Let's Talk Well

England & Wales · Charity number 1045429

Details

Other names	TEENS IN CRISIS, TIC
Status	Registered
Legal form	Charitable company
Company number	02954230
Registered	1995-03-31
Register	View on the Charity Commission register

Contact

Address	Mr Andrew Downing Room 73 4th Floor Building 7 Vantage Point Business Village
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Website	https://www.letstalkwell.org.uk/

Activities

Objects: 2 OBJECTS The objects for which the Charity is established are:2.1 To advance the Christian religion by practically demonstrating the Christian faith in particular, but not exclusively, by: 2.1.1 relieving the need, hardship or distress of children and young people by providing education, advice, support and counselling services;2.1.2 providing training in the principles, practices and methods of providing support and counselling services to children and young people and in other allied or ancillary subjects.

Activities: Let's Talk Well provides free, confidential counselling & emotional wellbeing support for children & young people aged 9 - 25, helping them build resilience and improve their mental health& life outcomes. We strengthen the future counselling workforce through our accredited training programme, supporting students from the start of their training through to becoming fully qualified counsellors.

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Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People, Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** PARTICULARLY THE FOREST OF DEAN AREA OF GLOUCESTERSHIRE
- Gloucestershire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£3,446,075	£3,366,950	£813,015	124
2024-03-31	£2,734,947	£2,788,663	£733,890	114
2023-03-31	£2,088,435	£2,202,520	£787,606	105
2022-03-31	£1,780,930	£1,652,327	£901,691	90
2021-03-31	£1,596,733	£1,316,258	£933,811	82

Trustees

Name	Role	Appointed
Charlotte Hitchings	Chair	2024-04-23
Caroline Edie-Treloar		2021-07-08
Hannah Coppard		2025-02-17
Joanna Mary Newton		2017-01-18
John Mark Dorrington		2025-04-30
Katie Endacott		2025-02-13
Nicola Moore		2024-04-23
Nigel Gabb		2016-10-01
THOKOZANI OWINO		2024-04-23

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Let's Talk Well

England & Wales - Charity number 1045429

Accounts

Let's Talk Well

(Formerly known as Teens in Crisis)

Annual Report and Accounts 2024/25

Charity Number 1045429
Company Number 02954230

LET'S TALK WELL
FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2025

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Trustees' Annual Report

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025.

The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

About Let's Talk Well (formerly Teens in Crisis)

Let's Talk Well is a charity registered with the Charity Commission for England and Wales (Charity number: 1045429).

Founded in 1993, it was previously known as Teens In Crisis and then TIC+, until adopting the current name in April 2025.

The trustees have complied with their duty under the Charities Act 2011 to have due regard to the Charity Commission's guidance on public benefit when making decisions that relate to public benefit or are associated with the purposes or objectives of Let's Talk Well. There have been no decisions taken by the board which have departed from this guidance.

Let's Talk Well has its head office in Mitcheldean, Gloucestershire and additional offices in Gloucester. Counselling spaces are located throughout the county. Staff and volunteers are a mixture of office and home-based, working across the county.

Find out more about Let's Talk Well on our website, letstalkwell.org.uk, or by following us on our social platforms: LinkedIn, Facebook and Instagram.

Our mission and values

The charity's objects ('objects' is the term in charity law to describe the purpose of a charity) were updated in 2024 to ensure that the charity was operating in line with up-to-date governance and best practice.

The trustees and members made some small changes, in order to be much clearer about what we do. This meant removing our previous object of 'Providing recreational facilities and recreational activities for young people', as we no longer do this.

Our new objects, which have been updated on the Charity Commission's Register of Charities, are:

1 To advance the Christian religion by practically demonstrating the Christian faith in particular, but not exclusively, by:
2.1.1 relieving the need, hardship or distress of children and young people by providing education, advice, support and counselling services;
2.1.2 providing training in the principles, practices and methods of providing support and counselling services to children and young people and in other allied or ancillary subjects.

Let's Talk Well's mission is to improve, preserve and promote good mental health and wellbeing among young people and their families.

Our vision is that every young person should have someone to talk to when they need it most.

We have a defined set of values which represent the core beliefs that inspire and guide the choices we make, how we operate and how we interact with people (see graphic). These core values are under review and are due to be updated in 2024/25, alongside a refresh of our mission and vision wording.

Our core values	
We're here We offer non-judgemental support We communicate openly, honestly and respectfully We take time to understand We're accessible and responsive	**We care** We value everyone as unique individuals We show appreciation We create safe spaces We are kind, supportive, warm and friendly
We help change lives We support everyone to reach their full potential We build relationships that matter We offer hope We are passionate about getting the best outcomes	**We keep moving forward** We listen, learn and grow to make things better We seek new ways of working We embrace collaboration We use our funding wisely

The Christian faith

Let's Talk Well is a Christian-led charity that is not affiliated to any particular denomination, church or group. We provide services to anyone of any faith (or none), and we employ staff from any faith (or none). As an organisation, we believe that the Christian faith provides the foundation and motivation for the work of the charity and is the reason why we do what we do. Our mission to improve, preserve and promote good mental health and well-being amongst children, young people and families is borne from Jesus' words: "I have come that they may have life, and have it to the full."

The Christian faith is never made explicit in any of the services we provide. An outworking of our Christian ethos means that we expect all representatives of the charity to treat everyone equally, with care and respect regardless of their race, gender, religion, sexual orientation, ethnic background, beliefs, status, ability or class. The ethos is given life through our relationships; the way we work together and behave with one another and those we serve, are a demonstration and authentication of our ethos.

Chair's Letter

I joined Let's Talk Well as Chair of the Board of Trustees at the start of 2024/25 and have relished the opportunity to play my part in ensuring it goes from strength to strength.

There is no doubt that we are living in an era of uncertainty and turbulence, and that that turmoil is keenly felt by children and young people, especially those living in less privileged households and communities. Nonetheless, looking at all that has been achieved during the past year by the staff of Let's Talk Well - and indeed by our colleagues in the NHS and other local services - I am filled with a sense of optimism, despite the difficult operating environment. Let's Talk Well has been doing amazing things for communities in Gloucestershire for 30 years, has continued to do so this year, and has plenty more to offer in its home county and beyond in the years to come.

By necessity, this annual report is just a snapshot of the year. The team has delivered 21,500 sessions across its various services to more than 4,300 individuals. We have received extensive and overwhelmingly positive feedback about our counselling services, and we include some examples of that in this report. This organisation can be very proud of its significant positive impact and so can the funders, commissioners and supporters who enabled it all.

In 2025/26 we will continue to support many clients, as well as developing the counselling workforce through our training courses; contributing to the counselling evidence base and professional standards; and further considering the opportunities that may exist to sustainably grow our organisation and move into new geographies.

Thank you for your interest in Let's Talk Well, and in what we have done in 2024/25 and are looking forward to achieving in the years to come.

Charlotte Hitchings
Chair, Let's Talk Well

Foreword from the CEO

There can be no sugarcoating the fact that times are tough for many charities. While Let's Talk Well is not immune to those wider trends, I am pleased to say that in 2024/25, my first year in the newly-created role of CEO, we maintained and in some cases expanded our services.

Our financial position remains strong, with income rising by 26% to £3.45m, driven by growth in public sector contracts and training.

We have invested strategically in staff wellbeing, leadership, and digital infrastructure while managing increased costs, including a £90k rise in employer contributions.

Looking ahead, we remain committed to diversifying income and stewarding resources responsibly to ensure long-term sustainability.

I am grateful for the strategic thinking and hard work of our board, and other colleagues and volunteers across the organisation, which give Let's Talk Well a resilience and sustainability that puts us in a very good position for 2025/26 and beyond.

Additionally, I am grateful to all those who have supported our work in various ways - from parents and carers helping their young people to explore our services for the first time, to GPs and other healthcare practitioners referring clients to us. A special word must also go to our longstanding colleagues at NHS Gloucestershire - in 2024/25 we were delighted to receive a three-year contract, with the option of an additional two years, to deliver our services. This show of confidence in what we do means a lot to the Let's Talk Well team. But it means even more to the children and young people we will be able to support as a result.

Whether you are a client or their carer or relative; a potential or existing fundraiser or potential fundraiser; a partner organisation or a potential future partner - or more than one (or indeed none) of the above, I hope this report communicates the strengths and ambitions of this charity. My team and I would be delighted to discuss any aspect of it, or how we might work together to further our mission. Please do not hesitate to get in touch - as you'd expect, we think it's always good to talk.

Claire Power-Browne
CEO, Let's Talk Well

2024/25 in brief

In the year to 31 March 2025:

- More than 4,000 young people and an additional 300 parents, carers or relatives were seen across our services
- We delivered a total of 21,536 sessions
- We secured a three-year NHS contract in Gloucestershire, with the option to extend for two more years
- 68 students on our training courses gained a counselling-related professional qualification

Of the 3,500 clients seen in our main counselling service

- 99% said that the service had helped them (with 96% saying it had helped 'totally', 'a lot' or 'a medium amount')
- 96% said they would recommend the service to a friend
- The five most common issues for clients (as recorded by counsellors) were anxiety, worry or stress (82%); family relationship problems (32%); anger (25%); friendship problems (23%); and low mood (20%)
- Around 15% were referred from Gloucestershire Health and Care NHS Trust's Young Minds Matter team

We received strong feedback across our range of services

- 98% of those accessing our TalkWellChat service said it was useful, and 99% said they would recommend it
- Those attending Parent & Carer Support Group workshops called them "informative and supportive" and said that sessions were "well presented by people that really understood the subject".
- 76% of those using our single session, solution-focused 'One at a Time' counselling service had a lower YP CORE score after being seen, indicating reduced psychological distress

We changed our name

We are now known as Let's Talk Well, after 30 years as Teens in Crisis and latterly TIC+. This new name and brand identity has been well received internally and externally, and better reflects the reality of who we are and what we do.

We've rolled out digital transformation

A new cloud-based client record management (CRM) system called Tacklit has been rolled out, ensuring we have more accurate and secure records. With less staff time needed for maintaining those records, our counsellors can spend more time focusing on their clients' challenges and how to support them.

We've received Bluestar Accreditation

In line with our mission to ensure every young person has someone to talk to when they need it most, during 2024/25 we prepared an application for accreditation with the Home Office-commissioned Bluestar Project. This was granted shortly after the year end (June 2025), making us

an accredited pre-trial therapy provider, enabling us to provide the highest standards of care to young victims in the criminal justice system.

Why it matters

More and more young people are experiencing mental health issues…
According to The Big Mental Health Report 2024, published by Mind:

- 1 in 5 children and young people in England have a mental health problem
- …and that figure has increased from 1 in 9 in 2017
- 27% of 8-16 year olds in England whose parents couldn't afford activities for them outside school had a mental health difficulty, nearly three times the rate of those with parents who could

…and the NHS is struggling to keep up with demand
Statistics reported by the Guardian in August 2024 show that more than 500 children a day - or one every three minutes - were referred to mental health services in England in 2023/24. This is more than double the pre-pandemic level.

Analysis of NHS data by the Nuffield Trust shows that between April and June 2024, only 67% of urgent referrals of children to NHS eating disorder services resulted in an appointment within seven days, and only 70% of 'routine' cases were seen within four weeks - versus a target of 95%.

Case study
Islay, 17, was referred to Let's Talk Well by her school when she was 15 years old. She remembers: "I was in the run up to my GCSEs and trying to navigate society, school, friends, family. I was finding it really difficult and didn't realise how much it was getting to me. One day at school I felt it was getting too much, I'd started to have panic attacks, and I didn't know where to turn. ***Luckily, I was able to see a counsellor from Let's Talk Well.***

"The sessions started straight away, and it was such a relief to have somebody to talk to. I really enjoyed speaking with the counsellor, it was such an open, judgement-free space and easy to talk. I had never struggled before so didn't know how to get myself through it. ***The counsellor taught me coping skills, like breathing exercises, to help with panic.*** Learning that the feelings and reactions aren't anything to be scared of, along with simple ways of feeling calmer, has been such a huge help.

"I'm doing my A Levels now, which is a stressful time too, and I still sometimes get panicky feelings. ***But now I know how to calm myself down and manage them.*** I do the special breathing techniques I was taught and it really helps. It's made such a difference with doing my A levels. I know the signs of stress to look out for and when to take a break from studies. I didn't realise how much counselling would benefit me. I didn't realise I was someone who needed that extra help. But it's made such a big difference for me. ***If anybody else is struggling I hope they find something like Let's Talk Well too.***"

Our services

Counselling

Counselling is the single largest service provided by Let's Talk Well.

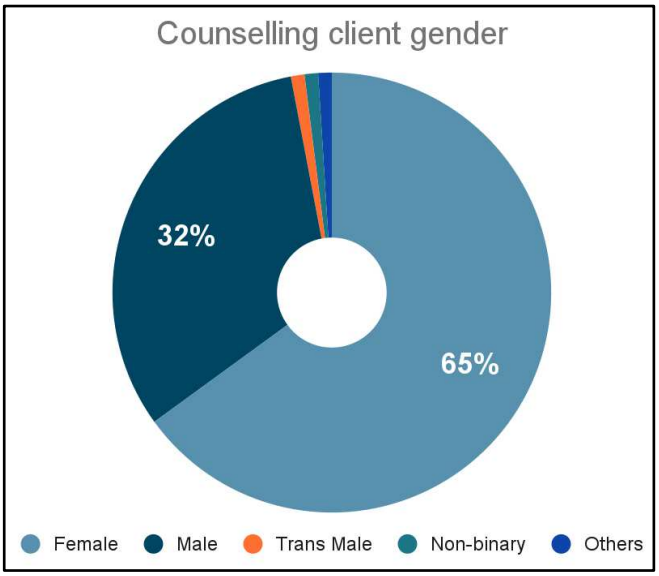
In 2024/25, we provided nearly 20,500 counselling sessions to more than 3,700 children and young people - an average of five or six sessions per client.

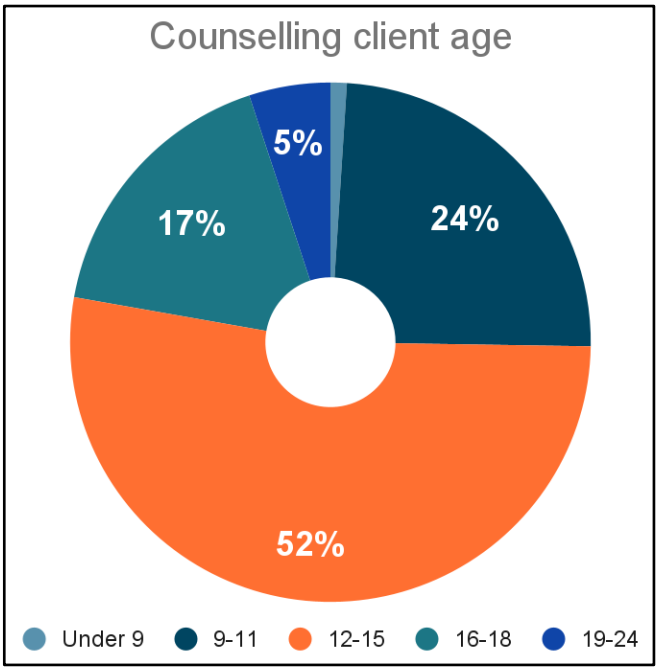
While 88% of our counselling sessions were delivered face to face, we also offer sessions via video or voice chat, or online instant messaging, to remain accessible to as wide a range of clients as possible.

More than half of those receiving counselling (52%) were 12-15, with the rest spread across other age groups.

A third are male, which is a positive figure given the difficulties often faced in encouraging boys and young men to access mental health services. It also represents a small but significant improvement on the 70:30 gender split we had often experienced in previous years.

Across our counselling services, the most common issues for clients (as recorded by counsellors) were anxiety, worry or stress (82%); family relationship problems (32%); anger (25%); friendship problems (23%); and low mood (20%).





"Over the past year, we've seen young people seek counselling for a wide range of challenges from anxiety, low mood, and exam stress to friendship breakdowns, family conflict, grief, identity questions, and the impact of social media. Many are also coping with the after-effects of the pandemic and the pressures of an uncertain world. Counselling offers a safe, confidential space to talk, be heard, and develop coping strategies.

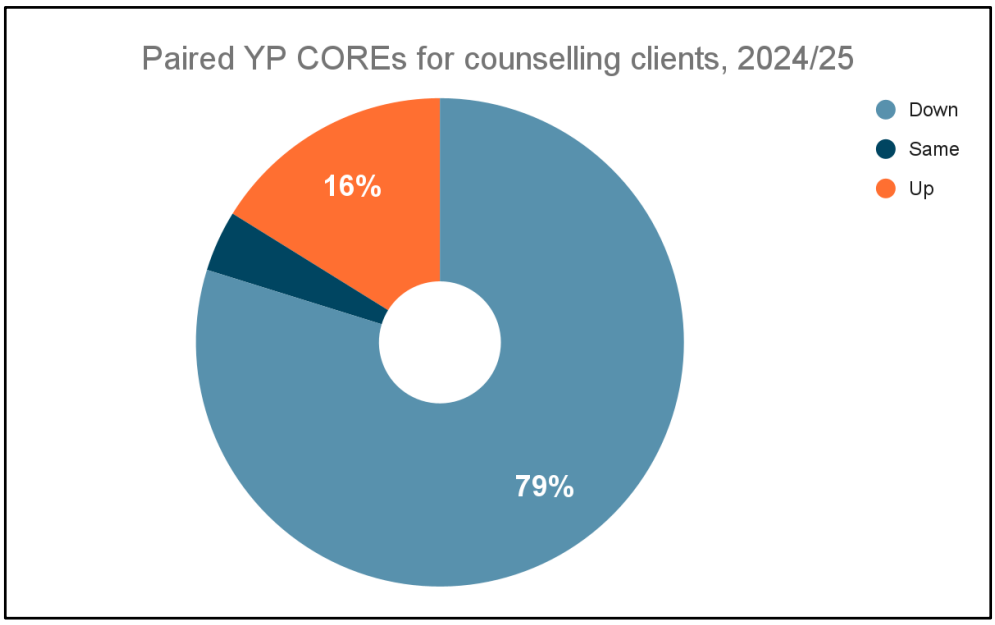
"It is a privilege to be able to support young people to build resilience, understand themselves better, and find hope and direction for the future."

Judith Bell, chief clinical officer

Positive impact

Our counselling is evaluated using paired Young Person Clinical Outcomes in Routine Evaluation scores (YP COREs). A higher score indicates a higher level of distress.

As in previous years, these scores reduced or remained the same for the vast majority of clients (83% in 2024/25). While this leaves a small proportion for whom the YP COREs rose, it is likely that in many of those cases, their wellbeing would have deteriorated even more significantly without the support of counselling.



On top of this, 100% of clients agreed that they had been 'treated well', 98% said that their counsellor knew how to help, and 96% said that they would recommend the service to a friend.

Gold star from Bluestar
"If my child ever needed such a service, this is the one I'd want them to come to."

This was what we were told by an assessor looking at our application for the Home Office-commissioned Bluestar Project. Thanks to this and other high quality feedback, we achieved accreditation which demonstrates that we can deliver the highest standards of care to children and young people going through the criminal justice system as victims. Having worked on the submission during 2024/25, the accreditation was confirmed in June 2025. We are now working to ensure that all of our counsellors are trained in the latest pre-trial best practice, and will strengthen our partnerships with the police, social care and legal services to ensure young people receive consistent, trauma-informed support before court proceedings, while protecting the integrity of the legal process.

Counselling in schools

During the 2024/25 academic year, we had service level agreements to provide a bespoke service to 13 local schools (2023/24: 13).

At the time of writing, 12 of those 13 schools had signed up to continue receiving the service in the 2025/26 academic year. Given the significant financial pressures faced, we see this as a vote of confidence in our service, and shows schools' laudable commitment to their pupils' wellbeing. We continue to speak to more schools about offering this service.

As in previous years, 2024/25 evaluation scores for this service were in line with the core counselling service, with YP CORE s reducing (79%) or remaining the same (3%) for the majority of young people. All (100%) agreed they were treated well, and 96% would recommend the service to a peer.

We launched our new 'More About Suicidal Thoughts' questionnaire in spring 2024, which is given to counselling clients with frequent suicidal thoughts. It has been well received by our counselling team, giving them a framework to talk and collaborate with that young person, and to co-create a safety plan. This anticipated the best practice guidance published by the NHS in April 2025 in Staying Safe from Suicide.

TEDS

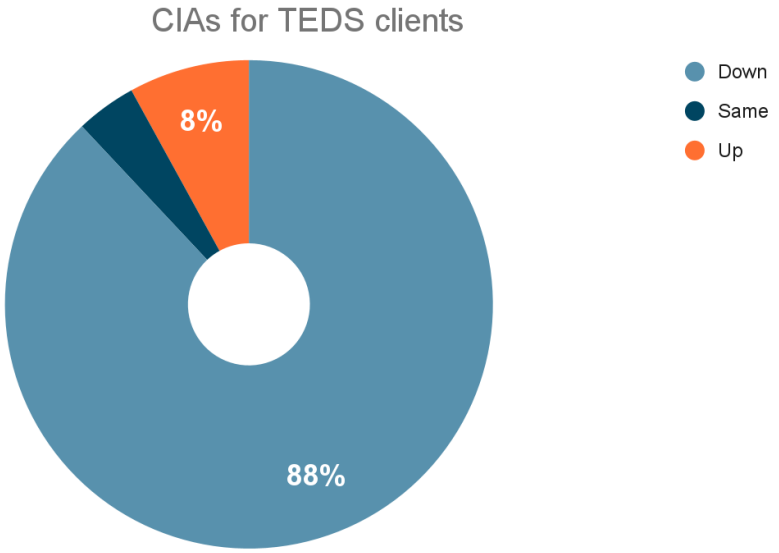
TEDS, our eating difficulties counselling service, was launched in 2022/23 and has quickly established itself as a highly-valued service locally.

With 315 individuals seen during 2024/25, it represents nearly 10% of our counselling clientele. Young people in this service generally attend more sessions than in our 'core' counselling - an average of 15. TEDS sessions are also more likely to be held on video or voice calls versus other counselling provision - 80% of sessions were done face-to-face, against 88% elsewhere.

TEDS clients can be seen for up to six months if needed, with the service delivered by senior counsellors who have undergone specialist training in eating disorders. Young people are referred through a variety of NHS pathways.

The team delivering TEDS is currently working to develop a service for parents and carers of children and young people with eating difficulties, drawing on lessons from our existing Parent & Carer Support Groups.

YP COREs for TEDS are very similar to the core counselling service. Additionally, we record Paired Clinical Impacts Assessments (CIA) for this service. As in previous years, these show reducing scores for a large majority of clients, indicating improvements (see chart). Alongside that, 100% of clients agreed that the help they received was good, and 97% agreed that they would recommend TEDS to a friend.



"Something unique about TEDS is how closely we work with NHS services - that's not at all common in this field. That collaborative relationship is hugely valuable for clients themselves, it enables a really robust approach to safeguarding, and means we have more certainty around commissioning and the sustainability of the service."

Amy Murray, service lead for TEDS

One at a Time

Now five years old, the One at a Time counselling service was created in response to the long waiting lists for counselling services both in Let's Talk Well and elsewhere. This single-session service means that children and young people can be seen quickly, usually within two weeks of making a referral. After the session, they are then given four weeks to try out some of the strategies and ideas discussed. They can then consider whether to seek support from the core counselling

service, or they may also request another One at a Time session. Approximately 52% of clients do not return for further counselling.

A total of 156 young people attended sessions during the year, with the majority of referrals (56%) coming from parents or carers, and most of the remainder (37%) being self-referrals.

Anxiety, worry and stress is the most common issue for clients, experienced by 63% of those referring (as recorded by counsellors), in common with our counselling service. This is followed by intrusive disturbing thoughts, low mood (both 15%), and school work (13%).

Three in four (76%) of those attending One at a Time counselling had a lower YP CORE score following that session, indicating reduced psychological distress.

Nurturing our counselling team

Historically, Let's Talk Well counsellors have worked peripatetically, delivering their services in schools and other community venues, spending little if any regular time with colleagues. We know that this could be an isolating experience, with counsellors bearing clients' emotional burdens on their own, and was cited as a reason for people leaving.

To combat this, in September 2024 we introduced regular counselling team meetings held in-person, although virtual attendance is possible, at least three times a month. These meetings provide an antidote to that isolation and enable counsellors to support each other, answer each other's questions, talk to their managers, and receive organisational and policy updates, nurture a sense of belonging and community, providing. All this contributes to improving the service they can provide to children and young people who need their support.

This approach built on the roll-out of new contracts to our counselling team in September 2023, which made a greater provision for the time counsellors needed to complete important administrative and safeguarding tasks.

While this initiative launched recently, we already sense that it is reducing burnout and improving staff wellbeing. In 2024, counselling staff retention was 83%, versus 89% for the organisation as a whole. We hope and believe that retention will improve further as we continue to evolve this new approach.

Internal clinical supervision

For many years, in line with best practice, our counsellors have had monthly clinical supervision. Historically this has been provided by external, independent counsellors, but in 2023/24 we began a trial of internal supervision, with our own staff acting as supervisors. This was a success, including because it created development opportunities for the team. It has been rolled out further in 2024/25, with approximately half of counsellors receiving internal supervision by the year end.

"We've had very good feedback on both our internal and external supervision models, but what has been particularly pleasing is that it shows that internal supervision has helped strengthen culture, organisational alignment, quality control and consistency. We will continue to build on these successes in 2025/26."

Judith Bell, chief clinical officer

Accreditation support

In 2024/25, we launched our professional body accreditation support group. The group gives an opportunity for counselling team members to meet colleagues who are accredited (which is a step above being registered) with a relevant organisation. This has already supported several members of staff to apply for accreditation, helped by the learnings and encouragement of their colleagues.

Specialist services (including support for parents)

Our specialist services sit alongside our counselling services, ensuring that there are various ways in which clients can engage with us. These specialist services may provide interim support for those waiting for counselling, can identify those for whom a referral to counselling is appropriate, or may be a light-touch service for those who find they never need such support in future.

"The range of services we provide means we can provide joined-up support - for example, a parent was talking to us on PSAL about the response of her son's school to bullying. We suggested that her son might want to use TalkWellChat. While this service is anonymous, it was very clear that a person who came online later was her son. Alongside that, it's so important that we remain well connected with other local services, and have clear protocols for escalating cases where appropriate, including where there are safeguarding concerns."

Janet Gray, clinical manager for specialist services

InTER-ACT

InTER-ACT began as a pilot in November 2022. It offers online workshops helping young people to manage difficult thoughts and feelings, with three different sessions entitled: 'Thoughts are just thoughts'; 'Connecting to the moment'; and 'Taking steps towards what matters'. Like One at a Time, we are pleased to see this service reaching a significant male clientele - 31% logging on last year were young men and boys.

More than 250 people joined the sessions during 2024/25, with 42% of children registered being aged 9-11, 45% being 12-15 and the rest between 16 and 24. We know that many clients join the sessions alongside a parent or carer, and we regularly receive positive feedback from attendees of all ages.

TalkWellChat

This service launched in 2020 as a rapid response to the Covid-19 pandemic. It proved popular, and has been developed further since then. An anonymous service operating on Sunday to Thursday from 5pm to 9pm, TalkWellChat gives an immediate opportunity to access trained professional support without an appointment. A fifth of users (22%) turn to the service while waiting for an appointment through another service at Let's Talk Well or elsewhere.

The vast majority (97%, up from 95% in 2023/24) access the service as an online chat, with a few remaining clients speaking to one of our team over the phone. Many users (70%) use the service on multiple occasions, while 30% are one-time users. The most common age group of users is 12-15 (40%), followed by 16-18 (30%), with the remaining users split almost equally between the 9-11 and 19-24 brackets.

Users gave the service an average rating out of 9.1 out of 10 for those joining by online instant messenger, and 9.5 for those speaking to us on the phone, with 98% agreeing that the help provided was useful, and 99% saying that they would recommend it to others.

By far the most common form of support provided is listening support (94%), followed by normalising (32%), signposting (23%) and strategies (20%).

Some feedback from TalkWellChat users:

- "The person I spoke to offered a solution I had thought about myself, but it was nice to hear someone else say it too. I was worried it might be a little weird."
- "I did not feel judged, I had quite a lot to say and the counsellor was very patient and waited for me to type it all out."
- "Ivy is so supportive and understanding, when I speak to her I feel like I am not alone and that I am worthy of support."
- "Violet really paid attention to what I was saying and not only validated my feelings but suggested ways to help me to feel better."
- "The person was very nice and understanding and helped me think that our minds can be very bad but it's who we are and we can control it over time with mindfulness."

Teambuilding

Many of the team delivering the InTER-ACT and TalkWellChat have other jobs outside of Let's Talk Well, and work for us during the evening when these services are delivered.

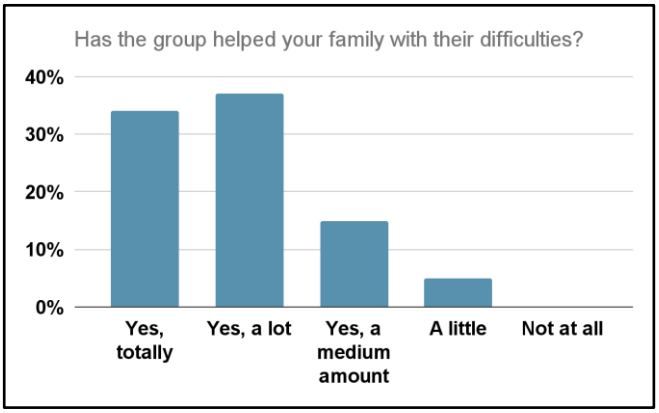
As such, we have worked to improve peer support and a feeling of belonging among this team, by running a monthly Peer Group session. This mirrors work done in the counselling team to improve the support for our hardworking staff, to the benefit of the young people that they support.

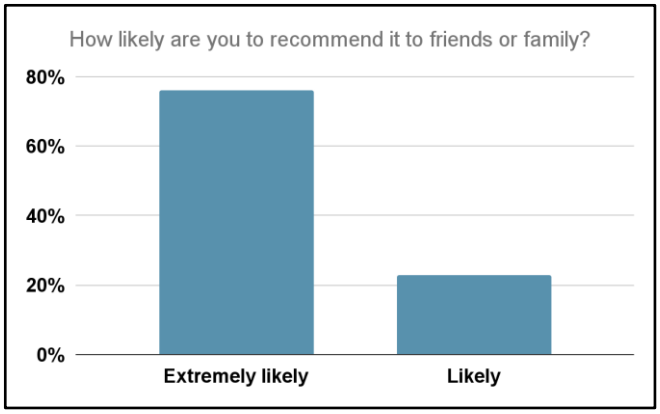
Parent & Carer Support Groups

In 2024/25, 172 parents or carers attended at least one of our Parent & Carer Support Group (PSG) sessions. This year, they have been delivered in a five-session series (versus six in previous years), with the sessions having been reviewed and updated to ensure they are engaging and provide the latest evidence-based support that responds to our community's needs.

Just over a third (37%) of parents came to the PSG service following a recommendation from their child's school. Another 9% heard about it via Let's Talk Well's website, 9% were told about it by a GP, 7% came across it due to their child using another of our services, on top of a range of other referral sources.

Feedback from group attendees has been very strong, including all (100%) of attendees agreeing that they felt listened to, and agreeing that the group gave them ideas.





A grandparent reflects on PSG…

At Let's Talk Well's Summer Celebration in June 2025, PSG Service Lead Tracy Bartram interviewed a grandparent who had used the service in 2024/25 having recently become their grandchild's primary carer. Here are some highlights from their chat.

What were your initial thoughts and feelings about attending the workshops?
I was nervous—worried my shortcomings would be exposed. But things at home were tough, and I knew I needed help. Attending the workshop was a leap, but one I was ready to take.

How have you applied the strategies and knowledge gained from the workshops in your daily life?
The workshops helped me break old patterns—recognising when my reactions were leading us down the wrong path. I've learned to pause, listen, and not get drawn into arguments disguised as conversations.

It's changed how I respond, and how we connect.

How have the workshops influenced your relationship with your young person?
When my grandchild came to live with me, I struggled to balance being the fun grandad with the responsibility of caregiving. The workshops helped me listen more deeply, let go of my version of events and truly understand how they feel. It's changed our relationship for the better!

Parent & Carer Support and Advice Line (PSAL)

Our dedicated advice line for parents and carers is open three evenings and one morning per week, and was accessed 151 times during 2024/25. More than half (57%) used the telephone, with the remainder speaking to our team through online instant messaging.

Half of users heard about PSAL from their child's school (29%) or through their GP (21%), with the others coming through a range of different sources.

Staff record the issues which users report that their young people face - anxiety, worry and stress (40%) is the most common, ahead of anger (19%) and challenging behaviour (14%). By far the most common form of support provided is listening support (97%), followed by advice (36%), signposting (35%) and normalising (23%).

PSAL average user ratings (out of 10) in 2024/25	
Instant messaging:	*9.5*
Telephone:	*9.7*

Asked whether the service had helped, 41% of users responded 'yes totally' and the same number again said 'yes a lot'. The remaining 18% replied 'yes a medium amount', with none saying 'not very much' or 'not at all'.

Some feedback from PSAL users:

- "This is such a wonderful service, I'm glad I have these contact details now."
- "I really appreciate your time and input, Let's Talk Well is an amazing resource, we're really lucky to have it."
- "Rosa was so kind. She listened carefully to my concerns and asked the right questions to help express myself and get out what I wanted to say."
- "My husband and I have held our concern about our son for so long, not knowing how best to support him, or even if he needs support. Talking to the parent support advisor has taken a weight from my shoulders."

Our organisation

Expansion and development

In Let's Talk Well's annual report for 2023/24, we described our aspiration to expand into new geographies to ensure that more children and young people could access the services they need. It remains the charity's ambition to do so, in a careful, sustainable manner and at the right time for the organisation and those we support. Planning towards this has required streamlining of Let's Talk Well, to ensure we are operating smoothly, effectively and safely.

As such, we have strengthened our senior leadership. In August 2024, Claire Power-Browne was promoted from Director of Operations to the new post of CEO. In November 2024, Simon Welch took up the newly-created post of Chief Operations Officer, meaning the organisation is now led by a four-person senior leadership team, completed by our Chief Financial Officer and Chief Clinical Officer.

During the year, Let's Talk Well took a loan of £75,000 from the Social Investment Business, which was accompanied by a £25,000 grant, with both earmarked for strengthening the charity's core operations with an eye on sustainable growth.

Our new name and brand

For three decades, we proudly served young people under the name Teens in Crisis, and then TIC+. However, we had more recently realised that our name had, in some cases, become a barrier to young people accessing our services. As we've grown and evolved, and as we look towards expanding into new regions, we decided it was time for a change.

Beginning in late 2023 we worked closely with young people, parents, staff, commissioners, and a design agency to ensure our new name truly reflected our mission. On 14 April 2025, we became Let's Talk Well, and unveiled a new visual identity.

Our new name encapsulates what we do: providing a safe space for children, young people, parents and carers to talk and be heard. This change allows us to better communicate our purpose and connect with those who need us most. Early feedback shows it has been well received, with colleagues and clients alike quickly feeling at home with the new name and visual identity.

Our home

During 2024/25, Let's Talk Well began to explore options for a new head office. This would offer the organisation more certainty and the opportunity to open our space up to our community, hold events and potentially generate new income. At a time when rural and deprived areas are increasingly losing amenities and services, we remain committed to the Forest of Dean, our longstanding home, and to being an important institution in this community.

Significant work is being done to assess the viability of potential new premises and the implications for the organisation and our finances, and we have been speaking to various funders whose support would be needed. We look forward to updating stakeholders during 2025/26 itself, and in next year's annual report, on progress.

One relatively small but nonetheless important upshot of getting our own premises is that it will allow us to be formally accredited by the National Living Wage Foundation. While our lowest pay grade is in excess of the real UK Living Wage, we are currently unable to be accredited due to being in serviced offices.

HR and culture

As described in the 'Our Services' section, Let's Talk Well has taken steps to ensure that our counselling and service delivery teams, many of whom work remotely or have unsociable hours, feel more connected and supported.

Alongside this, work was begun during 2024/25 to review our organisation's core values framework, and to ensure that that fits into our appraisals and competency framework, and the new grades and pay scales which were reviewed during 2023/24, and came into force on 1 April 2024. Reviewing our core values has included a workshop at our AGM, with several other opportunities for all staff to contribute. This work is due to conclude in 2025/26.

Already, we know that employees feel a high level of alignment with Let's Talk Well's mission and values - and that 100% believe that their work has a positive impact, with 94% agreeing that relationships with co-workers are positive and supportive. "My manager and I have a good working relationship", saw a slight decrease from 97% last year to 93% this year but remains a very positive metric to celebrate.

This survey also highlighted potential to improve our practices around diversity and inclusion, perceptions of development opportunities, and open communication and charity-wide connection, albeit from strong starting points in all cases.

SenseHR rollout
During 2024/25, Let's Talk Well deployed a new HR system called SenseHR, following a review by an external HR consultant of several potential solutions. SenseHR replaces previous legacy HR processes, many of which involved a high level of manual input. It gives easier access to information for employees and their line managers, and easier access to data and insights to improve leadership understanding of HR and people trends and issues.

Safer Recruitment
We began to roll out Safer Recruitment training during 2024/25. This further strengthens safeguarding of the young people we support, by ensuring our recruitment standards are at the

same level of those used by schools. In early 2025/26, we began reviewing our recruitment policies and practices more broadly.

Finance

In September 2024, NHS Gloucestershire awarded Let's Talk Well a three-plus-two-year contract. A decision will be taken in September 2026 whether to extend it for the further two years. Having previously held 12-month contracts, this is a gratifying display of how respected and valued our service is, and also gives us greater financial security.

During 2025/26, we plan to restructure the way that we record our financials and to restructure our budgeting so that each department has its own budgets. Together, these projects will ensure that we have a better picture of our finances, meaning that we have the right information to make decisions about our ongoing and future services.

On 31 March 2025, as we ended our financial year, we said a fond farewell to payroll officer Viv Greenow, our longest-serving staff member, who had worked for the organisation for 17 years in various roles. We thank her for her commitment and hard work over those years, including smoothly handing over the payroll system to colleagues, ensuring a seamless transition. Thank you Viv, and enjoy retirement!

Digital

In August 2024, Let's Talk Well deployed a new cloud-based client record management (CRM) system, Tacklit, and has supported clinical colleagues following its adoption. This significantly improves the ease with which staff can create the 1,200 client data entries required each month, versus the previous legacy system which included a mix of digital and paper records, as well as improving data security. Tacklit frees up staff to spend more time thinking about their clients, and less time doing their paperwork. As part of this rollout and our wider digital transformation, all counsellors have been provided a work laptop and mobile phone, which also supports them to maintain a healthy boundary between professional and personal lives.

We have also improved our use of analytics through Microsoft Power BI. We have built a platform which gives all staff quick access to a range of different data and information about the organisation and our services. Again, this offers a significant time saving versus our previous systems, ensuring we can provide accurate, timely information to external stakeholders such as commissioners, funders and others - and will be complemented by the planned improvements to our finance systems, as mentioned above.

Key metrics are also shared publicly via an Impact Dashboard, which we improved during 2024/25 and continue to optimise, and which is available to anyone visiting our website. As part of our digital transformation, we have moved our website from Wordpress to the more secure Webflow system.

Training

Let's Talk Well runs a number of training courses for new and potential counsellors, all of which are accredited by the Counselling and Psychotherapy Central Awarding Body (CPCAB) - plus the National Counselling and Psychotherapy Society (NCPS) in the case of our Level 4 and 5 courses. This both provides our own organisation with a strong pipeline of potential new recruits who are familiar with our standards and core values, as well as contributing to the wider counselling talent pool.

Our courses continued to operate very near to full capacity during 2024/25, welcoming a total of 88 students (2023/24: 89) on our courses ranging from a Level 2 Counselling Skills Certificate to our new Level 5 Certificate in Relational Supervision. This included at least one male learner on every course we offer - a notable achievement given the ongoing gender imbalance in the profession - and are working to ensure more ethnic and socioeconomic diversity. Feedback from our learners and external verifiers (who both visit our classrooms and take student feedback directly) continues to be very high.

During summer 2024, we celebrated the graduation of our first Level 4 Diploma cohort. Of 18 graduates, 10 then joined the staff team at Let's Talk Well (see boxout for quotes from two of them). During 2024/25, we took our Level 4 students on a highly-valuable and much-enjoyed residential at the Mulberry Bush Third Space in Bedfordshire, something that will now be a fixture of this course. In summer 2025, we look forward to welcoming more graduates from this cohort into staff roles.

"Training was the hardest and best thing I have ever done in my life, always feeling supported by the Let's Talk Well Family, and I learnt so much about myself," says Tina Powles, who graduated from our Level 4 Diploma in summer 2024, and is now a counsellor in our team.

She continues: "Knowing policy and procedures from training made the transition so much easier, and there are plenty more training opportunities so I'm always updating my knowledge base. I love my job and feel the most contented I have in a very long time."

"After graduating with a degree in history, I worked in marketing communications then took a career break after I had my two children and realised I did not want to return to corporate life," remembers Deb Langham, another 2024 Level 4 graduate, of her decision to train with us.

She continues: "The training course exceeded my expectations - the teaching was of the high standard I expected, but the attention to detail that had obviously gone into the planning, and the care that was extended to us as students, not to mention the close relationships built with tutors and fellow students, changed my life. Being on the front line can be tough but I have always felt that working for Let's Talk Well makes me brave enough to do the best work I can possibly do."

Our 2025/26 courses are quickly filling up and we anticipate another busy year for our training team. We continue to review our courses to ensure they include the most relevant and up-to-date methods, evidence and information.

Another aspiration for Let's Talk Well and peer organisations has been to offer apprenticeships in counselling, supported by tuition fee loans through the Lifelong Learning Entitlement. One of the many benefits of this would be diversifying the counselling workforce, given that training is otherwise costly (although we keep our fees as low as feasible) and therefore inaccessible to many. Towards the end of the year, we have heard that this development may be a step closer to reality. We will continue to work hard to investigate this and other ways to expand and diversify the counselling talent pool.

