTE	UNRESTRICTED FUND £	RESTRICTED FUND £	2011 TOTAL £	2010 TOTAL £
Incoming resources					
Incoming resources from generated funds					
Voluntary income	2	113,539	168,142	281,681	398,385
Activities for generating funds		7,215	-	7,215	3,705
Investment income		3,081	-	3,081	1,071
Incoming resources from charitable activities	3	23,789	-	23,789	20,291
Total incoming resources		147,624	168,142	315,766	423,452
Resources expended					
Costs of generating funds					
Costs of generating voluntary income	5	3,592	-	3,592	3,991
Fundraising trading:cost of goods sold	5	842	-	842	1,178
Charitable activities	4	159,064	197,156	356,220	353,176
Governance costs	6	8,118	-	8,118	7,294
Total resources expended		171,616	197,156	368,772	365,639
Net incoming resources		(23,992)	(29,014)	(53,006)	57,813
Reconciliation of funds					
Total funds brought forward		380,429	418,466	798,895	741,082
Total funds carried forward		356,437	389,452	745,889	798,895

The notes on pages 26 to 32 form part of these financial statements.

SNAP Special Needs And Parents Ltd - Accounts for the year ended 31st December 2011
Balance Sheet as at 31st December 2011

BALANCE SHEET

AS AT 31st DECEMBER 2011

	NOTES	2011		2010	
		£	£	£	£
Fixed assets					
Tangible assets	9		385,832		405,698
Current assets					
Cash at bank and in hand		377,708		411,155	
Current liabilities					
Creditors-amounts falling due within one year	10	<u>17,651</u>		<u>17,958</u>	
Net current assets			360,057		393,197
Net assets			<u>745,889</u>		<u>798,895</u>
Reserves					
Restricted funds			389,452		418,466
Unrestricted funds					
Designated funds			50,000		50,000
General funds			306,437		330,429
Total funds	12		<u>745,889</u>		<u>798,895</u>

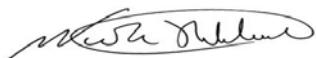
These financial statements have been prepared in accordance with the special provisions relating to small companies within part 15 of the Companies Act 2006 and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

For the year ending 31st December 2011 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- (i) The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- (ii) The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

Approved by the trustee directors on 19th April and signed on their behalf by:



.....
Nicola Hitchcock (Chairman)



.....
John McKay (Treasurer)

COMPANY REGISTRATION NUMBER: 03805837

The notes on pages 5 to 11 form part of these financial statements.

1 Accounting Policies

a. Basis of Preparation

The financial statements have been prepared under the historical cost convention and in accordance with the Statement of Recommended Practice-Accounting and Reporting by Charities (SORP 2005) and the Companies Act 2006.

b. Fund Accounting

Unrestricted funds are funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been restricted for other purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

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

c. Incoming Resources

All incoming resources are recognised once the charity has entitlement to the resources, it is certain that the resources will be received and the monetary value can be measured with sufficient reliability.

No amounts are included in the accounts for services donated by volunteers.

Donations are only deferred where these are restricted and where the donations are for expenditure to be incurred in future accounting periods, and were received in advance.

d. Resources Expended

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with use of the resources.

Expenditure includes VAT which cannot be recovered and is reported as part of the expenditure to which it relates and, in the case of tangible fixed assets, as part of the cost.

e. Tangible Fixed Assets and Depreciation

Tangible fixed assets costing more than £200 are capitalised.

Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life as follows:

New Premises Costs: All expenditure on the New Premises Project is treated as a tangible fixed asset.

The cost will be written off over the remaining term of the lease from the date the building and refurbishment works were completed in May 2007 (i.e. 24 years). The restricted fund for the new premises will be reduced each year by the annual depreciation charge.

Computers and I.T. equipment - 25% per annum straight line.

Fixtures, fittings and equipment - 10% per annum straight line.

f. Pensions

The charity operates a defined contribution pension scheme for full time employees. The assets of the scheme are held separately from those of the charity. The annual contributions payable are charged to the SOFA.

g. Donations in Kind

Donations in Kind are not included in the financial statements due to the difficulty in quantifying their value.

