



Chair's Report
Young People's Counselling Service
Charity number 1034587
Associated Charity number 1190555 (CIO)
Reporting Period 1st August 2020 – 31st July 2021

Overview

Throughout the entirety of the year ending 31st July 2021, our team have continued to ensure seamless delivery and blended ways of working during extremely challenging times. Our Trustees, Staff, Volunteers, Ambassadors, Patrons and Funders have been generous and have provided the finances, time, expertise and practical support needed to meet the demand for our services. We are extremely grateful for everybody's input.

It is no surprise to any of us to hear that the mental and emotional health of young people is in crisis, with the impact of the last year not truly known as of yet. Childline have seen an increase of 46% in calls to their services and a recent Study (The Oxxwell School Survey 2020) indicates that young people have been significantly impacted by the pandemic.

YPCS stands in a strong financial position this year, as can be seen from the financial statement, however our stability relies on continued successful funding applications and ongoing support from existing funders. The Trustees have recently appointed a new Operations Director to work alongside our Clinical Director, to ensure the long-term success of YPCS. We are beginning to once again look towards organising our traditional community fundraising events to complement our current funding stream activities, providing restrictions are lifted and these events are safe to hold.

At this point I must pay particular tribute to our team of Therapists; they have excelled in the levels of therapeutic support they have given to young people accessing our services, and have seen an increase in clients who are presenting more complex needs. As Acting Chair of the Trustees, I can only admire the passion and dedication that people bring to their work and I thank them for their steady commitment which is driving YPCS to expand and to seek new ways to support the mental health of young people within our community.

Objectives and Aims

The objects of Young People's Counselling Service (YPCS) as stated in our CIO constitution are "To promote, preserve and protect the mental health of the public, in particular but not exclusively of children, young people and their families."

The service we deliver enables local young people to make sense of their thoughts and feelings, in the hope that they can make decisions about what they want to do to bring about change in their lives. It

also provides a means of support and a space where they can feel valued and heard. Therapists at YPCS go through a careful selection process, to ensure that they are competent to work with the issues that clients present. All therapists are trained to at least level 5, with the majority being trained to level 6 or 7. Our therapists have a range of specialisms that ensures YPCS is able to provide the right support to young people referred to our service. All staff are required to undertake an enhanced police check, and our safeguarding lead ensures compliance with legislation regarding vetting and barring.

Significant Activities

Our significant activities for the year can be broadly categorised into the following areas:

- The delivery of free at point of use counselling to young people
- Provision of counselling and play therapy in schools
- Fundraising and bid writing to support the above
- Developing, reviewing and improving our policies and procedures
- Participating in projects and new initiatives within our service delivery area
- Establishing two Annabelle Davis Centres, the first in Yaxley and the second in Wisbech
- Continuing agile ways of working in response to Covid-19
- Responding positively to the increase in demand for our services

YPCS has continued to provide the vital resource of free support to young people, their families and carers. For many reasons, we have seen stark reminders that mental health is something that we need to proactively safeguard. As a local charity, now more than ever it is important that our community can easily access the support they need in these challenging times and reduce the burden on statutory services.

We have seen a growing demand for YPCS services, so our first priority has been to maintain the quality we were already offering and reducing our waiting list times. In parallel, we have continued to develop new areas of funding for specific projects, ensuring these provide a proportionate contribution towards our operational costs.

YPCS clinical support was under a high demand due to the ongoing Covid-19 pandemic, with drastically reduced opportunities to hold fundraising events, we were fortunate to be able to apply for Covid-19 related funding to increase the delivery of our services. This enabled us to employ more staff and in more therapeutic services.

We secured significant additional funding from the Children in Need Covid Recovery Fund. This specific funding enabled YPCS to offer support to over 60 extra children and young people. We collaborated in this funding with another local organisation, 20Twenty Productions, to create a programme of arts-based wellbeing support which was delivered remotely to classrooms of selected local schools. One of our Patrons, Actress and Artist Annabelle Davis, directly supported this project with recorded art sessions. The project was called Express Yourself and we were delighted to have supported more local young people as a result of its successful delivery.

As the YPCS staffing team increased, so too did the recognition of our skills and specialisms by statutory services. This led to us feeling in a strong position to apply to statutory funders. Our subsequent success in being awarded funding via our CCG enabled YPCS to set up our centres with adequate Covid-19 precautions and risk management, enabling us to resume face-to-face support, as well as the remote

service we had adapted to deliver during the first lockdown. This blended approach meant that we could see all of the young people referred or self-referred, as understandably, not all young people wanted remote support or had a private and confidential space to access it. Our continued blended approach has also led to an improved and more inclusive offer to young people who experience transport barriers.