Equity, diversity and inclusion (EDI)

At Let's Talk Well, we believe that everyone has the right to live without prejudice regardless of race, age, gender, disability, sexual orientation, social class, religion and belief - and that everyone should be able to make a full contribution to society in their own unique way and live in a world which demonstrates respect and values diversity.

Our EDI strategy is available on our website. It sets out how, led by our EDI working group, we work to achieve a more equitable, diverse and inclusive workforce, and drive change beyond our organisation and our practice, while always ensuring that the children, young people and parents who use our services remain at the heart of our thinking and decision making.

In August 2024, we appointed consultancy The Better Org to look at our existing EDI practices, and how we could further improve in this area. Everyone at Let's Talk Well was given an opportunity to provide feedback through meetings and a survey. The Better Org also reviewed a number of our documents, and spoke to our Young People's Voices Group.

Four key areas emerged from this work: a need to further embed EDI into the organisation's culture; the importance of nurturing a culture of belonging and collaboration; the importance of deepening our youth and family engagement; and an opportunity to strengthen the mandate of our EDI working group. There are measurable metrics and goals attached to all of these. We had a wrap-up meeting with The Better Org in July 2025, and have begun putting its recommendations into practice.

In addition to our new chair Charlotte Hitchings, who began in post on 23 April 2024, we welcomed five new trustees to our board during 2024/25. The board now has 10 members and is more diverse than ever before in terms not just of skillsets but of age, gender and ethnicity, setting the tone for an organisation which is accessible and welcoming to all in our communities, whether as colleagues or clients.

Gender gap

Mental health providers regularly find that they are reaching more female than male clients. Let's Talk Well is committed to understanding and removing the barriers experienced by boys and young men in accessing such services.

During 2024/25, we successfully applied for three years of funding from Barnwood Trust for a Youth Outreach Engagement Officer to work specifically towards this goal. This role, which is due to be

filled in September 2025, replicates the 12-month 'Boys in Mind' pilot run during 2023/24. While that pilot included community outreach in seven wards in Gloucester and one in the Forest of Dean, the new three-year role will have a remit to work across all of Gloucestershire. Our work towards this goal will be supported by insights from our Young People's Voices Group.

Young People's Voices Group (now Let's Talk Well Collective)
At the start of 2024, Let's Talk Well's long-running Young People's Voices Group (YPVG) was made part of the remit of service development and improvement manager Cheryl King. We have been working hard to ensure the group has clear objectives and greater prominence within the organisation, allowing it to contribute key insights which improve the quality of our services.

During the year, YPVG members played an important role in discussions around our rebrand. They also volunteered at our fundraising Christmas carol concert, and spoke to BBC reporters to bring to life our work, as we announced our rebrand.

In 2025/26, we will open a new recruitment process for the group, including an online application form. We will also ensure members have a clearer sense of the value of their input. Following the charity's rebrand in April 2025, the decision was taken to rename YPVG as 'Let's Talk Well Collective'. We now look forward to co-designing a logo with its members, and producing merchandise as we launch this change.

From a YPVG member

Theia is a member of our Young People's Voices Group (YPVG), and spoke about her involvement to staff at our most recent Summer Celebration. She said: "I feel I have developed so much from when I first started back when my mum suggested I might be interested in joining YPVG to help build my confidence. It was nice meeting people with similar goals and targets as me and everyone in the group is so lovely.

"Going to my first meeting at Eastgate House was very exciting. I felt so grown up and Lauren and Holly made me feel so welcomed. I've always felt cared for and that my views are important. It's been lovely to see some of the designs incorporated into the website. During my time I have looked at countless forms and letters and reworded them as a group to put suggestions forward."

"I feel that this group has helped me develop my communication skills such as active listening, presentation skills and confidence. I hope to one day apply these skills to a career in mental health."

Fundraising, events and marketing

The fundraising, events and marketing function has undergone some change during 2024/25, including the creation of a head of income generation and engagement, to lead this team. This role is due to be filled in Autumn 2025, managing an events manager, fundraising manager and marketing manager.

A major focus in 2024/25 for this function, and indeed the organisation as a whole, was our rebrand. This was soft launched at our AGM in January 2025, which is one of our two annual all-staff gatherings (the other being the Summer Celebration), before fully rolling out in April.

The other occasion on which all staff come together is the annual Summer Celebration. July 2025's Summer Celebration, in which we looked back on the successes and achievements of 2024/25, saw the launch of the John Hubbard Leadership Award, named in honour of our previous chair, with candidates nominated by colleagues. The inaugural prize was won by Joy Lavender, our events manager who only joined in September 2024, but has already made a huge contribution to the organisation.

In addition, the longstanding Values Award was given out at the Summer Celebration to a colleague embodying the organisation's values. This went to Shona Cadogan, a member of our safeguarding and PSG team. The colleagues who nominated her praised her as empathetic, caring, passionate, funny, and a shining example to us all.

Alongside receiving grant funding, income from commissioned services and income from our training courses, Let's Talk Well has a number of fundraising activities involving local people and businesses.

This income is vital to our work, ensuring that we are able to continue to offer our services free of charge to those who need them. In line with the rest of the sector, cost-of-living pressures have created a challenging fundraising landscape, but in 2024/25 we were pleased to receive a number of generous donations from individuals, groups and businesses in our community, including…

- Lucy Crump, who ran an amazing 80 miles over three days along the Cornish coast, raising £2,613.88
- A 5k and 1k run in nearby Lydney, organised by Sportily, which raised £301.46.
- The Gloucester team at HM Land Registry organised a bake sale, which raised a delicious £413.55.
- Customers at The Old Spot Inn in Dursley, near Stroud, contributed £231. Cheers!
- Visitors to the Christmas Market at May Hill (near Mitcheldean) showed that Christmas was a time for giving, raising £350.
- The Compton Abdale Village Fete raised £841.44 during a memorable day of cream teas, apple bobbing, Morris dancers and more.
- Also making their mark were the team and customers at Linked Tattoo Studio in Chepstow, raising £700 at an event in Autumn 2024.
- Cheltenham Borough Council staff showed their pedigree, holding a race night raising £764.60, making them.

Another major fundraising activity was our inaugural Christmas carol concert in Cheltenham, attended by about 300 people and raising more than £2,000. This also provided an opportunity to engage local media, with BBC Radio Gloucestershire attending to capture audio for a news item. We look forward to hosting another such event in December 2025.

Looking ahead: 2025/26 priorities

Let's Talk Well enters 2025/26 with a clear focus on growth, innovation and inclusion.

We have ambitious plans that will expand our reach, strengthen our infrastructure, and continue to improve outcomes for the young people and families we support. Key initiatives and priorities for the year include:

Sustainable expansion

We continue to explore opportunities for geographic expansion in a careful, sustainable manner. This ambition is supported by the strengthened leadership and operational infrastructure we have built during 2024/25, positioning us well for future growth while maintaining the quality of service our clients deserve.

Advancing our EDI work

We will be embedding the EDI recommendations which were presented to us by consultancy The Better Org in early 2025/26. Among other things, this will mean deepening our youth engagement and fostering a stronger culture of belonging among staff.

We will continue to diversify the counselling workforce. This will include exploring apprenticeship pathways into the profession, and expanding the training opportunities we provide.

Infrastructure and systems

During the year we will roll out new financial systems, as well as moving to the next stages of the rollout of our new HR system, SenseHR. In addition, we will further strengthen our digital transformation with enhanced data analytics, CRM usage and public impact reporting.

Our new head office project remains a priority. As well as providing greater certainty for the organisation, the right premises would allow us to create community space, host events, and secure formal accreditation from the National Living Wage Foundation.

Delivering our first Annual Conference

For the first time, we will host a full-day event focused on children and young people's mental health, with a special emphasis on supporting neurodivergent individuals.

We are excited to announce that our keynote speaker will be Dr Pooky Knightsmith, and we look forward to seminars on anxiety; emotionally-based school avoidance; self-harm and distress; eating difficulties; and gender identity. The conference will bring together professionals from education, health, youth services, and charities, to share best practice, network and build impactful, lasting connections for the communities we support.

Organisational context & financial review

Over the past year, Let's Talk Well has undergone a period of significant transformation. Central to this was our Listening Plan, through which we engaged deeply with stakeholders to understand how our name resonated with them and to truly hear their voices.

With heartfelt thanks to the young people, our team, partners, donors, and commissioners, we facilitated workshops, surveys, and open conversations. What we heard was clear: the name Teens in Crisis, while meaningful 30 years ago, no longer reflected the breadth of our work and had, in some cases, become a barrier for young people seeking support.

In collaboration with those same stakeholders and our commissioned agency, Creative Concern, we rebranded as Let's Talk Well. While our visual identity—our name, colours and design—has evolved, our heart and vision remain unchanged. The response to the rebrand has been overwhelmingly positive. Though it marks a new chapter, it carries a strong sense of familiarity and purpose, as if we've come home to something that was always ours.

Strategic Priorities
Last year, we set ourselves three key strategic goals:

1. To strengthen our Senior Leadership Team
2. To further diversify and enhance the skills within our Board
3. To fully deliver our Digital Excellence Framework

1. Senior Leadership Team
Building on the leadership already in place, we continued to strengthen our senior team with the appointment of Simon Welch as Chief Operating Officer. Simon brings a wealth of experience from his time at National Star and has already made a significant impact. His addition complements the existing leadership, which includes Claire Power-Browne as Chief Executive Officer, Judith Bell as our highly respected Chief Clinical Officer, and our Chief Financial Officer, Andrew Downing who ensures robust financial oversight.

Together, this team brings a strong and balanced blend of strategic, operational, clinical and financial expertise. With Simon's operational leadership and Judith's continued guidance of the clinical team, the Board is confident that the charity is well-positioned to meet current demand and pursue its aspirations for greater reach and impact.

2. Strengthen our Board with a greater diversity of skills and an increase in numbers
Over the past year, we've continued to strengthen our Board, building on previous recruitment efforts to bring in fresh perspectives, diverse expertise and additional capacity. Following a successful external recruitment round, we were pleased to welcome several new Trustees, including a new Chair, Charlotte Hitchings, who took up the role in July 2024. Charlotte has already made a significant impact, leading the Board with clarity, warmth and strategic insight during a time of growth and change.

Further recruitment rounds have since expanded our Board to ten Trustees, and we are delighted with the breadth and depth of experience now represented. Our Board reflects a positive gender balance and includes a wide range of skills—from safeguarding and governance to fundraising, commercial strategy, and HR.

We are deeply grateful to all our Trustees for their dedication and support, and especially to Charlotte Hitchings and Carol Edie-Treloar, our Vice Chair, for their thoughtful and skilled leadership.

As we look ahead, we remain committed to building on best practice in governance, continuing to evolve as a Board, and supporting the executive team to ensure we deliver the charity's objectives with integrity, impact, and care.

3. Digital Excellence Framework
As described in last year's report, we are incredibly grateful to everyone who contributed to the launch and delivery of Tacklit to our team of over 90 counsellors in September. Like any major digital infrastructure project, this has been a steep learning curve for the organisation, and the Trustees would like to acknowledge the significant time and effort invested by the team.

Tacklit has enabled us to access real-time safeguarding information, maintain secure frameworks for client records, and establish a robust platform to confidently support our continued growth and reach.

Employer of Excellence
Building on the work outlined in last year's report, we have now successfully implemented our new graded pay structure and spine. This marks a significant milestone in our commitment to becoming an Employer of Excellence. As part of the next phase, we are working hard to introduce a values-based appraisal framework. This will ensure that every person working with Let's Talk Well has the opportunity to grow and progress in their career—even in roles that are only one-person deep. Our aim is to foster a culture where development is accessible to all, and where every role is recognised as a meaningful part of our organisational journey.

Supporting Our Team Through Financial Hardship
In response to the cost-of-living crisis during the winter of 2022, we provided hardship payments to staff, amounting to approximately £40,000. Recognising that financial challenges can take many forms, the Trustees also established a Hardship Bursary Fund of £10,000 to offer additional support to any staff member in need.

Originally intended to close at the end of the 2024 financial year, the fund has proven to be a valuable source of reassurance and practical help. The Trustees have therefore agreed to keep the fund open, reaffirming our commitment to supporting staff wellbeing as part of a wider strategy to foster a resilient and compassionate workplace.

Navigating Financial Pressures and Valuing Our Team
Previous reports have highlighted growing concerns across the sector about charities subsidising public contracts. Alarmingly, the situation has worsened. According to NCVO's The True Cost of Delivering Public Services (March 2024), 87% of charities delivering public services report subsidising their grants. This trend is now leading to real consequences: 72% of respondents said they had either withdrawn from public service delivery or were considering doing so.

At Let's Talk Well, we continue to feel the tension between fairly rewarding our staff and managing core costs to remain viable and competitive in the eyes of commissioners and funders. These considerations are central to our annual pay review process.

In April 2025, the government's increase in Employer National Insurance Contributions added over £90,000 to our wage bill. Despite these pressures, we remained committed to investing in our team. This year, we implemented a 3.3% pay rise and introduced a range of wellbeing measures, including enhanced sick pay, to ensure our staff feel supported and valued.

The VCSE Barometer Wave 9 report highlights the precarious balance charities must strike between delivering services, rewarding staff appropriately, and planning for the future in a time of rising need. At Let's Talk Well, we are determined to meet this challenge with integrity and care.

Income
Let's Talk Well has seen a positive increase in income over the past year, rising from £2,734,947 in the year ending 31 March 2024 to £3,446,075 in the year ending 31 March 2025.

We were delighted to secure a three-year commissioning contract from the NHS in Gloucestershire, with the potential for a two-year extension. This reflects our growing reputation as a leading provider of mental health support for children and young people across the region and is a testament to the dedication and professionalism of our staff in responding to unprecedented levels of demand.

Our training department also continues to grow steadily. It plays a vital role in developing a sustainable mental health workforce—not only for Let's Talk Well, but for the wider region—by training qualified counsellors and supporting those entering the profession.

Our top three sources of income accounted for 90.54% of all income received:

- Public sector contract income grew by 31%, from £2,122,455 to £2,779,509
- Training course income increased by 31%, from £134,389 to £176,745
- Service Level Agreements income reduced by 10.4% to £282,005 due to non-renewal of two contracts.

Fundraising and Income Diversification
We remain committed to diversifying our income streams to reduce financial risk and avoid over-reliance on any single source of funding.

Like many charities, we have experienced a particularly challenging year in securing grants and trust funding. Despite this, we are pleased to report a significant increase in overall donations — rising from £95,092 in 2023/24 to £154,341 in 2024/25. This growth reflects the generosity of our supporters and the strength of our mission.

The past year has also provided an opportunity to reflect on our fundraising approach. Following the departure of Carolyn Roulstone, who relocated to Scotland to be closer to family, we used the vacancy period to assess our strategic direction in light of a changing funding landscape. As a result, we are preparing to recruit a senior fundraising leader with the experience and vision to drive growth, particularly in individual giving, corporate partnerships, and regular giving.We have also undertaken a full review of our fundraising strategy to ensure it aligns with our ambitions and the evolving needs of the organisation. Looking ahead, we are optimistic about the projects we have planned and the potential to build a more resilient and sustainable funding base.

The Trustees are mindful of the risks associated with the current environment and have taken proactive steps to strengthen our position:

- Developed new funding streams to diversify income, building on the success of our corporate partnerships
- Designed a new individual giving and membership offer to grow regular donations

We are deeply grateful to the many individuals, businesses, trusts, and foundations whose support has enabled us to continue our work over the past year.

A summary of our income sources over the last three years is provided below.

Source of Income	Y/E 31.3.23	Y/E 31.3.24	Y/E 31.3.25
Public Service Contracts	67.0%	74.8%	77.2%
Service Level Agreements	14.4%	11.5%	8.2%
Training	5.5%	4.9%	5.1%
Public Sector Grants	4.1%	2.8%	3.5%
Donations - Other	4.4%	2.4%	1.8%
Investments	2.5%	2.1%	1.4%
Other Grants	1.1%	0.9%	2.3%
Other Grants	0.7%	0.4%	0.4%
Regular Donations	0.3%	0.2%	0.1%

Expenditure Overview
Total expenditure for the financial year ending 31 March 2025 was £3,366,950, representing a 20.7% increase compared to £2,788,663 in the previous year.

This increase reflects our continued strategic growth. We have expanded our staff base to meet delivery needs and aligned this with our strategic plan. As part of our planned growth journey, we have invested in staff wellbeing, strengthened our Senior Executive Team and enhanced our digital infrastructure.

A key area of planned expenditure was the rebrand from TIC+ to Let's Talk Well. This included a full brand redesign, development of a new website and updated collateral. Additional costs were incurred in securing our trademark and covering legal fees, alongside external PR support to ensure we maximised the impact of this unique opportunity.

The Board and Senior Executive Team extend their heartfelt thanks to everyone who worked so hard to ensure the success of our launch. Your efforts have helped us align our vision, brand and identity—laying the foundation for a presence that reaches beyond our strong regional roots.

Looking Ahead
As we plan for the future, we remain focused on striking the right balance between growth and consolidation. Ensuring our capacity aligns with the increasing demand for services—particularly our core functions that underpin governance, support and oversight—remains a key priority.

We are committed to being an employer of choice, fostering a workplace culture that reflects our values in every interaction. At the same time, we continue to steward our resources responsibly, ensuring that every investment supports our mission and long-term sustainability.

Summary
Our income and expenditure over the last three financial years can be summarised as follows:

	Income	Expenditure	Surplus / (Deficit)
	£	£	£
2022/23	2,088,435	2,202,520	(114,085)
2023/24	2,734,947	2,788,663	(53,716)
2024/25	3,446,075	3,366,950	79,125

Our trading for the period ending 31 March 2025 closed with a modest surplus of £79,125. This positive outcome reflects a combination of factors, notably the commencement of our new three-year commissioned contract with the NHS and stronger-than-anticipated performance in fundraising activities. These gains have helped offset the financial pressures associated with increased service delivery and expanded workforce capacity.

It is important to note that while this surplus is encouraging, the financial outlook for the coming year carries new challenges. The unexpected rise in National Insurance contributions, coupled with the ongoing increase in the cost of living—without corresponding uplifts in contract values—will place additional strain on the charity's finances. We will continue to monitor these developments closely and adapt our financial planning to ensure sustainability.

Our overall balance of funds at 31st March 2025 is £813,015. The split of funds can be seen below:

Fund Type	£
Unrestricted general	73,424
Unrestricted designated	678,012
Restricted	61,579
Total	**813,015**

Reserves Policy
Let's Talk Well is committed to maintaining an appropriate level of reserves to ensure sound financial management, responsible stewardship and long-term sustainability in delivering its charitable public benefit.

The Charity's operational business plan and embedded risk management framework inform the level and purpose of reserves required. Strategic initiatives that extend beyond the annual budget necessitate a more robust and forward-looking funding base. Accordingly, the Charity seeks to hold sufficient reserves to support these objectives without compromising financial stability.

Reserves held by Let's Talk Well are categorised either as general operating funds or as designated funds, as determined by the Trustees. All designated funds are underpinned by a detailed business plan and a clear timeline for drawdown, ensuring effective cashflow and investment management and maintaining liquidity. The designation of funds may be revised by the

Board of Trustees to reflect evolving business priorities and ensure appropriate reserve levels are maintained.

Reserve levels will naturally fluctuate over time. In light of increased turnover and the added security provided by our new long-term NHS commissioning arrangements, the Trustees have set a target to hold reserves within a range of 15% to 25% of the Charity's annual income. For the financial year 2024–25, with an income of £3,446,075, this equates to a reserves target of between £516,911 and £861,518, which is considered appropriate under the current policy.

At the end of the 2024-25 financial year, the actual level of reserves was £813,015. Of this £61,579 relates to Restricted Funds, leaving an unrestricted balance of £751,436. These funds are split as follows:

Contingency Fund	£350,000
Capital Development Fund	£247,000
Redundancy Fund	£69,161
Hardship Fund	£6,671
Staff Bursary Fund	£5,180
General Fund	£73,424
Total Unrestricted Funds	**£751,436**

Current Reserve Levels
The current reserve level of £751,436 sits toward the middle of the target range (£516,911 to £861,518), providing a stable financial position. However, the Trustees will continue to monitor reserve levels to ensure they remain within policy thresholds and do not fall below or exceed the target limit.

Digital Excellence Framework
This fund supported the delivery of the Let's Talk Well employee Excellence & Engagement Programme, including the implementation of a bespoke cloud-based client record system and associated hardware. Designed to enhance clinical workflows, improve safeguarding, and provide real-time information to staff, the system was successfully launched in summer 2024. The project is now complete, and the fund has been closed.

Staff Training Subsidies
This fund enabled Let's Talk Well staff to qualify to work specifically with children and young people at Levels 4 and 5 in counselling. Recognising the importance of a sustainable workforce in children's mental health, Let's Talk Well also committed bursary support for entry-level training at Levels 2 and 3. This initiative promotes equity and opens opportunities for individuals who may otherwise face financial barriers to training.

Pay / Salary Review
This fund supported an external and independent review of pay and non-pay rewards across TIC+. As part of our three-year plan to enhance recruitment, retention, and reward, the review was a foundational element of the Let's Talk Well Employee Excellence & Engagement Programme. The fund is now closed following the successful completion of the review.

Senior Management Restructure
Funds were designated to strengthen the Senior Leadership structure, adding essential skills and systems to support organisational growth and resilience. These funds were not drawn upon and so have been repurposed to the new Capital Development Fund,

Hardship Fund
As referenced earlier, this ongoing bursary fund provides grants of up to £300 to support staff experiencing financial hardship. The Trustees remain committed to maintaining this fund.

New Designated Fund: Capital Development Fund
This year, the Trustees have established a new fund to support the potential acquisition of premises for Let's Talk Well, ideally within the Forest of Dean. The vision for such a property is to create more than just a building—it will be a vibrant hub for community, voluntary sector and professional collaboration. The space will be used to deliver services and foster greater connectedness across the region.

Redundancy Fund
Each year, the Trustees review the Charity's redundancy policy and allocate funds to mitigate the risk of service decommissioning by the NHS. This reserve ensures that, in the event of a significant reduction in commissioned services, the Charity can responsibly manage workforce changes.

Contingency Fund
This fund is designed to cover costs arising from unforeseen events, such as the loss of a contract or other operational disruptions. It has been set at a level equivalent to six weeks of operating costs, including overheads, to provide a financial buffer and maintain stability during unexpected challenges.

Financial Management
We continue to strengthen our financial and operational systems and controls to support effective and efficient working practices. This enables us to produce accurate management reporting, which in turn enhances both operational and strategic decision-making across the Charity.

The relationship between the Finance & Digital Subcommittee and the Chief Financial Officer has grown through collaborative working, resulting in improved information flow and more informed decision-making. Our client database and accounting systems allow us to track funds throughout their lifecycle—by budget code, beneficiary, and even down to individual session outcomes. This level of transparency gives funders confidence that their grants are being used in accordance with any restrictions or conditions they may have set.

With access to this data and reporting, the Finance & Digital Subcommittee is increasingly well-positioned to make sound budgetary and strategic financial decisions. We continue to submit our accounts and Annual Reports to the Charity Commission and Companies House, fully complying with all relevant guidelines, accounting regulations, and reporting requirements. Robust procedures are in place to prevent fraud, and all funds are allocated strictly for their intended purposes. Let's Talk Well does not operate a defined benefit pension scheme and holds no investments beyond liquid capital. This protects us from short-term fluctuations in investment or pension plan values. A detailed policy governs the management of our liquid assets, which is reviewed and reported on quarterly to the Board of Trustees.

GOING CONCERN

We are proud that our service delivery income has remained strong over the past year, reflecting the continued confidence placed in us by the NHS and other commissioning partners. However, like many in the sector, we have experienced a downturn in fundraising income, driven by broader economic pressures that have affected both individual giving and the availability of large grants and trust funding. This has resulted in income falling short of our original forecasts.

That said, our financial resilience has been supported by the fact that fundraising currently represents a modest proportion of our total income. Our core strength lies in the quality and consistency of our commissioned services, which have not only been sustained but expanded. We have successfully increased both the value and number of our contracts, and we are especially encouraged by the transition to a multi-year agreement with our principal commissioner from September 2024—providing greater long-term stability.

We remain ambitious in our mission to reach more children and young people, and we are committed to ensuring that all our services remain free at the point of access. This makes the need for a diverse and sustainable funding base more important than ever.

In the year ahead, we will take decisive steps to strengthen our fundraising performance. This includes reviewing areas where we have underperformed, refining our strategy, investing in our fundraising capacity, and broadening our income streams to reduce dependency on any single source.

The Board has undertaken a thorough review of our financial position and structure to ensure that our growth plans are underpinned by sound financial management. While we remain alert to the potential impact of global and economic uncertainties, we are confident in the charity's ability to navigate these challenges.

With healthy reserves in place and a clear strategy for sustainable growth, the Board is satisfied that the charity remains a going concern and that the accounts can be prepared on this basis.

Structure, governance and management

Governing Document
Over the past year, the Board has undertaken a comprehensive review of the Charity's Articles to ensure they reflect current Companies and Charities Law. Following this review, final amendments were approved by members, and the updated Articles were formally adopted in April 2024. This included the addition of our new name, Let's Talk Well.

In addition to ensuring regulatory compliance, Trustees took time to carefully review the Charity's objects to ensure they accurately reflect our current purpose and activities. Minor revisions were made to provide greater clarity and specificity regarding the services we deliver. The updated objects now read:

"The objects for which the Charity is established are:

To advance the Christian religion by practically demonstrating the Christian faith, in particular but not exclusively, by:

2.1.1 Relieving the need, hardship or distress of children and young people by providing education, advice, support and counselling services;
2.1.2 Providing training in the principles, practices and methods of delivering support and counselling services to children and young people, and in other allied or ancillary subjects."

Our Commitment to Good Governance
Let's Talk Well is a registered charity (No. 1045429) and a company limited by guarantee in England (No. 02954230), governed by a Board of Trustees who also serve as company members during their term. The Board comprises up to 12 members, all of whom must profess a Christian faith in line with Let's Talk Well's Statement of Faith.

Our governance is guided by our Articles of Association and aligned with the Charity Governance Code, reflecting our commitment to high standards of leadership and accountability.

Trustees serve three-year terms and are elected/re-elected at an AGM. Membership is comprised of Trustees.

Recruitment follows our Safer Recruitment Policy, with clarity around any specialist skills sought and we always seek to recruit via external recruitment channels New Trustees receive a comprehensive induction, including meetings with senior staff and attendance at Board meetings prior to election, ensuring they are well-prepared for their role.

The Board meets six times annually, including a full-day meeting each year. Additional meetings are convened as needed. Trustees receive regular updates from the Senior Executive Team and key documents to support informed decision-making.

Board Subcommittees
To provide assurance and oversight, the Board has established the following subcommittees, each with defined terms of reference:

- **Finance & Digital Committee**
  Oversees strategic risk, financial management, and digital transformation. Responsible for internal financial controls, budget setting, and monitoring.

- **Remuneration & Recruitment Committee**
  Reviews the recruitment and remuneration of senior executives and oversees the external Pay & Reward Review.

- **Quality & Service Delivery Committee**
  Monitors clinical service delivery, ensuring alignment with best practice, safeguarding standards, and positive outcomes for children and young people.

- **Audit & Financial Assurance Committee**
  Meets to oversee the opening and closing of the annual audit process.

Working Groups
In addition to formal committees, several working groups support the Charity's strategic and operational development:

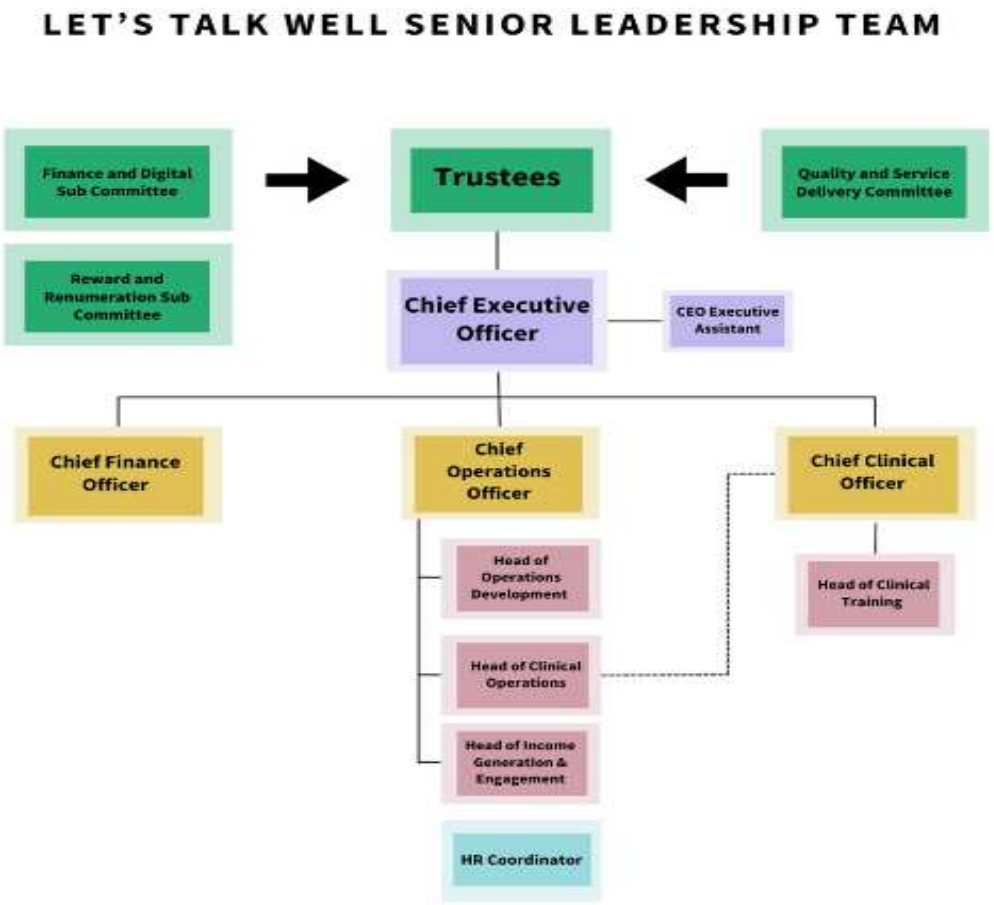
- **Strategic Working Group**
  Supports the CEO in developing and implementing the Let's Talk Well strategy, focused on ensuring every young person has someone to talk to when they need it most.

- **Estates Working Group**
  Acts as a liaison between the Board and executive team, supporting the potential purchase and development of future office space

- **Governance Working Group**
  Champions best practice in governance and supports the Charity's aspiration to meet the standards of the Charity Governance Code.

Management of the Charity
Day-to-day management of Let's Talk Well is delegated to the Senior Executive Team (SET), comprising of the Chief Executive Officer (CEO), Chief Clinical Officer (CCO), Chief Financial Officer (CFO) and the newly appointed Chief Operating Officer (COO).

This structure ensures clear accountability and effective leadership across all areas of the Charity's work.



The introduction of the COO role has brought significant value by clearly separating operational and clinical leadership. This distinction allows the COO to focus on service delivery, systems, and day-to-day operations, while the CCO concentrates on clinical quality, safeguarding, and excellence. As a result, service delivery teams benefit from more focused support, clearer leadership pathways, and a stronger line of sight to quality assurance across all services.

The SET works closely with the Senior Leadership Team (SLT), which leads departmental teams and ensures the delivery of Trustee-approved work. The SET is governed by clear terms of reference outlining its accountability to the Board of Trustees.

As the Charity continues to grow, the SET remains committed to upholding Let's Talk Well's values, fostering collaboration, and ensuring staff feel empowered to contribute meaningfully to the organisation's development.

The Staff Advisory and Engagement Group (SAGE) has been an established part of our culture for several years and continues to evolve as a trusted forum for open discussion. Meeting twice annually, SAGE provides staff with a space to raise questions, share feedback, and influence decisions that affect their work and wellbeing. Agendas are published in advance, and participation is open to all.

We are particularly proud of the work of our Freedom to Speak Up Guardian, who plays a vital role in ensuring staff have a safe and confidential route to raise concerns. This role has become a valued part of our organisational structure, and we have plans to further develop it over the coming year to strengthen its impact and accessibility.

Additionally, the SET hosts a monthly Open House, providing an informal space for staff to engage directly with leadership, ask questions, and discuss current and future initiatives.

Our Principal Risks and Uncertainties

Identifying and actively managing risk is essential to ensuring that Let's Talk Well remains a resilient, impactful and well-governed charity. It enables Trustees to remain focused on the most critical issues as they lead the organisation forward.

Risk management is overseen jointly by the Board of Trustees and the Senior Executive Team (SET), through the maintenance of a comprehensive Risk Register. This register identifies key organisational risks and is regularly reviewed and updated. Each Board Subcommittee is responsible for monitoring risks relevant to its remit, with findings and recommendations reported back to the full Board for oversight and assurance.

Below is a summary of the Charity's principal risk areas:

Area	Key Risks	Mitigations
Governance	Leadership capacity; corporate governance	● Coaching in place for Senior Executive Team ● Trustee training ● Subcommittee structure strengthened ● Strengthened senior management structure ● Strong clinical governance underpinned by rigorous policies and clinical data ● Clear decision making with sound audit trails ● Reporting processes in places from Executive to board to provide assurance ● External auditors ● Open recruitment process for trustees leading to appointment of new trustees in this year, meeting skills gaps in the board.
Finance	Maintaining funder relationships; market competition; pricing and contracting policy; overreliance on specific income sources	● Strong relationships built on trust and delivery record ● Service delivery excellence makes Let's Talk Well ongoing provider of choice ● Strong contract management including reflections, lessons learned ● Trustees with experience of NHS commissioning and landscape ● Diversification of income streams (fundraising and training provision) as well as plans to deliver beyond current area ● Continuous review of market - continue to lead in innovation

		● Systems to ensure sustainability and scalability ● Ensure Full Cost Recovery ● Benchmark pricing to remain competitive ● Trustee Oversight of contracts
Service Delivery	Excess demand; service quality; workforce strategy and delivery; digital information and technology	● In house training of counsellors for sustainable workforce ● Monthly monitoring of capacity ● Strong operational KPI's and understanding of service demand and flow ● Centralised HR system ● Referral and waiting list forecasting ● Modelling of service demand ● Data capture informs service demands ● Business continuity plans in place ● First, second and third line support in place ● Moved from bespoke system with single point of failure to tailored third party system with access/permission control ● Trustee with specific IT expertise in place and supports digital risk management.

Let's Talk Well remains committed to proactive risk management, ensuring that potential challenges are identified early and addressed effectively to safeguard our mission and the communities we serve.

Statement of Trustees' Responsibilities

The Trustees (who are also directors of Let's Talk Well for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom accounting standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year, which give true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently.
- observe the methods and principles in the Charities SORP
- make judgments and estimates that are reasonable and prudent.
- state whether applicable United Kingdom accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware.
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Auditors
Burton Sweet were re-appointed as auditors during the year and have expressed its willingness to continue in office as auditor

Signed by order of the Board of Trustees:

Nigel Gabb

Nigel Gabb
Trustee Date: 18 November 2025

LET'S TALK WELL
REFERENCE & ADMINISTRATIVE INFORMATION
YEAR ENDED 31 MARCH 2025

Registered Company number: 02954230 (England and Wales)

Registered Charity number: 1045429

Registered office
Office 73
Building 7
Vantage Point Business Village Mitcheldean
Gloucestershire GL17 0DD

Trustees

N C Gabb	Strategic Pensions Manager - Investment & Accounting, Gloucestershire County Council
JM Newton	Executive Director, NHS
C Edie-Treloar	Programme Manager
Charlotte Hitching *(chair 2024)*	Chair (retired) NHS Trust (co-opted 23rd April 2024)
Nicola Moore	Associate Director of Transformation, NHS (co-opted 23rd April 2024)
Thokozani Owino	Principal Project Manager, NHS Wales (co-opted 23rd April 2024)
Sharonrose Manhiri	Strategic HR Initiatives, Gloucester County Council
Katie Endacott	Third sector CEO and Director
Hannah Coppard	Children's Senior Social Worker, Gloucester County Council
John Dorrington	Retired - Retail Leadership Marks and Spencer plc, 1984-2022

Auditors
Burton Sweet Limited
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

Bankers
Lloyds Bank
8 High Town
Hereford HR1 2AE

Senior Executive Team

Claire Power-Browne	Chief Executive Officer
Judith Bell	Chief Clinical Officer
Andrew Downing	Chief Financial Officer
Simon Welch	Chief Operating Officer (Appointed 01st November 2024)

Independent auditor's report to the members of Let's Talk Well

Opinion

We have audited the financial statements of Let's Talk Well (the "Charity") for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2025 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to

the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable law requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using

the going concern basis of accounting unless the trustees either intend to liquidate the Charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- we identified the laws and regulations applicable to the charity through discussions with those charged with governance and other management, and from our knowledge and experience of the sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements of the operations of the company, including the Companies Act 2006, taxation legislation and data protection, anti-bribery, employment, pensions, environmental and health and safety legislation; and
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management, inspecting legal correspondence and remaining alert during the audit for any indications of non-compliance.

Our audit procedures in relation to fraud included but were not limited to:

- making enquiries of those charged with governance and other management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- discussing amongst the engagement team the risks of fraud;
- gaining an understanding of the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations;
- testing journal entries to identify unusual transactions;
- assessing whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
- investigating the rationale behind significant or unusual transactions.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any. Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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

Use of our report

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

Ed Marsh BSc (Hons) FCA DChA (Senior Statutory Auditor)
For and on behalf of Burton Sweet Limited
Statutory Auditor
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

Date: 18 November 2025

LET'S TALK WELL

STATEMENT OF FINANCIAL ACTIVITIES

(INCORPORATING INCOME AND EXPENDITURE ACCOUNT)

YEAR ENDED 31 MARCH 2025

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
Income from:					
Donations and grants	**2**	73,841	80,500	154,341	95,092
Charitable activities	**3**	2,837,125	403,027	3,240,152	2,581,042
Other trading activities		3,122	-	3,122	592
Investments		48,460	-	48,460	58,221
Total income		2,962,548	483,527	3,446,075	2,734,947
Expenditure on:					
Raising funds	**4**	66,981	120	67,101	67,498
Charitable activities	**5**	2,823,568	476,281	3,299,849	2,721,165
Total expenditure		2,890,549	476,401	3,366,950	2,788,663
Net income/(expenditure)	**7**	71,999	7,126	79,125	(53,716)
Transfers between funds	**17**	(70)	70	-	-
Net movement in funds		71,929	7,196	79,125	(53,716)
Funds at start of period	**17**	679,507	54,383	733,890	787,606
Funds at end of period	**17**	751,436	61,579	813,015	733,890

The Charity has no recognised gains or losses other than the results for the period as set out above.

All of the activities of the charity are classed as continuing.

See note 9 for fund-accounting comparative figures
The notes on pages 49 to 60 form part of these financial statements

BALANCE SHEET

AS AT 31 MARCH 2025

	Note	2025 £	2024 £
Fixed assets			
Intangible assets - Trademark		825	-
Tangible assets	**10**	20,489	33,708
		21,314	33,708
Current assets			
Debtors	**11**	240,062	171,735
Cash at bank and in hand		957,536	1,247,584
		1,197,598	1,419,319
Liabilities			
Creditors : amounts falling due within one year	**12**	(356,362)	(719,137)
Net current assets		841,236	700,182
Total assets less current liabilities		862,550	733,890
Creditors : amounts falling due after more than one year	**13**	(49,535)	-
Net assets		813,015	733,890
FUNDS			
Unrestricted funds	**18**	751,436	679,507
Restricted funds	**18**	61,579	54,383
Total funds		813,015	733,890

These financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006 and with the Financial Reporting Standard 102 (FRS102).

These financial statements were approved by the Trustees on 18 November 2025 and are signed on their behalf by:

Nigel Gabb

Nigel Gabb
Trustee

Company registration number: 02954230

The notes on pages 49 to 60 form part of these financial statements

	Note	2025 £	2024 £
Net cash outflow from operating activities	**14**	(420,503)	(336,227)
Non-operational cash flows:			
Investing activities			
Payments for tangible fixed assets		-	(27,613)
Payments for intangible assets		(825)	-
Investment income		61,039	58,221
		60,214	30,608
Financing activities			
Issue of new debt		75,000	-
Loan repayments		(4,759)	-
		70,241	-
Net cash outflow for the year	**15**	(290,048)	(305,619)

Cashflow Restrictions

Charity law prohibits the use of net cash inflows on any endowed or other restricted fund to offset net cash outflows on any fund outside its own objects, except on special authority. In practice, this restriction has not had any effect on cash flows for the period.

The notes on pages 49 to 60 form part of these financial statements

1 Accounting policies

Accounting convention
The financial statements have been prepared in accordance with the historical cost convention (except where otherwise stated in the accounting policy note) and in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), and the Companies Act 2006.

The Trustees have no material uncertainties regarding the charity's ability to continue as a going concern. However, they are acutely aware of the increasingly uncertain and challenging funding landscape, coupled with rising demand for our services and financial resources. While the charity remains in a stable financial position with sufficient reserves to meet foreseeable challenges, the Trustees acknowledge the potential impact of these external pressures on future operations. The Executive Team is actively engaged in forward planning and mitigation strategies, balancing financial prudence with the strategic imperative to expand our reach and respond to growing community needs.

Income
All income is included in the Statement of Financial Activities when the charity has entitlement to the income, the amount can be quantified with reasonable accuracy and receipt is probable.

Donations and grants includes income generated from gifts, donations and grants and is included in full in the SOFA when receivable. Grants where entitlement is conditional on the delivery of specific performance by the Charity are recognised when the Charity becomes unconditionally entitled to the grant.

Training workshop income is recognised net of any discounts offered. Entitlement occurs upon delivery of the workshop, reflecting the completion of the performance obligation.