SNAP Special Needs And Parents Ltd - Accounts for the year ended 31st December 2011
Notes to the Accounts

2 VOLUNTARY INCOME

	UNRESTRICTED	RESTRICTED	2011 TOTAL	2010 TOTAL
	£	£	£	£
Grants and donations	113,296	168,142	281,438	398,054
Membership fees	243	-	243	331
	<u>113,539</u>	<u>168,142</u>	<u>281,681</u>	<u>398,385</u>

- For details of restricted funds refer to note 12.
- Grants and donations also include Fundraising which incorporates the activities of Friends of SNAP, our grass roots fundraising team.

3 INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	UNRESTRICTED	RESTRICTED	2011 TOTAL	2010 TOTAL
	£	£	£	£
Christmas party	1,379	-	1,379	315
Music	1,586	-	1,586	2,481
Drama	1,809	-	1,809	2,559
SNAPTASTIC	1,919	-	1,919	1,939
SIBS4FUN	1,385	-	1,385	1,400
SNAP+ Disco	375	-	375	325
Counselling	1,970	-	1,970	1,531
SNAP Directory sales (P&P)	55	-	55	8
Yoga	1,258	-	1,258	1,662
SNAP on a Monday	1,125	-	1,125	834
Therapeutic Thursdays	1,663	-	1,663	1,563
SNAP centre visits	3,642	-	3,642	2,859
SNAP+	260	-	260	315
Makaton	647	-	647	928
Focus evenings/mornings	3,405	-	3,405	1,572
Parent yoga	984	-	984	-
Education surgeries	305	-	305	-
Miscellaneous	22	-	22	-
	<u>23,789</u>	<u>-</u>	<u>23,789</u>	<u>20,291</u>

- Activities for children, young people and parents are provided at The SNAP Centre and SNAP requests that parents pay a small voluntary contribution towards the general running costs of the charity.

SNAP Special Needs And Parents Ltd - Accounts for the year ended 31st December 2011
Notes to the Accounts

4 RESOURCES EXPENDED - CHARITABLE ACTIVITIES

	UNRESTRICTED	RESTRICTED	2011 TOTAL	2010 TOTAL
	£	£	£	£
Childrens' activities	1,364	17,546	18,910	21,124
Counselling	40	5,804	5,844	5,238
Training for families	325	5,402	5,727	1,503
Library	1,825	254	2,079	1,321
Postage	1,640	3,672	5,312	6,280
Printing	-	-	-	215
Office supplies	8,021	-	8,021	8,952
Salaries	121,419	124,836	246,255	237,718
Staff & volunteer training	154	1,330	1,484	721
Staff recruitment costs	2,831	-	2,831	883
Staff and volunteer travel	302	44	346	126
Legal & professional fees	636	781	1,417	999
Other expenditure	729	774	1,503	1,492
Subscriptions	512	118	630	1,086
Telephone	1,170	2,193	3,363	3,372
Premises costs	9,719	6,488	16,207	18,466
Insurance	3,203	-	3,203	3,209
Website costs	-	-	-	650
Software licence	817	-	817	-
Bank charges	260	-	260	603
Depreciation	4,097	27,914	32,011	39,218
	159,064	197,156	356,220	353,176

- Costs of parent training has increased as SNAP has invited several national speakers to ensure families have access to high quality training that includes conferences/seminars/workshops.

5 FUNDRAISING EXPENDITURE

	UNRESTRICTED	RESTRICTED	2011 TOTAL	2010 TOTAL
	£	£	£	£
Costs of generating voluntary income	3,592	-	3,592	3,991
Fundraising trading:cost of goods sold	842	-	842	1,178
	4,434	-	4,434	5,169

- Costs of generating voluntary income includes payment regarding family photographs. SNAP receives a small percentage from the photographer for hosting this event.
- Costs of generating voluntary income also includes entry costs for sponsored activities undertaken on behalf of the charity.
- Fundraising trading: includes expenditure for the purchase of SNAP Christmas cards.

