

Charity Registration No. 1133188

Company Registration No. 06884539 (England and Wales)

PTSD RESOLUTION LIMITED
TRUSTEES' REPORT AND UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 30 APRIL 2016



Caladine

Chartered Certified Accountants



PTSD RESOLUTION LIMITED

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Colonel Anthony Gauvain (Chairman) David Piers Bishop (Clinical Director) Linda Field Malcolm Hanson Charles Highett (Finance and Commercial Director) Matthew Minshall Patrick Rea (Marketing Director) Richard Trafford James Woolley
Charity number	1133188
Company number	06884539
Principal address	Meadow Cottage Poundfield Road Chalvington Hailsham East Sussex BN27 3TH
Registered office	Meadow Cottage Poundfield Road Chalvington Hailsham East Sussex BN27 3TH
Independent examiner	J R Caladine FCCA CTA FCIE Caladine Ltd Chantry House 22 Upperton Road Eastbourne East Sussex BN21 1BF
Bankers	Barclays Bank Pic Leicestershire LE87 2BB

PTSD RESOLUTION LIMITED

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PTSD RESOLUTION LIMITED

TRUSTEES' REPORT

FOR THE YEAR ENDED 30 APRIL 2016

The Trustees present their report and accounts for the year ended 30 April 2016.

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's Memorandum and Articles of Association, the Companies Act 2006 and the Statement of Recommended Practice, "Accounting and Reporting by Charities", issued in January 2015.

Structure, governance and management

The charity is a limited company, incorporated on 22 April 2009 and registered as a charity on 8 December 2009.

The Trustees, who are also the Directors for the purpose of company law, and who served during the year were:

Colonel Anthony Gauvain (Chairman)
David Piers Bishop (Clinical Director)
Linda Field
Malcolm Hanson
Charles Highett (Finance and Commercial Director)
Matthew Minshall
Patrick Rea (Marketing Director)
Richard Trafford
James Woolley

Trustees are recruited and appointed from those individuals who have an interest in psychological trauma and the welfare of Veterans of the UK armed forces. The Trustees interview all potential candidates for Trustee positions.

None of the Trustees has any beneficial interest in the company. All of the Trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

The Trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

Objectives and activities

The charity's objects are:

For the public benefit the relief of the mental sickness of Veterans (including Reservists and dependants) of the armed forces with post-traumatic symptoms in particular by the provision of counselling, therapy and support by:

(1) Promoting research into treating post-traumatic symptoms, and to promote new ways of providing services for Veterans of the armed forces suffering from post-traumatic stress disorder (PTSD), across the UK;

(2) Advancing the education of Veterans of the armed forces and the public about the mechanisms of trauma and means of reducing the impact of PTSD on Veterans of the armed forces and the population in general; and

(3) Promoting social inclusion among Veterans of the armed forces with PTSD in prisons through counselling, therapy and support.

PTSD RESOLUTION LIMITED

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 30 APRIL 2016

Objectives and activities (continued)

PTSD Resolution (hereinafter referred to as Resolution) provides free treatment to military Veterans, Reservists and dependants, with the particular aim of helping those who have failed to reintegrate into a normal work and family life because of military trauma suffered during service in the armed forces. Trauma causes flashbacks, nightmares, anger and depression - often leading to violence, alcohol and substance abuse, job loss, family breakdown and even suicide.

Resolution has a nationwide network of 200 accredited therapists which provides treatment to enable Veterans to resolve the mental health problems associated with military trauma that obstruct a normal range of family and work relationships. Resolution provides a national low-cost phone line on which Veterans, Reservists, and their families can receive advice on the effects of trauma and available routes to treatment, including our own.

Resolution is involved in a number of research projects into trauma, notably with Sussex University, King's College London, Pragmatic Tracker, Rewind therapy, and their ongoing on-line survey.

Resolution continues to raise awareness through a PR and marketing programme, described below. This programme of communication targets trauma sufferers, potential donors, related military and health organisations as well as press and other interested parties.

The Trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Review of the year

- Resolution at year end is on the 1237th treatment. This represents a total of 358 referrals in the year, which reflects an increased average of seven new referrals a week. This increasing demand has put a strain on fundraising.
- Resolution has treated a further 51 prisoners to date, in 22 different prisons.
- Resolution continues to offer therapy to family members affected by trauma.
- Resolution has 9 Trustees, all of whom make a serious commitment of time and energy to the operation of the charity. The Trustees have continued to hold weekly meetings on Skype at which current business and development strategy is discussed, decisions made and responsibilities for action allocated.
- The primary administrator, Angela, took over from Sarah, and has continued to run the referral process and maintain the database. A second, part time administrator, Karolina, has been engaged to process the therapists' functions, and to follow up cases in order to establish the long term effectiveness of the therapy. A further part time worker, Susan, continues to carry out the book-keeping function.
- A new part time, paid, administrator, Nicky, has been recruited to support the fundraising function.
- A new volunteer, Caroline, has been recruited to coordinate social support requirements after treatment.
- A new volunteer researcher, Alex, has been engaged to conduct follow-up interviews and analyse their results; and to analyse the on-line survey.
- The objectives for the year continued to be precisely those of the Charitable Objects: to treat more people, to engage with the ex-service population to provide useful information about post-operational mental health problems, and to promote research in what is a woefully under-researched field.

PTSD RESOLUTION LIMITED

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 30 APRIL 2016

Review of the year (continued)

- We continue to treat every ex-service person who makes contact and wishes to try the service. We offer new clients the opportunity to talk to a previous patient if they wish, then they are put in touch with our nearest therapist and can go for an initial discussion to talk over how they are, what they need, what we can offer and what we cannot do. Improved funding has meant that clients can be given an appointment and treatment can start within a few days. The results of the treatments continue to be measured by taking the impact of event scores before and after treatment, which show an average success rate of 78%, in an average of five sessions per treatment.
- Resolution's planned re-application for membership of COBSEO, in order to improve Veterans' access to treatment, improve Veterans' support from and cooperation with other service charities, and benefit from funding, is now waiting for an acceptable evaluation of the evidence of treatment outcomes. This is in hand in the form a research project by King's College, London, to carry out a service evaluation of Resolution's client outcome data.. The next phase will be to conduct a trial into the actual evidence of the outcomes.
- In all other respects the application for membership meets the criteria required. The guidelines issued by COBSEO have been promulgated and are met. Risk management protocols are in place. The Human Givens Institute (HGI), which provides the training and governance for Resolution therapists, has achieved accreditation by the Professional Standards Authority (PSA), the new national voluntary register of providers.
- A wide range of interest continues to grow. Enquiries have come from Equine therapy; fishing therapy, gardening therapy, martial arts, skiing, hearing loss, change management, challenge events, films about PTSD, plays, memorials, books, racing cars etc etc.. In each case the Chairman discusses potential mutual benefit in partnering and decides whether to or not.
- On 8th December 2016 a webinar was conducted between The Licensed Professional Counsellors Association North Carolina, USA, and Piers Bishop and Tony Gauvain of Resolution. It was at the request of and organised by the LPCA, who had heard about the Human Givens approach to therapy and wanted to know more in the context of Veterans. It was listened to by several hundred US counsellors and was very much appreciated.
- A reception was held in the House of Lords, on 24th February 2016, courtesy of Lord Ramsbotham. Two veteran ex-clients spoke of their experiences. Feedback was encouraging.
- Despite the lack of support from the heads of the other major charities, Resolution continues to receive referrals from Help for Heroes, SSAFA, RBL, ABF, NGVFA, as well as from many smaller, local charities around the UK.

PR/Marketing

PR and marketing continues to achieve excellent results with very limited expenditure – funding only for some web design support work and one day a week from a marketing assistant. There are no salaried staff and we do not advertise – success is through PR and social media. Key features of the programme have been:-

- Social media: we are very active and post almost daily to Facebook, with some 2,800 Followers, and also via Twitter. Through our social media and Just Giving programme receive support each week in donations from a range of sponsored initiatives by supporters – including running, walking and press up challenges.
- Media: we are 'on the radar' now with the press including the defence correspondents, and are usually asked to contribute comment when military PTSD is addressed by the press. We now have a separate phone number for the press, and audio recorded messages are emailed to campaign director Patrick Rea, which helps in media response and handling.