School service level agreement income is included in the SOFA on a straight line basis over the period of the service delivery.

Public contract income for counselling services is recognised in SOFA in line with service delivery. Where contracts specify a fixed number of counselling sessions, income is recognised on a proportionate basis as each session is completed.

Investment income is included on a receivable basis.

Expenditure
Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with the use of resources. Support costs are allocated in full to the main charitable activity of the provision of counselling services.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked with the strategic management of the charity. They are included within support costs.

Tangible fixed assets
Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and equipment - 25% on cost
Computer equipment - 25% on cost

Assets of £5,000 or more are capitalised.

Taxation
The charity is exempt from corporation tax on its charitable activities.

1 Accounting policies (continued)

Fund accounting
Unrestricted funds can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds form part of unrestricted funds and have been identified as being for particular purposes by the Trustees. They are not restricted and can be transferred to general funds at any time at the discretion of the Trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Debtors
Trade and other debtors are recognised at the settlement amount due after any trade discount offered.

Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash and cash equivalents

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisitiion or opening of the deposit or similar account.

Creditors
Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

Pension costs and other post-retirement benefits
The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2 Income from: Donations and grants

	Unrestricted Funds	Restricted Funds	Total Funds 2025
	£	£	£
Grants	-	80,500	80,500
Other donations	67,978	-	67,978
Gift aid	5,863	-	5,863
	73,841	80,500	154,341

Prior period comparatives	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£
Grants	500	23,375	23,875
Other donations	65,283	-	65,283
Gift aid	5,934	-	5,934
	71,717	23,375	95,092

3 Income from: Charitable activities

	Unrestricted Funds	Restricted Funds	Total Funds 2025
	£	£	£
Public sector funding	2,660,230	119,279	2,779,509
Service level agreements	-	282,005	282,005
Training and workshops	176,645	-	176,645
Other charitable activities income	250	1,743	1,993
	2,837,125	403,027	3,240,152

Prior period comparatives	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£
Public sector funding	2,044,588	77,867	2,122,455
Service level agreements	-	314,504	314,504
Training and workshops	134,389	-	134,389
Other charitable activities income	-	9,694	9,694
	2,178,977	402,065	2,581,042

Public sector funding includes grants totalling £2,660,230 (2024: £2,044,588) from NHS Gloucestershire ICB and £119,279 (2024: £77,867) from other sources.

Service level agreements of £262,402 (2024: £278,459) are principally funded by local authority funding.

4 Expenditure on: Raising funds

	Unrestricted Funds	Restricted Funds	Total Funds 2025
	£	£	£
Fundraising costs	22,951	120	23,071
Wages and salaries	44,030	-	44,030
	66,981	120	67,101

Prior period comparatives	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£
Fundraising costs	19,289	137	19,426
Wages and salaries	48,072	-	48,072
	67,361	137	67,498

5 Expenditure on: Charitable activities

	Direct Costs	Support Costs (Note 6)	Total Funds 2025
	£	£	£
Provision of counselling services	2,210,682	1,089,167	3,299,849

Prior period comparatives	Direct Costs	Support Costs (Note 6)	Total Funds 2024
	£	£	£
Provision of counselling services	1,868,091	853,074	2,721,165

6 Support costs

	Total 2025 £	Total 2024 £
Wages and salaries	659,346	496,476
Premises	116,817	107,567
Legal and professional	39,377	51,152
Office costs	45,704	22,728
IT and software costs	136,740	126,933
Advertising and promotion	52,058	16,177
Depreciation	13,219	9,909
Governance costs	25,906	22,132
	1,089,167	853,074

7 Net income/(expenditure) for the period

This is stated after charging:		Total 2025 £	Total 2024 £
Auditor's remuneration	- for audit services	10,320	9,132
	- for other services	4,140	4,038
Trustee expenses		1,611	548
Depreciation		13,219	9,909

The charity has reimbursed costs totalling £1,611 (2024: £548) in relation training courses, materials and subsistence costs on the behalf of all trustees (2024: all trustees). These relate to trustee expenses in carrying out their duties.

8 Staff costs and numbers

The aggregate payroll costs were:	Total 2025 £	Total 2024 £
Wages & salaries	2,501,467	2,070,608
Social security costs	205,963	154,844
Pension contributions	52,194	40,615
	2,759,624	2,266,067

One employee received benefits (excluding employer's national insurance contributions and employer pension costs) of between £60,000 and £70,000 (2024: nil).

The total aggregate employment benefits received by key management personnel were £407,942 for the year (2024: £410,538).

The average monthly number of employees during the period was as follows:

Total 2025	Total 2024
124	114

9 Statement of Financial Activities comparative figures

Prior year comparative	Unrestricted Funds £	Restricted Funds £	Total 2024 £
Income from:			
Donations and grants	71,717	23,375	95,092
Charitable activities	2,178,977	402,065	2,581,042
Other trading income	592	-	592
Investments	58,221	-	58,221
Total income	2,309,507	425,440	2,734,947
Expenditure on:			
Raising funds	67,361	137	67,498
Charitable activities	2,230,700	490,465	2,721,165
Total expenditure	2,298,061	490,602	2,788,663
Net income/(expenditure)	11,446	(65,162)	(53,716)
Transfers between funds	3,101	(3,101)	-
Net movement in funds	14,547	(68,263)	(53,716)
Total funds at start of period	664,960	122,646	787,606
Total funds at end of period	679,507	54,383	733,890

10 Tangible fixed assets

	Fixtures & equipment £	Computer Equipment £	Total £
Cost			
At 1 April 2024	10,161	44,407	54,568
Additions	-	-	-
At 31 March 2025	10,161	44,407	54,568
Depreciation			
At 1 April 2024	4,692	16,168	20,860
Charge for the year	2,538	10,681	13,219
At 31 March 2025	7,230	26,849	34,079
Net book value			
At 31 March 2025	2,931	17,558	20,489
At 31 March 2024	5,469	28,239	33,708

11 Debtors

	2025	2024
	£	£
Trade debtors	113,992	48,831
Prepayments and accrued income	120,408	117,966
Other debtors	5,662	4,938
	240,062	171,735

12 Creditors: amounts falling due within one year

	2025	2024
	£	£
Trade creditors	42,437	17,380
Other creditors	4,793	3,779
Accruals and deferred income	285,118	697,978
Loans	24,014	-
	356,362	719,137

Included above is deferred income from service contracts relating to the charity's core charitable activities.

	2025	2024
	£	£
Deferred income balance at start of period	668,681	909,548
Amount released to income earned from charitable activities	(3,013,909)	(3,211,630)
Amount deferred in the period	2,597,640	2,970,763
Deferred income balance at end of period	252,412	668,681

13 Creditors : amounts falling due after more than one year

	2025	2024
	£	£
Loans	49,535	-

The loan due within one year and after more than one year includes a loan facility taken out in 2024 at an interest rate of 7.5%. The loan is unsecured and repayable by instalments over 36 months.

14 Reconciliation of net movement in funds to net cash (outflow)/inflow from operating activities

	2025	2024
	£	£
Statement of Financial Activities: Net movement in funds	79,125	(53,716)
Investment income	(48,460)	(58,221)
Interest paid	3,308	-
Depreciation	13,219	9,909
Decrease in creditors: current liabilities	(386,789)	(240,794)
(Increase) / decrease in debtors	(80,906)	6,595
Net cash outflow from operating activities	(420,503)	(336,227)

15 Analysis of changes in cash during the period

	2025	2024	Change
	£	£	£
Cash at bank and in hand	957,536	1,247,584	(290,048)

	2024	2023	Change
	£	£	£
Cash at bank and in hand	1,247,584	1,553,203	(305,619)

16 Analysis of changes in net debt

	At 1 Apr 2024	Operating cash flows	Investing cash flows	Financing cash flows	At 31 Mar 2025
	£	£	£	£	£
Cash at bank and in hand	1,247,584	(420,503)	60,214	70,241	957,536
Debt due within one year	-	-	-	(24,014)	(24,014)
Debt due over more than one year	-	-	-	(49,535)	(49,535)
	1,247,584	(420,503)	60,214	(3,308)	883,987

17 Movement in funds

	At 1 Apr 2024	Income	Expenditure	Transfers	At 31 Mar 2025
	£	£	£	£	£
Unrestricted funds					
General fund	37,329	2,962,548	(2,884,683)	(41,770)	73,424
Contingency fund	446,800	-	-	(96,800)	350,000
Redundancy fund	56,094	-	-	13,067	69,161
Staff Training Subsidy	17,500	-	-	(12,320)	5,180
Pay/ Salary Review fund	1,440	-	(1,440)	-	-
Digital Excellence Framework	13,273	-	(4,426)	(8,847)	-
Hardship Fund	7,071	-	-	(400)	6,671
Senior Management Restructure	100,000	-	-	(100,000)	-
Capital Development Fund	-	-	-	247,000	247,000
	679,507	2,962,548	(2,890,549)	(70)	751,436
Restricted funds					
National Lottery Community Fund	-	20,000	(4,000)	-	16,000
Thrive Together	-	25,000	(1,412)	-	23,588
Zurich EDI	-	7,000	(3,000)	-	4,000
Service Level Agreements	-	282,005	(282,005)	-	-
MOJ Sexual Violence	-	18,744	(21,229)	2,485	-
Levelling Up Fund (Boys in Mind)	35,382	-	(34,622)	-	760
Zurich Community Trust	8,801	17,500	(20,164)	-	6,137
MOJ Domestic Assault	-	8,520	(6,106)	(2,414)	-
Forest of Dean	-	13,871	(10,684)	-	3,187
Suicide Prevention	-	78,144	(78,144)	-	-
Other restricted funds (see description)	10,200	12,743	(15,035)	(1)	7,907
	54,383	483,527	(476,401)	70	61,579
Total funds	733,890	3,446,075	(3,366,950)	-	813,015

17 Movement in funds (continued)

Prior year comparative	At 1 Apr 2023 £	Income £	Expenditure £	Transfers £	At 31 Mar 2024 £
Unrestricted funds					
General fund	121,000	2,309,507	(2,221,032)	(172,146)	37,329
Contingency fund	336,000	-	-	110,800	446,800
Redundancy fund	43,088	-	-	13,006	56,094
Staff Training Subsidy	36,374	-	-	(18,874)	17,500
Pay/ Salary Review fund	17,760	-	(16,920)	600	1,440
Digital Excellence Framework	101,938	-	(58,380)	(30,285)	13,273
Hardship Fund	8,800	-	(1,729)	-	7,071
Senior Management Restructure	-	-	-	100,000	100,000
	664,960	2,309,507	(2,298,061)	3,101	679,507
Restricted funds					
Rausing	37,234	-	(37,234)	-	-
Service Level Agreements	-	314,504	(314,504)	-	-
MOJ Sexual Violence	-	23,744	(23,744)	-	-
Levelling Up Fund (Boys in Mind)	55,962	-	(20,580)	-	35,382
Zurich Community Trust	4,578	17,500	(13,277)	-	8,801
MOJ Domestic Assault	-	13,523	(13,520)	(3)	-
Forest of Dean	-	13,694	(13,694)	-	-
Suicide Prevention	-	21,911	(21,911)	-	-
Other restricted funds (see description)	24,872	20,564	(32,138)	(3,098)	10,200
	122,646	425,440	(490,602)	(3,101)	54,383
Total funds	787,606	2,734,947	(2,788,663)	-	733,890

Description and purpose of funds and transfers

All funds with an opening balance, closing balance, income, expenditure or transfer greater than £10,000 have been separately disclosed. All other funds have been included within 'other restricted funds'. The Charity accounts fully for all restricted funds and a summary of the movement on any smaller fund is available upon request.

Designated Funds

Contingency Fund	This represents money set aside to continue the delivery of our Free Access Counselling should any of our grants or commissioned projects end up not being renewed. Should this situation arise the trustees will need time to take action. This sum of money would protect core operating costs and ongoing work with young people already in our service. The fund will enable time to make adjustments and raise additional funds. The fund also contains a small amount of funds set aside to cover ‘emergency funding needs’ such as unforeseen day to day operational costs or e.g. temporary staff to cover long term illness.

17 Movement in funds (continued)

Designated Funds (*continued*)	
Redundancy Fund	Representing funds set aside to meet redundancy costs to entitled existing staff should the charity find itself having to make redundancies. This amount is calculated annually and whilst the trustees do not expect a situation where all the staff would need to be made redundant they deem it their responsibility to cover the full liability out of reserves.
Staff Training Subsidy	Representing funds to allow staff, employed by Let's Talk Well, to qualify to work specifically with children and young people at level 4 and level 5 in counselling. Let's Talk Well recognise the need to build a sustainable workforce for children's mental health and so have committed funds as bursary to enable entry level training at levels 2 and 3, to build a workforce for the future. This subsidy builds equity and encourages some for whom training may not otherwise have been an option they could afford.
Pay/Salary Review fund	Representing funds that had been designated for a now completed external and independent pay and non -pay review of roles and rewards at Let's Talk Well. Let's Talk Well are committed to being an ethical employer and a workplace of excellence. This review represents part of our three-year plan improving recruitment, retention and reward at Let's Talk Well, allowing our team opportunities to grow and develop with us. Completing this review has been a key foundation element to the Let's Talk Well Employee Excellence & Engagement Programme.
Digital Excellence Framework	Representing funds set aside for the delivery of the Let's Talk Well Employee Excellence & Engagement programme, this fund supported the implementation of a bespoke cloud-based client record system and associated hardware to enhance the work processes and experiences of our clinical team. The system aimed to improve safeguarding, governance, and provide real-time information to staff. Successfully launched in summer 2024, the project has now been completed and the fund is closed.
Hardship Fund	The hardship fund is a Bursary that exists to support staff who may be experiencing financial difficulties due to the cost of living with grants of up to £300.
Senior Management Restructure	Representing funds set aside to increase and strengthen the Senior Leadership structure, building in essential skills and systems to promote and support growth.
Capital Development Fund	Fund to support the potential acquisition of premises for Let's Talk Well , ideally, within the Forest of Dean.
Restricted Funds	
National Lottery Community Fund	The National Lottery Fund awarded a grant to support the salary of a counsellor delivering free counselling sessions to young people aged 9 to 25. This funding has been instrumental in enabling the charity to provide accessible, high-quality mental health support to children and young adults, helping to ensure that every young person has someone to talk to during times of need.
Thrive Together	The Thrive Together Fund was awarded as a blended finance package - comprising both a grant and a loan - to support the strategic growth of the charity and advance its vision that every young person has someone to talk to. This funding will enable us to invest in the infrastructure, capacity, and innovation needed to meet rising demand for our services, while maintaining financial sustainability.

17 Movement in funds (continued)

Restricted Funds (*continued*)

Zurich EDI	The Zurich EDI Fund was awarded to support the development of a comprehensive Equality, Diversity, and Inclusion (EDI) strategy for the charity. This funding enabled us to work in partnership with The Better Org to explore our current practices and develop clear, actionable objectives aimed at making our services, workplace, and stakeholder engagement more accessible and inclusive. The work supported by this fund has laid the foundation for meaningful and sustainable change across the organisation.
Rausing	Awarded by the Julia and Hans Rausing Trust, the grant, originally awarded in the 2020/21 financial year, was provided by their Charitable Support Fund for charities during the Covid-19 pandemic in recognition of the loss of income normally achieved through fundraising. It is for core costs and overheads associated with running Let's Talk Well . The £50,000 received in the 2021/22 financial year was the first tranche of multi-year funding towards piloting of the 'One At A Time' (1@T) single session therapy and psychoeducational workshops aimed at reducing our waiting list and the wait times that young people are having to wait before seeing a counsellor. This funding has now ended.
Service Level Agreements	This funding is primarily comprised of agreements with schools, colleges and training agencies etc., who have contracted with Let's Talk Well to provide counselling. Many of these contracts are subsidised by Let's Talk Well . These are annual agreements.
MOJ Sexual Violence	Ministry of Justice funding towards supporting children and young people who are affected by, or victims of, sexual violence. It is anticipated this funding will be renewed in the next financial year.
Levelling Up Fund (Boys in Mind)	Funding awarded towards levelling up access to mental health support for young males ages 9-21 in targeted wards of Gloucestershire. The project will improve our understanding of the gender gap in accessing Mental Health services by gaining insight from young males in these areas. This funding will come to an end in the next financial year when the project is completed.
Zurich Community Trust (Cheltenham)	Funding awarded from Zurich Community Trust to support children and young people in Cheltenham and surrounding areas to access mental health support.
MOJ Domestic Assault	Ministry of Justice funding towards supporting children and young people who are affected by, or victims of, of domestic assault. It is anticipated this funding will be renewed in the next financial year.
Forest of Dean	Representing funding from Forest of Dean District Council towards the cost of counselling sessions for children and young people in the Forest of Dean.
Suicide Prevention	Funding from the Department of Health and Social Care to reduce the risk of self-harm and suicide among vulnerable young people through early intervention mental health support, expert staff, safeguarding processes, and awareness raising campaigns. Part of a multi year grant.

18 Analysis of net assets between funds

As at 31 March 2025	Restricted Funds £	Unrestricted Designated Funds £	Unrestricted General Funds £	Total 2025 £
Intangible assets	-	-	825	825
Tangible fixed assets	-	-	20,489	20,489
Cash and short-term deposits	61,579	678,012	217,945	957,536
Other net assets/(liabilities)	-	-	(165,835)	(165,835)
	61,579	678,012	73,424	813,015

As at 31 March 2024	Restricted Funds £	Unrestricted Designated Funds £	Unrestricted General Funds £	Total 2024 £
Intangible assets	-	-	-	-
Tangible fixed assets	-	-	33,708	33,708
Cash and short-term deposits	54,383	642,178	551,023	1,247,584
Other net assets/(liabilities)	-	-	(547,402)	(547,402)
	54,383	642,178	37,329	733,890

19 Related party transactions

There were no other related party transactions in the year other than those disclosed elsewhere in the accounts.

20 Operating lease commitments

At 31 March the charitable company had total minimum lease commitments under non-cancellable operating leases as follows:

	2025 £	2024 £
Due in:		
Less than 1 year	15,524	61,178
Between 2 and 5 years	-	3,466

In April 2025 the charity has entered into a five year premises lease agreement.

Let's Talk Well

England & Wales - Charity number 1045429

Accounts

TIC+ (Teens in Crisis)
Annual Report and Accounts 2023/24

Charity number 1045429
Company number 02954230

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Trustees' Annual Report

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024.

The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

About TIC+

TIC+ is the trading name of Teens in Crisis, a charity registered with the Charity Commission for England and Wales (Charity number: 1045429)

The trustees have complied with their duty under the Charities Act 2011 to have due regard to the Charity Commission's guidance on public benefit when making decisions that relate to public benefit or are associated with the purposes or objectives of TIC+. There have been no decisions taken by the board which have departed from this guidance.

TIC+ has its head office in Mitcheldean, Gloucestershire and additional offices in Gloucester. Counselling spaces are located throughout the county. Staff and volunteers are a mixture of office and home-based, working across the county.

Find out more about TIC+ on our website, www.ticplus.org.uk, or by following us on our social platforms: LinkedIn, Facebook and Instagram.

Our mission and values

The charity's objects, as set out in its governing document, are to:

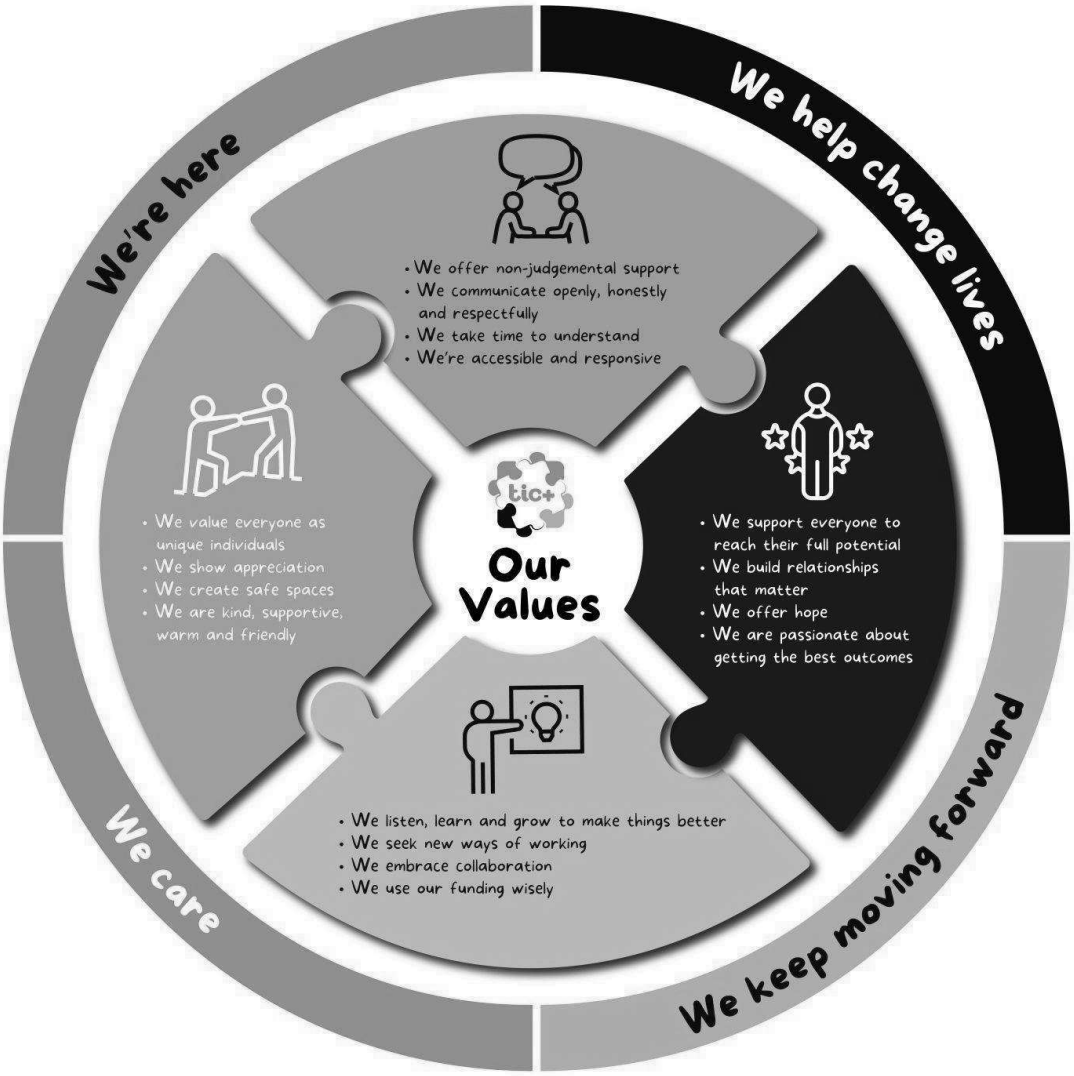
Advance the Christian religion by practically demonstrating the Christian faith in particular but not exclusively by:

1. *Relieving the need, hardship or distress of young people by providing education, advice, and support and counselling services.*
2. *Providing recreational facilities and recreational activities for young people.*

TIC+'s mission is to improve, preserve and promote good mental health and well-being among young people and their families.

Our vision is that every young person should have someone to talk to when they need it most.

We have a defined set of values which represent the core beliefs that inspire and guide the choices we make, how we operate and how we interact with people:



TIC+ and Christianity

While faith is never made explicit in any of the services we provide, TIC+ is a Christian-led charity - all trustees are practising Christians, as set out in our governing documents. The charity is not affiliated to any particular denomination, church or group, and provides services to anyone of any faith (or none), and we employ staff from any faith (or none).

As an organisation, we believe that the Christian faith provides the foundation and motivation for the work of the charity and is the reason why we do what we do. An outworking of this Christian ethos means that we expect all representatives of the charity to treat everyone equally, with care and respect regardless of their race, gender, religion, sexual orientation, ethnic background, beliefs, status, ability or class. Our mission to improve, preserve and promote good mental health and wellbeing among children, young people and families is borne from Jesus' words: "I have come that they may have life, and have it to the full."

Chair’s letter

I would love to write here that TIC+ services are in less demand than they were. The sad reality is that we continue to see a complex and evolving mental health landscape for children and young people, and the demand on our services continues to grow.

Nonetheless, I am delighted and inspired by how all at TIC+ continue to respond, with dedication, care, professionalism and collaboration. This has been coupled with innovative and agile responses within the charity to new and ongoing challenges. To my mind, all these qualities have been a hallmark of TIC+ over the charity’s 30-year history, and they stand it in good stead for the years ahead.

It has been a year of consolidation and growth - the first full year since the board agreement in October 2022 of our new five-year strategy. That strategy sets out our vision to deliver the best possible counselling service for children and young people and be a centre of excellence and innovation. This includes the bold, but vital, ambition to provide services elsewhere in England and Wales, where there is not already a service of excellence in place.

Ensuring that the organisation is in the right shape to make that vision a reality has involved enhancements to a number of our services as well as internal systems; successfully renewing our British Association for Counselling and Psychotherapy accreditation; a comprehensive consolidation of pay scales; continuing significant developments in our IT systems and services; revitalising our Young People's Voices Group to ensure we put lived experience at the centre of what we do; and implementing a new senior executive structure which included us being excited to announce that Claire Power-Browne had become our new Chief Executive Officer from 1 September 2024.

In addition to new executive leadership, we have a change of chair. I am moving on after four years in post and as a result of other commitments. My successor is Charlotte Hitchings, who until recently was chair of Avon and Wiltshire Mental Health Partnership NHS Trust and has extensive experience in the corporate and health worlds. I want to extend a very warm welcome to Charlotte and I am delighted that she has been appointed to the chair role. I’m also very pleased to welcome two other new trustees, Nicola Moore and Thokozani Owino, to the board. With these new arrivals, the existing directors and the revised Senior Executive Team, I believe TIC+ has strong senior leadership which is well positioned for the challenges and opportunities ahead.

As outgoing chair, it has been an honour to play my small part and I am sad to move on. I remain very humbled by the work of TIC+’s team and indeed of all our fundraisers, supporters and partners, particularly in the NHS and education sectors. Thank you all, and I wish you all the very best for the future as TIC+ continues to deliver vital services that mean so much to so many.

John Hubbard CMG,
Former chair, TIC+ (until 31 July 2024)

Forewords from the incoming chair and CEO

As I take up the mantle of chair of the board of trustees, I want to express my gratitude and admiration for everyone who has contributed to the development of TIC+ over the past year, and for that matter throughout its existence. In particular, I must pay tribute to the amazing John Hubbard under whose chairmanship so much has been achieved in putting solid building blocks in place to enable the organisation's ongoing positive impact and growth. Thank you, John!

It is a privilege to be succeeding John as we celebrate the organisation's 30th anniversary and look back on three decades of improving, preserving and promoting good mental health and wellbeing among children.

At the same time as looking back, I know that everyone at TIC+ is looking ahead with great excitement at what might be achieved in the years and decades to come. By its nature, this annual report of course focuses mostly upon those things achieved in TIC+'s 2023/24 financial year. Nonetheless, in the sections ahead we will be giving you a preview of some of the things we're already planning for 2024/25 and beyond, including a full rebrand as we look towards expansion into new geographies.

Thank you for your interest in TIC+.

Charlotte Hitchings
Chair, TIC+ (from 1 August 2024)

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While I am the 'new' chief executive officer of TIC+, I'm aware that I will be familiar to many of you. I joined TIC+ in 2017 as director of operations, co-leading the organisation with Judith Bell, who remains our chief clinical officer and continues to lead in ensuring our clinical services are of high quality and lead in innovation. In my new role, working with a new Senior Executive Team, there is a tremendously exciting opportunity to further our mission and ensure that every young person in need has someone to talk to, both in Gloucestershire and beyond.

Whether you are a client or related to someone who is; a fundraiser or potential fundraiser; work for an organisation which has partnered with us, or which might like to in future; or none of the above, I hope this report gets across the strengths and ambitions of this charity.

My team and I would be more than happy to discuss any aspect of it with you, and how we might work together to further our mission in 2024/25 and beyond - please do not hesitate to get in touch.

Claire Power-Browne,
Chief executive officer, TIC+ (from 1 September 2024)

2023/24: year in brief

What we do

In the year to 31 March 2024:

- 4,000 young people, parents and families were seen across our services
- We delivered a total of 19,917 sessions
- We continued to grow our income to £2.73m, up from £670,000 in 2016/17, as the organisation expands to meet demand
- We created a new grade structure and pay scales across the organisation, and rolled out new contracts to our counselling team, as we consolidate on our successes and prepare for further growth

Of the 3,111 clients seen in our counselling service:

- 100% said the service had helped them (with 95% saying it had helped ‘totally’, ‘a lot’ or ‘a medium amount’)
- 96% said they would recommend TIC+ to a friend
- Anxiety, worry or stress was the most common issue (78%), followed by family relationship problems (40%)
- 1 in 5 were referred from Gloucestershire Health and Care NHS Trust’s Young Minds Matter team.

We received a range of strong feedback across our range of other services:

- 98% of those accessing our anonymous TIC+chat service agreed it had been useful
- Those using our Parent & Carer Support and Advice Line (PSAL) called it “informative and understanding”, providing “friendly reassurance” and said they were “very grateful”.

Why it matters

- In 2023, the NHS said that 20.3% of children and young people aged eight to 25 in England had a probable mental disorder.
- In 2023, 12.5% of 17 to 19-year-olds in England had an eating disorder, a huge increase from 0.8% in 2017, according to those figures.
- In the last five years, referrals to TIC+ have increased by 64%
- According to The *Lancet Psychiatry* commission on youth mental health, published in August 2024, mental ill health accounts for at least 45% of the overall burden of disease in people aged 10 to 24 - but only 2% of global health budgets are devoted to mental health care.

Case study: Edie* (14) was referred into counselling at TIC+ by Young Minds Matter. The team identified a link between her anxiety and nervousness, and a complex relationship with her dad, who abuses alcohol.

When she first came to counselling, she was seeing her dad occasionally but feeling conflicted about this - she did not want to see him, but there was some pressure from her mum to do so. Spending time with her dad was tough - Edie described a pressure to pretend to be happy, fearing that otherwise her father would get angry.

Counselling gave Edie a space to explore her feelings towards her dad and his drinking habits. She had struggled to talk openly about this due to fear of judgement. Counselling enabled her to recognise the pressure she felt and identify her priorities.

Having chosen to suspend her relationship with her dad, she now feels happier, confident and safer.

**Name changed to protect confidentiality*

Key highlights

BACP accreditation renewal

During 2023/24, TIC+ was delighted to have its British Association for Counselling and Psychotherapy (BACP) accreditation renewed, following our previous accreditation in 2018.

In the words of the BACP itself, accreditation demonstrates that a provider offers "accountable, ethical, professional and responsive service to clients, staff, volunteers and stakeholders".

Internal clinical supervision pilot

In line with BACP best practice, all of our counsellors are required to have monthly clinical supervision. Historically this has been provided by independent, self-employed supervisors. This year, we launched a trial with some of our counsellors receiving internal clinical supervision. We believe that this initiative will enhance the level of support for our counsellors, which will ultimately benefit our clients. Additionally, it will create career development opportunities for those in the counselling team who wish to transition into supervisory roles.

We look forward to publishing findings and learnings from this pilot during the current financial year (2024/25).

Hub partnership: linking up locally

The charity is a founding partner in a regional pilot, led by the Gloucestershire Health and Care NHS Trust Child and Adolescent Mental Health Service (CAMHS), along with a range of statutory, public and voluntary services.

The goal of the new hub, launched in spring 2023, is to create a single 'front door' to services in the area, making it easier to make referrals and ensuring a more smooth process for those in need of support. TIC+ is pleased to report that we are already taking a large number of referrals through this hub.

Supporting research and evidence

During 2023/24, an article by Samantha Ward, one of our assistant psychologists, was published in the BACP journal *Counselling & Psychotherapy Research.* The paper evaluated the work of our TEDS counselling service for children and young people with eating difficulties. TIC+ also featured as a case study in a paper in *BMC Health Services Research*, which proposed an evidence-based model for how services should be structured to support children and young people with common mental health problems.

We believe it is vital to support the wider mental health community by contributing to the clinical evidence base for a counselling approach through working with academics and high-quality journals and will continue to do so in 2024/25 and beyond.

Looking ahead: New Senior Executive Team

On 1 September 2024, our director of operations Claire Power-Browne stepped up into the role of CEO. In addition, head of finance Andrew Downing was promoted to the role of chief financial officer in April 2024. In November 2024, we welcomed Simon Welch as our new chief operating officer.

These changes also mean that Judith Bell, our chief clinical officer who previously co-led the organisation with Claire as director of clinical services, is now able to focus more fully on clinical excellence. Together, these four form a new, streamlined Senior Executive Team.

Looking ahead: Clinical risk management

Approximately 13% of clients seen by TIC+ have plans, have made attempts, or have thoughts about ending their life. Developed in partnership with our Young People's Voices Group (YPVG), we have created a new questionnaire about suicidal thoughts and other aspects of a client's life. We hope this tool will help us to better meet the needs of young people by identifying safeguarding risks and taking appropriate action as a result.

Launched in the early part of 2024/25, the questionnaire is now integrated into our counselling process. We will continue to evaluate, review and refine it throughout the coming year.

Case study: Tom* (12) was referred to counselling at TIC+ because he had been struggling with low mood, sadness and feelings of loneliness. While some initial low-intensity CBT had helped manage Tom's anxiety, counselling was identified as a good option for him.

Tom's mum has a life limiting illness and has very limited mobility - it is only on a good day that she can give him the love, time and affection he needs. Tom's dad is his mum's main carer, as well as working long hours, and struggles to be emotionally present for him. This is made worse as the dad's passion for sport is not shared by Tom, which could be a source of conflict.

While Tom has excelled at school, and belongs to a friendship group, he badly misses his best friend from primary school, after the two went to different secondaries. He also felt more comfortable offering others support, than receiving it himself.

Counselling gave Tom the opportunity and space to explore his experiences and emotions, and he developed a trusting relationship with his counsellor. This enabled him to recognise areas where he can challenge himself to change, as well as developing self-acceptance and learning new coping strategies.

Tom's relationship with his dad has improved, as have other personal relationships. Thanks to some work done in the sessions around values, Tom now understands what is important to him and is building his life on the foundation of those values. He has also been able to establish boundaries and protect what he finds important.

**Name changed to protect confidentiality*

Our services

Counselling

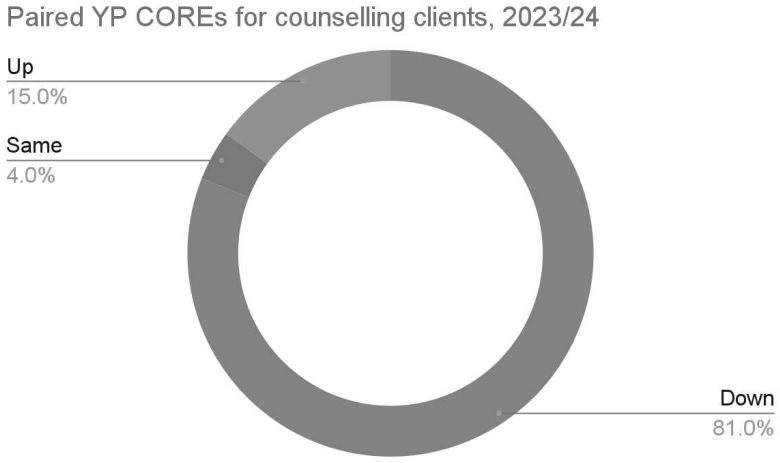
Counselling is the single largest service provided by TIC+. In 2023/24, we provided counselling to more than 3,000 children and young people across a total of nearly 19,000 sessions - an average of six or seven sessions attended per client.

While more than four in five counselling sessions are delivered face-to-face, we also offer the opportunity to conduct these via online messaging, or video or voice calls, making us accessible to as wide a range of clients as possible.

"Over the past year, our counselling service provided vital support to 3,111 clients, with 95% reporting that it helped them with their difficulties. Fewer than 2% required further referral to local NHS CAMHS or specialist services. We're pleased that our proactive approach - meeting people where they are and addressing concerns early on - has not only empowered young people to thrive but also eased the burden on specialist services. By intervening at the right time, we're making a lasting difference in their lives."
Judith Bell, chief clinical officer, TIC+

Positive impact

Our counselling is evaluated using paired Young Person CORE scores (YP COREs). A higher score indicates a higher level of distress.



In 2023/24, these scores reduced or remained the same for the vast majority of clients (85%). While this leaves a small number for whom the YP COREs increased, it is likely that in many of those cases, their wellbeing would have deteriorated more significantly without the support of counselling.

In addition, 100% of clients reported that the service had helped (of which 95% said it helped 'totally', 'a lot' or 'a medium amount', with another 5% saying it helped 'a little'). Almost all (97%) agreed that their counsellor knew how to help them, that their counsellor was easy to talk to (98%) and that they would recommend a friend to use the service (96%).

Counselling in schools

During the 2023/24 academic year, we held service level agreements with a total of 13 schools and colleges and saw a total of 398 young people through this service.

Outcomes for these clients were in line with others using our counselling service, with 95% saying that they would recommend the service to a friend, and 100% saying that the service

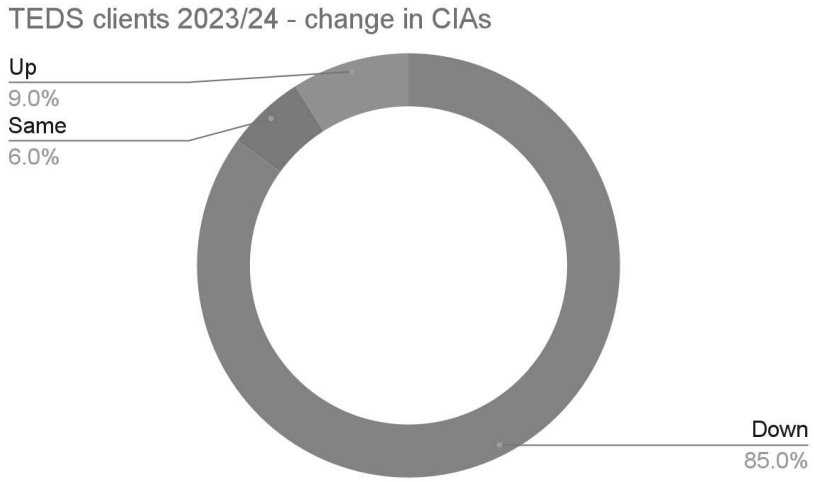
had helped them (again, with 95% saying it had helped ‘totally’, ‘a lot’ or ‘a medium amount’).

TEDS

Following the previous year’s successful launch and an increased demand in 2023/24, we received additional investment from NHS Gloucestershire to double the capacity of our TIC+ Eating Difficulties counselling service (TEDS).

This service is delivered by senior counsellors who have undergone specialist training in eating disorders. Sessions are typically held face-to-face on a weekly basis, although remote options are available. TEDS clients can be seen for up to six months if needed.

We are pleased to report that the vast majority of clients experienced a reduction in their Clinical Impairment Assessment (CIA) scores, indicating a meaningful decrease in the severity and impact of their eating difficulties. Additionally, 100% of clients felt that their counsellor knew how to help, and 98% would recommend the service to a friend.



New contracts: better support for staff

In September 2023, we began to roll out new contracts across our counselling workforce. The new contracts were introduced in order to give counsellors better support, including more regular team meetings and communications with both fellow counsellors and clinical managers. They also ensure that counsellors are better paid for the administrative tasks they need to undertake to support their work with clients.

The early signs suggest that, as was hoped, the contracts have had a positive impact on staff retention, with counsellors less likely to feel isolated or frustrated, or suffer from burnout.

Looking ahead: Bluestar Project

In line with our mission to ensure every young person has someone to talk to when they need it most, we have been working with the Home Office-commissioned Bluestar Project. This initiative strengthens pre-trial therapy services, which provide essential support to victims navigating the criminal justice process. This partnership will make TIC+ an accredited

pre-trial therapy provider, ensuring we deliver the highest standards of care to the children and young people we support in this setting.

Specialist services (including support for parents)

Our range of specialist services sit alongside our counselling services, ensuring that there are several different ways in which clients can engage with us. These specialist services often provide interim support for those waiting for counselling, or may identify clients for whom a referral to counselling is appropriate.

> *"As we offer an anonymous space for young people to share their struggles, often for the first time. Having a range of different services means we can offer a wraparound service, supporting young people and parents as they wait for counselling to begin and after the counselling has ended. Some nights the team may speak to both a parent and their child, offering them both the support they need at the time."*
> ***Janet Gray, clinical manager, TIC+***

One at a Time

The One at a Time counselling service was first piloted in 2021 in response to growing waiting lists for counselling - the average wait in 2023/24 was nearly 10 weeks. TIC+ remains concerned that when there is a long wait for counselling young people are more likely to disengage, and also that their problems will escalate.

This single-session service is optional at the point of referral, and those who take it up are always seen within two weeks. Each session lasts for an hour and a quarter and includes a robust risk assessment to ensure safeguarding issues are not overlooked. At the end of the session, young people are encouraged to take four weeks to try out some of the strategies and think about the ideas discussed. After that time, if more support is required, they can return without the need for another referral - and without losing their place on the waiting list.

In 2023/24, 52% of One at a Time clients found the single session was enough and did not return for further ongoing counselling support. TIC+ is hoping to increase the capacity for this service from 234 clients seen during 2023/24, to 534 next year, enabling more people to be seen overall, and for the counselling waiting list to be reduced.

YP CORE scores reduced for the majority (72%) of clients accessing One at a Time sessions, indicating reduced clinical distress. Clients are on average seen within 7.7 days of making a referral.