SNAP Special Needs And Parents Ltd - Accounts for the year ended 31st December 2011
Notes to the Accounts

6 TOTAL RESOURCES EXPENDED

	BASIS OF ALLOCATION	FAMILY SERVICES	VOLUNTARY INCOME	GOVERNANCE	2011 TOTAL	2010 TOTAL
Costs directly allocated to activities						
Childrens' activities / counselling	Direct	24,754	-	-	24,754	26,362
Training for families	Direct	5,727	-	-	5,727	1,503
Library	Direct	2,079	-	-	2,079	1,321
Postage	Direct	4,781	531	-	5,312	6,280
Printing	Direct	-	-	-	-	215
Salaries	Direct	243,792	2,463	-	246,255	237,718
Staff and volunteer training	Direct	1,484	-	-	1,484	721
Staff recruitment costs	Direct	2,831	-	-	2,831	883
Staff and volunteer travel	Direct	346	-	-	346	126
Legal & professional fees	Direct	1,417	-	-	1,417	999
Premises costs	Direct	16,161	-	-	16,161	17,751
Equipment repairs and maintenance	Direct	46	-	-	46	715
Subscriptions	Direct	565	65	-	630	1,086
Telephone	Direct	3,027	336	-	3,363	3,372
Website costs	Direct	-	-	-	-	650
Software licence	Direct	735	82	-	817	-
Support costs allocated to activities						
Insurance	Usage	3,203	-	484	3,687	3,689
Meetings	Usage	-	-	232	232	27
Trustee training	Usage	-	-	518	518	-
Miscellaneous	Usage	5,937	-	14	5,951	6,768
Office supplies	Usage	7,219	802	-	8,021	8,952
Salaries	Staff time	-	-	5,000	5,000	5,000
Accountants fees	Usage	-	-	1,870	1,870	1,680
Bank charges	Usage	260	-	-	260	603
Depreciation	Usage	31,856	155	-	32,011	39,218
		356,220	4,434	8,118	368,772	365,639

7 STAFF SALARIES

	2011 £	2010 £
Wages and salaries	225,016	218,288
Social security costs	19,712	19,032
Employers pension costs	6,527	5,398
	251,255	242,718

- No employee received emoluments of more than £60,000.
The number of persons employed by the charity during the year was fifteen.
- The number of employees to whom retirement benefits are accruing under a defined contribution pension scheme is 9 (2010 - 8).

8 PENSION COSTS

The company operates a defined contribution pension scheme in respect of its employees. The scheme and its assets are held by independent managers. The pension charge represents contributions due from the company and amounted to £6,527 (2010: £5,398).

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9 TANGIBLE FIXED ASSETS

	LEASEHOLD PREMISES £	FIXTURES FITTINGS & EQUIPMENT £	COMPUTER EQUIPMENT £	TOTAL £
Cost:				
At 1st January 2011	381,961	98,886	59,144	539,991
Additions	-	10,645	1,500	12,145
At 31st December 2011	381,961	109,531	60,644	552,136
Depreciation:				
At 1st January 2011	55,702	31,775	46,816	134,293
Charge for the year	15,915	10,751	5,345	32,011
At 31st December 2011	71,617	42,526	52,161	166,304
Net book value				
At 31st December 2011	310,344	67,005	8,483	385,832
At 31st December 2010	326,259	67,111	12,328	405,698

10 CREDITORS:AMOUNTS FALLING DUE WITHIN ONE YEAR

	2011 £	2010 £
Sundry Creditors	2,344	2,433
Provision for car park maintenance	10,000	10,000
Taxes and social security costs	5,307	5,525
	17,651	17,958

11 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	GENERAL FUNDS £	RESTRICTED FUNDS £	TOTAL FUNDS £
Tangible fixed assets	23,335	362,497	385,832
Current assets	350,753	26,955	377,708
Current liabilities	(17,651)	-	(17,651)
	356,437	389,452	745,889

12 MOVEMENT IN FUNDS

	AT 1st JAN 2011 £	INCOMING RESOURCES £	OUTGOING RESOURCES £	AT 31st DEC 2011 £
Restricted funds				
Capital projects (note 12a)	381,077	9,334	27,914	362,497
Other restricted funds (note 12b)	37,389	158,808	169,242	26,955
	418,466	168,142	197,156	389,452
Unrestricted funds				
General funds	380,429	147,624	171,616	356,437
	798,895	315,766	368,772	745,889

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12a Capital projects	AT	INCOMING RESOURCES	AT	EXPENDED ON TANGIBLE FIXED ASSETS
	1st JAN 2011		31st DEC 2011	
	£		£	£
Various donors	509,504	9,334	518,838	518,838
Less depreciation to date	(128,427)	-	(156,341)	
	<u>381,077</u>	<u>-</u>	<u>362,497</u>	<u>518,838</u>