PTSD RESOLUTION LIMITED

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 30 APRIL 2016

PR/Marketing (continued)

- Activities: we have had a number of successes. These include:
- VIP Event at the House of Lords
- Walking the London Bridges, a summer fund raiser
- The Big Give: we hit our targets and raised substantial funds through a coordinated campaign that brought in major sponsors
- Liaison and fund raising through corporate supporters, who are central to our income generation

Fundraising

This has been a year of change, with an increase in demand from clients needing treatment and subsequently the need to fund this.

We have become a member of FRSB which is the independent self-regulator for charity fund raising in the UK.

Over the past two years we have enjoyed strong support from a few donors; notably PTSD Action, Launch Pad Marketing, the Security industry and Big Give which contributed 66% of our income.

The Trustees decided that we needed to diversify our funding sources. Dependence on a few substantial donors poses a risk to the charity should any one of them cease to provide funds.

During the past year, we have invested in generating new sources of funding. These actions are now bearing fruit.

It is our objective to increase other sources of funding to provide over 50% in the next financial year. This will come from the many generous individual and society donations, events based on social media and sports events which form an important and growing element.

The Trustees thank each and every donor for their vital support to enable us to treat a record number of Veterans.

Future plans

The targets for next year continue to be:-

- Treat more Veterans, Reservists and families of the UK armed forces.
- Teach more Veterans, companies and other organisations about the effects of trauma
- Continue to build sustainable sources of revenue.
- Re-apply to become a member of COBSEO and influence the landscape of ex-military mental health.
- Continue to raise awareness of trauma and modern approaches to relieving it, in order to attract donors, press and other interested parties.
- Continue to build the evidence base using the Pragmatic Tracker application.
- Engage in a trial to further evaluate the evidence of treatment outcomes.
- Improve our processing and data management to cope with the increased demand.

Public benefit

The Trustees consider that the activities described above are consistent with the Charity's objects and fulfils the requirements of the Charity Commissions public benefit criteria.

Reserves policy

We continue with the objective of maintaining a reserve of £35,000 which was achieved mid-year and is being built up once again as the year ended.

PTSD RESOLUTION LIMITED

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 30 APRIL 2016

Financial review

During the year we saw an increase in demand for our services with a resultant increase in costs. The largest element of our costs (61%) went toward paying for the client pathway. The remaining costs were split between administration, governance, marketing and fund raising.

We saw a temporary drop in revenue in the third quarter and first month of fourth quarter but due to prompt action the impact on cash was minimised, regular income resumed and other income streams kicked in.

Generating new channels of revenue require investment and time. The last quarter saw these channels kick in and this trend has continued beyond the year end.

The outlook is positive and we are confident to meet the demand, grow revenue from diversified channels and grow our cash to have a reserve at a level of (at least) 3 months costs.

There was a deficit for the year of £13,232 covered by reserves brought forward leaving a balance in hand at 30 April 2016 of £7,304. In addition and subsequent to the year end the Trustees ascertained that there were accrued therapy fees in excess of £25,000 which were not invoiced or known at 30 April 2016. Rather than accrue these at 30 April 2016 they have been paid during 2016/17 when the Trust has been in receipt of substantial sums of income. At the time of this report the Trust is solvent with substantial funds in hand.

Statement of trustees' responsibilities

The Trustees, who are also the directors of PTSD Resolution Limited for the purpose of company law, are responsible for preparing the Trustees' Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these accounts, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the accounts comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The financial statements have been prepared in accordance with special provisions relating to companies subject to small companies regime within Part 15 of the Companies Act 2006.

On behalf of the board of Trustees



Colonel Anthony Gauvain (Chairman)

Trustee

Dated: 17 January 2017

PTSD RESOLUTION LIMITED

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF PTSD RESOLUTION LIMITED

I report on the accounts of the charity for the year ended 30 April 2016, which are set out on pages 7 to 13.

Respective responsibilities of Trustees and examiner

The Trustees, who are also the directors of PTSD Resolution Limited for the purposes of company law, are responsible for the preparation of the accounts. The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011, the 2011 Act, and that an independent examination is needed.

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 accounts 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)(b) of the 2011 Act; and
- (iii) to state whether 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 accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, 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 accounts 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 accounts which accord with the accounting records, comply with the accounting requirements of 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 accounts to be reached.