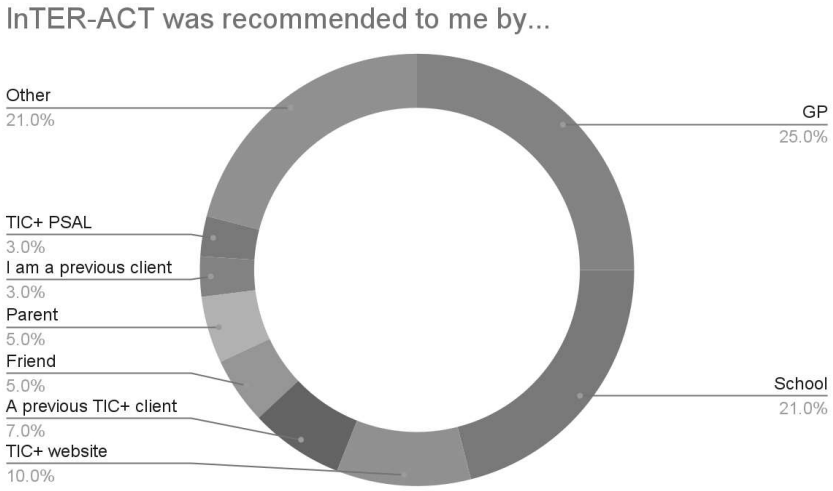
InTER-ACT

InTER-ACT, our innovative online workshop, began as a pilot in November 2022. The workshops are designed to help young people manage difficult thoughts and feelings. We are pleased to see this service reaching more boys and young men than other services - 44% of attendees are male, a higher proportion than for other services - and that many parents or carers are attending sessions alongside children.

> *"I just really wanted to say how impressed I was with session one of the InTER-ACT workshop. I sat in with my son (with his permission - and I didn't look at what he wrote). He was resistant to attending but found it useful and now wants to go to the next one!"*

Email feedback from a father attending an InTER-ACT session

The service was paused during August 2023 for staffing reasons, but we can report that after recommencing in September 2023, it operated uninterrupted for the rest of the year and beyond, including through August 2024. InTER-ACT will continue to be developed and enhanced in line with feedback.



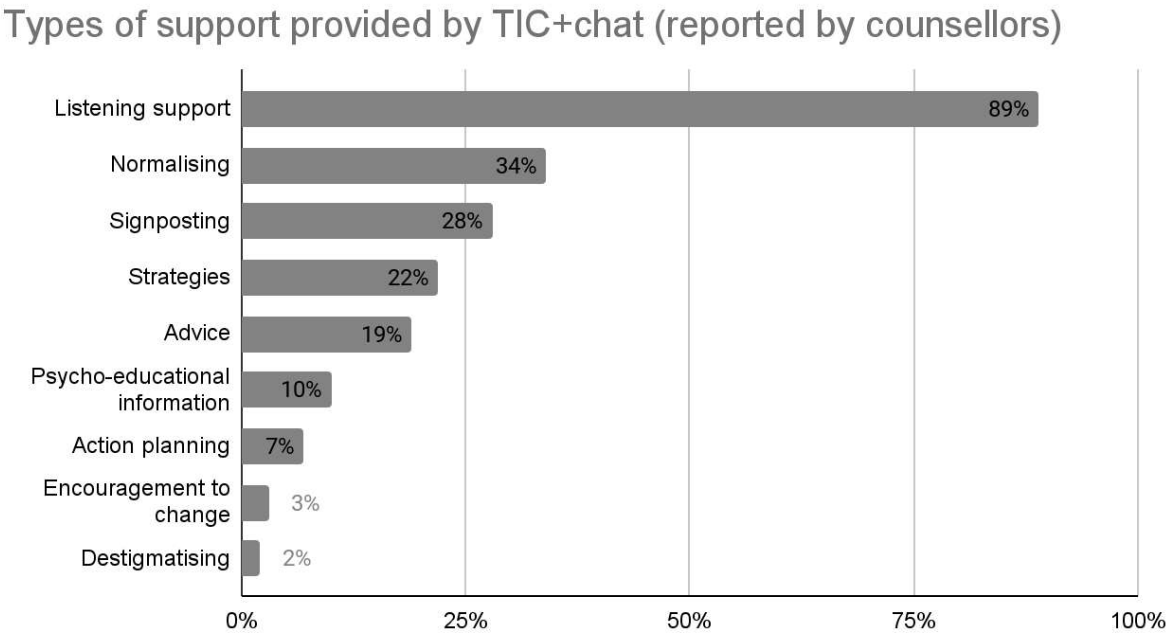
TIC+chat

Set up in 2020 as a rapid response to the Covid-19 pandemic, TIC+chat is our anonymous chat service for those needing support right away, without an appointment. Many young people use this service and will need no other mental health support, others turn to it while waiting for their counselling or other support services to start.

The service is available during afternoons and evenings from Sunday to Thursday. While 63% of users return for multiple sessions, a significant number seek help just once. The service is easily accessible via mobile phones, allowing for discreet use. The majority of interactions (95%) happen through online instant messaging, with others opting for phone calls.

During 2023/24:

- 98% agreed the help provided by TIC+chat was useful
- 98% said that they would recommend TIC+chat
- The service was rated on average 8.79 out of 10 by clients

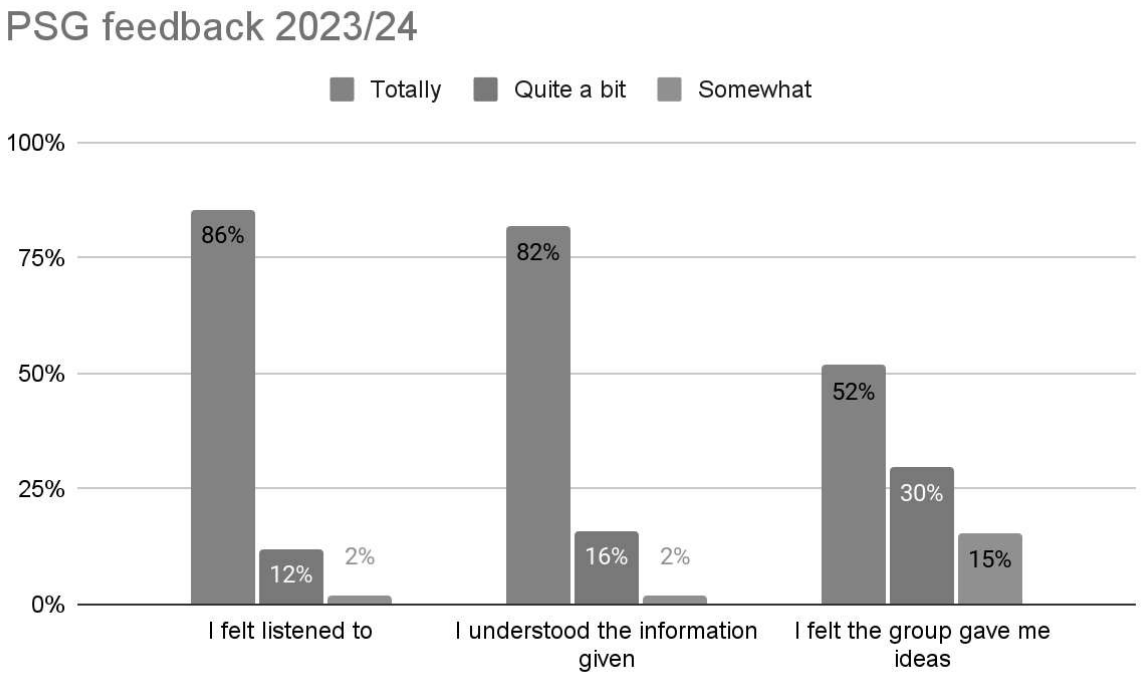


Support for parents

Parent Support Groups

During 2023/24, 286 parents or carers attended TIC+ Parent Support Group (PSG) workshops. These were delivered to small groups as a six-part series.

Nearly half (47%) are signposted to the service by their child's school. Others came via their GP (13%), were aware of TIC+ because their child is receiving counselling (7%) and various other routes.



"We regularly see a profound transformation in parents and carers through our PSG sessions - effective facilitation fosters a strong sense of community and support, reducing feelings of isolation as participants actively contribute to each other's wellbeing."
Tracy Bartram, clinical manager, TIC+

A number of changes are afoot for the PSGs, including consolidating the current six-session course into five sessions; and the potential rollout of new, standalone webinars on individual topics.

Parent & Carer Support and Advice Line (PSAL)

A total of 233 parents and carers spoke to TIC+'s Parent & Carer Support and Advice Line (PSAL) during 2023/24. The line is available one morning and three evenings a week.

The majority (95%) of callers were parents, as opposed to other types of carers or relatives, and most (90%) were female.

There are plans for further promotion of PSAL among a range of audiences, including via newly-established relationships with family hubs.

PSAL feedback 2023/24:

- Average rating of service by client (out of 10): 9.52
- 100% agreed that they were taken seriously
- 98% said they would recommend PSAL to others
- 98% said that their advisor knew how to help them

Feedback given to us by users of PSAL in 2023/24

- "It was really helpful to talk through my concerns about my daughter with someone impartial and to gain another person's perspective of the situation and to think of things I could try to help her."
- "Jean was very supportive, even though the difficulties we discussed were very specific and unusual. She promptly sent me lots of relevant information by email after our call to fill in the gaps. It was so reassuring to speak to a real person at a time of need."
- "The person that I was talking to was knowledgeable, understanding and very clear."

Our organisation

Finance

Head of finance Andrew Downing was promoted to the new role of chief financial officer, meaning he now sits on TIC+'s new Senior Executive Team. The finance team also took on its first apprentice, a 16-year-old who is studying for a Level 2 qualification in finance at Gloucester College.

Reward and remuneration project

As in many fields and geographies, a challenging recruitment market and cost-of-living pressures make it important to ensure we are paying our staff appropriately for their work.

As such, the key finance project of the year was the creation and rollout of new grades and pay scales across the organisation. This was based on a rigorous assessment of job descriptions and roles, working with the pay and reward consultancy Essential Benchmarking and Reward Solutions. It replaces the previous system which had lacked consistency, with decisions about pay made on a team-by-team basis.

The new structure, in line with the ongoing development of our new competency framework, provides more clarity around role expectations; opportunities for growth and developments; benefits such as paid volunteering leave; and other benefits.

The new, consolidated structure came into place on 1 April 2024, with a range of pay rises applied across the organisation - no staff had their pay reduced as a result. In future years, we intend to award an equal pay rise across the organisation.

While TIC+ is not formally accredited to the National Living Wage Foundation we have ensured that the lowest pay grade is in excess of the real UK Living Wage.

"Creating our grade and pay scales took a lot of long, hard work, but has been a very worthwhile project in creating internal consistency as we look towards future growth. We're now turning our attention to a further restructure of some of our financial management systems, to further improve our back office functionality to improve the support given to all members of staff so that they can continue doing their inspiring work."

Andrew Downing, chief financial officer, TIC+

Digital transformation

A new cloud-based client record management (CRM) system, Tacklit, has been deployed across the organisation for the circa 1,200 client data entries required each month. This major project has replaced the previous legacy system, which included a mix of digital and paper-based records. The previous system could be slow to update and was less secure, especially as some non-sensitive records were sent as paper copies in the post, and was at a risk of error.

As part of this digital transformation, all counsellors now have a work laptop and mobile phone. Once the team is fully accustomed to the new system, the long-term result will be that counsellors will have time freed up to pay more attention to preparing for and considering the outcomes from their sessions with clients, rather than admin itself.

For 2024/25, TIC+ is committed to revising and improving its Live Impact Dashboard to provide greater depth of understanding on the value of our work. This insight is key for a range of stakeholders, in particular those seeking to commission or fund our services.

The organisation is also working towards obtaining the national recognised standard in cyber security, from the National Cyber Security Centre.

Training

TIC+ views training and professional development as a key factor in ongoing growth and expansion, ensuring that we have the workforce we need to meet demand for our services, and ensuring the highest standards are maintained. This is particularly important given the turnover in the counselling workforce - both due to clients presenting with increasingly difficult issues, adding to the toll on counsellors themselves, and the financial incentive to move into private practice.

During 2023/24, we had a total of 89 students on our various courses. We also received two excellent feedback reports from the Counselling and Psychotherapy Central Awarding Body.

CPCAB Level 5 Certificate in Relational Supervision

We have also introduced a new Level 5 certificate in relational supervision, as well as celebrating the graduation of the first cohort of students completing our new, in-house Level 4 course in counselling, in early 2024.

> *"Aside from my children, I can't think of anything that has given me more pride than seeing the first cohort of counsellors graduate from our Level 4 training programme. They were all fantastic, they've put their heart and soul into it, and we're so excited to have begun developing this home-grown counselling workforce."*
> ***Sue Cook, head of clinical training, TIC+***

We enjoyed excellent feedback from our learners. This is reflected in recruitment, with many of the students coming onto courses in 2024/25 saying that they have chosen us versus other providers on the basis of a recommendation. We also held our biggest ever open day (March 2024), with more than 50 people attending, of whom more than 70% have applied for a course so far.

For 2024/25, we are delighted to have three men on our two-year Level 4 counselling course, out of 18 learners. The counselling workforce is heavily female-dominated, and ensuring that we have more diversity in our counsellors is key to ensuring we can serve our clients.

Celebrating our team

As we look ahead to future plans, a key goal for the organisation is ensuring that teams feel connected, supported and engaged in our vision and successes. This is important given the decentralised way in which services had historically been run, and the fact that our clinical staff continue to work across a range of different locations as they attend sessions with clients.

Summer Celebration 2023

For a number of years, TIC+ has held a summer celebration, and for July 2023 this was revamped and attendance - more than 100, out of a total staff of 120 - was higher than in previous years.

An addition to the July 2023 event was the inaugural Values Award, with the team encouraged to nominate colleagues who they thought embodied our organisation's core values. Around 40 nominations were received. The winner was Alison Christmas, who works across our PSAL and TIC+chat services, and is now training as a counsellor on a TIC+ course.

"I was completely taken aback to be nominated, let alone come away with the TIC+ Values Award - and when I won, I was just completely overwhelmed. Thank you so much to those who voted for me and those that made a point of congratulating me on the day and in the weeks that followed. Since joining TIC+ in 2021 I've always been encouraged and supported to be the best at what I do, from management to my line manager, the training team and of course my wonderful peers. All I do is pay that back, so to be recognised with an award was so special and so validating."

Alison Christmas, TIC+chat and PSAL mental health support practitioner, and counsellor-in-training, TIC+

Alison (centre) receiving award from Judith Bell (left) and Claire Power-Browne

Equity, diversity and inclusion

We believe that everyone has the right to live without prejudice regardless of race, age, gender, disability, sexual orientation, social class, religion and belief - and that everyone should be able to make a full contribution to society in their own unique way and live in a world which demonstrates respect and values diversity.

TIC+'s Equity, Diversity and Inclusion (EDI) Strategy and Action Plan, which is available on our website, sets out how we have been working to achieve a more equitable, diverse and

inclusive organisation.

This includes working towards having more diverse and inclusive leadership and workforce; developing awareness and knowledge of EDI issues; and understanding the barriers to accessing our services.

We keep statistics on the ethnicity and gender of all our clients and contacts and are aware that those accessing our services are predominantly white and female.

Measures taken in support of our EDI plan in 2023/24 include providing race and ethnicity training for all staff, including trustees; the Boys in Mind programme and a revamping of our Young People's Voices Group (YPVG). We have also taken on two apprentices - one on a finance course and another on an ICT course - both of whom are under the age of 20, and our new contracts and job descriptions make clear that we can offer working hours that work for parents.

During 2024/25, thanks to funding from Zurich Community Trust, we will be working with organisational development consultancy The Better Org to further develop our EDI strategy and plan.

Young People's Voices Group (YPVG)

For several years, TIC+ has run a Young People's Voices Group (YPVG), which harnesses the experiences and perspectives of those we support. While this has proved valuable in a number of places, at the start of 2024 it was decided that the group needed a clearer structure and more rigour and consistency, capturing data and insights.

In early 2024, the YPVG was made part of the remit of service development and improvement manager Cheryl King, who is developing a range of plans to expand and improve on its existing work.

Looking ahead: Boys In Mind - examining client gender balance

During 2023/24, TIC+ received funding from the Levelling Up Together Fund (via Gloucestershire Council) for a 12-month project to understand the gender gap and the barriers to boys and men accessing our services - there is a roughly 70:30 female to male ratio among clients.

Working with local councillors, outreach is now being done at community groups, sports clubs and other events and locations in seven wards in Gloucester, as well as in Cinderford in the Forest of Dean, supported by a marketing intern and outreach worker. At the time of writing, the project is still being delivered, having agreed an extension of the end date with the funders, and TIC+ will then measure the impact of the project and consider lessons for future service development.

"Like any third sector organisation, TIC+ knows it is essential to put the voice of those it exists to support at the centre of its work. We're really excited to have begun the journey of revitalising the Young People's Voices Group, and know that opportunities for participation are key to our future success."
Cheryl King, service development and improvement manager, TIC+

Fundraising and marketing

TIC+ generates income from four main sources:

- Statutory funding
- Contracted income
- Income from training courses
- Voluntary fundraising and donations including from trusts and foundations, community and individual supporters amongst others.

Voluntary income is vital to us as a charity, ensuring that we are able to continue offering our services free of charge to those who access us for support. Across the charity sector, the fundraising landscape is particularly challenging due to current cost-of-living pressures.

TIC+ has a number of generous corporate supporters, as well as working with a range of committed individual fundraisers. Many of these have a personal connection to the organisation, either having accessed our services or knowing somebody who did. The generous support of funders and donors, and the significant funding we have received from NHS Gloucestershire enables us to continue to help every child and young person referred to or referring into us for counselling free of charge.

We do not have space in this report to name all those who raised money for us last year, let alone to fully express our gratitude for their time, effort and passion. Nonetheless, a few examples of those wonderful fundraisers and donors are:

A local girl began fundraising for us by making and selling her own Christmas decorations in 2022, having received an initial £10 'investment' through a scheme at her school. Inspired by her efforts, the girl's mother and colleagues at the bank TSB joined in with her efforts in 2023, as did fellow students, raising a total of £240.

- Local estate agency Moore, Allen & Innocent took part in a range of activities including bake sales and walking the Thames Path.
- Specsavers Cheltenham named TIC+ as its charity of the year, raising money through second hand book sales, dog walking and other activities.
- A number of relay teams took part in the April 2023 Virtual London Marathon in local villages and towns, cheered on by orange-clad supporters.
- Our relationship with the Zurich Community Trust, through its More Than Money programme, provided TIC+ with grants enabling the development of our EDI strategy and other projects, as well as giving our team access to a number of relevant free
- training courses.
- Our longstanding relationship with the Forest of Dean District Council, which alongside their ongoing support, renewed its £11,000 service level agreement (SLA) with TIC+ last year.

"At a recent fundraising event at a nearby Salvation Army venue, the minister told me that he knew of at least three people who might not be alive today were it not for TIC+. It is very rare, if I'm out and about with my TIC+ badge on, that someone doesn't approach me to talk about how grateful they are for our work. We are humbled that so many people channel that gratitude into raising money for us - and whatever the size of the gift, it means so much to our team that we have made that heartfelt connection with our community."

Nia Price, fundraiser, TIC+

Moving into the subsequent financial year, in September 2024 our outgoing chair John Hubbard took on the monumental challenge of cycling from Lands End to John o' Groats with a group of friends, raising well over £2,500. We are so grateful to John, for this amazing effort, and indeed for all his commitment to TIC+ over the last three years.

Also in 2024/25, we look forward to creating a separate fundraising department and marketing department, following the departure of a senior colleague who previously led this joint team. These revamped teams will lead the organisation's 30th anniversary celebrations, which we hope will play a major role in both fundraising and raising our profile with our various stakeholders and audiences.

Fundraising Regulator

TIC+ is registered with the fundraising regulator and we adhere to the Code of Fundraising Practice in all our policies and procedures.

We are committed to best practices and excellent donor care, and regularly review our Donations Policy and Fundraising Promise, which are published on our website. We received no complaints related to our fundraising activity in the year ending March 2024.

Over the last year, we made the decision to draw on additional expertise and started work with professional fundraising consultancy, Orchard Fundraising, which is also registered with the Fundraising Regulator.

We prioritise the safety and responsible use of personal data and provide clear and transparent communication about how we use it. We support and help all those who choose to fundraise for TIC+ by providing them with information and support, advice about permissions they may need (such as street collection licences) and how funds can be paid to us in a way that is transparent and easy to show to those who have contributed. We continue to provide guidance and support to all of our fundraising stars.

Looking ahead: time to rebrand

For the last 30 years, the charity has operated as Teens in Crisis and latterly, TIC+. While there is a lot of affection for this name, and we are enormously proud of the reputation we have built under this name, it is clear that it no longer accurately describes the work we do or the clients we reach. Some young people see our name as a barrier to accessing services and others are confused as to who we are here for.

As we look to expand and grow, we need a name and identity that helps us explain and achieve our mission of giving every young person someone to talk to. Over the next year our staff, Young People's Voices Group, commissioners and other stakeholders will engage with the design agency Creative Concern, to come up with a brand and identity that will carry us forward for the next 30 years and beyond.

We look forward to launching this new brand in 2025.

Organisational context and financial review

"In 2023, about 1 in 5 children and young people [in England] aged 8 to 25 years had a probable mental disorder." [1]

This striking stat from NHS England illustrates that across the country - and Gloucestershire is no exception - there is a real need for mental health support for children and young people. Demand for our services remains high, and as an organisation we are determined to continue to rise to that challenge.

Last year, the trustees reported on the setting of a five-year goal for TIC+, where TIC+ would be recognised as a leading charity for children and young people's mental health and we set out our four key 'pillars' that would help our Executive Team support and underpin the delivery of our strategic vision:

- We deliver the best possible counselling service for children and young people - we are a centre of excellence and innovation.
- We develop counselling professionals of excellence through our accredited training courses.
- We positively impact young people's mental health nationally.
- We are recognised as employers of excellence.

Over the last year, there has been significant work undertaken to consolidate and grow towards the achievement of these pillars.

Targets we set last year were to:

1. Strengthen further our Senior Leadership Team; we have done this by appointing a CEO, supported by a new Senior Executive Team structure, ensuring we have a strong, experienced leadership structure to deliver the progress we need against our targets (see Organisation Chart, p32).
2. Strengthen our board with diversity of skills and an increase of numbers; with thanks to Willow Charity Consulting, we ran an external recruitment process between December 2023 and February 2024, to allow us to recruit new skills, refresh our board and bring on a new chair, allowing our existing chair, John Hubbard, to retire with our thanks and gratitude for his outstanding leadership.
3. Deliver our Digital Excellence Framework project; reported on in our main report above, this project has reduced our paper-based outcomes by 80%, provided digital devices and training to all our team and has given us a sound base to which we can add additional sites and services. Our chosen solution was Tacklit, and over the summer of 2024 the system was launched and implemented with more than 110 staff members receiving training.

Employer of Excellence

We have a stated aim for TIC+ to be an 'Employer of Excellence', and to support this we undertook our pay and reward project, of which achieving high results in recruitment, retention and reward of our workforce was a key aim.

Working with our external pay and reward consultants Essential Benchmarking & Reward Solutions Limited (EBRS), a review was undertaken of the organisational structure to evaluate and then benchmark nearly 50 key roles against current market conditions, taking into account our sector, operating size and location.

Working with our consultants, a graded pay structure was developed, allowing for progression within a role. Each grade has guidance in terms of level of responsibility, the

[1] Mental Health of Children and Young People in England, 2023 - wave 4 follow up to the 2017 survey, published on the NHS Digital website, November 2023.

need to make decisions, the impact of those decisions, and the amount of relative experience and qualifications needed. Any changed or new job is evaluated against the guidance as well as market comparisons. Launched in April 2024, this is the first stage of an ongoing process to help ensure TIC+ is a workplace of choice and somewhere to develop and build a career.

Pay and financial support to staff

In the winter of 2022, we made hardship payments to our staff to support them though the cost-of-living crisis, to a total cost to the charity of around £40,000. We recognised that financial hardship would not be confined to just one 'type' of hardship and so the trustees set up a Hardship bursary fund of an additional £10,000 to support any staff member who required financial assistance. Originally planned to close at the end of the financial year 2024, this fund has proved to be a great comfort to those who have used it and so will remain open.

Pay award

Last year we highlighted reports that put a spotlight on the issue of charities subsiding public contracts. It is of deep concern to the trustees that reports show the situation has actually worsened, with a report from NCVO in March 2024, *The True Cost of Delivering Public Services* stating that 87% of charities delivering public services are "subsidising their grants".

We continue to urge funders and wider society to note that the risk of contracts being handed back by charities across the sector, has now been actualised. The same report shows that 72% of the charities who responded to the NCVO survey, "have withdrawn from public service delivery altogether or are considering doing so".

Like many charities, at TIC+ we are acutely aware of the tension between being able to reward staff in the manner we want, but also managing core and on costs appropriately, so that we do not become 'uncompetitive' in the eyes of commissioners or funders. All of these factors are considered annually when making decisions about any pay award.

Ordinarily, and where possible, TIC+ makes a pay award on a percentage basis, in line with our Pay Policy. This year, we introduced our new pay scale to align with the start of the new financial year. As a result of the evaluation of all roles, the average pay rise was 4.2%, with no person having a reduction in pay, even where their current rate of pay had been found to be above the recommended scale. Investing in the new pay scale, saw an increase to the monthly wage bill of around 4.78% (including NI and pension). Financial constraints meant we were not in a position to make an additional award on top of the introduction to pay scale, but next year (Financial year 2024/2025) we anticipate offering a reward in line with our usual Pay Policy.

Income

Once again, TIC+ has seen an increase in funds over the previous period, rising from £2,088,435 in the year ended 31 March 2023 to £2,734,947 in the year ended 31 March 2024.

This reflects our reputation as a leading provider of mental health support to young people in Gloucestershire and beyond, through the hard work and professionalism of all staff in meeting the challenge of unprecedented levels of demand.

Our training department is key to the creation of a sustainable mental health workforce for TIC+, but also for the wider region, training qualified counsellors and also those wishing to

enter the profession.

Our top three sources of income account for 91.2% of all income received.

- Public sector contract income grew by 46% to £2,044,588 from £1,399,769
- Training course income grew 59% during the year to £134,389
- Service level agreements overall grew by 4.7% to provide a combined income of £314,504 for the year ended 31 March 2024.

We are aware that, operationally, we need to seek to diversify our income streams further to mitigate financial risks and over dependence on any one source of income.

Like many other charities, we have found access to grants and trust foundation fundraising to be especially challenging over the last year; this coupled with the continued effect of the cost of living crisis means we have seen a decrease in our overall level of donations, down from £269,308 to £172,959.

Current year £172,959

This has been calculated as follows:

Donations & Grants (Note 2):	£95,092
Public Sector Restricted Funds (Note 3)	£77,867
Total	£172,959

(Restricted funds under Note 3 relate to fundraising activity)

Previous Year £269,308

This has been calculated as follows:

Donations & Grants (Note 2):	£176,982
Public Sector Restricted Funds (Note 3)	£ 92,326
Total	£269,308

(Restricted funds under Note 3 relate to fundraising activity)

The trustees recognise the risks in this situation and have taken the following steps to address the situation:

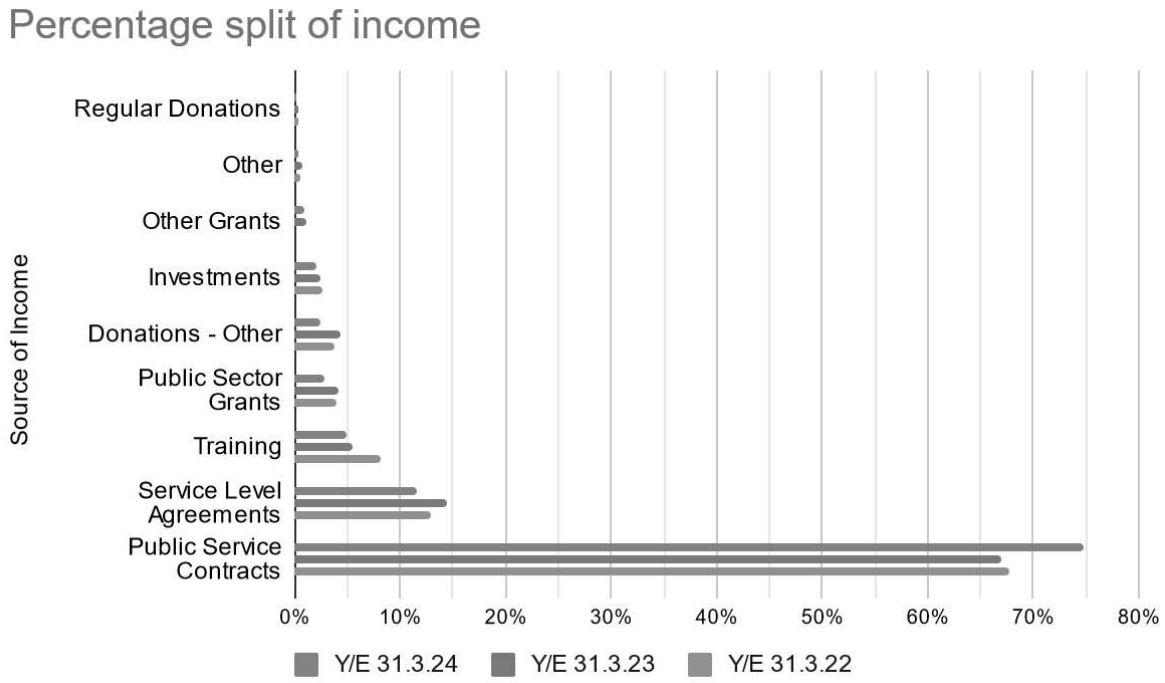
- Restructured the team to appoint a manager with sole focus on grants & trusts;
- Developing new funding streams to help diversify income and building on the success of our corporate giving;
- Development of an individual giving and new membership offering to build our regular giving.

We are particularly grateful to the many businesses, grants trusts and individuals who have done so much to support us over this last year.

Our sources of income over the last three years can be summarised as follows:

Source of Income	**Y/E 31.3.22**	**Y/E 31.3.23**	**Y/E 31.3.24**
Public Service Contracts	67.7%	67.0%	74.8%
Service Level Agreements	12.9%	14.4%	11.5%
Training	8.1%	5.5%	4.9%
Public Sector Grants	4.0%	4.1%	2.8%
Donations - Other	3.8%	4.4%	2.4%
Investments	2.6%	2.5%	2.1%
Other Grants	0.0%	1.1%	0.9%

Other	0.6%	0.7%	0.4%
Regular Donations	0.3%	0.3%	0.2%



Expenditure

Expenditure for the financial year ended 31 March 2024 totalled £2,788,663 compared to £2,202,520 the previous year, an increase of 26.6%.

As with last year, part of the uplift in expenditure reflects our growing staff base, additional facilities at our Gloucester site to deliver services and also investment in our IT strategy to support growth, including the purchase of laptops and phones for every user of our Counselling Record Management System.

In addition, due to gaps in capacity we invested in external fundraising support to mitigate the predicted shortfalls. With the departure of our head of fundraising & communications, we expect this investment to continue in the next financial year whilst recruitment takes place.

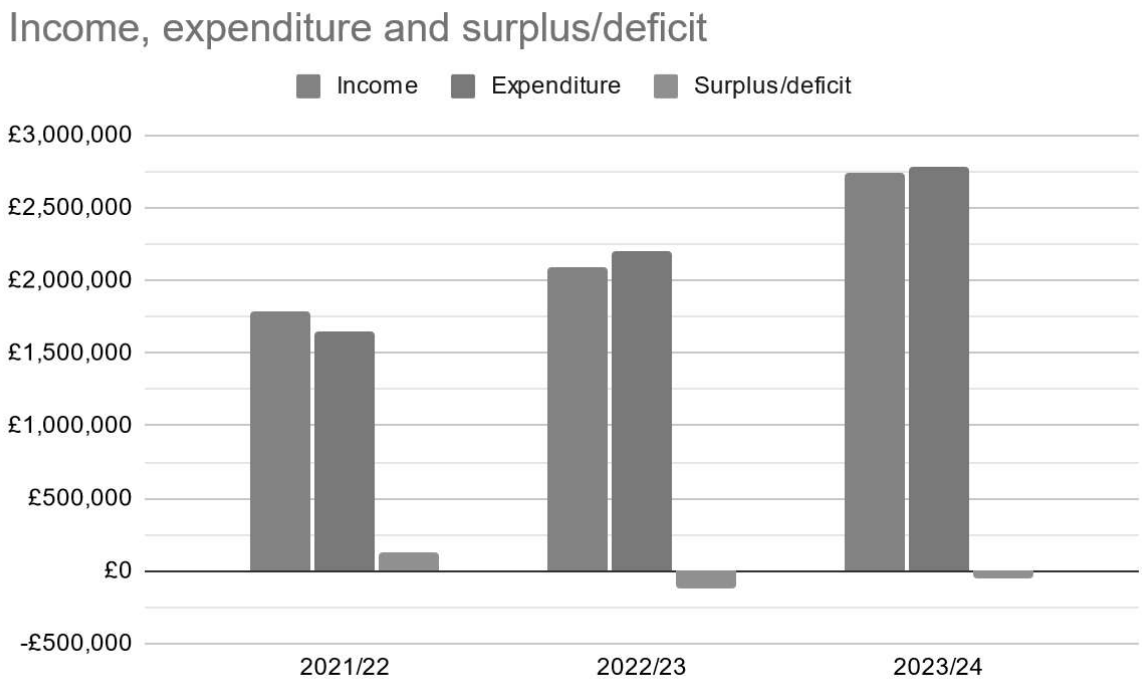
As mentioned in the main body of the report, a key pillar of our growth plan is to grow our national presence. Our current name has been proven to be a barrier to accessing services to many young people and a rebrand was essential. Partnering with Creative Concern, who are leading a collaborative co creation process, we aim to launch our new name and identity with our next annual report. Our brand, identity and mission will align and allow us to build a presence locally, regionally and nationally.

As we look ahead, we are mindful of the balance of growth and consolidation. We continue to look to ensure that our capacity to deliver matches demand on services, including the essential core services which provide essential governance, support and oversight. We remain committed to being a workplace and employer of choice, to living out our values to all we are in contact with, and to at all times be mindful of our responsibility to steward our funds wisely.

Summary

Our income and expenditure over the last three financial years can be summarised as follows:

	Income	Expenditure	Surplus/deficit
2021/22	£1,780,930	£1,652,327	£128,603
2022/23	£2,088,435	£2,202,520	-£114,085
2023/24	£2,734,957	£2,788,663	-£53,716



Our financial activities for the year ending 31 March 2024 showed a deficit of £53,716; £45,457 of this can be accounted for by bursary and discounted places offered on our counsellor training places. TIC+ is committed to broadening and diversifying both our own and the wider mental health workforce, looking at equitable access to training for those who may otherwise not have resources or the background to train.

Our overall balance of funds at 31 March 2024 is **£733,890.** The split of funds can be seen below:

Fund Type	£
Unrestricted: General	37,329
Unrestricted: Designated	642,178
Restricted	54,383
Total	***733,890***

Reserves Policy

TIC+ is required to consider what level of reserves it is appropriate to hold to demonstrate appropriate financial management, stewardship and sustainability, in fulfilling its charitable public benefit going forward.

The operational business plan and associated risk management assessments embedded within the charity inform the basis for which reserves are required for specific business purposes. By nature, the funding of more strategic projects which look beyond the annual budget requires a more strategic funding base. Therefore, the charity aims to hold sufficient reserves to ensure that these business objectives are fully funded without adversely impacting the charity's financial stability.

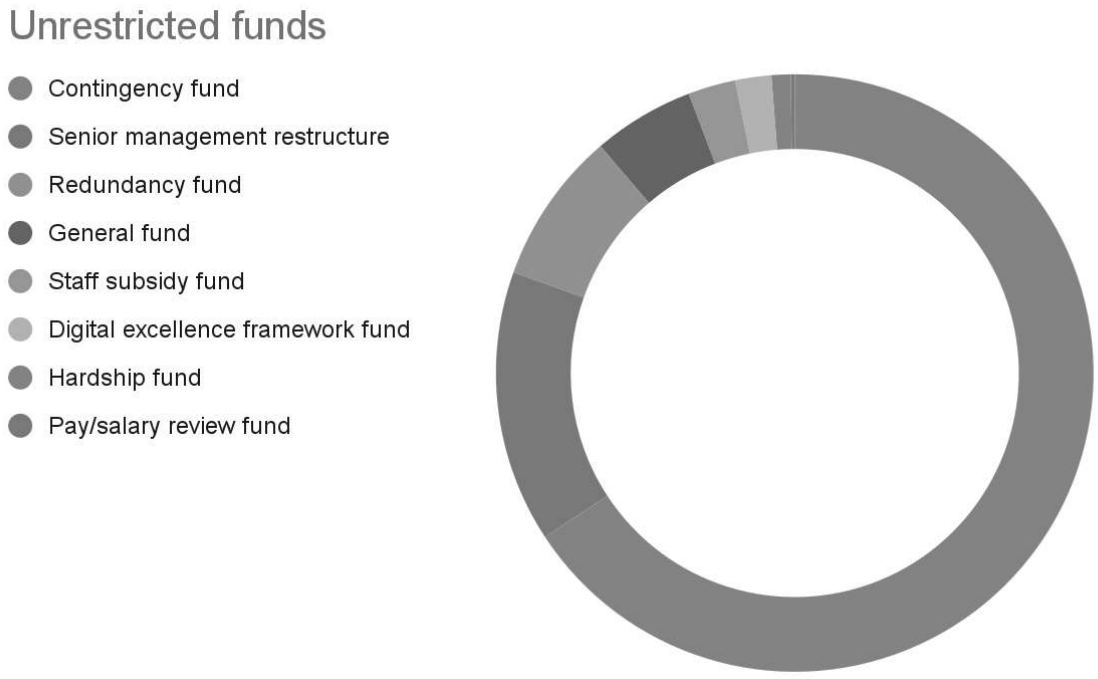
At any given time, the 'reserves' held by TIC+ for accounting purposes are allocated either to the General operating fund or funds that have been designated by the trustees.

All designated funds are subject to a full business plan, with a clear anticipated timetable for when such funds will be required to be drawn down. This is essential to ensure that the charity's cashflow and investments are correctly managed and liquidity is maintained. The designation of funds can be amended as approved by the board of trustees to ensure that the appropriate levels of funds continue to be held in meeting the latest business priorities.

The level of funds held as general funds or as designated funds will fluctuate over time, but the charity aims to hold such reserves within a range of 25% to 35% of the charity's annual income. For 2023-24 the charity's income amounted to £2,734,947 so a reserves target of £683,737 to £957,231 would ordinarily be acceptable within the current policy.

At the end of the 2023-24 financial year, the actual level of reserves was £733,890. Of this £54,383 relates to Restricted Funds, leaving an unrestricted balance of £679,507. These funds are split as follows:

Unrestricted funds	
Contingency fund	£446,800
Senior management restructure	£100,000
Redundancy fund	£56,094
General fund	£37,329
Staff subsidy fund	£17,500
Digital excellence framework fund	£13,273
Hardship fund	£7,071
Pay/salary review fund	£1,440
	£679,507



The current level of unrestricted funds, £679,507, is just below the bottom of our target range. The trustees will be monitoring the value of unrestricted funds during the course of the 24/25 financial year and will give due consideration to setting fees and budgeting of expenditure to try and move the value back into the target range.

All of the funds in the above table, apart from the General fund, are funds that have been designated by the trustees for a specific purpose. A summary of the purpose of each fund is as follows:

- **Digital Excellence Framework:** Part of the TIC+ Employee Excellence & Engagement Programme, our new cloud-based client record system, Tacklit, allows our clinical staff to digitally update records in real-time, improving safeguarding and governance as well as promoting better work/life balance for our team. An additional benefit is the reduction of paper-based outcome records by over 80 %, meaning we will use around 30,000 less sheets of paper in our first year alone.
- **Staff Training Subsidies:** TIC+ is committed to developing a sustainable workforce that benefits wider society. Training to be a counsellor can take many years and be expensive, so can exclude many people from this profession, particularly those from disadvantaged backgrounds. The TIC+ training subsidy offers free/subsidised training for qualifying students at levels 4 and 5 of CPCAB-accredited training. This is an ongoing fund the trustees are committed to supporting.
- **Pay / Salary Review:** A key element of the TIC+ Employee Excellence & Engagement Programme, this independent review of pay and non-pay elements of reward at TIC+ was used to help shape our reward strategy, launched in April 2024. Further development includes values and competency based appraisal framework, equity and diversity in recruitment and organisational structure.
- **Hardship Fund:** Referred to earlier, the hardship fund is a Bursary that exists to support staff who may be experiencing financial difficulties with grants of up to £300. This is an ongoing fund the trustees are committed to supporting.

Additionally this year the trustees have set aside a further fund.

- **Senior Management Restructure:** As referenced earlier, the trustees recognise that

to promote and support growth of the charity and to meet our vision that every young person has someone to talk to, funds are needed to increase and strengthen the Senior Leadership structure, allowing the building in of essential skills and systems. This fund is a 'front load' fund, supporting a percentage of additional wage costs for the next three years costs at senior management level, tapering down with each year.

- **Redundancy Fund:** Each year the trustees review their Redundancy Policy and set aside an agreed amount to mitigate against the possibility that the NHS no longer commissions our services and that we would have to reduce our workforce accordingly.
- **Contingency Fund:** This fund is to mitigate any costs arising in the event of any loss of contract, or other unforeseen events. It has been set at two months' salary plus commensurate overheads.

Financial management

We continue to review our financial and operational systems and controls to further strengthen effective and efficient working; being able to provide accurate management reporting which will enhance both operational and strategic decision-making processes throughout the charity.

The relationship between the Finance & Digital subcommittee and the chief financial officer has continued to be strengthened through collaborative working and as a result, better information and decision-making has flowed. Our client database and accounting procedures allow us to track funds through their life cycle budget code, beneficiary and even down to session outcome, giving funders confidence that their grants are being spent in line with any restrictions or special conditions that they may have requested.

Working with this data and reporting, the Finance & Digital subcommittee is increasingly better informed to enable budgetary and strategic financial decisions to be taken.