The impact on young people of Covid-19 and subsequent lockdowns have uncovered many more safeguarding concerns than we had previously seen, as a result, providing support to our staff has been more important than ever. We applied to The Fore and thankfully were successful in securing a year's funding for a high proportion of clinical management time.

YPCS has been able to work across more schools and our project work has developed through specific funding from Peterborough Council for Voluntary Services (PCVS), we were able to design a project to work with a street artist to help young people express what Covid-19 has meant for them. This is a unique school-based project covering 9 schools in Peterborough. Another wonderful project is the 20Twenty Mental Health Toolkit, where we were commissioned by young people through the Fenland Youth Advisory Board, who wanted resources designed that they could relate to and engage with. This enabled YPCS to produce a toolkit that was user led and will be launched in schools across Fenland in the coming Autumn 2021 school term. We have designed a range of wellbeing resources since the start of the pandemic and have been able to share these in many forms across schools in Cambridgeshire. We put together wellbeing bags for over 800 year 7 pupils across Peterborough and 300 in Stamford, the feedback from these has been extremely positive.

YPCS continues to grow and we are pleased to be able to continue to develop our services to meet the needs of young people and their families to support mental health and wellbeing.

Achievement and Performance

The Covid-19 pandemic continued to have a significant impact on our charity. Our fundraising efforts have adapted, and we have focused on bidding for funds from grant givers and organisations whose aims and objective align with those of YPCS. Funding this year has included grants from BBC Children in Need, Comic Relief and our CCG.

Despite the enforced pause in organising our traditional community fundraising events due to restrictions on large gatherings, 2020-2021 saw a successful year in terms of our service delivery and continued growth. Alongside our successful service delivery, we have invested time and resources in improving our online offer, developing our website and increasing our social media presence. Our support staff have implemented new systems that will enable easier reporting in the future and our policies and procedures have been reviewed and improved.

I would like to formally recognise the hard work of our cleaning contractors, and the efforts of all staff and volunteers in maintaining a safe environment during the challenging times of the pandemic. It has been important to us to resume face-to-face counselling where possible, but this has only been achievable due to the rigorous cleaning and careful scheduling of activities taking place. Maintaining the safety and health of all service users and those involved in service delivery continues to be high on our list of priorities.

Financial Review

We are pleased to present the financial report for 2020/2021. The year has seen YPCS make progress in all areas. Successful grant applications have supported expansion to reach more young people and their families more quickly. The trustees are very aware of the good leadership and management that has led to this state of affairs and want to thank the whole team for their dedicated work. In particular we wish to acknowledge the swift and effective responses to the challenges that were presented by the Covid-19 lockdowns and subsequent restrictions, ensuring clients were not left unsupported.

The statement of financial activities for the year ending 31st July 2021 presents a healthy position for YPCS. Grants have made the greatest positive impact on the income. Our largest area of expenditure is on the salaries of our excellent therapists.

The YPCS reserves policy aims to ensure our work is protected from the risk of disruption at short notice due to lack of funds. Whilst at the same time ensuring we do not retain funds for longer than required.

We continue to be extremely ambitious to work with as many clients as we can. Demand has never been higher and statutory services continue to refer many clients to YPCS. The generosity of our donors, funders, community fundraisers and volunteers allows us to continue the work that we do.

Future Plans

In the coming year we plan to focus on ensuring the long-term success of YPCS and the sustainability of our aims and objectives. We aim to maintain our high-quality counselling provision by offering a blended service of remote and face-to-face work, while at the same time continuing to develop means of reducing the waiting list.

We will open our second Annabelle Davis Centre in Wisbech in autumn 2021, seeing our service delivery area expand more widely into Fenland. We would not have been able to establish these two centres without the support of Persimmon Homes and their large donation to YPCS in our previous reporting year. The further support we have received from local businesses and organisations to refurbish both venues has been overwhelming, and we are looking forward to inviting everybody involved to launch events for both centres in 2022, in the hope that post pandemic restrictions allow for large gatherings.

We will continue to develop the range of work in schools, including individual counselling, staff training sessions, consultation with young people in schools alongside the mental health toolkit currently under development

We will continue to seek new areas of funding for specific projects and ensure these contribute towards operational costs.

We will also continue to develop and define clear and accessible tracking of income and expenditure and data analysis of the measurable impact our service delivery brings. .

Structure, Governance and Management

Young People's Counselling Service (YPCS) was originally established in 1994. A new registered Charity was formed with a differing governance structure when YPCS was registered as a CIO on 24th July 2020.

Old and new legal entities have operated in tandem to ensure that service delivery remains consistent without causing any disruption to the young people that we serve. We intend for the 'old' charity accounts to be wound up by the end of July 2022.