J R Caladine FCCA CTA FCIE
Chartered Certified Accountants
Caladine Ltd
Chantry House
22 Upperton Road
Eastbourne
East Sussex
BN21 1BF

Dated: 17 January 2017

PTSD RESOLUTION LIMITED

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 30 APRIL 2016

	Notes	Unrestricted funds £	Restricted funds £	Total 2016 £	Total 2015 £
<u>Income</u>					
Donations		96,529	40,115	136,644	151,234
Charitable activities		-	-	-	17,917
Total income	3	96,529	40,115	136,644	169,151
<u>Expenditure</u>					
Charitable activities		109,761	40,115	149,876	148,333
Total expenditure	4	109,761	40,115	149,876	148,333
Net (expenditure)/income for the year/ Net movement in funds		(13,232)	-	(13,232)	20,818
Fund balances at 1 May 2015		20,536	-	20,536	(282)
Fund balances at 30 April 2016		7,304	-	7,304	20,536

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

PTSD RESOLUTION LIMITED

BALANCE SHEET

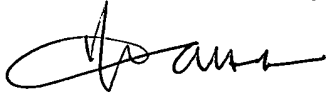
AS AT 30 APRIL 2016

	Notes	2016 £	£	2015 £	£
Current assets					
Debtors	7	2,199		10,473	
Cash at bank and in hand		16,981		42,618	
		<u>19,180</u>		<u>53,091</u>	
Creditors: amounts falling due within one year	8	<u>(11,875)</u>		<u>(32,554)</u>	
Total assets less current liabilities			<u>7,305</u>		<u>20,537</u>
Net assets			<u>7,305</u>		<u>20,537</u>
Income funds					
Restricted funds	9		-		-
Unrestricted funds	9		7,304		20,536
Share capital	11		1		1
			<u>7,305</u>		<u>20,537</u>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 30 April 2016. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these accounts.

The directors acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with section 386 of the Act and for preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the company.

The accounts were approved by the Board of Trustees on 17 January 2017



Colonel Anthony Gauvain (Chairman)
Trustee

Company Registration No. 06884539

PTSD RESOLUTION LIMITED

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 30 APRIL 2016

1 Accounting policies

1.1 Basis of preparation

The accounts have been prepared under the historical cost convention.

The accounts have been prepared in accordance with the Financial Report Standard for smaller Entities (effective January 2015), the Companies Act 2006, the Charities Act 2011 and the recommendations in Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities (effective 1 January 2015).

1.2 Income

Donations, legacies and other forms of voluntary income are recognised as incoming resources when receivable, except insofar as they are incapable of financial measurement.

1.3 Expenditure

Resources expended are recognised in the period in which they are incurred. Expenditure includes unrecoverable VAT.

1.4 Tangible fixed assets and depreciation

There are currently no fixed assets within these accounts.

1.5 Unrestricted funds

The charity operates one general fund that can be used in accordance with the charitable objectives at the discretion of the trustees.

1.6 Restricted funds

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund together with the appropriate management and support costs.

1.7 Taxation

PTSD Resolution Limited is a registered charity and its income is considered exempt from United Kingdom taxation.

2 Funds

Unrestricted funds

The general fund (unrestricted) relates to the day to day operations and core work of the trust.

Restricted funds

The restricted funds relates to donations received for the therapy of named recipients.

PTSD Action fund

Money received from PTSD Action Limited (company no. 09070980), a not for profit company, is regarded as restricted income and it's related expenditure.

Sundry specific gifts

Small sums/gifts of money which are restricted are recorded in this fund.

PTSD RESOLUTION LIMITED

NOTES TO THE ACCOUNTS (CONTINUED) FOR THE YEAR ENDED 30 APRIL 2016

3 Income	Unrestricted funds £	Restricted funds £	Total 2016 £	Total 2015 £
Donations				
Donations and gifts	45,688	2,650	48,338	48,900
Donations from PTSD Action	-	37,465	37,465	42,000
Donations from The Big Give	15,877	-	15,877	26,640
Launch Pad marketing	34,964	-	34,964	33,694
	<u>96,529</u>	<u>40,115</u>	<u>136,644</u>	<u>151,234</u>
Charitable activities				
Conferences	-	-	-	2,961
Trauma awareness training for employers	-	-	-	316
Therapy fees	-	-	-	14,640
	<u>-</u>	<u>-</u>	<u>-</u>	<u>17,917</u>
Total income	<u>96,529</u>	<u>40,115</u>	<u>136,644</u>	<u>169,151</u>

Note

During the 2015 financial year there was no restricted income.