We submit our accounts and Annual Reports to the Charity Commission and Companies House and continue to comply with all their guidelines and accounting regulation and reporting requirements. We have robust procedures in place to prevent fraud and all funds are allocated for the purpose for which they are given.

TIC+ does not operate a defined benefit pension scheme, nor hold any investments bar liquid capital. This means we are not affected by any short-term drop in values of plan or shares. Whilst the need for a broader investment strategy has been investigated the trustees have decided that the current levels of our reserves and potential liquidity needs lend themselves to maintaining our reserves as liquid assets. A detailed policy in relation to the management of our liquid assets is in place and reported against on a regular quarterly basis to the board of trustees.

Going concern

Our service delivery income over the past year has proved resilient and we are grateful to the NHS and other commissioners who place their trust in us. However, our fundraising income has been impacted by a number of factors, including a challenging financial environment which has affected many large grants & trusts performances, as well as the ability of individuals to be able to contribute. This has led to a poorer than anticipated performance and a shortfall against predicted income.

We have been fortunate in that fundraising currently comprises a small part of our overall

income which has mitigated the impact of this. In addition, excellent service delivery has meant that contract income has been maintained. We have increased the value of all contracts held as well as the number of service level agreements. We are especially thankful that from September 2024 we will now be working to a multi-year contract with our main commissioner, which will make a significant difference to the security of the charity.

We are mindful of the need to continue to meet the growing demand and of our desire to see even more children and young people. All of the services we offer are free- which means we have an ongoing need for funding.

In the next year, we will identify where we had gaps in performance last year and look to revise our fundraising strategy to address these; we will invest in our fundraising team and we will diversify our fundraising income streams to help mitigate over reliance on any one commissioning body.

Alongside these future actions, the trustees have analysed cashflow and scenarios balanced with the investment required to implement our plans for growth. Because of our work, the strength of our reputation and our strong commissioning relationships, we confidently assert that we are in a good financial position, although as a board we look to current wider global events and recognise there may be some impact on the charity's operations, which may in turn impact on our reserves in the coming months and years. The charity has sufficient reserves to be able to meet these current known challenges and therefore the board are happy that the charity's accounts can be prepared on the going concern basis.

Structure, governance and management

Governing document

The charity is controlled by its governing document, the company's Memorandum and Articles of Association, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006, incorporated in Cardiff on the 1st of August 1994 and registered as a charity on 21 March 1995. In the event of the company being wound up, members are required to contribute an amount not exceeding £1.

Over the last year the board has been reviewing the current Articles to identify where they needed updating to reflect changes in Companies and Charities Law. Final changes, including around membership and governance are due to be proposed to members within the 2024/2025 financial year. All changes will be timed to tie in with a change of name.

Our commitment to good governance

TIC+ is a registered charity, (registered number 1045429) and a company limited by guarantee registered in England (registered number 02954230), that is governed by a board of trustees who are also appointed as company members for their term of office. The board has a maximum of 12 members who must all profess a Christian faith as set out in TIC+ statement of faith.

Our Articles of Association set out how we are governed. We are committed to meeting the standards set out in the Charity Governance Code as part of our commitment to maintaining high standards of leadership and work.

Trustees are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting. Recruitment of trustees follows our Safer Recruitment Policy, and, where appropriate, we are clear about any specialist skills or experience we are

seeking to fill. New trustees receive an induction that includes an overview of TIC+ work and activities. To date all newly elected trustees have been able to spend time prior to an election meeting with senior staff, visiting one or two trustees' meetings to learn more about the work and the role of trustees. We believe this provides invaluable training for the role.

The board of trustees meets six times annually, including one day long meeting towards the end of the calendar year. Additional meetings of the trustees can occur when there is a need to consider a specific item of business that has arisen between meetings.

Trustees also receive regular updates from the Senior Executive Team and are sent key documents that may not be included in board meetings but may be helpful or important for information that allows them to carry out their work effectively.

The board has established sub-committees, to provide assurance to the board, each with specific terms of reference. These are:

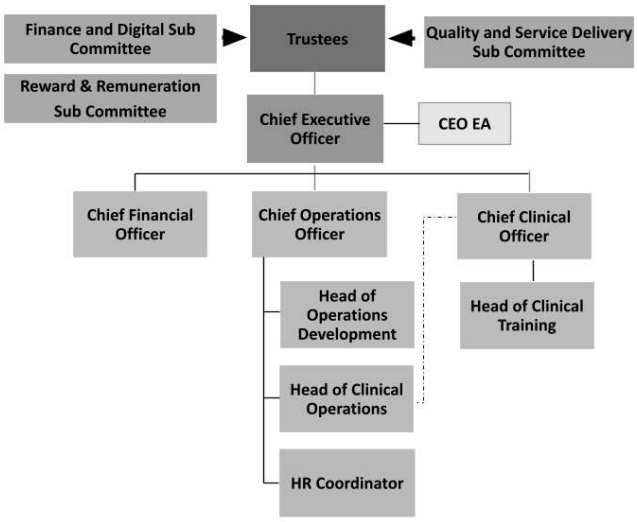
- **Risk, Digital & Finance Committee:** manages Strategic Risk and our digital transformation strategy, oversees all financial aspects, including setting and managing the internal financial controls, budget setting and management against budget.
- **Remuneration and Reward Committee:** reviews the remuneration package of the Senior Executives, and is currently overseeing the delivery of the external Pay & Rewards Review - due to be implemented April 2024.
- **Quality & Service Delivery Committee:** examining and reviewing the delivery of the clinical services within TIC+, ensures practice meets current recommendations and guidelines, looks at outcomes for children and young people, clinical risk & safeguarding relevant regulations and good practice in relation to all service beneficiaries.

In addition to this there is an Audit & Financial Assurance Committee which meets to oversee as the 'Open and close' of the annual audit.

Management

The oversight of the day-to-day work and management of TIC+ is delegated to a Senior Executive Team (SET), consisting of the chief executive officer (CEO), the chief clinical officer (CCO), the chief financial officer (CFO) and the chief operating officer (COO). They in turn oversee the Senior Leadership Team, shown below:

Current TIC+ Senior Leadership Team



This team delivers the work approved by the trustees as well as bringing to the attention of the board any matters they feel need to be addressed. Department Teams meet regularly under the leadership of the Senior Leadership Team (SLT) and take responsibility for TIC+ day-to-day operations and service delivery.

There are clear terms of reference for the SET in relation to its accountability to the trustees.

The SET has been enhanced:

- The role of chief executive officer has been created, and has been filled by the previous director of operations
- The revised role of chief clinical officer has been created, and has been filled by the previous director of clinical services (who co-led the organisation alongside the director of operations). This new role allows better focus on the clinical model, quality and excellence of the work the charity undertakes.
- The role of chief operations officer has been created, building on the previous director of operations role, and will be filled in November 2024. This is an internal-facing role, overseeing service delivery and operations
- The role of chief financial officer has been created, to prioritise the issues of finance, governance and risk in the organisation, with the previous head of finance promoted into this role.

As the charity gets bigger, the SET continues to strive to keep work and engagement centred around TIC+ values and that staff feel they have a genuine chance to collaborate and co-produce, where they can have a genuine impact.

To ensure that staff have the opportunity to have their voice represented in key decisions that affect them or their work, the SLT has established a Staff Advisory and Engagement Group (SAGE) which meets quarterly; open to all staff with the agenda published in advance, it is an open forum where staff can also raise their own queries either in person or through the Freedom to Speak up guardian (see below). As a result of the SAGE meetings, various projects have been implemented or benefits enhanced.

The SET runs a monthly ‘Open House’ - a free-form meeting where the SET are accessible to answer questions on any topic, explain and explore upcoming work and hear staff views on current issues.

Our principal risks and uncertainties

Identifying and actively managing risk is an important part of ensuring that TIC+ remains a healthy and impactful charity and ensures that trustees remain focused on the appropriate issues as they lead the organisation.

This continues to be done at a board and senior staff level by maintaining a Risk Register that identifies the key organisational risks. The Risk Register is co-owned by our board of trustees and the Senior Executive Team. Each of our board’s sub-committees has responsibility for monitoring how we are managing risks relevant to their remit. Their consideration is then reported to the full board.

The summary of key risks for the charity are:

Area	**Key risks**
Governance	● Leadership capability ● Corporate

	• Governance
Finance	• Maintaining relationship with funders • Marketplace competitors • Pricing & Contracting Policy • Income source overreliance
Service delivery	• Excess service demand • Service quality • Workforce strategy & delivery • Digital information & technology

Statement of Trustees' Responsibilities for the year ended 31 March 2024

The trustees (who are also directors of Teens in Crisis for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom accounting standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and estimates that are reasonable and prudent;
- state whether applicable United Kingdom accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware.
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Auditors

Burton Sweet were re-appointed as auditors during the year and have expressed its willingness to continue in office as auditor

Signed by order of the board of trustees:

Nigel Gabb, Trustee

Date: 14 November 2024

Registered Company number: 02954230 (England and Wales)

Registered Charity number: 1045429

Registered office: Office 73, Building 7, Vantage Point Business Village, Mitcheldean, Gloucestershire, GL17 0DD

Trustees

NC Gabb	Pensions Investment & Accounting Manager, Gloucestershire County Council
JM Newton	Non-Executive Director NHS
P Cresswell	Associate Director NHS (resigned 31st January 2024)
RJ Blagden	University of Gloucestershire, Director of Libraries, Technology and Information (resigned 31st March 2024)
J Hubbard (chair)	Civil Servant (resigned 16th August 2024)
JM Daines	Leadership & Education Consultant
C Edie-Treloar	Communication Manager, Gloucestershire Constabulary
S Leaver	Director, Farm Consultancy (appointed 27 January 2023, resigned 7th November 2023)
Charlotte Hitchings	Chair, (retired) NHS Trust (Chair from 16th August 2024)
Nicola Moore	Associate Director of Transformation (NHS) (co-opted 23rd April 2024)
Thokozani Owino	Principal Project Manager (NHS Wales) (co-opted 23rd April 2024)

Auditors
Burton Sweet Limited
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

Bankers
Lloyds Bank
8 High Town
Hereford HR1
2AE

Senior Leadership Team

Claire Power-Browne	Chief Executive Officer (Director of Operations until 31st August.2024)
Judith Bell	Chief Clinical Officer (Director of Clinical Services until 31st March 2024)
Andrew Downing	Chief Financial Officer (Head of Finance until 31st March 2024)
Sue Cook	Head of Training
Carolyn Roulstone	Head of Fundraising & Communications (Resigned with effect from 30th June 2024)
Jon Jarvis	Head of Clinical Operations
Dan Tipp	Head of Operations Development
Charlee Choremi	HR Coordinator
Dr Chloe Constable	Clinical Advisor and Research Lead

Independent auditor's report to the members of Teens in Crisis for the year ended 31 March 2024

Opinion

We have audited the financial statements of Teens in Crisis (the "Charity") for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2024 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other

information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable law requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

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

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- we identified the laws and regulations applicable to the charity through discussions with those charged with governance and other management, and from our knowledge and experience of the sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements of the operations of the company, including the Companies Act 2006, taxation legislation and data protection, anti-bribery, employment, pensions, environmental and health and safety legislation; and
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management, inspecting legal correspondence and remaining alert during the audit for any indications of non-compliance.

Our audit procedures in relation to fraud included but were not limited to:

- making enquiries of those charged with governance and other management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- discussing amongst the engagement team the risks of fraud;
- gaining an understanding of the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations;
- testing journal entries to identify unusual transactions;
- assessing whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
- investigating the rationale behind significant or unusual transactions.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any. Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at

www.frc.org.uk/auditors/audit-assurance-ethics/auditors-responsibilities-for-the-audit. This description forms part of our auditor's report.

Use of our report

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

Ed Marsh BSc (Hons) FCA DChA (Senior Statutory Auditor)
For and on behalf of Burton Sweet Limited
Statutory Auditor
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

Date: ……..

TEENS IN CRISIS

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)

YEAR ENDED 31 MARCH 2024

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
Income from:					
Donations and grants	**2**	71,717	23,375	95,092	176,982
Charitable activities	**3**	2,178,977	402,065	2,581,042	1,883,365
Other trading activities		592	-	592	5,768
Investments		58,221	-	58,221	22,320
Total income		2,309,507	425,440	2,734,947	2,088,435
Expenditure on:					
Raising funds	**4**	67,361	137	67,498	64,754
Charitable activities	**5**	2,230,700	490,465	2,721,165	2,137,766
Total expenditure		2,298,061	490,602	2,788,663	2,202,520
Net income/(expenditure)	**7**	11,446	(65,162)	(53,716)	(114,085)
Transfers between funds	**15**	3,101	(3,101)	-	-
Net movement in funds		14,547	(68,263)	(53,716)	(114,085)
Funds at start of period	**15**	664,960	122,646	787,606	901,691
Funds at end of period	**15**	679,507	54,383	733,890	787,606

The Charity has no recognised gains or losses other than the results for the period as set out above.

All of the activities of the charity are classed as continuing.

See note 9 for fund-accounting comparative figures
The notes on pages 44 to 55 form part of these financial statements

TEENS IN CRISIS

BALANCE SHEET

AS AT 31 MARCH 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	**10**	33,708	16,004
		33,708	16,004
Current assets			
Debtors	**11**	171,735	178,330
Cash at bank and in hand		1,247,584	1,553,203
		1,419,319	1,731,533
Liabilities			
Creditors : amounts falling due within one year	**12**	(719,137)	(959,931)
Net current assets		700,182	771,602
Total assets less current liabilities		733,890	787,606
Net assets		733,890	787,606
FUNDS			
Unrestricted funds	**16**	679,507	664,960
Restricted funds	**16**	54,383	122,646
Total funds		733,890	787,606

These financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006 and with the Financial Reporting Standard 102 (FRS102).

These financial statements were approved by the Trustees on 14 November 2024 and are signed on their behalf by:

Nigel Gabb
Trustee

Company registration number: 02954230

The notes on pages 44 to 55 form part of these financial statements

TEENS IN CRISIS

CASH FLOW STATEMENT

YEAR ENDED 31 MARCH 2024

	Note	2024 £	2023 £
Net cash (outflow) / inflow from operating activities	**13**	(336,227)	205,864
Non-operational cash flows:			
Investing activities			
Payments for tangible fixed assets		(27,613)	(10,161)
Investment income		58,221	22,320
		30,608	12,159
Net cash (outflow) / inflow for the year	**14**	(305,619)	218,023

Cashflow Restrictions

Charity law prohibits the use of net cash inflows on any endowed or other restricted fund to offset net cash outflows on any fund outside its own objects, except on special authority. In practice, this restriction has not had any effect on cash flows for the period.

The notes on pages 44 to 55 form part of these financial statements

1 Accounting policies

Accounting convention

The financial statements have been prepared in accordance with the historical cost convention (except where otherwise stated in the accounting policy note) and in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), and the Companies Act 2006.

There are no material uncertainties about the charity's ability to continue as a going concern, despite the significant uncertainty being caused by COVID-19 and the national cost of living crisis. Whilst the Trustees expect there to be a significant impact on the charity's operations in the coming months and years, the charity has sufficient reserves to be able to meet these challenges.

Income

All income is included in the Statement of Financial Activities when the charity has entitlement to the income, the amount can be quantified with reasonable accuracy and receipt is probable.

Donations and grants includes income generated from gifts, donations and grants and is included in full in the SOFA when receivable. Grants where entitlement is conditional on the delivery of specific performance by the Charity are recognised when the Charity becomes unconditionally entitled to the grant.

Investment income is included on a receivable basis.

Expenditure

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with the use of resources. Support costs are allocated in full to the main charitable activity of the provision of counselling services.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked with the strategic management of the charity. They are included within support costs.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and equipment - 25% on cost
Computer equipment - 25% on cost

Assets of £5,000 or more are capitalised.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds form part of unrestricted funds and have been identified as being for particular purposes by the Trustees. They are not restricted and can be transferred to general funds at any time at the discretion of the Trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

1 Accounting policies (continued)

Debtors
Trade and other debtors are recognised at the settlement amount due after any trade discount offered.

Prepayments are valued at the amount prepaid net of any trade discounts due.

Creditors
Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

Pension costs and other post-retirement benefits
The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2 Income from: Donations and grants

	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£
Grants	500	23,375	23,875
Other donations	65,283	-	65,283
Gift aid	5,934	-	5,934
	71,717	23,375	95,092

Prior period comparatives	Unrestricted Funds	Restricted Funds	Total Funds 2023
	£	£	£
Grants	-	114,589	114,589
Other donations	57,832	-	57,832
Gift aid	4,561	-	4,561
	62,393	114,589	176,982

3 Income from: Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Public sector funding	2,044,588	77,867	2,122,455
Service level agreements	-	314,504	314,504
Training and workshops	134,389	-	134,389
Other charitable activities income	-	9,694	9,694
	2,178,977	402,065	2,581,042

Prior period comparatives	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Public sector funding	1,399,769	92,326	1,492,095
Service level agreements	-	300,355	300,355
Training and workshops	84,622	-	84,622
Other charitable activities income	-	6,293	6,293
	1,484,391	398,974	1,883,365

Public sector funding includes grants totalling £2,044,588 (2023: £1,427,958) from NHS Gloucestershire ICB and £77,867 (2023: £40,210) from other sources.

Service level agreements of £278,459 (2023: £257,937) are principally funded by local authority funding.

4 Expenditure on: Raising funds

	Unrestricted Funds	Restricted Funds	Total Funds 2024
	£	£	£
Fundraising costs	19,289	137	19,426
Wages and salaries	48,072	-	48,072
	67,361	137	67,498

Prior period comparatives	Unrestricted Funds	Restricted Funds	Total Funds 2023
	£	£	£
Fundraising costs	12,325	65	12,390
Wages and salaries	51,907	457	52,364
	64,232	522	64,754

5 Expenditure on: Charitable activities

	Direct Costs	Support Costs (Note 6)	Total Funds 2024
	£	£	£
Provision of counselling services	1,868,091	853,074	2,721,165

Prior period comparatives	Direct Costs	Support Costs (Note 6)	Total Funds 2023
	£	£	£
Provision of counselling services	1,492,126	645,640	2,137,766

6 Support costs

	Total 2024 £	Total 2023 £
Wages and salaries	496,476	387,621
Premises	107,567	80,899
Legal and professional	51,152	41,501
Office costs	22,728	15,546
IT and software costs	126,933	92,146
Advertising and promotion	16,177	9,658
Depreciation	9,909	6,349
Governance costs	22,132	11,920
	853,074	645,640

7 Net income/(expenditure) for the period

This is stated after charging:		Total 2024 £	Total 2023 £
Auditor's remuneration	- for audit services	9,132	7,699
	- for other services	4,414	3,924
Trustee expenses		548	1,677
Depreciation		9,909	6,349

The charity has incurred costs totalling £548 (2023: £1,677) in relation training courses, materials and subsistence costs on the behalf of all trustees (2023: 3). These relate to trustee expenses in carrying out their duties.

8 Staff costs and numbers

The aggregate payroll costs were:	Total 2024 £	Total 2023 £
Wages & salaries	2,070,608	1,651,240
Social security costs	154,844	109,190
Pension contributions	40,615	29,425
	2,266,067	1,789,855

No employees received benefits (excluding employer's national insurance contributions and employer pension costs) of between £60,000 and £70,000 (2023: 2).

The total aggregate employment benefits received by key management personnel were £410,538 for the year (2023: £414,691).

The average monthly number of employees during the period was as follows:

Total 2024	Total 2023
114	105

9 Statement of Financial Activities comparative figures

Prior year comparative	Unrestricted Funds £	Restricted Funds £	Total 2023 £
Income from:			
Donations and grants	62,393	114,589	176,982
Charitable activities	1,484,391	398,974	1,883,365
Other trading income	5,768	-	5,768
Investments	22,320	-	22,320
Total income	1,574,872	513,563	2,088,435
Expenditure on:			
Raising funds	64,232	522	64,754
Charitable activities	1,679,424	458,342	2,137,766
Total expenditure	1,743,656	458,864	2,202,520
Net income/(expenditure)	(168,784)	54,699	(114,085)
Transfers between funds	-	-	-
Net movement in funds	(168,784)	54,699	(114,085)
Total funds at start of period	833,744	67,947	901,691
Total funds at end of period	664,960	122,646	787,606

10 Tangible fixed assets

	Fixtures & equipment £	Computer Equipment £	Total
Cost			
At 1 April 2023	11,121	16,794	27,915
Additions	-	27,613	27,613
Disposals	(960)	-	(960)
At 31 March 2024	10,161	44,407	54,568
Depreciation			
At 1 April 2023	3,106	8,805	11,911
Charge for the year	2,546	7,363	9,909
Disposals	(960)	-	(960)
At 31 March 2024	4,692	16,168	20,860
Net book value			
At 31 March 2024	5,469	28,239	33,708
At 31 March 2023	8,015	7,989	16,004

11 Debtors

	2024	2023
	£	£
Due in less than one year:		
Trade debtors	48,831	96,072
Prepayments and accrued income	117,966	77,612
Other debtors	4,938	4,646
	171,735	178,330

12 Creditors

	2024	2023
	£	£
Due in less than one year:		
Trade creditors	17,380	14,324
Other creditors	3,779	9,008
Accruals and deferred income	697,978	936,599
	719,137	959,931

Included above is deferred income from service contracts relating to the charity's core charitable activities.

	2024	2023
	£	£
Deferred income balance at start of period	909,548	920,106
Amount released to income earned from charitable activities	(3,211,630)	(1,587,333)
Amount deferred in the period	2,970,763	1,576,775
Deferred income balance at end of period	668,681	909,548

13 Reconciliation of net movement in funds to net cash (outflow)/inflow from operating activities

	2024	2023
	£	£
Statement of Financial Activities: Net movement in funds	(53,716)	(114,085)
Investment income	(58,221)	(22,320)
Depreciation	9,909	6,349
Decrease in creditors: current liabilities	(240,794)	(18,845)
Decrease in debtors	6,595	354,765
Net cash (outflow)/inflow from operating activities	(336,227)	205,864

14 Analysis of changes in cash during the period

	2024	2023	Change
	£	£	£
Cash at bank and in hand	1,247,584	1,553,203	(305,619)

	2023	2022	Change
	£	£	£
Cash at bank and in hand	1,553,203	1,335,180	218,023

15 Movement in funds

	At 1 Apr 2023	Income	Expenditure	Transfers	At 31 Mar 2024
	£	£	£	£	£
Unrestricted funds					
General fund	121,000	2,309,507	(2,221,032)	(172,146)	37,329
Contingency fund	336,000	-	-	110,800	446,800
Redundancy fund	43,088	-	-	13,006	56,094
Staff Training Subsidy	36,374	-	-	(18,874)	17,500
Pay/ Salary Review fund	17,760	-	(16,920)	600	1,440
Digital Excellence Framework	101,938	-	(58,380)	(30,285)	13,273
Hardship Fund	8,800	-	(1,729)	-	7,071
Senior Management Restructure	-	-	-	100,000	100,000
	664,960	2,309,507	(2,298,061)	3,101	679,507
Restricted funds					
Rausing	37,234	-	(37,234)	-	-
Service Level Agreements	-	314,504	(314,504)	-	-
MOJ Sexual Violence	-	23,744	(23,744)	-	-
Levelling Up Fund (Boys in Mind)	55,962	-	(20,580)	-	35,382
Zurich Community Trust	4,578	17,500	(13,277)	-	8,801
MOJ Domestic Assault	-	13,523	(13,520)	(3)	-
Forest of Dean	-	13,694	(13,694)	-	-
Suicide Prevention	-	21,911	(21,911)	-	-
Other restricted funds (see description)	24,872	20,564	(32,138)	(3,098)	10,200
	122,646	425,440	(490,602)	(3,101)	54,383
Total funds	787,606	2,734,947	(2,788,663)	-	733,890

15 Movement in funds (continued)

Prior year comparative	At 1 Apr 2022 £	Income £	Expenditure £	Transfers £	At 31 Mar 2023 £
Unrestricted funds					
General fund	250,648	1,574,872	(1,713,874)	9,354	121,000
Contingency fund	315,000	-	-	21,000	336,000
Redundancy fund	63,558	-	-	(20,470)	43,088
Staff Training Subsidy	68,538	-	-	(32,164)	36,374
Pay/ Salary Review fund	20,000	-	(14,520)	12,280	17,760
Digital Excellence Framework	116,000	-	(14,062)	-	101,938
Hardship Fund	-	-	(1,200)	10,000	8,800
	833,744	1,574,872	(1,743,656)	-	664,960
Restricted funds					
PCC Covid Response	10,473	-	(9,211)	-	1,262
Rausing	7,386	50,000	(22,092)	1,940	37,234
Service Level Agreements	(9,111)	287,851	(278,740)	-	-
St James' Place	2,083	25,000	(24,999)	-	2,084
Sylvanus Lysons	10,000	-	(10,000)	-	-
MOJ Sexual Violence	-	16,585	(11,502)	(5,083)	-
Newby Trust	10,000	-	(10,000)	-	-
Zurich	10,695	-	(9,272)	-	1,423
Levelling Up Fund (Boys in Mind)	-	56,379	(417)	-	55,962
Zurich Community Trust	-	17,500	(12,922)	-	4,578
Other restricted funds (see description)	26,421	60,248	(69,709)	3,143	20,103
	67,947	513,563	(458,864)	-	122,646
Total funds	901,691	2,088,435	(2,202,520)	-	787,606

Description and purpose of funds and transfers

All funds with an opening balance, closing balance, income, expenditure or transfer greater than £10,000 have been separately disclosed. All other funds have been included within 'other restricted funds'. The Charity accounts fully for all restricted funds and a summary of the movement on any smaller fund is available upon request.

Designated Funds

Contingency Fund	This represents money set aside to continue the delivery of our Free Access Counselling should any of our grants or commissioned projects end up not being renewed. Should this situation arise the trustees will need time to take action. This sum of money would protect core operating costs and ongoing work with young people already in our service. The fund will enable time to make adjustments and raise additional funds. The fund also contains a small amount of funds set aside to cover ‘emergency funding needs’ such as unforeseen day to day operational costs or e.g. temporary staff to cover long term illness.

15 Movement in funds (continued)

Designated Funds (*continued*)

Redundancy Fund	Representing funds set aside to meet redundancy costs to entitled existing staff should the charity find itself having to make redundancies. This amount is calculated annually and whilst the trustees do not expect a situation where all the staff would need to be made redundant they deem it their responsibility to cover the full liability out of reserves.
Staff Training Subsidy	Representing funds to allow staff, employed by TIC+, to qualify to work specifically with children and young people at level 4 and level 5 in counselling. TIC+ recognise the need to build a sustainable workforce for children's mental health and so have committed funds as bursary to enable entry level training at levels 2 and 3, to build a workforce for the future. This subsidy builds equity and encourages some for whom training may not otherwise have been an option they could afford.
Pay/Salary Review fund	Representing funds that had been designated for a now completed external and independent pay and non -pay review of roles and rewards at TIC+. TIC+ are committed to being an ethical employer and a workplace of excellence. This review represents part of our three-year plan improving recruitment, retention and reward at TIC+, allowing our team opportunities to grow and develop with us. Completing this review has been a key foundation element to the TIC+ Employee Excellence & Engagement Programme.
Digital Excellence Framework	Part of the TIC+ Employee Excellence & Engagement programme, this represents funds to improve work processes and experiences of our clinical team by introducing a new cloud-based client record system and hardware to access same. Bespoke to TIC+, and expected to go live in summer 2024, this system will improve safeguarding, governance and give real time information to staff.
Hardship Fund	The hardship fund is a Bursary that exists to support staff who may be experiencing financial difficulties due to the cost of living with grants of up to £300.
Senior Management Restructure	Representing funds set aside to increase and strengthen the Senior Leadership structure, building in essential skills and systems to promote and support growth.

Restricted Funds

PCC Covid Response	This money represents funding awarded by the Ministry of Justice, through the Office of the Police & Crime Commissioner, to respond to the additional need faced by the charity during Covid. It was provided to fund core costs, including additional safeguarding cover, clinical staff supervision and IT equipment to support remote working.
Rausing	Awarded by the Julia and Hans Rausing Trust, the grant, originally awarded in the 2020/21 financial year, was provided by their Charitable Support Fund for charities during the Covid-19 pandemic in recognition of the loss of income normally achieved through fundraising. It is for core costs and overheads associated with running TIC+. The £50,000 received in the 2021/22 financial year was the first tranche of multi-year funding towards piloting of the 'One At A Time' (1@T) single session therapy and psychoeducational workshops aimed at reducing our waiting list and the wait times that young people are having to wait before seeing a counsellor. This funding has now ended.

15 Movement in funds (continued)

Restricted Funds (*continued*)

Service Level Agreements	This funding is primarily comprised of agreements with schools, colleges and training agencies etc., who have contracted with TIC+ to provide counselling. Many of these contracts are subsidised by TIC+. These are annual agreements.
St James' Place	This funding, generously provided by St James Place, is awarded to support a counsellor's salary to enable them to provide support for children and young people in Gloucestershire who are struggling with their mental health and is a three year grant.
Sylvanus Lysons	Grant funding for our free access Self Referral Counselling Service, available to children and young people aged 9-21 and living in Gloucestershire.
MOJ Sexual Violence	Ministry of Justice funding towards supporting children and young people who are affected by, or victims of, sexual violence. It is anticipated this funding will be renewed in the next financial year.
Newby Trust	Funding from The Newby Trust towards piloting 'One At A Time' (1@T) single session therapy and new online, psychoeducational course to help them learn to cope and overcome issues themselves.
Zurich	This funding is generously provided by Zurich Community Trust towards the cost of counselling sessions for children and young people in Gloucestershire.
Levelling Up Fund (Boys in Mind)	Funding awarded towards levelling up access to mental health support for young males ages 9-21 in targeted wards of Gloucestershire. The project will improve our understanding of the gender gap in accessing Mental Health services by gaining insight from young males in these areas. This funding will come to an end in the next financial year when the project is completed.
Zurich Community Trust (Cheltenham)	Funding awarded from Zurich Community Trust to support children and young people in Cheltenham and surrounding areas to access mental health support.
MOJ Domestic Assault	Ministry of Justice funding towards supporting children and young people who are affected by, or victims of, of domestic assault. It is anticipated this funding will be renewed in the next financial year.
Forest of Dean	Representing funding from Forest of Dean District Council towards the cost of counselling sessions for children and young people in the Forest of Dean.
Suicide Prevention	Funding from the Department of Health and Social Care to reduce the risk of self-harm and suicide among vulnerable young people through early intervention mental health support, expert staff, safeguarding processes, and awareness raising campaigns. Part of a multi year grant.

16 Analysis of net assets between funds

As at 31 March 2024	Restricted Funds £	Unrestricted Designated Funds £	Unrestricted General Funds £	Total 2024 £
Tangible fixed assets	-	-	33,708	33,708
Cash and short-term deposits	54,383	642,178	551,023	1,247,584
Other net assets/(liabilities)	-	-	(547,402)	(547,402)
	54,383	642,178	37,329	733,890

As at 31 March 2023	Restricted Funds £	Unrestricted Designated Funds £	Unrestricted General Funds £	Total 2023 £
Tangible fixed assets	-	-	16,004	16,004
Cash and short-term deposits	122,646	543,960	886,597	1,553,203
Other net assets/(liabilities)	-	-	(781,601)	(781,601)
	122,646	543,960	121,000	787,606

17 Related party transactions

There were no other related party transactions in the year other than those disclosed here and elsewhere in the accounts.

18 Operating lease commitments

At 31 March the charitable company had total minimum lease commitments under non-cancellable operating leases as follows:

	2024 £	2023 £
Due in:		
Less than 1 year	61,178	57,207
Between 2 and 5 years	3,466	41,791

Let's Talk Well

England & Wales - Charity number 1045429

Accounts

TEENS IN CRISIS

ANNUAL REPORT

& FINANCIAL STATEMENTS

2022 - 2023

Charity Number 1045429
Company Registration Number 02954230

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The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023.

The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

OBJECTIVES AND ACTIVITIES

Our charity's purposes as set out in the objects contained in the company's memorandum of association are to:

Advance the Christian religion by practically demonstrating the Christian faith in particular but not exclusively by:

(1) Relieving the need, hardship or distress of young people by providing education, advice, and support and counselling services.
(2) Providing recreational facilities and recreational activities for young people.

The Trustees have complied with their duty under the Charities Act 2011 to have due regard to the Charity Commission's guidance on public benefit when making decisions that relate to public benefit or are associated with the purposes or objectives of TIC+. There have been no decisions taken by the board which have departed from this guidance.

ABOUT US

TIC+ is a charity established in 1993 and registered with the Charity Commission in 1994, serving Gloucestershire and surrounding areas. TIC+ reaches hundreds of children and young people every year as well as offering support and advice to parents/carers and professionals. We work to ensure that every young person has easy, prompt, independent access to appropriate support according to their needs.

WE OFFER:

- Counselling – online, remote (video and phone) and face-to-face for children and young people.
- School counselling throughout Gloucestershire
- Anonymous Helpline for children and young people
- Support to parents and carers from our Parent Support & Advice Line and Parent Support Groups
- Training, to both qualified counsellors wanting to work specifically with children and young people as well as those looking to join the profession, through our accredited training courses.

TIC+ has a head office in Mitcheldean, Gloucestershire and additional offices in Gloucester; Counselling spaces are located throughout the County and staff and volunteers are a mixture of office and home-based, working across the County. We strive to ensure young people, parents and families feel accepted, safe & valued, so that they can say what's on their mind, and be really listened to without the fear of being judged. We work with young people to help them build resilience and give them strategies to cope with situations they might be facing.

To achieve our stated objectives, the charity has set out a series of statements:

OUR MISSION STATEMENT

TIC+ mission is to improve, preserve and promote good mental health and wellbeing among children, young people and their families.

OUR VISION

Every young person should have someone to talk to when they need it most.

OUR VALUES

The TIC+ Senior Leadership Team has defined a set of values which represent the core beliefs that inspire and guide the choices we make, how we operate and how we interact with people:

OUR ETHOS

TIC+ began life in 1994 as a Christian-led charity that is not affiliated to any particular denomination, church or group. We will provide services to anyone of any faith (or none), and we employ staff from any faith (or none). We continue to believe as an organisation that the Christian faith provides the foundation and motivation for the work of the charity and is the reason why we do what we do.

The Christian faith is never made explicit in any of the services we provide. An outworking of our Christian ethos means that we expect all representatives of the charity to treat everyone equally, with care and respect regardless of their race, gender, religion, sexual orientation, ethnic background, beliefs, status, ability or class. The ethos is given life through our relationships; the way we work together and behave with one another and those we serve, are a demonstration and authentication of our ethos.

FOREWORD FROM THE CHAIR

It's been another challenging year, with the impact of COVID-19 still being felt and the demand for our services still rising, but I have been delighted by how all our TIC+ staff have responded. I never cease to be really impressed by their dedication, care and professionalism and want to pass on my thanks to all of them.

While the number of young people grappling with mental health issues has been on the rise, our ability to adapt and respond to their needs remains unwavering. TIC+ has demonstrated resilience and growth in order to alleviate the mounting pressures we face. Over the past year, we've achieved notable progress, which includes:

- Expansion of the age range for services to include young adults up to the age of 25
- Setting up a new eating difficulties counselling service (TEDS) for young people aged 9 to 25
- Recruitment of new staff, including new counsellors and filling two senior positions of Head of Clinical Operations and Head of Operations Development
- Expansion of our training capabilities
- Investing significantly in digital improvements supporting our service provision.

The last year has been hard for many across the country, especially with cost-of-living challenges. Within TIC+ we have implemented a hardship fund and a bursary to help support staff and we remain very mindful of continued financial pressures on our people.

Our fiscal position remains strong despite all the challenges, although we are very conscious of the need to be vigilant in such an unstable national financial and political environment. We have strong reserves, an agreed amount of which we have been using to support our current and future delivery, for example, through the provision of a hardship fund and the provision of critical digital technology changes.

Looking forward into next year, significant challenges remain. We must continue to develop our services whilst both remaining agile and transforming our underlying capabilities. Despite good steps forward, recruitment also remains difficult. However, I am confident that we will continue to strive towards our vision that 'every young person should have someone to talk to when they need it most'.

Our work would not happen without all our supporters and partners, in particular the NHS, other mental health services, schools and individuals and organisations who fundraise for us. Thank you. We simply could not provide the vital services we do without you.

John Hubbard CMG
Chair of the Board of Trustees

DIRECTORS' STATEMENT FOR THE YEAR ENDED 31ST MARCH 2023

As we entered the 2022/23 year, we anticipated it to be another demanding and challenging year. The lingering repercussions of the Covid-19 pandemic persisted and even though we were no longer under national lockdown, we continued to contend with the enduring effects of these events and their profound influence on the mental well-being of children and young people. Over the past 12 months we provided support to **3,816** children and young people through our counselling, TIC+Chat, and InTER-ACT services. This represents an increase of 143 young people and a 4% rise compared to the previous year.

The landscape of economic and political uncertainties posed an exceptionally tough backdrop for charitable organisations. Many of us are grappling with a considerable surge in demand for our services while simultaneously witnessing a decline in income.

In January 2022, the National Council for Voluntary Organisations (NCVO) unveiled their annual insights report titled 'The Road Ahead,' which delved into the major trends likely to impact charities in 2023. Within this report, they pinpointed four primary areas of concern:

i) That the cost of running a charity will rise
ii) Voluntary sector income will be at risk
iii) Less public sector funding
iv) Increasing demand from service users.

In many respects, this situation resembles a perfect 'funding storm.' As we chart our path forward, we are committed to establishing a sturdy financial foundation. This involves; setting clear business development objectives, a resolve to no longer engage in contracts that do not adequately cover delivery and development costs and strategic investments in our fundraising team.

Securing the continuity of our operations for the long term is imperative, even as we navigate the current economic challenges in the medium term. The ongoing capacity building efforts we are currently undertaking will significantly contribute to this objective. However, we acknowledge the need to remain adaptable and agile to seize every opportunity, initiative and approach that promotes sustainable, enduring success.

We are grateful to our staff team and everyone who has helped us to get where we are today and who continue to support us as we head towards our 30th anniversary year in 2024.

Judith Bell
Director of Clinical Services

Claire Power-Browne
Director of Operations

Our Achievements

1 April 2022 - 31 March 2023

4,256

young people, parents and families combined were seen across all of our services.

1 in 5 7-16 year olds live in households that had a reduction in income

*Source: NHS Mental Health of Children and Young People in England 2022 - wave 3 Geographic Coverage: England

Of the children and young people we saw

99%

of young people felt counselling had helped them

80%

saw positive changes in their mental health.

23,608

sessions were delivered to young people, parents and families combined.

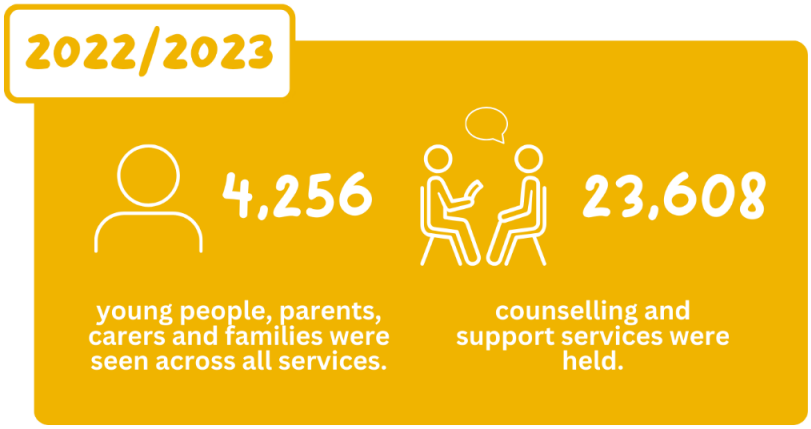
100%

of Parents/Carers felt that the Parent Support & Advice Line had helped them.

ACHIEVEMENTS & PERFORMANCE

Figures from NHS Digital tell us that '1 in 4 17–19-year-olds had a probable mental disorder in 2022, an increase from 1 in 6 in 2021'.

The statistics provided by NHS Digital align with the significant upsurge in demand for our services. In the past year, TIC+ supported a total of 4,256 children, young people, parents and caregivers, delivering 23,608 sessions.

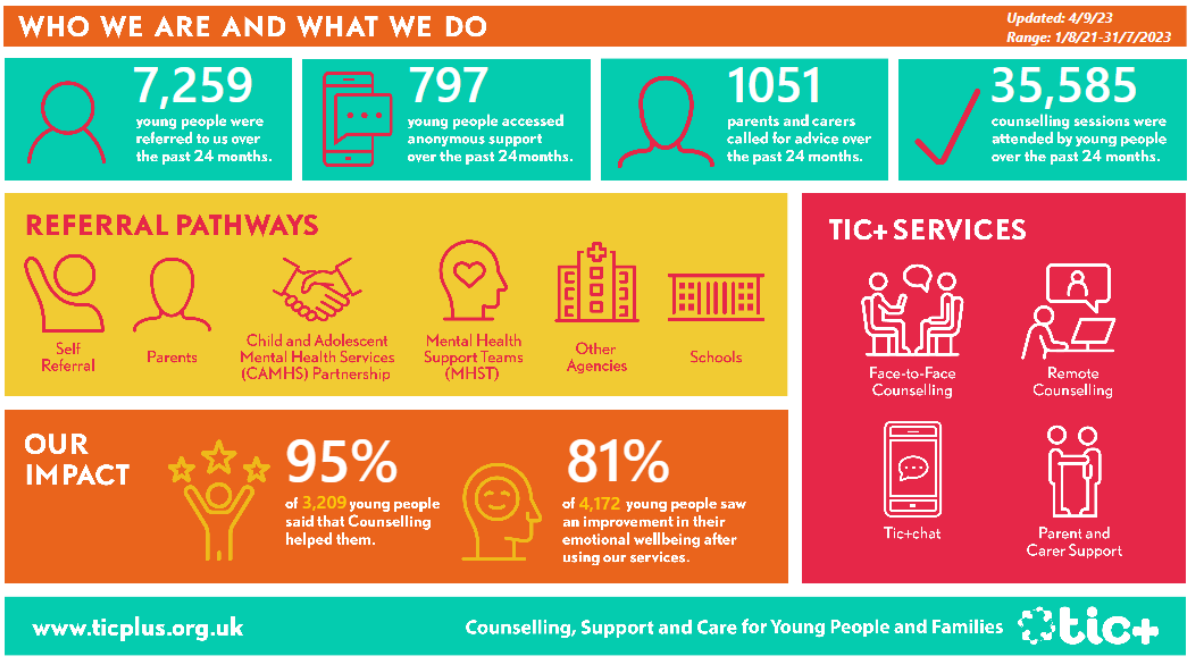


This remarkable growth is both a source of pride and concern. While we are pleased to have been able to assist so many, it is disheartening to witness the escalating demand which is expected to continue increasing in the future.