In Summary

I feel it is best to end this report with some quotes from those who have accessed the service, when asked to comment on the therapy they have received. The words of these young people and parents are why we do what we do, and remind us of the positive change YPCS makes to young lives.

"(the therapist) helped my son more than anyone else has done throughout his childhood. I cannot thank her enough."

"Thank you for all the support and guidance you gave to my daughter through a difficult time. It's fantastic to see her just being herself again and feeling much more positive."

"She (the therapist) has helped me through the course of the last few months in helping find ways to deal with my anxiety and allowed me to talk through my issues. My outlook and approach to life has changed, and whilst I accept that there is still a way to go to leave the anxiety behind for good, she has guided me to the right path and enabled me to find the right tools to deal with the future. I cannot thank her enough for this."

Again, on behalf of the Board of Trustees, thank you to everybody involved with the excellent work of YPCS. We are proud to be part of a team that works so tirelessly to make a difference to the lives of local young people, and will continue to advocate for them to the best of our abilities.

Nicola Houghton
Vice Chair of Trustees (Acting Chair)

Young People's Counselling Service Accounts

Receipts and payments account for the year ended 31 July 2021

BARCLAYS

Brought forward unrestricted balance	£	38,246.52
Brought forward restricted balance:	£	109,661.14
Persimmon	£	83,905.66
BBC Children in Need	£	3,400.00
Masons for Wisbech	£	140.00
20Twenty	£	8,000.00
Ramsey	£	1,360.00
Fullscope	£	4,000.00
Covid Lottery support	£	5,875.48
OBA SLA underspent	£	2,800.00
Stanground SLA underspent	£	180.00

BARCLAYS - Opening bank balance £ **147,907.66**

INCOME

Fundraising income	£	3,018.29
Donations	£	8,111.17
Primary trading (at point of receipt)	£	21,126.00
Other income	£	10,848.72
Restricted funds income BBC Children in Need Covid Response	£	43,353.33
Restricted funds income CCF Covid Relief	£	14,940.00
Restricted funds income The Fore	£	11,000.00
Restricted funds income BBC Children in Need Original	£	9,630.00
Restricted funds income PCVS	£	9,510.00
Restricted funds income 20Twenty	£	1,443.00
Restricted funds income Comic Relief - Groundworks		
Restricted funds income Strangward Trust		
Restricted funds income NHS CCG Winter Face-to-face		
Restricted funds income Burghley Trust		

Total £ **132,980.51**

£ **132,980.51**

EXPENDITURE

Counselling fees (including primary trading costs)	£	44,508.27
Staff salaries/wages (and associated costs)	£	26,775.07
Bank fees	£	-
Printing/stationary/advertising	£	8,780.36
Insurance	£	687.26
Phone	£	1,030.23
Misc costs	£	5,460.97
Fundraising costs	£	236.00
ADC Yaxley - Running costs	£	4,836.13
Training / professional fees	£	7,374.40
ADC Wisbech - Set up costs	£	487.00

Total £ **100,175.69**

£ **100,175.69**

Transfer from Barclays to Metro account:

£ **175,169.66**

Bank balance - Restricted balance	£	-
Bank balance - Unrestricted balance	£	5,542.82

Closing bank balance £ **5,542.82**

Restricted Funds @ 31st July 2021:

Masons for Wisbech	£	-
20Twenty Wellbeing Wednesdays	£	-
Ramsey Neighbourhood	£	-

Total £ **-**

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
YOUNG PEOPLE'S COUNSELLING SERVICE (CHARITY NO: 1034587)**

I report to the trustees on my examination on the accounts of Young People's Counselling Service for the year ended 31 July 2021.

Respective Responsibilities of Committee and Examiner

The committee are responsible for the preparation of the accounts. The committee consider that an audit is not required for the year under section 144 of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. I am qualified to undertake the examination by being a qualified member of the ACCA.

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:

- examine the accounts under section 145 of the 2011 Act
- 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
- to state whether particular matters have come to my attention.

Basis of Independent Examiner's Report

My examination was carried out in accordance with 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 the committee concerning 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 explanation, no matter has come to my attention.

- 1 which gives me reasonable cause to believe that in any material respect, the requirements:
 - a) to keep accounting records, and
 - b) to prepare accounts which accord with the accounting records and comply with the accounting principles of the Statement of Recommended Practice: Accounting and Reporting by Charities have not been met; or
- 2 to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed _____

Date

Name: Lee Hills, FCCA

Address: Hills Accountants Limited, First Floor East Wing, Thorpe Road, Peterborough PE3 6RU

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