PTSD RESOLUTION LIMITED

NOTES TO THE ACCOUNTS (CONTINUED) FOR THE YEAR ENDED 30 APRIL 2016

4 Expenditure

	Unrestricted funds £	Restricted funds £	Total 2016 £	Total 2015 £
Charitable activities				
Therapy costs	49,865	40,115	89,980	74,007
Our Local Heroes Therapy costs	-	-	-	15,090
Raising awareness to services personnel	26,032	-	26,032	24,094
Exhibitions and conferences	305	-	305	4,524
Therapy fees bad debt	-	-	-	8,440
	<u>76,202</u>	<u>40,115</u>	<u>116,317</u>	<u>126,155</u>
Support and governance costs				
Administration	16,863	-	16,863	9,302
Travel	778	-	778	874
Telephone	398	-	398	763
Printing, postage and stationery	596	-	596	605
Subscriptions	1,309	-	1,309	2,356
Research	108	-	108	487
Meeting costs	627	-	627	391
Computer Consumables	1,248	-	1,248	-
Bank Charges	25	-	25	-
Insurance	479	-	479	484
Miscellaneous	1,636	-	1,636	109
Governance costs				
-Accountancy and Independent Examination	1,333	-	1,333	1,272
-Legal and professional fees	752	-	752	-
-Bookkeeping fees	7,407	-	7,407	5,535
	<u>33,559</u>	<u>-</u>	<u>33,559</u>	<u>22,178</u>
Total expenditure	<u><u>109,761</u></u>	<u><u>40,115</u></u>	<u><u>149,876</u></u>	<u><u>148,333</u></u>

Note

During the 2015 financial year, of the £126,155 charitable activity expenditure, £1,634 was restricted.

PTSD RESOLUTION LIMITED

NOTES TO THE ACCOUNTS (CONTINUED) FOR THE YEAR ENDED 30 APRIL 2016

5 Trustees

Fees were paid to Colonel Anthony Gauvain of £nil (2015: £360), a trustee, during the year.

David Piers Bishop was reimbursed expenses of £431 (2015: £288). Colonel Anthony Gauvain was reimbursed expenses of £671 (2015: £1,298). Patrick Rea was reimbursed marketing costs of £540 (2015: £nil). Charles Highett was reimbursed expenses £140 (2015: £nil)

6 Employees

There were no employees during the year.

The trust out sourced its administration and bookkeeping costs.

The trust is faithfully served by a number of unpaid volunteer staff.

7 Debtors	2016	2015
	£	£
Other debtors	-	7,081
Prepayments and accrued income	2,199	3,392
	2,199	10,473
	<u><u>2,199</u></u>	<u><u>10,473</u></u>
8 Creditors: amounts falling due within one year	2016	2015
	£	£
Other creditors	3,715	10,886
Accruals	8,160	21,668
	11,875	32,554
	<u><u>11,875</u></u>	<u><u>32,554</u></u>

PTSD RESOLUTION LIMITED

NOTES TO THE ACCOUNTS (CONTINUED) FOR THE YEAR ENDED 30 APRIL 2016

9 Movement in funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 May 2015	Movement in funds		Balance at 30 April 2016
	£	Incoming resources	Resources expended	£
Unrestricted funds				
General fund	20,536	96,529	(109,761)	7,304
	<u>20,536</u>	<u>96,529</u>	<u>(109,761)</u>	<u>7,304</u>
Restricted funds				
PTSD Action fund	-	37,465	(37,465)	-
Sundry specific gifts	-	2,650	(2,650)	-
	<u>-</u>	<u>40,115</u>	<u>(40,115)</u>	<u>-</u>
Total	20,536	136,644	(149,876)	7,304

10 Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Share capital	Total
	£	£	£	£
Fund balances at 30 April 2016 are represented by:				
Current assets	19,179	-	1	19,180
Creditors: amounts falling due within one year	(11,875)	-	-	(11,875)
	<u>7,304</u>	<u>-</u>	<u>1</u>	<u>7,305</u>

11 Ordinary share capital

The company has issued one ordinary £1 share which is held by David Piers Bishop on behalf of the Trustees.