It is critical that we maintain a delicate balance between the rising demand for our services and the reinforcement of our governance and support structures. As an organisation, we are committed to upholding a standard of excellence in every aspect of our work, driven by the belief that this is what children, young people, our team members and generous supporters rightly deserve.

As an organisation, we value the principles of transparency and accountability. Last year, we achieved a noteworthy milestone by becoming what we believe to be the first mental health charity to feature a live impact dashboard on our website, denoted as [LID]. This dashboard is a free real-time resource, offering monthly updates on our activities and interactions. It is a valuable resource for anyone seeking a deeper understanding of the dynamics surrounding our services for children and young people.

Visitors to our website have viewed this dashboard to gain insights into various aspects, including the demographics of those utilising our services, the reasons why young people turn to us and the tangible outcomes achieved through our counselling services. This initiative emphasises our dedication to transparency and the sharing of crucial information with our stakeholders.

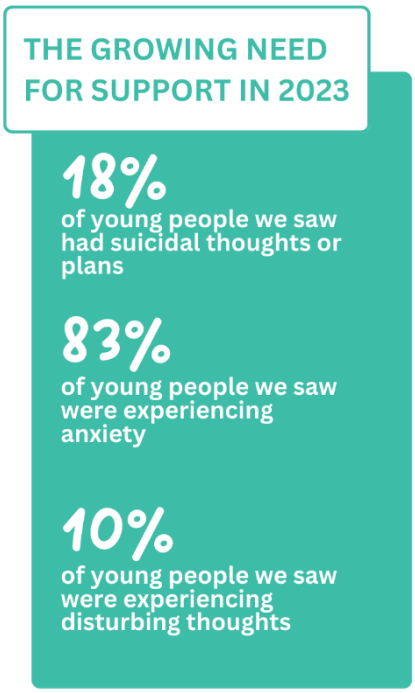


In the upcoming year, we will leverage the analytics we've gathered on usage to explore potential enhancements for our dashboard. This will involve incorporating new tools, refining presentation methods and implementing accessibility features.

2022-23 SPOTLIGHT ON

THE GROWING NEED FOR SUPPORT

The demand for our services has never been more pronounced. In 2022, an alarming 18% of children between the ages of 7 and 16, as well as 22% of young people aged 17 to 24, were identified as likely experiencing a mental disorder.[1] Mental health challenges in children and young people are intricate and multifaceted, typically stemming from a combination of individual, social and systemic influences. Different factors have varying levels of impact. TIC+ has been providing assistance to children and young people since 1993, helping them navigate a wide spectrum of issues, encompassing bullying, bereavement, divorce, family conflict, relationship problems, financial stress and abuse.



Following the pandemic, a range of challenges persist, adversely affecting the mental health and well-being of children and young people. These challenges encompass the pervasive influence of digital technology and social media platforms, heightened anxieties related to physical appearance, a notable increase in eating-related difficulties, emotionally driven school avoidance, disrupted sleep patterns, feelings of isolation and loneliness, as well as the immense academic pressure they face. In addition, global and national events such as the Ukraine conflict, climate change, the

[1] NHS Digital 2022; Newlove-Delgado T, Marcheselli F, Williams T, Mandalia D, Davis J, McManus S, Savic M, Treloar W, Ford T. (2022) Mental Health of Children and Young People in England, 2022. NHS Digital, Leeds. survey https://digital.nhs.uk/data-and-information/publications/statistical/mental-health-of-children-and-young-people-in-england/2022-follow-up-to-the-2017-survey

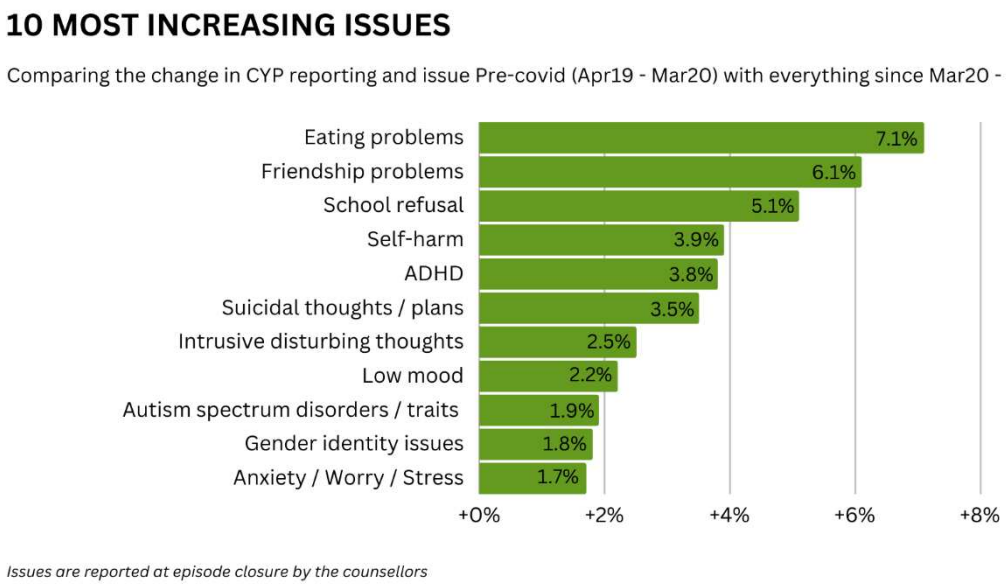
cost-of-living crisis, and others further compound these issues, contributing to heightened levels of anxiety, thoughts of self-harm, persistent low mood, concerns about the future and an overall sense of uncertainty among our children and young people.

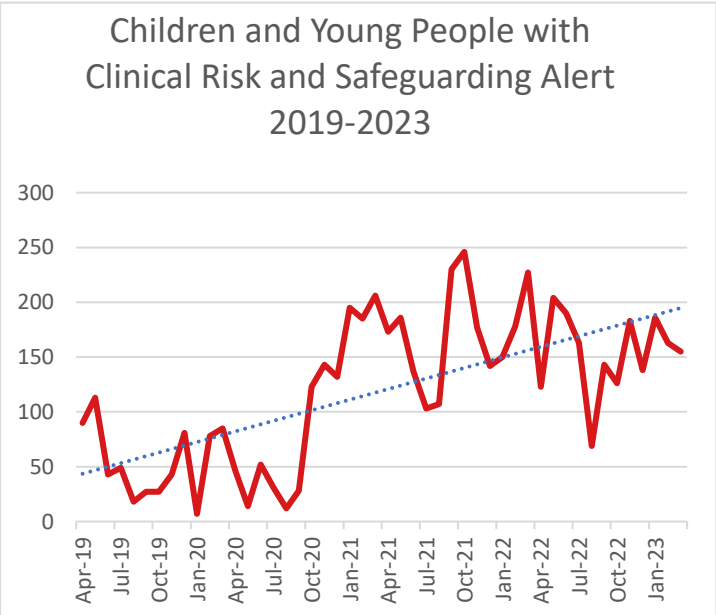
CHILDREN & YOUNG PEOPLE - SAFEGUARDING AND RISK

The primary reasons for clinical risk and safeguarding alerts persistently revolve around young people expressing suicidal thoughts, plans or previous attempts, as well as engaging in self-harm.

A noteworthy observation is the substantial rise in the number of young people struggling with challenges that we believe directly stem from the pandemic's impact, characterised by school closures, isolation and uncertainty during this period. The most prominent increases in issues we have observed are related to eating difficulties (+7.1%), followed by friendship problems (6.1%) and a concerning surge in school avoidance, which has risen by 5.1%.

TIC+ highest increasing issues Post Pandemic:





Since the schools and colleges returned after the various lockdowns of 2020-2021 the counselling teams continued to hold a large number of high risk clients (approximately 25% of caseload). The main reasons for the clinical risk and safeguarding alerts continue to be young people presenting with suicidal thoughts/plans/previous attempts, in addition to self-harm.

TIC+ EATING DIFFICULTIES SERVICE (TEDS)

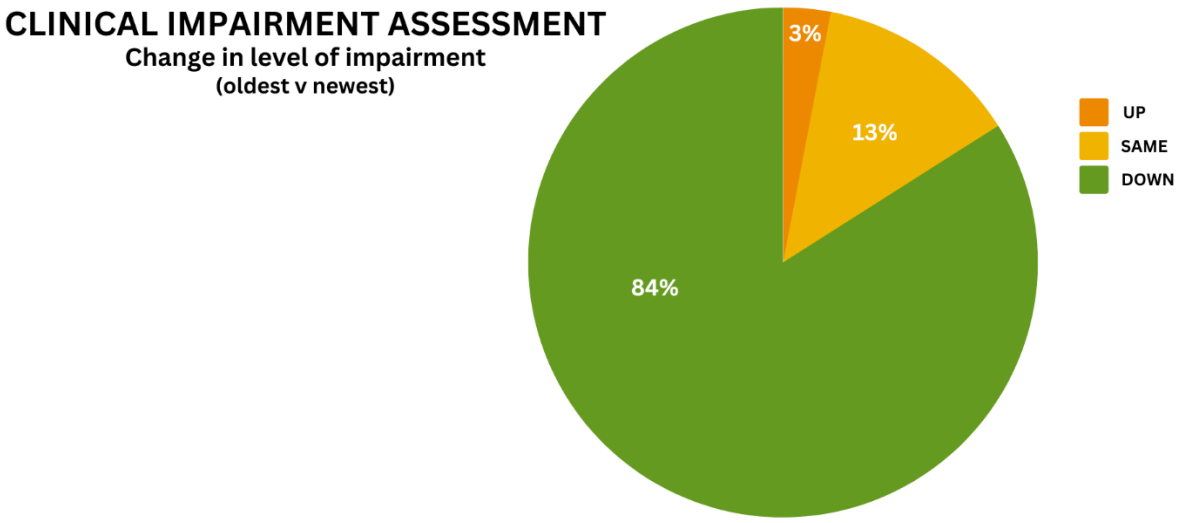
Eating disorders are serious conditions that can become deeply entrenched over time due to alterations in brain functioning and the development of strong habits. While these disorders can affect people of all ages, they are notably prevalent among young people. Research emphasises the importance of seeking early assistance for effectively addressing eating disorders. Regrettably, due to the increasing demand for support among young people, there is often a prolonged waiting period before they can access the necessary help.

In response to this challenge, we have secured additional funding from NHS Gloucestershire to introduce a new initiative known as the TIC+ Eating Difficulties Counselling Service (TEDS). This service is designed to offer easy accessibility, rapid provision and is aimed at assisting young people between the ages of 9 and 25 who are grappling with eating difficulties.

TEDS (TIC+ Eating Difficulties Counselling Service) is staffed by TIC+ senior counsellors who specialise in addressing eating difficulties and have undergone training through the National Centre for Eating Disorders. TEDS counselling aligns with the foundational principles of TIC+ core counselling, featuring a relational, person-centred core combined with a proactive approach. This approach encompasses components of cognitive-behavioural therapy, psychoeducation and exploration of values and self-compassion. TEDS counsellors draw from the training provided by the National Centre for Eating Disorders and their own extensive knowledge of eating-related issues to provide comprehensive support.

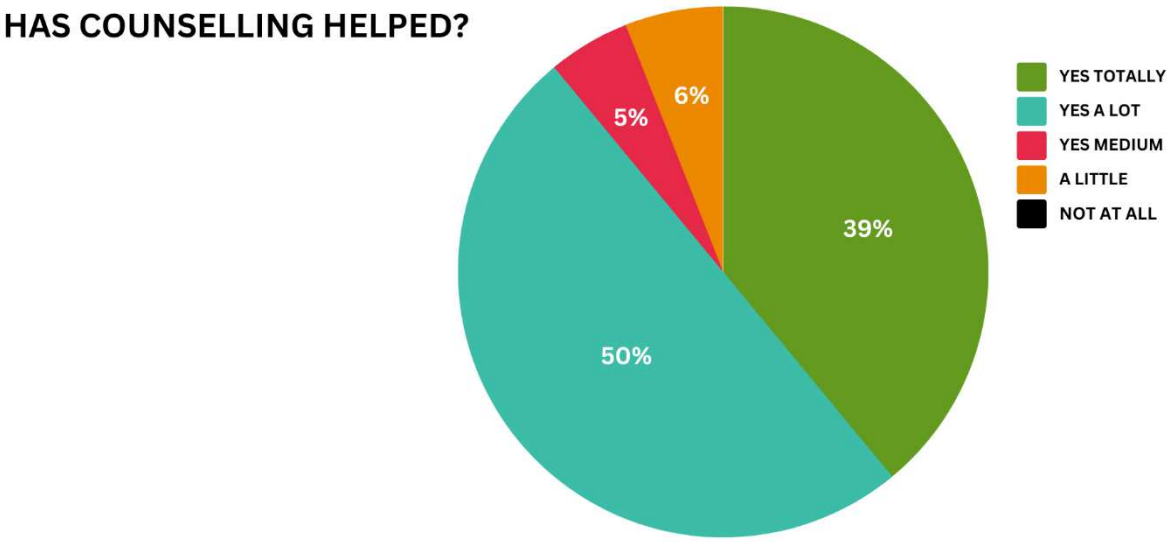
At present, we can only accept referrals directly from the Gloucestershire NHS Eating Disorder Service. Our counsellors collaborate as a team, convening weekly with specialists from the NHS services. This collaborative approach ensures alignment and coordination among all parties involved, ensuring that young people receive the highest quality of care available.

To evaluate the effectiveness of the TEDS service, we use the Clinical Impairment Assessment (CIA), a self-assessment tool comprising of 16 items. This tool aids us in understanding the degree of psychosocial impairment associated with eating disorder symptoms. Clients complete the CIA both at the onset and conclusion of their counselling sessions. Initial findings reveal that 84% of young people who have engaged with TEDS have reported a reduction in impairment, as indicated by their CIA scores at the end of counselling compared to the beginning. While the service is still relatively new, these early results are promising, suggesting that counselling has been beneficial for a substantial portion of our clients.



TEDS average session rating is also very encouraging:

94% of young people who have completed TEDS counselling said that the counselling had helped 'Totally', 'A lot' or a 'Medium amount'

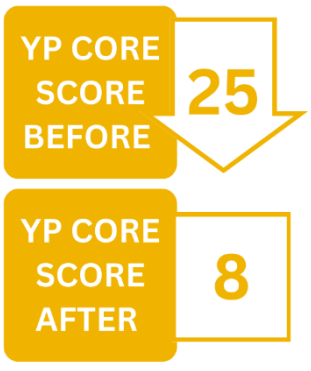


CASE STUDY

All identifiable details in our case studies have been changed to protect their privacy.

Sacha was referred to TIC+ by NHS Gloucestershire Brownhills service by the GP for disordered eating.
Sacha had been 'fat shamed' by her Auntie, best friend and previous step Mum. Furthermore, Sacha also had body image difficulties since aged 8 due to previous body shaming.

This made it challenging to eat in front of family and friends out of fear of judgment. She would therefore not eat all day at school and very little when she got home. This felt especially upsetting for



(NB: A lower YP CORE score indicates a reduction in distress levels and a positive change in mental health)

Sacha who was very close to her Dad and she felt unable to enjoy her time with him. Coming from a family where food is significant for them, this meant Sacha was often missing out on precious family time.

Sacha struggled with expressing emotion and used self-harm to manage this.

INTERVENTION
Psycho-education self-compassion - something Sacha had not come across before, and body acceptance.

Worked on a lifeline to explore difficult life events which have affected Sacha and her family's relationship with food.

"The room was a safe space and I never felt ashamed or guilty for talking about my problems. [This is] the first counsellor I've had that I felt always listened to me."

OUTCOME
Sacha felt counselling had 'changed her life'.

Sacha felt less shame about who she is, what she looks like and doesn't feel she has to hide herself anymore. She understands herself better for having thought about her parents and their own experiences. She has started to be able to ask for help. She also feels she is much kinder to herself.

She said that she can now eat with her family, and all of her boyfriend's family.

Sacha had not self-harmed in 2 months.

Feedback on TEDS support:

These testimonials highlight the positive impact of our counselling services in helping young people overcome eating difficulties and improve their overall well-being.

Similar to core counselling, young people liked having someone to talk to outside of their home, school and friend environments: "I think what helped me the most is just having someone to talk to".

INCREASE AGE RANGE TO YOUNG ADULTS UP TO 25 YEARS OLD

In early 2023, we expanded the age range of our services to encompass young adults up to the age of 25. This decision was prompted by the increasing mental health challenges faced by this demographic, particularly in the wake of the COVID-19 pandemic. Providing free mental health support to young adults is essential because research indicates that brain development continues until the mid-20s. The transition from adolescence to adulthood can present various obstacles, including anxiety, depression, complex interpersonal relationships and financial stressors, all of which can significantly impact mental well-being.

Our counselling team is well-equipped and qualified to work with both adults and children, possessing the necessary skills to support young adults up to 25 years old. Offering mental health

support to this age group is crucial for ensuring that young adults have access to the tools and resources required to lead happy, healthy, and fulfilling lives.

HOW WE HELP

In 2022/23, our referral team answered more than 5,383 calls with the words. “How can we help?” The referral team are the front door for any child, parent or professional calling TIC+ and our specially trained team plays many vital roles throughout a young person’s counselling journey with TIC+. We never underestimate how difficult it can be to reach out for help; our team are trained to listen and to give a caller the right information they need, even if the person is not clear about what that may be at the time.

We try to make getting support as clear and easy as possible - children, young people and parents can call, email, text message or use our online instant messaging to ask for help. Our online encrypted referral form means that a referral can be made 24/7 and in the young person’s own time. Last year the team:

- Managed 3,842 referrals
- Sent 16,000 text messages to parents and young people, offering support, resources, signposting and reminders
- Entered more than 12,984 client outcome measures used to understand how effective our counselling is for each young person we see and to identify an improvement in their emotional wellbeing at the end of counselling.

Following first contact with the referral team, children and young people have taken the sometimes-difficult but brave decision to embark on their counselling journey with TIC+.

OUR SERVICES

CHILDREN AND YOUNG PEOPLE
Counselling
TIC+chat - anonymous online support
InTER-ACT - live online workshops
School Counselling
One at a Time
TEDS

PARENTS AND CARERS
Parent Support and Advice Line
Parent Support Groups

PROFESSIONALS
Training - professional counselling qualifications

CHILDREN & YOUNG PEOPLE - COUNSELLING

We are dedicated to ensuring that counselling services are readily accessible to young people. If they recognise the need for our support, young people or their parents/carers can directly refer themselves to TIC+ for counselling without the necessity of involving another professional.

Our general counselling sessions are designed to be highly accessible. Our counsellors are strategically located across all districts in Gloucestershire, enabling us to meet young people at their schools, colleges, or community venues based on their preferences. This peripatetic, roving approach

eliminates access barriers, especially for people who may lack transportation to a clinic setting or face prohibitive travel expenses.

In the entirety of our counselling service during 2022/23, we provided support to 3,816 children and young people, resulting in a total of 17,926 attended sessions (excluding instances when a young person cancelled or did not attend a scheduled session). On average, each young person who engaged with our service received seven counselling sessions.

During 2022/23 the average wait for our service was 8.2 weeks for Face-to-Face Counselling and 5.3 weeks for remote options.

Following the conclusion of counselling sessions, we encourage young people to wait at least three months before seeking additional support. This interval allows them time to reflect on the discussions and implement any relevant strategies. Even though returning to counselling is an option, 91.8% of young people did not seek further support within a 12-month period. This indicates the effectiveness of our counselling services and is substantiated by the fact that 99% of young people reported that the help they received from TIC+ was good, with 100% expressing that their counsellor had listened to them and treated them well. 94% stated that the counselling had greatly or moderately helped them with their difficulties (CHI REPORT – SOURCE: 1,726 YOUNG PEOPLE COMPLETED REPORTS).

At TIC+, we use a questionnaire known as the YP CORE. This is a widely recognised and reliable method for assessing the level of distress experienced by young people. This tool is grounded in robust evidence, having undergone rigorous testing and validation confirming its effectiveness.

The YP CORE questionnaire assesses several important aspects:

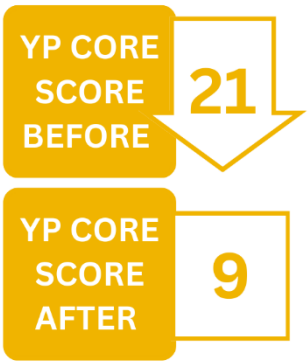
- Well-being: This segment evaluates the level of happiness and positivity young people experience in their lives.
- Problems and Symptoms: It helps us gain insights into any challenges or emotional states that young people may be experiencing, such as worries or sadness.
- Functioning: This section provides us with information about how effectively young people are managing their daily lives.
- Risk: We also inquire about their safety to ensure their well-being and overall welfare.

In 2022/23, we are delighted to report that 80% of young people experienced a reduction in distress levels following their counselling sessions. This indicates that the support they received had a beneficial impact on their emotional well-being.

CASE STUDY

All identifiable details in our case studies have been changed to protect their privacy.

Josh had never had counselling before and was supported to make a referral to TIC+ by his school SENCO (special educational needs co-ordinator).
Josh had come out as gay and had been experiencing some trouble with his relationships since then. He believed everyone was talking about him and mocking him, and he felt unable to talk about this with anyone out of fear of being judged. At school Josh felt like he couldn't be himself as he was worried about people judging him. Josh rarely spent time with similar people to him.



(NB: A lower YP CORE score indicates a reduction in distress levels and a positive change in mental

This had led him to feeling unhappy, lacking in self-confidence and with a low self-esteem. Prior to counselling he had self-harmed.

INTERVENTION
Focus on developing Josh's self-esteem and self-compassion.

Work focused on Josh feeling confident communicating his wants to his parents, who were supportive of him but were worried about him spending time with his gay friends out of fear for his safety.

Josh said at the end of counselling that he had felt heard and had been given a safe place where he could explore his issues. He'd found it really helpful and would not have changed anything about it.

OUTCOME
His self-esteem grew and he felt confident talking to his parents about spending time with who he wanted to. His parents welcomed him talking to them and acknowledged they had been holding him back out of fear for his safety.
This meant Josh could meet the people he felt like he could be himself around, which greatly improved his mood.

He began to express himself at school, rather than hiding his true self.

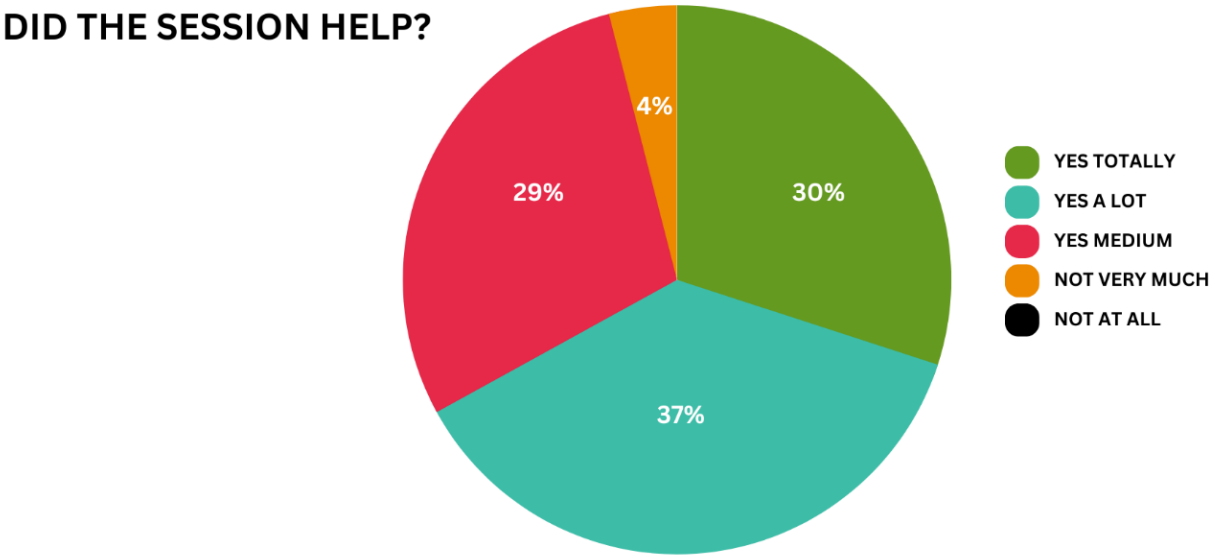
Josh began to worry less about the things he could not control and focused more on the things he could control and change, such as the positive friendships he had.

CHILDREN & YOUNG PEOPLE - TIC+CHAT- ANONYMOUS ONLINE SUPPORT

TIC+chat is our anonymous online and telephone support service for children and young people between the ages of 9-25. TIC+chat offers a safe and confidential way of getting help and creates an environment where young people can share their concerns openly without fear of judgment ensuring that minor issues are addressed before they escalate. The accessibility and flexibility of this service also eliminates geographical or financial barriers for accessing support. This approach not only empowers young people but also ensures their privacy, safety, and gradual transition towards counselling or other forms of mental health support if required when they are ready.

TIC+chat stats:
843 sessions were delivered to 411 young people by TIC+chat in 2022/23.
What young people found useful about TIC+chat:

Felt Listened to/Heard	365	43.30%
Felt Supported	191	22.66%
Advice	67	7.95%
Strategies	63	7.47%
Information	36	4.27%
Normalising	29	3.44%
Feeling more confident	28	3.32%
Signposting to other support	25	2.97%
Action Planning	13	1.54%
Challenge to change	7	0.83%
De-stigmatising	2	0.24%
Offered a Different Perspective	0	0.00%



Feedback:

CHILDREN & YOUNG PEOPLE - InTER-ACT

In November 2022, we began a pilot of InTER-ACT, an innovative workshop programme conducted in real-time online. Rooted in the principles of Acceptance and Commitment Therapy (ACT), InTER-ACT is specifically designed to equip young people with new strategies for managing challenging thoughts and emotions, empowering them to focus on what truly matters to them. Developed by Clinical Psychologists Dr. Victoria Samuel and Dr. Chloe Constable, this programme has undergone thorough evaluation and refinement, informed by research findings and feedback from young participants.

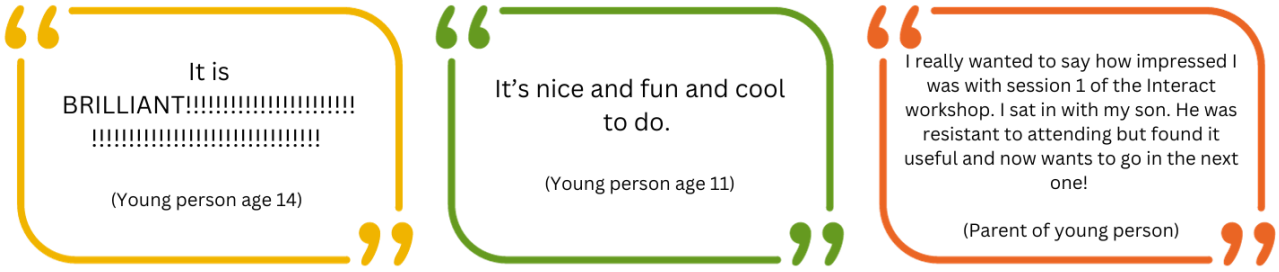
The sessions encompass a blend of engaging slides, informative videos and interactive anonymous polls and quizzes. Importantly, there will be no more than a two-week waiting period to commence the programme, with the exception of certain holiday periods.

After participating in the InTER-ACT sessions, we anticipate that some young people may find themselves sufficiently equipped to not require additional support. However, for those who do, the programme is structured to prepare and empower them with valuable information and strategies, enabling them to make the most out of their individual counselling sessions.

The programme is currently undergoing evaluation by researchers from Cardiff University. We intend to leverage the insights gleaned from this study to refine and enhance the programme. Additionally, we hope to use this knowledge as a foundation for potentially offering a range of other workshops in the future.

InTER-ACT Metrics

In total 115 young people have attended at least one session of InTER-ACT IN 2022/2023.


It is BRILLIANT!!!

CHILDREN & YOUNG PEOPLE - IN SCHOOLS

TIC+ holds a respected position as a provider of counselling and mental health assistance for children and young people. We have a well-established reputation and have earned the trust of schools throughout Gloucestershire. In 2022-23, an increasing number of schools sought our services to address the growing need for mental health support among their students.

As an important component of their pastoral provision, 14 schools have entered into contracts with TIC+ to strengthen the support they offer to their students. Within these contracts, our counsellors conduct sessions directly within the schools, working with young people allocated to them by the schools.

TIC+ counsellors also provide guidance to school staff and facilitate referrals to specialised services such as the NHS Gloucestershire Child and Adolescent Mental Health Service (CAMHS) and the Eating Disorder Service, whenever the need arises.

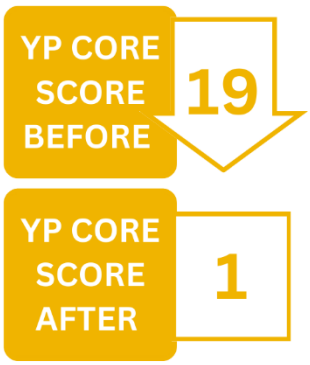
In total, we provided services to 410 pupils throughout the year at our contracted schools. 93% of these pupils reported that the counselling they received had a positive impact on them. Schools have also provided extremely positive feedback, highlighting the valuable support our TIC+ counsellors have offered to students.

CASE STUDY

All identifiable details in our case studies have been changed to protect their privacy.

Ellie had been referred to TIC+ by her Dad due to her heightened anxiety, after she started missing more than 50% of school. Dad also reported Ellie was self-harming.
Ellie is a young carer and looks after her Dad who has severe mobility issues. Ellie felt she had become a very different person recently and she felt she worried a lot about what other people might say about or think of her.

This had impacted her self-confidence; she had begun to isolate herself in her room and not be able to open her curtains. Ellie wouldn't be able to go to school for weeks at a time and her Dad had to drive her there as Ellie felt too anxious to take the bus to school and back.



(NB: A lower YP CORE score indicates a reduction in distress levels and a positive change in

INTERVENTION
The intervention focused on Ellie's self-confidence.
There was work around Ellie's boundaries; what they are for and how she could begin to let people know when she wasn't happy about their behaviour towards her.

At the end of counselling, Ellie had just completed her school exams. She was confident about her exam results and had been accepted on to a college course.

OUTCOME
Ellie began attending school more often, and by the end of the sessions was attending school every day. She had been using public transport to get to school without any hesitation. Ellie had been finding schoolwork a lot easier and had felt supported by her friends.

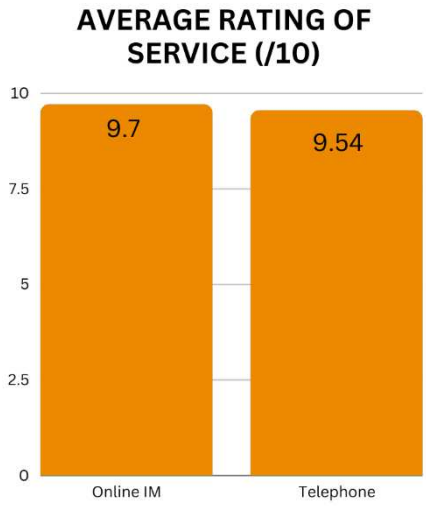
Ellie was isolating herself less, she was in a relationship and was making more friends. She also said that towards the last few weeks of counselling, she was opening her bedroom curtains without thinking about it and said that she welcomed the light in her room and the world.

HOW WE HELP - PARENTS & CARERS

PARENT AND CARER SUPPORT

Parenting can offer immense rewards but it can also present significant challenges, especially when a young person is going through a tough time and concerns are mounting. At TIC+, we recognise the key role parents and caregivers play in assisting their children during times of crisis and recovery and striving for the best possible mental health and well-being outcomes. However, it is important to acknowledge that parents and caregivers of children and young people dealing with mental health issues often experience a sense of isolation.

We are grateful to Gloucestershire NHS for their funding which enables us to provide free Parent Support services to parents and caregivers of children and young people in Gloucestershire.



PARENT SUPPORT AND ADVICE LINE (PSAL)

Parents and carers can talk to a specially trained adviser where they can get advice, strategies and resources to help them cope. The service is available one morning and three evenings each week. Over the past year 233 parents have contacted our helpline for support.

- 100% of Parents/Carers felt that Parent Support & Advice Line (PSAL) had helped them
- 100% said they would recommend the service to a friend.

PARENT SUPPORT GROUPS

Our Parent and Carer Support Groups are designed to inform and support parents, helping them to understand their child's distress and discover effective strategies to improve their resilience. The groups are also an opportunity for parents going through similar experiences to encourage, support and learn from each other in a safe and friendly environment.

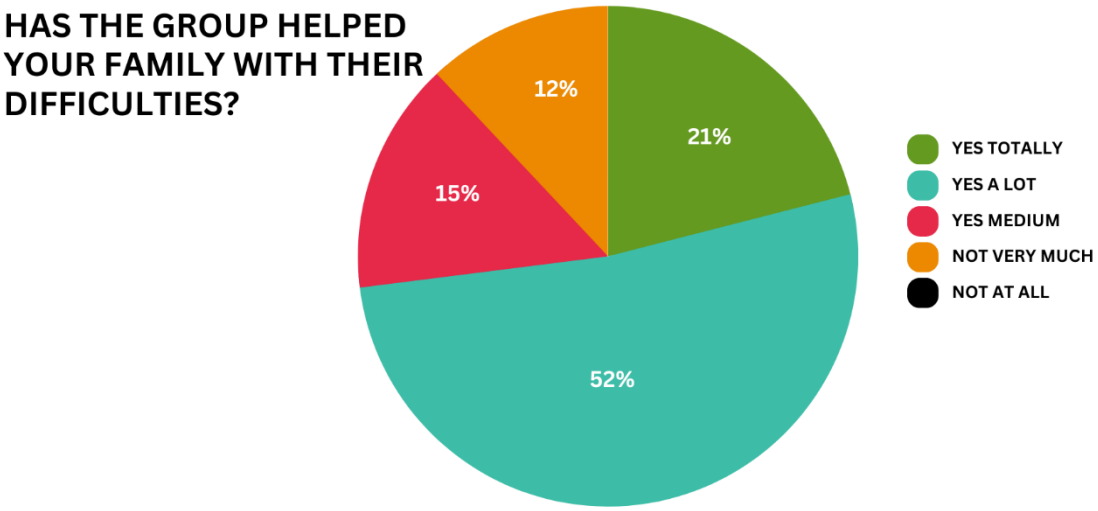
In 2022/23 – 206 parents attended on of the 24 groups we delivered across Gloucestershire and via Zoom.

When asked what they found helpful, parents said:

> Meeting other parents dealing with the same issues as I have and learning different ideas to try for my family. I am not alone.

> It was fantastic to know you're not alone. The opportunity to share and be listened to has really helped and I feel so much more confident in helping my daughter.

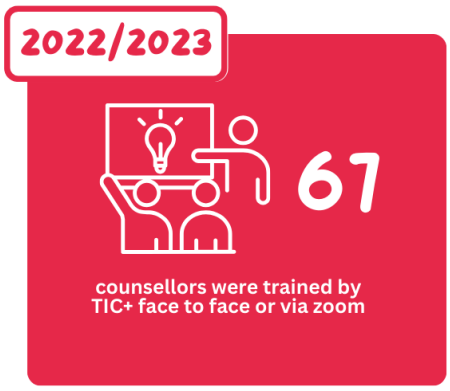
> Sharing ideas. Having strategies in place to help with the conflicts you are going through. Being able to talk it through your concerns and upsets. Having the group listen to you and not being judged and supporting you.



HOW WE HELP – OUR STAFF AND THE WORKFORCE

TRAINING

DEVELOPING CHILDREN AND YOUNG PEOPLE COUNSELLING PROFESSIONALS OF EXCELLENCE.



As the demand for our services continues to rise, it's imperative that we look ahead strategically to ensure a continuous supply of qualified professionals, which is especially important for long-term sustainability. Our vision for the Training Department is to develop counselling professionals of excellence.

174 students have completed our training courses to date, with 119 completing the Level 5 Certificate qualified counsellors equipping them to work with Children and Young people.

In September 2022 we introduced an innovative Level 4 qualifying Diploma accredited by the Counselling and Psychotherapy Central Awarding Body (CPCAB) and the National Counselling and Psychotherapy Centre (NCPS). This three-year, part-time entry-level programme has been tailored to produce counsellors capable of working with both adults and children and young people.

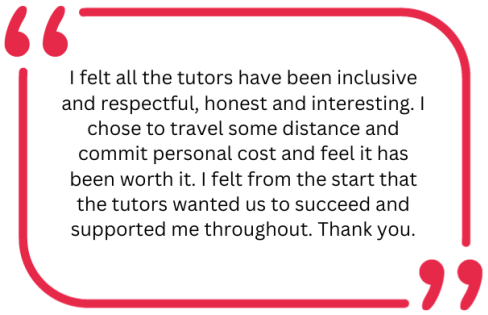
Providing internal training for counsellors offers numerous benefits to TIC+. It ensures that our workforce is aptly trained and operates safely, ethically, capably and resourcefully when working with children, young people and young adults. Standardising training techniques and ethical

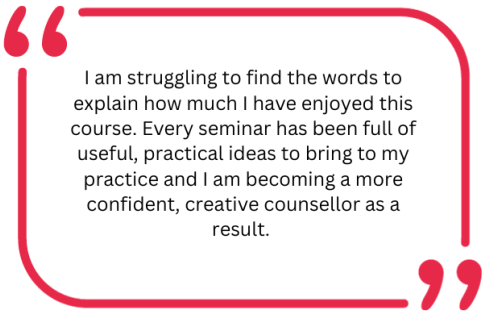
guidelines across our counsellors guarantees consistency in the quality of our services. Exposure to our organisational culture from the outset results in enhanced integration and alignment.

Our tutors possess a wealth of knowledge and expertise in the field of counselling for children and young people. The course closely aligns with the person-centered relational approach, which is essential in establishing effective counselling relationships with our young clients.

The consistently high demand for our courses, as well as the excellent feedback from students, emphasises their quality. This success has a ripple effect that extends far beyond TIC+, as it elevates the entire counselling profession, raises service standards and ultimately benefits children, young people and adults seeking mental health support.

Level 5 Course: The feedback score overall is 27.5 out of 30. Some of the comments:





Student Feedback Level 4 (End of Year 1):

The feedback score overall is 29.4 out of 30. Some of the comments:

The future of our training department:

To equip the children and young people mental health workforce, in September 2023 we will introduce a Level 5 Supervision course. This will increase the number of skilled supervisors who can guide our growing team of counsellors. This step is in line with our dedication to promoting growth, improving our services and offering crucial mental health support in Gloucestershire and beyond.

We are committed to improving diversity in the mental health workforce. Becoming a counsellor in the UK is costly. To increase our counselling team's diversity, we must improve training accessibility and affordability. In the next year, TIC+ will explore strategic local and national partnerships with the aim of providing opportunities for future students to be eligible for student finance and even to be paid while in training. By doing so we hope our team will better reflect the community we serve, reducing cultural barriers and tailoring our services accordingly.

EMPLOYEE EXCELLENCE & ENGAGEMENT PROGRAMME

In our pursuit of excellence, we have devised a strategic plan that involves expanding our senior leadership team and enhancing our service delivery capabilities. To strengthen our clinical expertise, we welcomed a Head of Clinical Operations and a Service Development & Improvement Manager. In addition, we've bolstered our core operational team by bringing in a Head of Operational Development, who will play a pivotal role in overseeing the management of key projects in the upcoming year. These strategic additions will help us achieve our goals of excellence and improved service provision.

We are continuing to grow our team to ensure that not only are we fit for purpose but that we are positioned to be able to respond to the growing request for TIC+ services in areas outside our current region of delivery.

What progress have we made since last year?

We have established clear objectives in our pursuit of becoming an Employer of Excellence. Our aim is to ensure that TIC+ excels in its support for those who rely on us, those who commission our services and those who choose to work with us or volunteer for our cause. To achieve this we have identified two primary areas for advancement:

1. **Digital Transformation of the current counselling workflow**
   Following our commitment to improve our team's workflow and time spent on paperwork, a project team was established to oversee this significant development. Over the last year, the team have worked with multiple stakeholders to explore options for change to our current working practices.

   Improving the systems our team utilises not only enhances the experience for service users but also empowers our team members. It allows them to concentrate on their clients during counselling sessions, knowing they have all the necessary tools readily available at their fingertips.

   Transitioning from a conventional paper-based system to a cloud-based one is a significant step in our pursuit of excellence within our charity. This shift enables counsellors to access real-time information about a young person, from the initial referral to the case's closure. The estimated cost of implementing this project in the first year is approximately £100,000, covering setup expenses, training, and equipment. This investment has been sourced from designated reserves and is vital to facilitate the professional execution of not only our current obligations but also to meet the increasing demands for capacity and growth in the future.

2. **Undertake an organisational wide review of our people processes, starting with reward and opportunity**
   This project marks a substantial commitment of both financial resources and capacity for TIC+. We initiated this project in the autumn of 2022, collaborating with an external provider. The initial phases are now complete, involving the evaluation and internal benchmarking of over fifty roles to establish job families. Moving forward, in partnership with internal stakeholders, we will proceed to benchmark salaries against those of similar external organisations and explore opportunities to establish clear pathways for career advancement.