12b Other restricted funds	Donor	Restriction	AT	INCOMING RESOURCES	OUTGOING RESOURCES	AT
			1st JAN 2011			31st DEC 2011
			£			£
	ECC Schools Children & Families	SNAP Directory updating	1,352	5,406	5,406	1,352
	Paul & Rachel Jeffreys Charitable Trust	Music Making	8,000	-	8,000	-
	ECC Schools Children & Families	Family Support	7,250	-	7,250	-
	ECC Local Priority Funding	Family Support Worker	2,000	8,000	8,000	2,000
	ECC Local Priority Funding	Family Counselling	2,500	10,000	10,000	2,500
	ECC Local Priority Funding	Parent Training	1,263	5,054	5,054	1,263
	Rotary Club of Brentwood a Becket	Zoo meal allowances	-	250	250	-
	NHS South West Essex	SNAP's support to children & young people with special needs	-	58,500	58,500	-
	Moody Charitable Trusts	SIBS4FUN 2011	-	2,000	2,000	-
	ECC Aiming High for Disabled Children	Holiday Sessions & Family Support	-	39,778	39,778	-
	Thurrock Aiming High for Disabled Children	SNAP Directory updating	-	1,468	1,468	-
	ECC Aiming High for Disabled Children	Capital funding (equipment)	-	9,334	9,334	-
	ECC Youth Opportunity Fund	SNAPSHOT	937	-	937	-
	Thurrock Aiming High for Disabled Children	Family Support	2,500	-	2,500	-
	AEGIS London	Helpline & Family	5,554	12,108	11,941	5,721
	Wipe Away Those Tears	Toys & equipment	-	2,000	2,000	-
	Wipe Away Those Tears	Christmas Party 2011	2,150	-	2,150	-
	Arakliti Crystal Golf Tournament	Library & toys	1,018	-	1,018	-
	Have a Heart Essex	Drama 2011	2,865	-	2,865	-
	Paul Kirby's Fundraising	Sensory	-	14,244	125	14,119
			<u>37,389</u>	<u>168,142</u>	<u>178,576</u>	<u>26,955</u>

13 RESERVES POLICY

In setting the reserves policy, the trustees have taken into account several factors, including the following: a source of income, for example, a grant, not being renewed, an unexpected need caused by a significant operational problem at The SNAP Centre, the time taken to develop new sources of income, for example from charitable trusts, and any delays in receiving pledged income.

When determining the appropriate level of reserves in a given year, the trustees monitor the economic background. In 2011, SNAP received £137,539 of funding through statutory sources, over 40% of the charity's total income of £315,766. The charity has £116,108 of statutory income promised for the year 2012 (as at April 2012) and only £58,157 pledged for 2013.

The budget for 2012 is for £362,495 of income and £462,945 of expenditure.

The reserves policy is to maintain unrestricted reserves of nine months' forward expenditure. The budget for 2012 is that nine months' expenditure will be £347,209.

At 31st December 2011 the unrestricted reserves were £356,437.*

The SNAP Centre is now five years old. It is imperative that it remains a bright and welcoming environment for its users. SNAP is responsible for the upkeep of the interior of the building including all: floors; walls; ceilings; gas, electrical, water and sanitary apparatus; external doors and windows; and the outside terrace. The trustees are mindful that significant expenditure will increasingly be required on the refurbishment of the centre. The trustees have therefore designated £50,000 to a building reserve in order that building refurbishment costs over the next few years can be met immediately when necessary.

As explained above, the trustees have designated £50,000 of the total unrestricted reserves to the building reserve. The general reserve of the charity is therefore £306,437.

Given the expected decline in reserves over the next two years, the trustees consider them to be at the appropriate level.

** Donations made to the charity for a specific purpose have to be placed in a restricted fund. All other funds are unrestricted funds.*

14 TRUSTEES' REMUNERATION AND EXPENSES

Charity funds have been used to purchase trustees indemnity insurance at a cost of £484, as permitted by the charity's Articles of Association.

No trustees nor any persons connected with them received any remuneration or expenses during the current or previous year.