   Simultaneously we have been engaging in discussions to determine which non-monetary aspects of compensation our staff value most and where improvements can be made. We will continue to provide updates on our progress in our upcoming annual report.

We are committed to continuing our work to become an employer of excellence and will focus our efforts on ensuring our entire staff team feel valued and supported in the transformational work that they do.

OUR COMMITMENT TO EQUITY, DIVERSITY & INCLUSION

Equity, diversity and inclusion (EDI) are central to our work to achieving our vision of, 'Giving every young person someone to talk to'. We are committed to being an anti-racist, equitable and inclusive organisation which acknowledges areas of improvement and is not afraid of challenging the status quo.

Research has shown that some young people who need counselling or mental health support are more likely to face obstacles that can make it harder to afford the essentials. Discrimination and health inequality can create barriers for people with protected characteristics like race, disability and gender. At TIC+, we don't think this is fair and that is why we are working hard to develop and implement meaningful EDI work, to make us more accessible and easier to reach for those groups who may historically have found it harder to access support, training or employment in mental health.

Like many others in the charity sector, we are actively working on our response to building an equitable, diverse and inclusive organisation and will update on progress that we make.

Key areas of progress include:

- The TIC+ board has established a formal commitment to our EDI strategy and goals
- In the last year, the majority of staff have undertaken anti racism training and actively looked at the importance of discussing race
- The TIC+ EDI Panel was formed to discuss, set and hold the charity accountable to an EDI strategy
- We have launched a new project, 'Boys in Mind', funded by the Levelling Up Fund, designed to help us as a Mental Health Charity become easier to access for young men, specifically from the Black and Global Majority communities
- We have provided guidance and resource to our campaigns and marketing materials, ensuring that they are representative of our current and future supporters, as well as ensuring our image library reflects the communities we serve and work within.

HOW WE SEE THE FUTURE

STRATEGY/STRATEGIC DIRECTION AND RESOURCING

In October 2022, the board of trustees committed to a five-year vision of growth for TIC+, where we become a 'preferred charity for children and young people's mental health' and provide services in England & Wales, where there is not already a service of excellence in place.

Helping us reach this vision, we have set out four key pillars, we believe that if we achieve these we will continue to build toward a future where every child has someone to talk to:

- We deliver the best possible counselling service for children and young people - we are a centre of excellence and innovation
- We develop counselling professionals of excellence through our accredited training courses
- We positively impact young people's mental health nationally
- We are recognised as employers of excellence.

These pillars serve as the foundation that shapes and defines our future business strategy. They are instrumental in ensuring that as TIC+ endeavours to extend its reach to more children and young people, we are equipped with the necessary oversight, governance and infrastructure to maintain the high standards we aspire to uphold.

Our focus will remain on strengthening and expanding capacity throughout the organisation. This preparation is essential to effectively address future challenges and establish long-term sustainability. As Responsible Community Partners, we are committed to actively seeking opportunities to either deliver services directly or collaborate with organisations that align with our values and share our vision. Together, we aim to create a future where every child has access to free, accessible and suitable mental health support, tailored to their needs, regardless of when and where they require it.

Throughout TIC+, we will continue to gather and share data that underscores the significance of early intervention mental health support for children and young people. Our commitment to transparency and openness extends to reporting our outcomes, not only to contribute to the NHS Mental Health Data SET (MHSDS) for a comprehensive national perspective but also to our own dashboard, ensuring that regional data remains current and continuously updated.

Our Senior Leadership Team will work with OKR (Objectives, Key Results) methodology to achieve annual organisational objectives; these will be published internally and externally each year so that we are clear about what we are working towards and what people can expect to see from us. We will hold ourselves and each other accountable to these.

TRUSTEE RECRUITMENT

In addition to strengthening our senior leadership team, we are committed to enhancing our trustee board by introducing new skills, increasing diversity and broadening our geographical representation.

Our current Chair, John Hubbard will be stepping down from his role after skilfully leading us for the past three years. We express our profound gratitude to him for his unwavering dedication, tireless efforts and heartfelt commitment to our cause. He will be greatly missed, not only for his wisdom and kindness but also for his deep passion for the work of TIC+.

The search is now underway for a new Chair, as well as trustees possessing clinical mental health expertise, fundraising acumen, legal qualifications and those who can contribute their expertise in HR and People management. The recruitment process is scheduled to commence in Autumn 2023 and will be conducted independently.

TIC+ COMMITMENT TO CONTINUOUS IMPROVEMENT

We acknowledge the significance of gathering feedback from both our staff and clients. This feedback plays a vital role in shaping our ongoing improvement initiatives. We are committed to actively listening to the viewpoints, insights and recommendations of our staff, nurturing an environment of transparent communication and cooperation. This approach not only encourages a sense of ownership and engagement among our team members but also empowers them to actively participate in the development and advancement of our services.

Just as vital is the input we gather from our clients, as their experiences offer us priceless perspectives into their needs and anticipations. This enables us to customise our services to align more closely with their specific requirements, delivering a more meaningful and supportive experience. Their feedback assists us in recognising our strengths and areas in need of improvement, affording us the opportunity to enhance our methods and make well-informed decisions.

We actively gather feedback from various touchpoints across the organisation. This data serves as our compass for identifying improvement opportunities, spotting emerging trends and implementing strategic adjustments that elevate the overall quality of our services. This ongoing feedback cycle

underscores our dedication to nurturing a client-focused approach and cultivating a workplace that highly values the perspectives of all stakeholders.

REBRAND

As we approach our 30th anniversary year in 2024/25, we will undergo a metamorphosis that will see us establish a new identity that accurately reflects the work we do and the audience we support. Work has already begun on this to ensure that we capture the essence of what we do in consultation with the children, young people and families we support, those who we are striving to reach, our commissioners and supporters, our staff and Trustees and the wider community in which we operate.

HOW WE RAISE OUR FUNDS

TIC+ receives income from four main sources:

- statutory funding
- contracted income
- income from training courses
- voluntary fundraising and donations, including from trusts and foundations, community and individual supporters amongst others.

This year, our income has grown again with additional funding from NHS Gloucestershire, accounting for **67.67%** of the year's income. Income from contracts accounted for **13%** whilst income from our training courses increased to **£84,622**. Despite the challenges presented with the evolving cost of living crisis and other economic and worldwide events impacting people's finances and ability to give, the Fundraising Team worked hard to achieve an income of **£276,824.** We are grateful to all those who supported us and would like to acknowledge their contribution towards enabling us to continue to see our clients despite the ups and downs of another tumultuous year.

FUNDRAISING STORIES

We continue to be inspired by our wonderful supporters who go above and beyond in their efforts to fundraise. We were once again well supported with Virtual London Marathon teams and others completing marathon distances who together raised £7,000. Our most intrepid fundraiser this year took to the skies for a daring Wingwalk to celebrate her 70th birthday and raised more than £4,000. Two new annual fundraising events were launched within this year: the Wear it Green for World Mental Health Day campaign was well supported by schools, and Wellbeing Walkies inspired several fundraisers and their dogs to walk 96 kilometres during September to reflect the 96% of young people who feel better following counselling.

In 2022/23 The Fundraising Team secured more pipeline multi-year funding than ever before, securing £231,160 in funding for the 2022-25 period. As part of this pipeline, we were delighted to have been successful in our application to Gloucestershire County Council Levelling Up Together scheme for a Boys in Mind project to address the gender imbalance in accessing mental health support. Specifically targeting boys and young men, our outreach programme will take mental health provision to some of the most deprived areas of the county throughout 2023/24. TIC+ was one of only three organisations to secure funding to implement its levelling up initiative across multiple districts, and one of 52 successful applications from a total of 127. The award of £56,379 represented 100% of our ask, with many other applicants only receiving partial funding for projects.

OUR FUNDRAISING PROMISE

TIC+ is registered with the Fundraising Regulator, the independent body which sets and maintains the standards for charitable fundraising in England, Wales, and Northern Ireland.

We are committed to the Fundraising Promise, which outlines the commitment made to donors and the public by organisations who register with the Fundraising Regulator. This includes treating donors and the public with respect, fairness, honesty, and clarity in our fundraising activities. We will keep our fundraising practices under review, and we will work with others to improve practice across the charity sector. A copy of our Fundraising Promise can be found on our website www.ticplus.org.uk/support-us/

The standards for fundraising are set out in the Code of Fundraising Practice. As an organisation, TIC+ adheres to these standards. TIC+ does not currently work with or sub-contract to any professional fundraisers or commercial participators with respect to fundraising; if we make the decision to do this in the future, it will be a requirement that they are also registered with the Fundraising Regulator and subscribe to the standards of Fundraising as laid out in the Code of Fundraising Practice.

We support and help all those who choose to fundraise for TIC+ by providing them with information and support, advice about permissions they may need (e.g. street collection licences) and how funds can be paid to us in a way that is transparent and easy to show to those who have contributed. We continue to provide guidance and support to all our fundraising stars. We received no complaints in relation to our fundraising activity in the year to March 2023.

We are also thankful to every organisation and individual who supports us financially in the work we do. We would also like to take this opportunity to thank all the staff and volunteers for their care, compassion and dedication to the work of TIC+.

The generous support of our funders and donors, and the significant funding we have received from NHS Gloucestershire enables us to continue to help every child and young person referred or referring into us for counselling free of charge.

OUR SUPPORTERS

With thanks to the organisations, companies and churches who supported our fundraising during 2022/23 including:

99 Pines
Bream Church
Carly Tuffnell Charitable Trust
Charities Aid Foundation (CAF)
Cinderhill Farm
Diocese of Gloucester Life Fund
Edenwall Masonic Lodge
Forest New Life Church
Glebe Chapel
Gorsley Baptist Church
Health Education England
Beton Services Limited
Bussage Primary School
Chalford Hill Primary School
Cinderford Baptist Church
Collins Dance Studios
Ecclesiastical
Five Acres High School
Forest of Dean District Council
God First Church Cheltenham
Gotherington Primary School
Hicks Beach Masonic Lodge

Janet Marshall Performance Workshop
The Julia & Hans Rausing Trust
Kings Arms Church
Langtree Trust
Lydney Town Council
Ministry of Justice (via Office of Police and Crime Commissioner)
Newent Runners
One Stop Shop
Off Grid Coffee
Office of Police and Crime Commissioner
Probus Ross
Pro-Global
Redrow
Relentless Gym
Renishaw
Saint Andrew's Church, Churchdown
Sally Prout Dance School
Severn Valley Youth League
Sophie's Memory Fundraising
Simplicity
Specsavers
Spirax Sarco
St James's Place Charitable Foundation
Stroud High School
Teri Chance Fundraising Fashion Shows
Tesco Community Trust
TK Maxx & Homesense Foundation
Two Rivers
Vantage Point Business Village
Waitrose/John Lewis Partnership
Winchcombe Primary School
Zurich Community Trust
Zurich Insurance

Additional thanks, as always, go to Vantage Point Business Village for their ongoing support.

To all our supporters, individual fundraisers, challenge takers, donors, grant providers, staff and volunteers – thank you! We couldn't do what we do without you and everyone who contributes to the work of TIC+.

ORGANISATIONAL CONTEXT & FINANCIAL REVIEW

The COVID pandemic is still having a major effect on children and young people; in counselling sessions we see this as a recurring theme, where young people are still experiencing and processing their experiences. The need for our services could not be greater, in 2022, an NHS Survey reported a staggering 18.0% of children aged 7 to 16 years and 22.0% of young people aged 17 to 24 years were identified as experiencing a probable mental disorder.[2]

Statistics such as these and those cited earlier in our annual report highlight the need for our services more than ever. Over the last year, the Trustees have committed to a vision where, 'Every young person has someone to talk to'.

This means that as a board we have set a Five Year goal, where TIC+ is 'Recognised as the 'go to' charity for children and young people's mental health in England and Wales'. We recognise this is an ambitious and aspirational goal and requires a delivery strategy that matches the vision in terms of aspiration, skills increase, workforce development and a clear identity to unify all our activities.

The Trustees and Executive team have worked to develop four key 'pillars' that will underpin and support the delivery of the strategic vision. These are that as a charity:

- We deliver the best possible counselling service for children and young people - we are a centre of excellence and innovation.
- We develop counselling professionals of excellence.
- We positively impact young people's mental health nationally.
- We are recognised as employers of excellence.

Working towards the achievement of these pillars gives us the strong foundation to achieve our vision

[2] NHS Digital 2022; Newlove-Delgado T, Marcheselli F, Williams T, Mandalia D, Davis J, McManus S, Savic M, Treloar W, Ford T. (2022) Mental Health of Children and Young People in England, 2022. NHS Digital, Leeds. surveyhttps://digital.nhs.uk/data-and-information/publications/statistical/mental-health-of-children-and-young- people-in-england/2022-follow-up-to-the-2017-survey

and mission and will allow us to reach a far greater number of young people in need, including beyond the current geographic areas we serve.

The Senior Leadership Team (SLT) work strategically to deliver against the pillars, using the OKR methodology (Objectives, Key Results). Annual Objectives are set by the Senior Executive Team, and then a series of quarterly objectives help progress against these. This ensures that objectives are collaborative and often, multi departmental helping to break down silos and encourage greater skills and knowledge sharing across the charity.

Working with our external Pay & Reward consultants, we have undertaken a review of the current organisational structure which identified roles currently missing that we needed to recruit to support our ambitious growth plans. This work is an extension and progression of the work undertaken last year to strengthen our Senior Leadership team. This has included the appointment of a Head of Clinical Operations and a Head of Operations Development, who have both brought extensive external experience and skills to enrich the team.

Our trustee board has also grown, strengthening its knowledge and skills base. The board is currently recruiting to address skills identified as missing, broaden the diversity of our board and add additional capacity. Our Current Chair is looking to step down in June 2024 and so this role will also be recruited for.

Last year we enhanced our governance and oversight, with the creation of new working groups:

- A Risk & Digital (R&D) working group, which has been combined within our Finance & Digital committee and is instrumental in leading and establishing our new risk management processes.
- A Reward and Remuneration (RR) group, formed to have oversight of pay and reward across the organisation, supporting recruitment, retention and career development of TIC+ staff.

These groups have now been running for almost two years and are well established. Both of these working groups have been instrumental in offering assurance around the delivery of the two key projects TIC+ committed to in our last report, the Digital Excellence Framework and an external reward of pay and remuneration. These working groups are subgroups of the trustee board, chaired by trustees and report back into the board to provide oversight and accountability.

PAY AND FINANCIAL SUPPORT TO STAFF

The last year has proved testing financially for the charity, staff and beneficiaries alike. Political instability and uncertainty in the financial markets, coupled with a Cost-of-Living Crisis, presented the Executive and Board with a unique set of challenges as to how best support our staff, whilst being mindful of good stewardship of funds and fiduciary responsibility.

It is clear that, as we moved into the winter of 2022, the biggest challenge facing households was the soaring price of energy. Although the energy price cap was ‘frozen’, it was an average and not all households were covered. For many of our staff, their houses are heated using heating oil (like many living in rural locations) and for some on pre-payment meters, the cap did not apply.

Across all sectors, businesses responded to offer additional support to staff. Although many were high profile, large businesses in some cases, there was increasing dialogue in the third sector about how staff as well as beneficiaries could be supported.

Following modelling and discussions around the best ways to respond, the board and executive decided to offer a staged payment based on number of hours worked, so an award would be made prorated to hours worked. The total cost of this to the organisation was approximately £40,000. This money was

not budgeted for and so came out of Reserves.

As a charity, we recognised that the crisis would extend beyond the winter months and so an additional Bursary Fund has been set up with a total value of £10,000 from unrestricted funds. This fund has been designated for use to the end of the financial year 2024 to support staff who may require additional financial support. Unspent funds after this time will be returned to General Reserves. During the year £1,200 has been used to support staff.

PAY AWARD

The issues of charities subsidising Public Contracts is well documented and has been widely reported on, with New Philanthropy Capital finding in their report that of those charities delivering contracts, 'Two thirds …aren't paid enough to cover their costs'. (Recognising Social Value- A better way for charities and commissioners to work together, 2022) (New Philanthropy Capital).

This, coupled with high inflation rates, mean that there is a real risk of some contracts being handed back by charities across the sector who are unable to adequately resource work, retain staff or invest in development as these contracts **cost** the charity money to deliver. TIC+ are working to mitigate this by moving toward a true full cost recovery model that takes into account all overheads including the ability to innovate and grow. We believe that doing this will ensure we are sustainable for the long term, that we can continue to offer our services free of charge to all beneficiaries and that we also support the wider conversation about the real public benefit and value charities bring to society.

Like many charities, at TIC+ we are acutely aware of the tension between being able to reward staff in the manner we want, but also managing core and on costs appropriately, so that we do not become 'uncompetitive' in the eyes of commissioners or funders which is difficult to manage. All of these factors are considered annually when making decisions about any pay award.

Ordinarily, and where possible, TIC+ makes a pay award on a percentage basis. This year we made an exceptional decision to make a flat rate pay award of £1,550 to all staff, applied pro rata as part of our response to the Cost-of-Living situation. As a result, pay ranges were increased at different percentages across the organisation and resulted in pay increases of 7.67% from those of our team who are in our lowest salary band to 2.82% for those who are in the highest band.

As a trustee board we see this as an exceptional way to make a pay award and one we would not necessarily choose to enact again; although the flat rate pay rise gave us opportunity to redress some of the lower pay grades, offered a fair and equitable approach in a difficult climate, and meant that those on lower pay got the largest benefit, we also recognise it could prove disincentivising to those who carry most responsibility. We expect to make next year's pay award (2024 and subject to funding) in line with usual pay policy.

INCOME

Once again TIC+ has seen an increase in funds over the previous period, rising from **£1,780,930** in the year ended 31 March 2022 to **£2,088,435** in the year ended 31 March 2023.

This continues to reflect our reputation as a leading provider of mental health support to young people in Gloucestershire and beyond, through the hard work and professionalism of all staff in meeting the challenge of unprecedented levels of demand. Our training department is key to the creation of a sustainable mental health workforce for TIC+, but also for the wider region and beyond.

The growing demand for our training services and the high regard in which the courses are held, with requests for training coming from across the UK, has led to a significant increase in profile and number of applications for places. As a board we want to pay tribute to the hard work of the Training Department and celebrate this achievement.

Key notes from the last year of delivery across the organisation:

- Our top three sources of income account for 86.9% of all income received.
- Public Sector Contract income grew by 16% to £1,399,769
- Training course income during the year accounted for £84,622. The value of this income has not increased in direct proportion to the number of students undertaking training, as TIC+ currently offers bursaries to a number of students. If these bursaries were not in place, the value of income from training would be substantially higher. Additional value is brought to the organisation, that cannot be represented in the accounts, by the provision of counselling sessions by our placement students. The introduction of a fully accredited two-year Level 4 Counselling Diploma has been key in the delivery of this in-kind benefit to the charity.
- Service Level Agreements overall grew by 31.1% to provide a combined income of £300,355 for the year ended 31 March 2023.

Like many other charities, following COVID and because of the current 'cost of living crisis', fundraising this year has continued to be challenging; despite this we have seen a slight increase in our donations and grants (including from statutory bodies) to **£281,219.** We are so grateful to everyone who has contributed to us.

The sources of our income can be summarised as follows:

Source of Income	Overall Percentage of Income Y/E 31.3.22	Overall Percentage of Income Y/E 31.3.23
Public Service Contracts	67.7%	67.0%
Service Level Agreements	12.9%	14.4%
Other Grants	8.1%	5.5%
Training	4.0%	4.1%
Public Sector Grants	3.8%	4.4%
Donations - Other	2.6%	2.5%
Investments	0.0%	1.1%
Other	0.6%	0.7%
Regular Donations	0.3%	0.3%

Expenditure for the financial year ended 31 March 2023 totalled **£2,202,520** compared to **£1,652,327** the previous year, an increase of 33.3%.

Summary

Our income and expenditure over the last two financial years can be summarised as follows:

		Income		Expenditure		Surplus/Deficit
2021/22	£	1,780,930	£	1,652,327	£	128,603
2022/23	£	2,088,435	£	2,202,520	-£	114,085

Our income for the period ending 31 March 2023 showed a deficit of **£114,085**. This is a significant change from the previous year with the majority of the deficit being as a result of planned expenditure of reserves and the trustees' response to the 'cost of living crisis'. These expenditures can be summarised as follows:

Staff Bursaries	£65,385
Cost of living / Hardship payments	£41,200
Pay/Salary Review	£14,520
Digital Excellence	£14,063
Total	**£135,168**

If we remove this expenditure from the overall deficit figure, we see a small day to day operating surplus of **£21,083.** This is below where we would anticipate performance to be and, outside of the explanations above, delays in the delivery of our NHS contracts have been identified as the primary cause of our reduced financial performance this year. The basis of our NHS income recognition has been amended for the 2023/24 financial year to help mitigate this issue going forward.

RESERVES

The deficit at the end of the financial year meant that our overall balance of funds at 31st March 2023 saw a reduction to **£787, 606**. The split of funds can be seen below:

Fund Type	
Unrestricted General	121,000
Unrestricted Designated	543,960
Restricted	122,646
Total	787,606

RESERVES POLICY

TIC+ is required to consider what level of reserves it is appropriate to hold to demonstrate appropriate financial management, stewardship and sustainability, in fulfilling its charitable public benefit going forward.

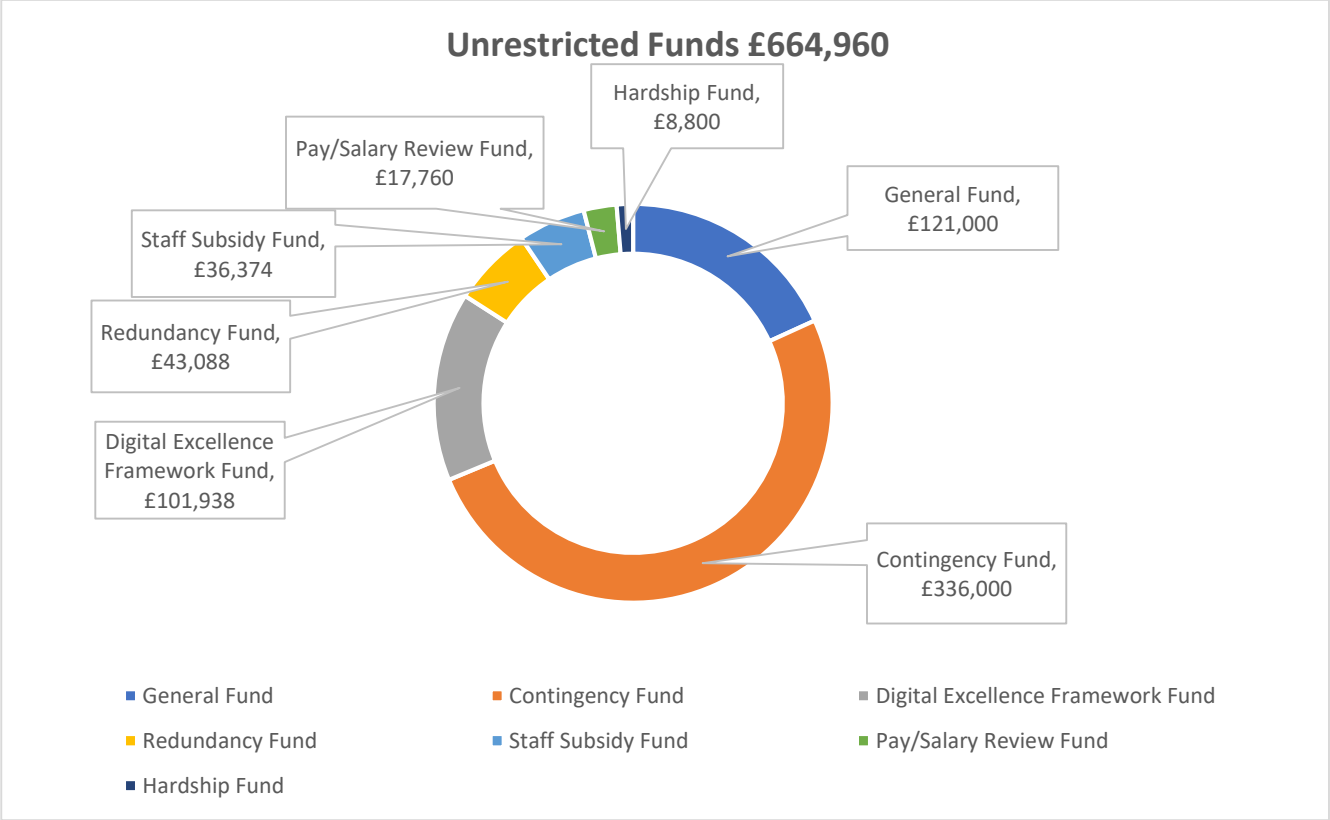
The operational business plan and associated risk management assessments embedded within the Charity inform the basis for which reserves are required for specific business purposes. By nature, the funding of more strategic projects which look beyond the annual budget requires a more strategic funding base. Therefore, the Charity aims to hold sufficient reserves to ensure that these business objectives are fully funded without adversely impacting the Charity's financial stability.

At any given time, the 'reserves' held by TIC+ for accounting purposes are allocated either to the General operating fund or funds that have been designated by the Trustees.

All designated funds are subject to a full business plan, with a clear anticipated timetable for when such funds will be required to be drawdown. This is essential to ensure that the Charities' Cashflow and investments are correctly managed and liquidity is maintained. The designation of funds can be amended as approved by the Board of Trustees to ensure that the appropriate levels of funds continue to be held in meeting the latest business priorities.

The level of funds held as general funds or as designated funds will fluctuate over time, but the Charity aims to hold such reserves within a range of 25% to 35% of the Charity's annual income. For 2022-23 the Charity's income amounted to **£2,088,435** so a reserves target of **£522,109** to **£730,952** would ordinarily be acceptable within the current policy.

At the end of the 2022-23 financial year, the actual level of unrestricted funds held as reserves was **£664,960** These funds are split as follows:



The current level of **£664,960** is slightly above the midpoint of the target range.

As mentioned last year money has been set aside to enable TIC+ to become more resilient in terms of both IT infrastructure and staff sustainability. Whilst some activity has already taken place during this financial year, based on current project estimates **£164,872** has been set aside in the following Designated funds and the Trustees anticipate that this will all be utilised by 31 March 2024.

Digital Excellence Framework - £101,938
Part of the TIC+ Employee Excellence & Engagement Programme, this new cloud-based client record system will improve service delivery and allow our clinical staff to digitally update records in real-time; this will improve safeguarding and governance as well as better work/life balance for our team. It is anticipated that we will have gone live by March 2024.

Staff Training Subsidies - £36,374
TIC+ is committed to developing a sustainable workforce that benefits wider society. Training to be a counsellor can take many years and be expensive, so can exclude many people from this profession, particularly those from disadvantaged backgrounds. The TIC+ training subsidy offers free/subsidised training for qualifying students at levels 4 and 5 of CPCAB-accredited training.

Pay / Salary Review - £17,760
A key element of the TIC+ Employee Excellence & Engagement Programme, this independent review has been working with staff and stakeholders to look at pay and non-pay elements of reward at TIC+. The findings and recommendations will be used to help shape our reward strategy going forward. Further reviews are planned to look at career development, diversity in recruitment and organisational structure. The money currently set aside for the pay benchmarking will be utilised by 31 December 2023.

Hardship Fund - £8,800
Referred to earlier, the hardship fund is a Bursary that exists to support staff who may be experiencing financial difficulties with grants of up to £300.

Discounting the pre-designated funds from the overall level of reserves results in a balance of **£500,088** - A portion of this, **£379,088**, has been ring fenced as follows:

Redundancy Fund - £43,088
Each year the trustees review their Redundancy policy and set aside an agreed amount to mitigate against the possibility that the NHS no longer commissions our services and that we would have to reduce our workforce accordingly.

Contingency Fund - £336,000
This fund is to mitigate any costs arising in the event of any loss of contract, or other unforeseen events. It has been set at two months' salary plus commensurate overheads.

Financial management

We continue to review our financial and operational systems and controls to further strengthen effective and efficient working; being able to provide accurate management reporting which will enhance both operational and strategic decision-making processes throughout the Charity.

The relationship between the Finance & Digital subcommittee and the Head of Finance has continued to be strengthened through collaborative working and as a result, better information and decision-making has flowed. Our client database and accounting procedures allow us to track funds through their life cycle budget code, beneficiary and even down to session outcome, giving funders confidence that their grants are being spent in line with any restrictions or special conditions that they may have requested.

Working with this data and reporting, the Finance & Digital subcommittee is increasingly better informed to enable budgetary and strategic financial decisions to be taken.

We submit our accounts and Annual Reports to the Charity Commission and Companies House and continue to comply with all their guidelines and accounting regulation and reporting requirements. We have robust procedures in place to prevent fraud and all funds are allocated for the purpose for which they are given.

TIC+ does not operate a defined benefit pension scheme, nor hold any investments bar liquid capital. This means we are not affected by any short-term drop in values of plan or shares. Whilst the need for a broader investment strategy has been investigated the trustees have decided that the current levels of our reserves and potential liquidity needs lend themselves to maintaining our reserves as liquid assets. A detailed policy in relation to the management of our liquid assets is in place and reported against on a regular quarterly basis to the board of trustees.

GOING CONCERN

COVID had a big impact on many charities' viability in terms of sustainable finances, delivering services and meeting their charitable objects. TIC+ were very fortunate not to be so affected, and although we are constantly conscious of the need to continue to raise additional funds beyond contract income, our finances are strong.

Our income over the past year has proved resilient and we are grateful to the NHS and other commissioners who place their trust in us. Our fundraising income has been impacted by a number of factors, including a challenging financial environment which has affected many large grants & trusts performance, as well as the ability of individuals to be able to contribute.

However, fundraising currently makes a small part of our overall income, and contract income has been maintained. Over the next three years, additional investment will go into the Fundraising team to help TIC+ be able to diversify its income stream and mitigate over reliance on one main

commissioning body.

The trustees have analysed cashflow and scenarios balanced with the investment required to implement our plans for diversification. Because of our work, the strength of our reputation and our strong commissioning relationships, we confidently assert that we are in a good financial position, although as a board we look to wider global events and recognise there may be some impact on the charity's operations, which may in turn impact our reserves in the coming months and years. The charity has sufficient reserves to be able to meet these current known challenges and therefore the board are happy that the charity's accounts can be prepared on the going concern basis.

STRUCTURE, GOVERNANCE AND MANAGEMENT

GOVERNING DOCUMENT

The charity is controlled by its governing document, the company's Memorandum and Articles of Association, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006. Incorporated in Cardiff on the 1 August 1994 and registered as a charity on 21 March 1995. In the event of the company being wound up, members are required to contribute an amount not exceeding £1.

The board has been reviewing the current governing document to identify where it can be strengthened and clarified, having last been updated in 2002, and has taken expert legal advice on this. Proposed changes will be put to the Membership towards the end of the financial year 23/24 and will be reported on in our next annual report.

OUR COMMITMENT TO GOOD GOVERNANCE

TIC+ is a registered charity, (registered number 1045429) and a company limited by guarantee registered in England (registered number 02954230), that is governed by a Board of Trustees who are also appointed as company members for their term of office. The board has a maximum of 12 members who must all profess a Christian faith as set out in TIC+ statement of faith.

Our Articles of Association set out how we are governed. We are committed to meeting the standards set out in the Charity Governance Code as part of our commitment to maintaining high standards of leadership and work.

Trustees are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting. Recruitment of trustees follows our Safer Recruitment Policy, and, where appropriate, we are clear about any specialist skills or experience we are seeking to fill. New trustees receive an induction that includes an overview of TIC+ work and activities. To date all newly elected trustees have been able to spend time prior to election meeting with senior staff, visiting one or two trustees' meetings to learn more about the work and the role of trustees. We believe this provides invaluable training for the role.

Specific training is provided on a cyclical basis; over the last year trustees have received training in Risk Management as well as our new training in Equity, Diversity and Inclusion. Trustees receive Safeguarding training annually.

The Board of Trustees meets six times annually, including one day long meeting towards the end of the calendar year. Additional meetings of the trustees can occur when there is a need to consider a specific item of business that has arisen between meetings.

Trustees also receive regular updates from the Directors (who form the Executive Team) and are sent key documents that may not be included in board meetings but may be helpful or important for information that allows them to carry out their work effectively.

The Board has established sub-committees, to provide assurance to the board, each with specific terms of reference. These are:

- Risk, Digital & Finance Committee – manages Strategic Risk and our digital transformation strategy, oversees all financial aspects, including setting and managing the internal financial controls, budget setting and management against budget.
- Remuneration and Reward Committee – reviews the remuneration package of the Directors/ Senior Executives and is currently overseeing the delivery of the external Pay & Review
- Quality & Service Delivery Committee – examining and reviewing the delivery of the clinical services within TIC+, ensures practice meets current recommendations and guidelines, looks at outcomes for children and young people, clinical risk & safeguarding relevant regulations and good practice in relation to all service beneficiaries.

In addition to this there is an Audit & Financial Assurance working group which meets to oversee as the 'Open and close' of the annual audit.

MANAGEMENT

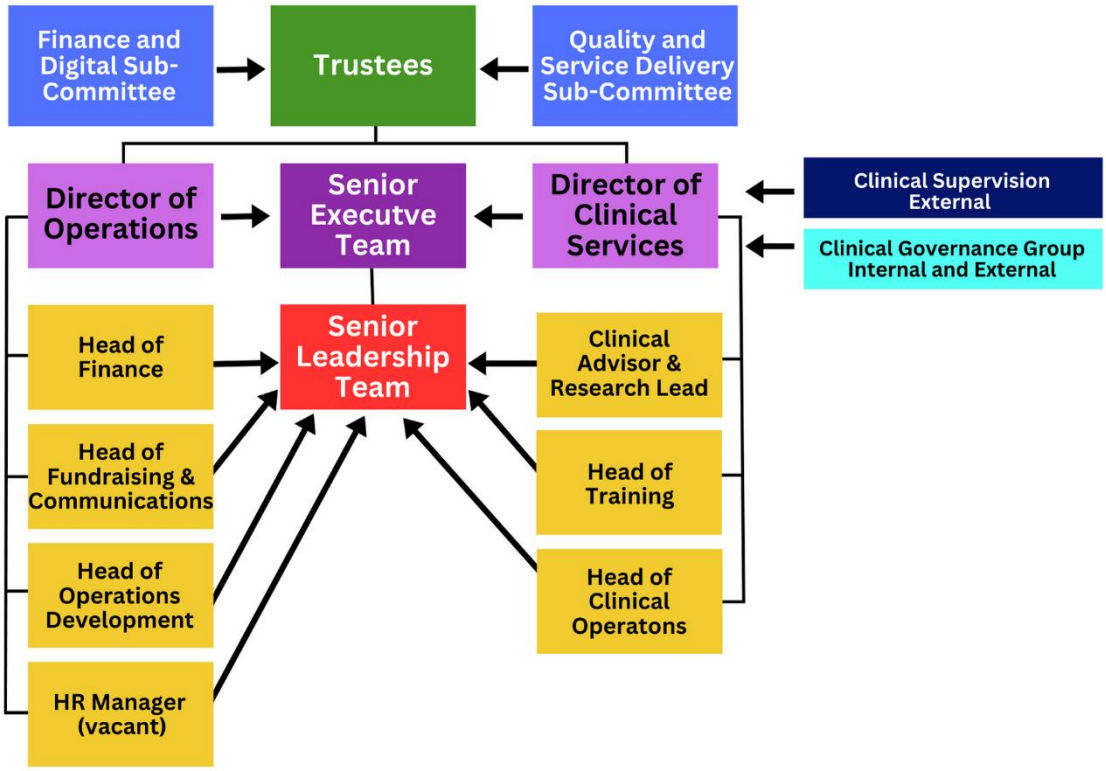
The oversight of the day-to-day work and management of TIC+ is delegated to an Executive team, consisting of the Director of Clinical Services, the Director of Operations and trustee representation. They in turn oversee the Senior Leadership Team (SLT), shown in the organogram below.

As shown in Note 8 (staff costs) in the accounts, there has been a significant increase in the Key Management Personnel remuneration (£414,691 compared to £299,704 in 2021/2022). This is due to the strengthening of the senior management team by recruiting additional posts in November 2022 and January 2023. These posts have provided additional skills and capacity, helping TIC+ become growth ready.

The SLT deliver the work approved by the trustees as well as bringing to the attention of the board any matters they feel need to be addressed. Department Teams meet regularly under the leadership of the SLT and take responsibility for TIC+ day-to-day operations and service delivery.

There are clear terms of reference for the SLT in relation to its accountability to the Trustees. The SLT has been enhanced through the appointment of a Head of Clinical Operations and Head of Operational Development.

To ensure that staff also have the opportunity to have their voice represented in key decisions that affect them or their work, the SLT has established a Staff Advisory and Engagement Group (SAGE) which meets quarterly; open to all staff with the agenda published in advance, it is an open forum where staff can also raise their own queries either in person or through the Freedom to Speak up guardian (see below). As a result of the SAGE meetings, various projects have been implemented or benefits enhanced.



OUR PRINCIPAL RISKS AND UNCERTAINTIES

Identifying and actively managing risk is an important part of ensuring that TIC+ remains a healthy and impactful charity and ensures that trustees remain focused on the appropriate issues as they lead the organisation.

This continues to be done at a Board and senior staff level by maintaining a Risk Register that identifies the key organisational risks. The Risk Register is co-owned by our Board of Trustees and the Executive Team. Each of our Board's sub-committees has responsibility for monitoring how we are managing risks relevant to their remit. Their consideration is then reported to the full Board.

Summary of key risks for the charity is shown below broken down into areas of oversight:

Area	Key Risks
Governance	Leadership Capacity Corporate Governance
Finance	Maintaining Relationship with Funders Marketplace Competitors Pricing & Contracting Policy Income Source Overreliance
Service Delivery	Excess Service Demand Service Quality Workforce Strategy & delivery Digital Information & Technology

STATEMENT OF TRUSTEES' RESPONSIBILITIES FOR THE YEAR ENDED 31ST MARCH 2023

The Trustees (who are also directors of Teens in Crisis for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom accounting standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently
- observe the methods and principles in the Charities SORP
- make judgments and estimates that are reasonable and prudent
- state whether applicable United Kingdom accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware;
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Auditors Burton Sweet was re-appointed as auditors during the year and has expressed its willingness to continue in office as auditor.

Signed by order of the Board of Trustees:

Nigel Gabb
Trustee Date: 07 November 2023

REGISTERED COMPANY NUMBER

02954230 (England and Wales)

REGISTERED CHARITY NUMBER

1045429

REGISTERED OFFICE

Office 73
Building 8
Vantage Point Business Village Mitcheldean
Gloucestershire GL17 0DD

TRUSTEES

N C Gabb	Local Government Officer
D McShee	Student Mental Health Nurse (resigned October 2022)
JM Newton	Executive Director NHS
P Cresswell	Associate Director NHS
R J Blagden	University of Gloucestershire, Director of Libraries, Technology and Information
J Hubbard	Retired Civil Servant (Chair)
R E Frett	Business & Development Manager (resigned October 2023)
JM Daines	Leadership & Education Consultant
C Anderton	
S Leaver	Company Director (appointed January 2023)

AUDITORS

Burton Sweet Limited
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

BANKERS

Lloyds Bank
8 High Town
Hereford HR1 2AE

SENIOR MANAGEMENT TEAM

Judith Bell	Director of Clinical Services
Claire Power-Browne	Director of Operations
Sue Cook	Head of Training
Andrew Downing	Head of Finance
Carolyn Roulstone	Head of Fundraising & Communications
Jon Jarvis	Head of Clinical Operations
Dan Tipp	Head of Operations Development
Dr Chloe Constable	Clinical Advisor and Research Lead

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TEENS IN CRISIS FOR THE YEAR ENDED 31ST MARCH 2023

OPINION

We have audited the financial statements of Teens in Crisis (the "Charity") for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2023 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

BASIS FOR OPINION

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

CONCLUSIONS RELATING TO GOING CONCERN

In auditing the financial statements, we have concluded that the directors' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.
Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.
Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

OTHER INFORMATION

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

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

conclude that there is a material misstatement of this other information, we are required to report the fact.

We have nothing to report in this regard.

OPINIONS ON OTHER MATTERS PRESCRIBED BY THE COMPANIES ACT 2006

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

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable law requirements.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us.
- the financial statements are not in agreement with the accounting records and returns.
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purposes of our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

RESPONSIBILITIES OF TRUSTEES

As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when

it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- we identified the laws and regulations applicable to the charity through discussions with those charged with governance and other management, and from our knowledge and experience of the sector.
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements of the operations of the company, including the Companies Act 2006, taxation legislation and data protection, anti-bribery, employment, pensions, environmental and health and safety legislation; and
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management, inspecting legal correspondence and remaining alert during the audit for any indications of non-compliance.

Our audit procedures in relation to fraud included but were not limited to:

- making enquiries of those charged with governance and other management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud.
- discussing amongst the engagement team the risks of fraud.
- gaining an understanding of the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.
- testing journal entries to identify unusual transactions.
- assessing whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
- investigating the rationale behind significant or unusual transactions.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.
A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditors/audit-assurance-ethics/auditors-responsibilities-for-the-audit. This description forms part of our auditor's report.

USE OF OUR REPORT

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

Ed Marsh BSc (Hons) FCA DChA (Senior Statutory Auditor)

For and on behalf of Burton Sweet Limited
Statutory Auditor
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

Date: 07 November 2023

TEENS IN CRISIS

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)

YEAR ENDED 31 MARCH 2023

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Income from:					
Donations and legacies	**2**	62,393	114,589	176,982	201,237
Charitable activities	**3**	1,484,391	398,974	1,883,365	1,579,266
Other trading activities		5,768	-	5,768	48
Investments		22,320	-	22,320	379
Total income		1,574,872	513,563	2,088,435	1,780,930
Expenditure on:					
Raising funds	**4**	64,232	522	64,754	41,703
Charitable activities	**5**	1,679,424	458,342	2,137,766	1,610,624
Total expenditure		1,743,656	458,864	2,202,520	1,652,327
Net income/(expenditure)	**7**	(168,784)	54,699	(114,085)	128,603
Transfers between funds	**15**	-	-	-	-
Net movement in funds		(168,784)	54,699	(114,085)	128,603
Funds at start of period	**15**	833,744	67,947	901,691	773,088
Funds at end of period	**15**	664,960	122,646	787,606	901,691

The Charity has no recognised gains or losses other than the results for the period as set out above.

All of the activities of the charity are classed as continuing.

See note 9 for fund-accounting comparative figures
The notes on pages 47 to 59 form part of these financial statements

TEENS IN CRISIS

BALANCE SHEET

AS AT 31 MARCH 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	**10**	16,004	12,192
		16,004	12,192
Current assets			
Debtors	**11**	178,330	533,095
Cash at bank and in hand		1,553,203	1,335,180
		1,731,533	1,868,275
Liabilities			
Creditors : amounts falling due within one year	**12**	(959,931)	(978,776)
Net current assets		771,602	889,499
Total assets less current liabilities		787,606	901,691
Net assets		787,606	901,691
FUNDS			
Unrestricted funds	**16**	664,960	833,744
Restricted funds	**16**	122,646	67,947
Total funds		787,606	901,691

These financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006 and with the Financial Reporting Standard 102 (FRS102).

These financial statements were approved by the Trustees on 7 November 2023 and are signed on their behalf by

Nigel Gabb

Nigel Gabb
Trustee

Company registration number: 02954230

The notes on pages 47 to 59 form part of these financial statements

TEENS IN CRISIS

CASH FLOW STATEMENT

YEAR ENDED 31 MARCH 2023

	Note	2023 £	2022 £
Net cash inflow from operating activities	**13**	205,864	351,073
Non-operational cash flows:			
Investing activities			
Payments for tangible fixed assets		(10,161)	-
Investment income		22,320	379
		12,159	379
Net cash inflow/(outflow) for the year	**14**	218,023	351,452

Cashflow Restrictions

Charity law prohibits the use of net cash inflows on any endowed or other restricted fund to offset net cash outflows on any fund outside its own objects, except on special authority. In practice, this restriction has not had any effect on cash flows for the period.

The notes on pages 47 to 59 form part of these financial statements

1 Accounting policies

Accounting convention

The financial statements have been prepared in accordance with the historical cost convention (except where otherwise stated in the accounting policy note) and in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), and the Companies Act 2006.

There are no material uncertainties about the charity's ability to continue as a going concern, despite the significant uncertainty being caused by COVID-19 and the national cost of living crisis. Whilst the Trustees expect there to be a significant impact on the charity's operations in the coming months and years, the charity has sufficient reserves to be able to meet these challenges.

Income

All income is included in the Statement of Financial Activities when the charity has entitlement to the income, the amount can be quantified with reasonable accuracy and receipt is probable.

Donations and legacies includes income generated from gifts, donations and legacies and grants and is included in full in the SOFA when receivable. Grants where entitlement is conditional on the delivery of specific performance by the Charity are recognised when the Charity becomes unconditionally entitled to the grant.

Investment income is included on a receivable basis.

Expenditure

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with the use of resources. Support costs are allocated in full to the main charitable activity of the provision of counselling services.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked with the strategic management of the charity. They are included within support costs.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and equipment - 25% on cost

Assets of £5,000 or more will be capitalised.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds form part of unrestricted funds and have been identified as being for particular purposes by the Trustees. They are not restricted and can be transferred to general funds at any time at the discretion of the Trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

1 Accounting policies (continued)

Debtors
Trade and other debtors are recognised at the settlement amount due after any trade discount offered.

Prepayments are valued at the amount prepaid net of any trade discounts due.

Creditors
Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

Pension costs and other post-retirement benefits
The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2 Income from: Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Grants	-	114,589	114,589
Other donations	57,832	-	57,832
Gift aid	4,561	-	4,561
	62,393	114,589	176,982

Prior period comparatives	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Grants	1,500	142,841	144,341
Other donations	51,871	-	51,871
Gift aid	5,025	-	5,025
	58,396	142,841	201,237

3 Income from: Charitable activities

	Unrestricted Funds	Restricted Funds	Total Funds 2023
	£	£	£
Public sector funding	1,399,769	92,326	1,492,095
Service level agreements	-	300,355	300,355
Training and workshops	84,622	-	84,622
Other charitable activities income	-	6,293	6,293
	1,484,391	398,974	1,883,365

Prior period comparatives	Unrestricted Funds	Restricted Funds	Total Funds 2022
	£	£	£
Public sector funding	1,172,208	100,414	1,272,622
Service level agreements	-	229,047	229,047
Training and workshops	73,345	-	73,345
Other charitable activities income	1,500	2,752	4,252
	1,247,053	332,213	1,579,266

Public sector funding includes grants totalling £1,427,958 (2022: £1,205,172) from NHS Gloucestershire CCG and £40,210 (2022: £67,450) from other sources.

Service level agreements of £257,937 (2022: £209,389) are principally funded by local authority funding.

4 Expenditure on: Raising funds

	Unrestricted Funds	Restricted Funds	Total Funds 2023
	£	£	£
Fundraising costs	12,325	65	12,390
Wages and salaries	51,907	457	52,364
	64,232	522	64,754

Prior period comparatives	Unrestricted Funds	Restricted Funds	Total Funds 2022
	£	£	£
Fundraising costs	5,478	-	5,478
Wages and salaries	36,225	-	36,225
	41,703	-	41,703

5 Expenditure on: Charitable activities

	Direct Costs	Support Costs (Note 6)	Total Funds 2023
	£	£	£
Provision of counselling services	1,492,126	645,640	2,137,766

Prior period comparatives	Direct Costs	Support Costs (Note 6)	Total Funds 2022
	£	£	£
Provision of counselling services	1,165,229	445,395	1,610,624

6 Support costs

	Total 2023 £	Total 2022 £
Wages and salaries	387,621	267,684
Premises	80,899	60,891
Legal and professional	41,501	16,415
Office costs	15,546	18,885
IT and software costs	92,146	53,870
Advertising and promotion	9,658	12,591
Depreciation	6,349	4,200
Governance costs	11,920	10,859
	645,640	445,395

7 Net income/(expenditure) for the period

This is stated after charging:		Total 2023 £	Total 2022 £
Auditor's remuneration	- for audit services	7,699	6,825
	- for other services	3,924	3,924
Trustee expenses		1,677	110
Depreciation		6,349	4,200

8 Staff costs and numbers

The aggregate payroll costs were:	Total 2023 £	Total 2022 £
Wages & salaries	1,651,240	1,256,401
Social security costs	109,190	74,789
Pension contributions	29,425	21,310
	1,789,855	1,352,500

2 employees received benefits (excluding employer's national insurance contributions and employer pension costs) of between £60,000 and £70,000 (2022: Nil)

The total aggregate employment benefits received by key management personnel were £414,691 for the year (2022: £299,704).

The average monthly number of employees during the period was as follows:

Total 2023	Total 2022
105	90

9 Statement of Financial Activities comparative figures

Prior year comparative	Unrestricted Funds £	Restricted Funds £	Total 2022 £
Income from:			
Donations and legacies	58,396	142,841	201,237
Charitable activities	1,247,053	332,213	1,579,266
Other trading income	48	-	48
Investments	379	-	379
Total income	1,305,876	475,054	1,780,930
Expenditure on:			
Raising funds	41,703	-	41,703
Charitable activities	1,171,063	439,561	1,610,624
Total expenditure	1,212,766	439,561	1,652,327
Net income/(expenditure)	93,110	35,493	128,603
Transfers between funds	37,416	(37,416)	-
Net movement in funds	130,526	(1,923)	128,603
Total funds at start of period	703,218	69,870	773,088
Total funds at end of period	833,744	67,947	901,691

10 Tangible fixed assets

	Fixtures & equipment £
Cost	
At 1 April 2022	17,754
Additions	10,161
At 31 March 2023	27,915
Depreciation	
At 1 April 2022	5,562
Charge for the year	6,349
At 31 March 2023	11,911
Net book value	
At 31 March 2023	16,004
At 31 March 2022	12,192

11 Debtors

	2023	2022
	£	£
Due in less than one year:		
Trade debtors	96,072	483,815
Prepayments and accrued income	77,612	39,429
Other debtors	4,646	9,851
	178,330	533,095

12 Creditors

	2023	2022
	£	£
Due in less than one year:		
Trade creditors	14,324	5,768
Other creditors	9,008	2,071
Accruals and deferred income	936,599	970,937
	959,931	978,776

Included above is deferred income from service contracts relating to the charity's core charitable activities.

	2023	2022
	£	£
Deferred income balance at start of period	920,106	549,157
Amount released to income earned from charitable activities	(920,106)	(549,157)
Amount deferred in the period	944,923	920,106
Deferred income balance at end of period	944,923	920,106

13 Reconciliation of net movement in funds to net cash inflow from operating activities

	2023	2022
	£	£
Statement of Financial Activities: Net movement in funds	(114,085)	128,603
Investment income	(22,320)	(379)
Depreciation	6,349	4,200
(Decrease)/increase in creditors: current liabilities	(18,845)	392,203
(Increase)/decrease in debtors	354,765	(173,554)
Net cash inflow from operating activities	205,864	351,073

14 Analysis of changes in cash during the period

	2023	2022	Change
	£	£	£
Cash at bank and in hand	1,553,203	1,335,180	218,023

	2022	2021	Change
	£	£	£
Cash at bank and in hand	1,335,180	983,728	351,452

15 Movement in funds

	At 1 Apr 2022	Income	Expenditure	Transfers	At 31 Mar 2023
	£	£	£	£	£
Unrestricted funds					
General fund	250,648	1,574,872	(1,713,874)	9,354	121,000
Contingency fund	315,000	-	-	21,000	336,000
Redundancy fund	63,558	-	-	(20,470)	43,088
Staff Training Subsidy	68,538	-	-	(32,164)	36,374
Pay/ Salary Review fund	20,000	-	(14,520)	12,280	17,760
Digital Excellence Framework	116,000	-	(14,062)	-	101,938
Hardship Fund	-	-	(1,200)	10,000	8,800
	833,744	1,574,872	(1,743,656)	-	664,960
Restricted funds					
PCC Covid Response	10,473	-	(9,211)	-	1,262
Rausing	7,386	50,000	(22,092)	1,940	37,234
Service Level Agreements	(9,111)	287,851	(278,740)	-	-
St James' Place	2,083	25,000	(24,999)	-	2,084
Sylvanus Lysons	10,000	-	(10,000)	-	-
MOJ Sexual Violence	-	16,585	(11,502)	(5,083)	-
Newby Trust	10,000	-	(10,000)	-	-
Zurich	10,695	-	(9,272)	-	1,423
Levelling Up Fund (Boys in Mind)	-	56,379	(417)	-	55,962
Zurich Community Trust	-	17,500	(12,922)	-	4,578
Other restricted funds (see description)	26,421	60,248	(69,709)	3,143	20,103
	67,947	513,563	(458,864)	-	122,646
Total funds	901,691	2,088,435	(2,202,520)	-	787,606

15 Movement in funds (continued)

Prior year comparative	At 1 Apr 2021 £	Income £	Expenditure £	Transfers £	At 31 Mar 2022 £
Unrestricted funds					
General fund	432,939	1,305,876	(1,212,766)	(275,401)	250,648
Contingency fund	211,500	-	-	103,500	315,000
Redundancy fund	58,779	-	-	4,779	63,558
Staff Training Subsidy	-	-	-	68,538	68,538
Pay/ Salary Review fund	-	-	-	20,000	20,000
Digital Excellence Framework	-	-	-	116,000	116,000
	703,218	1,305,876	(1,212,766)	37,416	833,744
Restricted funds					
Allchurches Trust	5,908	-	(5,908)	-	-
Family Support Hammersmith	10,882	30,982	(41,864)	-	-
Gloucester Community Fund	-	10,000	(6,286)	(58)	3,656
Invoiced	12,908	2,840	(2,840)	(12,908)	-
PCC Covid Response	1,969	10,900	(427)	(1,969)	10,473
Rausing	-	50,000	(42,614)	-	7,386
Safeguarding Fund	12,085	32,964	(31,304)	(13,745)	-
Service Level Agreements	-	191,311	(200,422)	-	(9,111)
St James' Place	2,019	25,000	(24,936)	-	2,083
Sylvanus Lysons	-	15,625	-	(5,625)	10,000
MOJ Critical Support Fund	-	20,313	(16,104)	-	4,209
MOJ Domestic Abuse	-	10,800	(10,187)	-	613
MOJ Sexual Violence	-	13,770	(13,969)	199	-
Newby Trust	-	10,000	-	-	10,000
Zurich	-	11,000	(305)	-	10,695
Other restricted funds (see description)	24,099	39,549	(42,395)	(3,310)	17,943
	69,870	475,054	(439,561)	(37,416)	67,947
Total funds	773,088	1,780,930	(1,652,327)	-	901,691

Description and purpose of funds and transfers

All funds with an opening balance, closing balance, income, expenditure or transfer greater than £10,000 have been separately disclosed. All other funds have been included within 'other restricted funds'. The Charity accounts fully for all restricted funds and a summary of the movement on any smaller fund is available upon request.

Designated Funds

Contingency Fund — This represents money set aside to continue the delivery of our Free Access Counselling should any of our grants or commissioned projects end up not being renewed. Should this situation arise the trustees will need time to take action. This sum of money would protect core operating costs and ongoing work with young people already in our service. The fund will enable time to make adjustments and raise additional funds. The fund also contains a small amount of funds set aside to cover ‘emergency funding needs’ such as unforeseen day to day operational costs or e.g. temporary staff to cover long term illness.

15 Movement in funds (continued)

Designated Funds (*continued*)

Redundancy Fund	Representing funds set aside to meet redundancy costs to entitled existing staff should the charity find itself having to make redundancies. This amount is calculated annually and whilst the trustees do not expect a situation where all the staff would need to be made redundant they deem it their responsibility to cover the full liability out of reserves.
Staff Training Subsidy	Representing funds to allow staff, employed by TIC+, to qualify to work specifically with children and young people at level 4 and level 5 in counselling. TIC+ recognise the need to build a sustainable workforce for children's mental health and so have committed funds as bursary to enable entry level training at levels 2 and 3, to build a workforce for the future. This subsidy builds equity and encourages some for whom training may not otherwise have been an option they could afford.
Pay/Salary Review fund	Representing funds for an external and independent pay and non -pay review of roles and rewards at TIC+. TIC+ are committed to being an ethical employer and a workplace of excellence. This review represents part of our three-year plan improving recruitment, retention and reward at TIC+, allowing our team opportunities to grow and develop with us. This forms an important element of the TIC+ Employee Excellence & Engagement Programme.
Digital Excellence Framework	Part of the TIC+ Employee Excellence & Engagement programme, this represents funds to improve work processes and experiences of our clinical team by introducing a new cloud-based client record system and hardware to access same. Bespoke to TIC+, this system will also improve safeguarding, governance and give real time information to staff.
Hardship Fund	The hardship fund is a Bursary that exists to support staff who may be experiencing financial difficulties during the current cost of living crisis with grants of up to £300. This fund has been designated for use to the end of financial year 2024. Unspent funds after this time will be returned to General

Restricted Funds

Allchurches Trust	Growing technological capability and resilience, particularly increasing digital capacity/provision in order to face the challenges caused by the Covid-19 pandemic.

15 Movement in funds (continued)

Restricted Funds (*continued*)

Family Support Hammersmith	This funding represents a contract between us and Family Support- a Local Authority Trading Company, where TIC+ counsellors are working as part of the Family Support's 'Transition and Resilience Programme', which aims to reduce serious youth violence and keep children who are at the risk of exclusion, in school.
Gloucester Community Fund	Representing funding given to co-fund the role of our Counselling Co-ordinator who manages waiting lists and matches clients with counsellors based on location and need.
Invoiced	Income derived from delivery of contracts and grants with service delivery requirements attached.
PCC Covid Response	This money represents funding awarded by the Ministry of Justice, through the Office of the Police & Crime Commissioner, to respond to the additional need faced by the charity during Covid. It was provided to fund core costs, including additional safeguarding cover, clinical staff supervision and IT equipment to support remote working.
Rausing	Awarded by the Julia and Hans Rausing Trust, the grant in the 2020/21 financial year, has been provided by their Charitable Support Fund for charities during the Covid-19 pandemic in recognition of the loss of income normally achieved through fundraising. It is for core costs and overheads associated with running TIC+. The £50,000 received in the 2021/22 financial year is the first tranche of multi-year funding towards piloting of the 'One At A Time' (1@T) single session therapy and psychoeducational workshops aimed at reducing our waiting list and the wait times that young people are having to wait before seeing a counsellor.
Safeguarding Fund	This fund is for the provision of additional safeguarding cover and supervision, necessary due to the rise in acuity of risk seen in young people during Covid-19, for 12 months. As a result the fund can be used to cover Counselling Coordinator salary costs.
Service Level Agreements	This funding is primarily comprised of agreements with schools, colleges and training agencies etc., who have contracted with TIC+ to provide counselling. Many of these contracts are subsidised by TIC+.

15 Movement in funds (continued)

Restricted Funds (*continued*)

St James' Place	This funding, generously provided by St James Place, is awarded to support a counsellor's salary to enable them to provide support for children and young people in Gloucestershire who are struggling with their mental health and is a three year grant.
Sylvanus Lysons	Grant funding for our free access Self Referral Counselling Service, available to children and young people aged 9-21 and living in Gloucestershire.
MOJ Critical Support Fund	Funding awarded by the Ministry of Justice to meet exceptional or additional need that cannot be met through existing allocations to support children and young people who are victims of domestic abuse or sexual violence.
MOJ Domestic Abuse	Ministry of Justice funding towards supporting children and young people who are affected by, or victims of, of domestic abuse.
MOJ Sexual Violence	Ministry of Justice funding towards supporting children and young people who are affected by, or victims of, of sexual violence.
Newby Trust	Funding from The Newby Trust towards piloting 'One At A Time' (1@T) single session therapy and new online, psychoeducational course to help them learn to cope and overcome issues themselves.
Zurich	This funding is generously provided by Zurich Community Trust towards the cost of counselling sessions for children and young people in Gloucestershire.
Levelling Up Fund (Boys in Mind)	Funding awarded towards levelling up access to mental health support for young males ages 9-21 in targeted wards of Gloucestershire. The project will improve our understanding of the gender gap in accessing Mental Health services by gaining insight from young males in these areas.
Zurich Community Trust (Cheltenham)	Funding awarded from Zurich Community Trust to support children and young people in Cheltenham and surrounding areas to access mental health support.

16 Analysis of net assets between funds

As at 31 March 2023	Restricted Funds £	Unrestricted Designated Funds £	Unrestricted General Funds £	Total 2023 £
Tangible fixed assets	-	-	16,004	16,004
Cash and short-term deposits	122,646	543,960	886,597	1,553,203
Other net assets/(liabilities)	-	-	(781,601)	(781,601)
	122,646	543,960	121,000	787,606

As at 31 March 2022	Restricted Funds £	Unrestricted Designated Funds £	Unrestricted General Funds £	Total 2022 £
Tangible fixed assets	-	-	12,192	12,192
Cash and short-term deposits	67,947	583,096	684,137	1,335,180
Other net assets/(liabilities)	-	-	(445,681)	(445,681)
	67,947	583,096	250,648	901,691

17 Related party transactions

Trustee Daniel McShee was an employee of HB Digital Printing Ltd during the year and his parents are the owners of the business. The charity made purchases of £Nil from the business in the year (2022: £2,653). At the year end a creditor of £Nil was outstanding (2022: £nil).

No Trustees received any remuneration or were reimbursed any expenses in the current or preceding

18 Operating lease commitments

At 31 March the charitable company had total minimum lease commitments under non-cancellable operating leases as follows:

	2023 £	2022 £
Due in:		
Less than 1 year	57,207	3,079
Between 2 and 5 years	41,791	-

Let's Talk Well

England & Wales - Charity number 1045429

Accounts

TEENS IN CRISIS

ANNUAL REPORT
&
FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

Counselling, Support and Care for Young People and Families

Company Registration Number 02954230
Charity Number 1045429

TEENS IN CRISIS
FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2022

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TEENS IN CRISIS
TRUSTEES' ANNUAL REPORT
YEAR ENDED 31 MARCH 2022

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022.

The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

OBJECTIVES AND ACTIVITIES

Objectives and aims

Our charity's purposes as set out in the objects contained in the company's memorandum of association are to:

Advance the Christian religion by practically demonstrating the Christian faith in particular, but not exclusively by:

(1) Relieving the need, hardship or distress of young people by providing education, advice, and support and counselling services.
(2) Providing recreational facilities and recreational activities for young people.

The Trustees have complied with their duty under the Charities Act 2011 to have due regard to the Charity Commission's guidance on public benefit when making decisions that relate to public benefit or are associated with the purposes or objectives of TIC+. There have been no decisions taken by the board which have departed from this guidance.

About us

TIC+ is a charity established in 1993 and registered with the Charity Commission in 1994, serving Gloucestershire and surrounding areas. TIC+ reaches hundreds of children and young people every year as well as offering support and advice to parents/carers and professionals. We work to ensure that every young person has easy, prompt, independent access to appropriate support according to their needs.

We offer:

- Counselling – online, remote (video and phone) and face-to-face for children and young people.
- School counselling throughout Gloucestershire
- Anonymous Helpline for children and young people
- Support to parents and carers from our Parent Support & Advice Line and Parent Support Groups
- Training, to both qualified counsellors wanting to work specifically with children and young people as well as those looking to join the profession, through our accredited training courses.

TIC+ has a head office in Mitcheldean, Gloucestershire and additional offices in Gloucester; Counselling spaces are located throughout the County and staff and volunteers are a mixture of office and home-based, working across the County. We strive to ensure young people, parents and families feel accepted, safe & valued, so that they can say what's on their mind, and be really listened to without the fear of being judged. We work with young people to help them build resilience and give them strategies to cope with situations they might be facing.

In order to achieve our stated objectives, the charity has set out a series of statements:

Our Mission Statement

TIC+ mission is to improve, preserve and promote good mental health and wellbeing among children, young people and their families.

Our Vision
Every young person should have someone to talk to when they need it most.

Our Values
The TIC+ Senior Leadership Team has defined a set of values which represent the core beliefs that inspire and guide the choices we make, how we operate and how we interact with people:

Our Ethos TIC+ began life in 1994 as a Christian-led charity that is not affiliated to any particular denomination, church or group. We will provide services to anyone of any faith (or none), and we employ staff from any faith (or none). We continue to believe as an organisation that the Christian faith provides the foundation and motivation for the work of the charity and is the reason why we do what we do.

The Christian faith is never made explicit in any of the services we provide. An outworking of our Christian ethos means that we expect all representatives of the charity to treat everyone equally, with care and respect regardless of their race, gender, religion, sexual orientation, ethnic background, beliefs, status, ability or class. The ethos is given life through our relationships; the way we work together and behave with one another and those we serve, are a demonstration and authentication of our ethos.

TEENS IN CRISIS
TRUSTEES' ANNUAL REPORT
YEAR ENDED 31 MARCH 2022

FOREWORD FROM THE CHAIR

It's been another demanding year for our services, with a record number of nearly 19,000 counselling sessions. This is a sad reflection of the increasingly difficult issues that so many young people and their families are facing today, even as we all start to move slowly on from COVID-19.

We have been able to remain agile in these challenging times. We have introduced new services, such as the One At A Time pilot, redesigned existing services, and created additional capacity. Alongside this, we have further improved our governance, strengthened our leadership teams and consolidated our fiscal position. We are also introducing a Live Impact Dashboard, which enables an online current view of our services.

I continue to be amazed at how our staff tirelessly rise to the difficult challenges they face, always delivering with compassion and care. My personal thanks are due to all the people at TIC+ for everything they do.

However, we face significant challenges. Service demand continues to rise; the emotional and mental calls on our staff are great, plus they are now facing the same cost of living challenges as so many across the country. In addition, it can be difficult to recruit at the levels and numbers we desire.

Despite the challenges of the national financial situation, TIC+ remains in a strong fiscal position. We have solid reserves, much of which we are setting aside against the ongoing transformational changes we need to make, such as continuing service improvements and significant upgrades in IT and digital capabilities. As we step into the next year, we will continue to transform our services, our governance, our administration and our technical capabilities. Agility and the ability to change remain at our core, in order for us to deliver against our vision of 'every young person should have someone to talk to when they need it most.'

Most importantly, thanks to all our supporters and partners, in particular, the NHS, other mental health services, schools and so many organisations and individuals who fundraise for us. Put simply, we cannot do our vital work without you. You enable us to provide hope to so many young lives. Thank you.

John Hubbard CMG
Chair of Board of Trustees

TEENS IN CRISIS
TRUSTEES' ANNUAL REPORT
YEAR ENDED 31 MARCH 2022

DIRECTOR'S STATEMENT

2021-22 was another difficult year, as we and the rest of the world continued to grapple with the effects of COVID-19.

For the second year, the pandemic maintained its disruption on lives globally, and the longer-term effects of lockdowns, school closures and restrictions on movement continued to have a significant impact on the children, young people and families in Gloucestershire who we work with.

Just like the young people and parents we serve, our staff team have also had a difficult time not only dealing with the challenges of supporting increasing numbers of young people with more complex issues, but also coping with their own ill health, bereavements, and childcare issues due to school closures amongst others. Despite this, all our staff across all areas have continually gone above and beyond and sacrificed, often at personal cost, to provide an excellent service. We are so proud of them and so grateful for their compassion, expertise and flexibility.

The year has seen some necessary changes in the way we work, which we have embraced fully, including:

- A service delivery redesign to meet demand and reduce waiting lists – Agree-Assess-Review
- New services in addition to those already on offer – One At A Time Counselling Pilot
- Additional recruitment to increase capacity across all areas to address issues, such as increased safeguarding and risk, HR support, financial reporting, data analysis etc.
- Additional governance, auditing and reporting requirements based on growth in income and organisational size.

As Directors, we fully recognise the requirement for continued investment to meet the needs of the children, young people and families we support. At such a time as this, TIC+ is privileged to be able to continue to be there for everyone who reaches out to us for support because:

96% of all young people tell us the support
they received helped them with their difficulties.

We know the services we provide are effective and are needed in these current times, now more than ever before. With the real possibility that more crises in relation to the war in Ukraine, rising energy, fuels and cost of living increases are set to have an impact on children, young people and families in Gloucestershire, we anticipate that ongoing demand will not lessen.

TIC+ is here to make sure that every young person and parent has someone to talk to whenever they need it. We firmly believe that the therapeutic relationship offers an implicit hope of positive change and empowers the imagining of a different future. This is the reason why we believe the need for continued investment in mental health services is vital to ensure the capacity to respond remains in place.

Judith Bell
Director of Clinical Services

Claire Power-Browne
Director of Operations

2021-22 ACHIEVEMENTS

ACHIEVEMENTS & PERFORMANCE

In 2021-22 we saw nearly **4,000** children, young people and parents and delivered **18,709** counselling and support sessions - more than ever before! Young people have been supported through our face-to-face, online (Instant Messaging), video and telephone counselling services and also the anonymous, online, drop-in service TIC+chat, which continues to offer much-needed support to young people who wish to be seen anonymously and for those waiting for support. Parents worried about their child's mental health have received valuable support from the Parent Support & Advice Line and in February 2021, due to the growing need for parent support, we launched our Parent Support Groups to further support them.

We are immensely proud that TIC+ has continued to 'be there' for everyone who has reached out to us for support.

Jasmine's Story

Jasmine, aged 18, had a suicide plan but was interrupted when trying to act on it. One of many siblings, her home life was volatile and chaotic and Jasmine was subject to a lot of manipulation from her siblings and parents. This caused her to suffer from anxiety and a lack of self-worth, and as a result Jasmine frequently missed school which hugely impacted her exams and hopes for an academic future. Working with a TIC+ counsellor, Jasmine was able to work on, explore and celebrate her strengths, as well as understand things within her control. Together with her counsellor, Jasmine set goals for coping in school, attending exams and created strategies for managing in class. TIC+ stood alongside Jasmine and gave her space to be heard - some days she found the counselling extremely emotional. During the last session, Jasmine was tearful, she thanked her counsellor and said they had saved her life.

(Jasmine is not the young person's real name – other incidental information has been changed to ensure the young person cannot be identified)

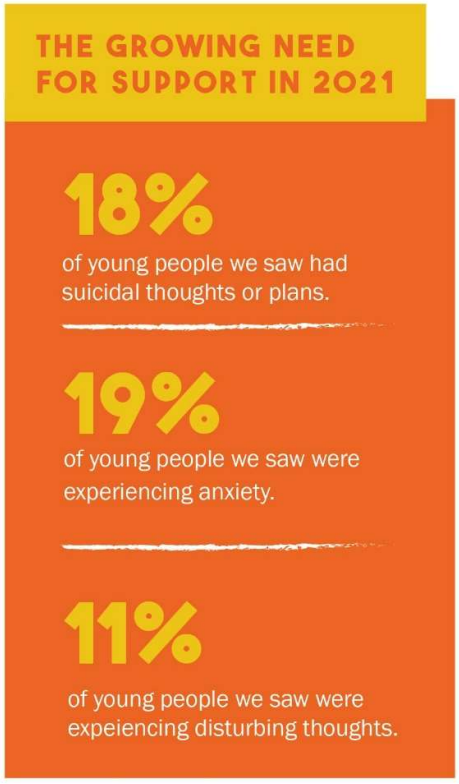
2021-22 SPOTLIGHT ON

The growing need for support

In 2021-22 our services have never been more in demand. Before the pandemic began, it was estimated that one in six children and young people had a mental disorder.[1] A study conducted in 2019[2] found that three-quarters of young people had worries that impacted their day-to-day life, with 40% finding it hard to focus and deal with negative feelings affecting their ability to sleep. The top issue young people worried about was school work and exams (53%) followed by falling out with friends and their own physical appearance.

The pandemic has exacerbated these existing challenges and also seen a new set of issues emerge higher on the list than previously featured.

In addition, and a major cause for concern, is the increase in the numbers of young people experiencing higher levels of distress, for instance, self-harm (18% of all young people seen), suicidal thoughts and plans (19%), anxiety (80%) and intrusive/disturbing thoughts (11%).



Identifying the reasons behind such increases is not easy to prove. However, a report conducted by TIC+ in the midst of the pandemic[3] highlighted the likelihood that the uncertainty and anxieties caused by the lockdowns, the closure of schools, isolation from peer groups, loneliness, worries around school work and exams, bereavement, and the stresses and pressures on families were all contributing factors.

More recently, and in line with the national trend, we have seen a dramatic increase in the number of young people struggling with eating difficulties. Pre-pandemic, approximately 4% of all young people seen needed support for eating difficulties, but in 2021-22 this became the largest increasing issue, with 13% focussing on these issues during their counselling, an increase of 9% (see below chart). To understand how widespread this problem is for young people we introduced a new question to our online referral form; "Do you have concerns about your body, size, shape or food?" We were concerned to discover that approximately 50% of all young people who responded answered 'often' or 'most of the time' to this question.

[1] NHS Digital (2021), Mental Health of Children and Young People in England, 2021: Wave 2 Follow Up of the 2017 Survey. Mental Health of Children and Young People in England 2021 - wave 2 follow up to the 2017 survey - NHS Digital accessed 21/08/2022

[2] Action for Children (2019), Choose Childhood, https://www.actionforchildren.org.uk/our-work-and-impact/policy-work-campaigns-and-research/policy-reports/choose-childhood-policy-report/ https://www.actionforchildren.org.uk/our-work-and-impact/policy-work-campaigns-and-research/policy-reports/choose-childhood-policy-report/ accessed 31/08/2022.

[3] TIC+ (February 2021), COVID-19 Impact on Children and Young people. https://www.ticplus.org.uk/wp-content/uploads/2021/03/COVID-19-impact-on-children-and-young-people_-Executive-Summary-5.pdf accessed 21/08/2022.

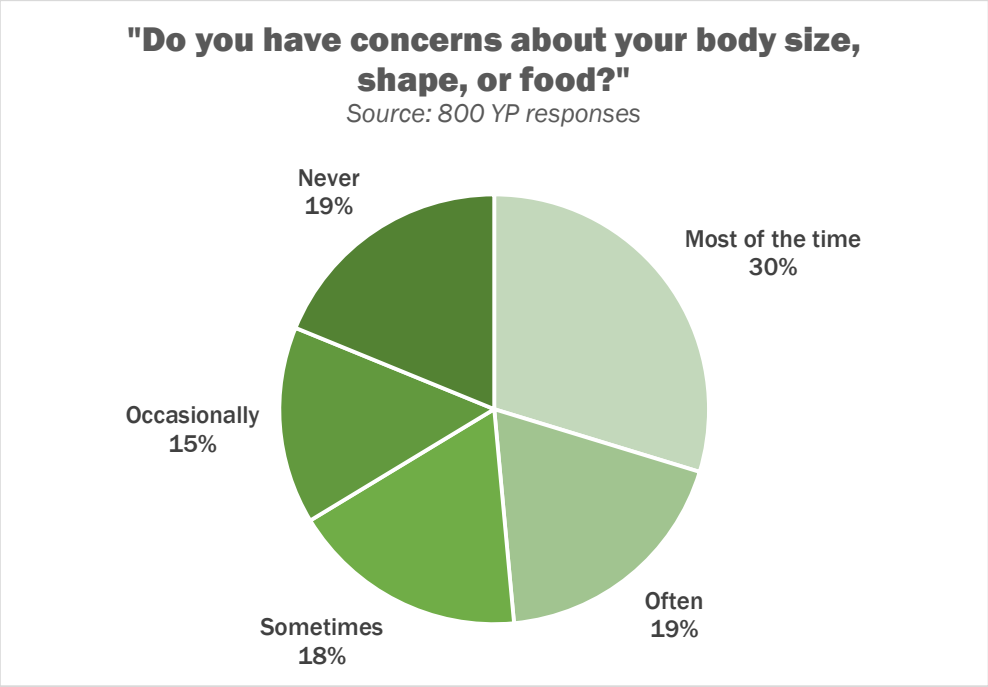


Figure 1 – Number of young people with concerns about body size, shape or food

"It seems as if more young people are using self-harm and unhealthy eating patterns in an attempt to control their lives when everything else is uncontrollable." **TIC+ Counsellor**

Issues of loneliness and isolation, particularly during the first lockdown were some of the most commonly reported difficulties experienced. There was a degree of anxiety around keeping in contact with friends as the normal means for doing this was no longer there e.g. through school and other social or sporting activities. This led to worries about friendships and maintaining social standing within friendship groups. The impact of this situation has continued even though young people have been back in school for some time, with "friendship problems" being one of our highest increasing issues.

Friendship problems have increased from 24% of all young people receiving counselling pre-pandemic to 30% in recent months (up 6% - see below chart).

Another worrying observation over the past 12 months is the number of young people refusing to go back to school. After the schools began to re-open in March 2021 we noticed a significant increase in anxiety for young people returning to school. This was partly caused by anxieties around school work and also friendship worries. Pre-COVID, school refusing barely featured in our list of issues, affecting less than 0.5% of the young people we saw. In recent months, this has increased by 8.3% and is our second-highest-increasing issue.

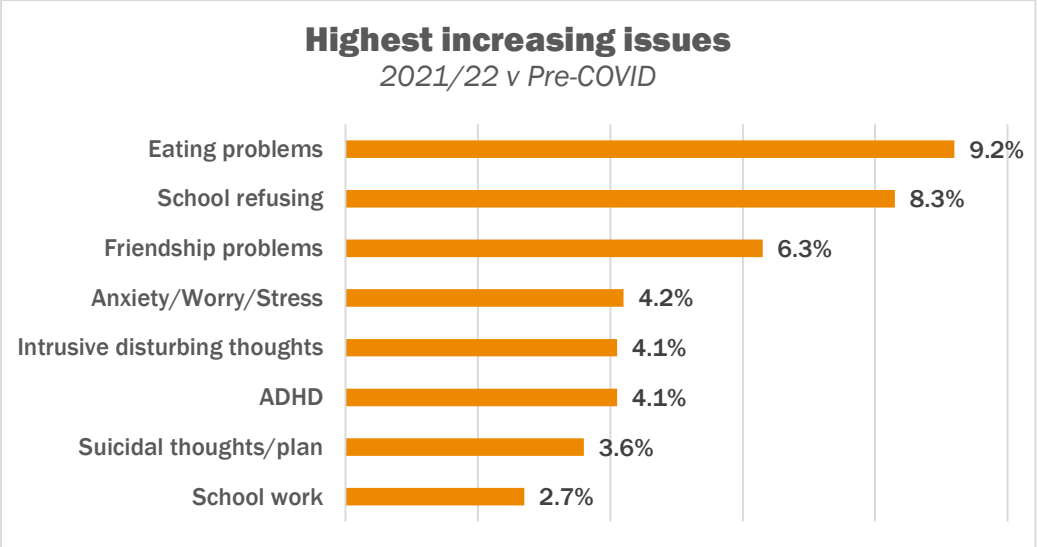


Figure 2 - The above chart shows the highest increasing issues 2021-22 compared to pre-COVID.

Increase in requests for support from TIC+ in 2021-22

As can be seen, the COVID-19 pandemic, lockdowns and school closures have certainly had a significant impact on children and young people's mental health and emotional wellbeing over the past few years. During 2020-21, even with schools closed, the requests for counselling were similar to the previous pre-COVID year. TIC+ was pleased to be able to provide an uninterrupted service and was able to support similar numbers of young people delivering as many sessions as the previous year. However, as the schools returned from the second lockdown period we began to experience an unprecedented surge in the number of young people requesting support. In March 2021 we received 390 self-referrals, our highest ever in one month. This increase continued through the start of the financial year until the summer holidays of 2021, during which time we received 62% more self-referrals than we would normally expect.

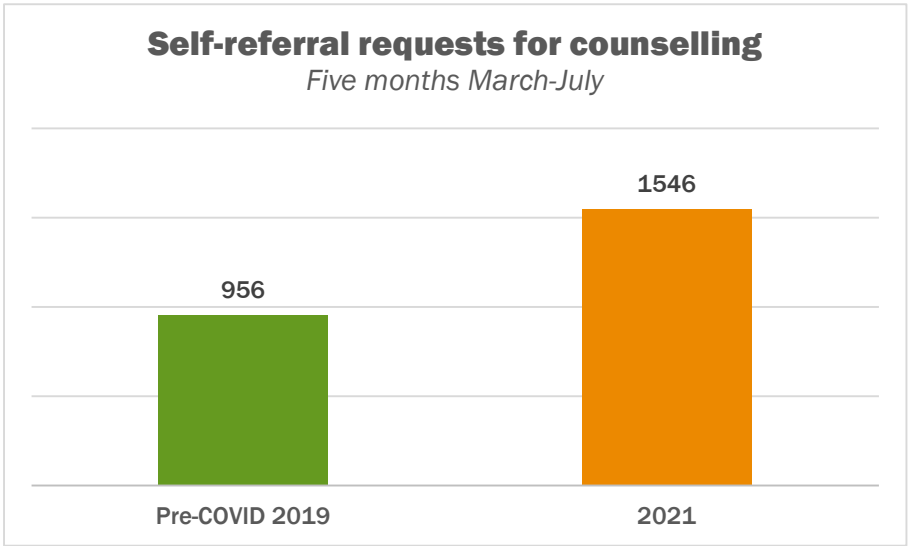


Figure 3 – Increase in self-referrals Pre-COVID to 2021

By August 2021 we were overwhelmed with a waiting list of more than 800 young people requesting support from TIC+. Unfortunately, this meant that the average wait for our service increased from an average of 3.8 weeks to approximately 12-14 weeks. We engaged with local media, including the BBC as part of our outward-facing communications strategy, to highlight the circumstances we were experiencing and the impact on young people.

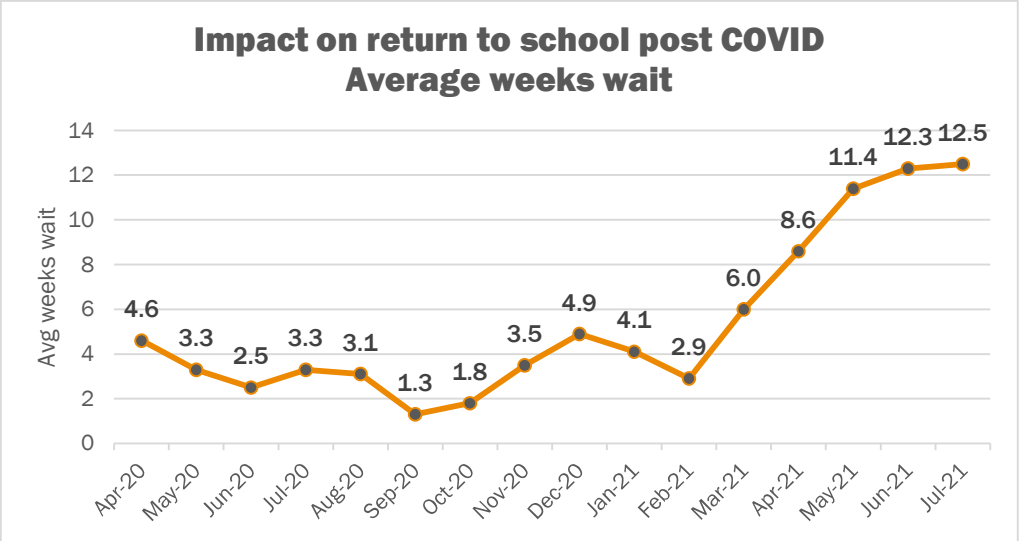


Figure 4 – Average waiting times pre-COVID versus return to school July 2021

A longer wait for support means that the difficulties a young person is struggling with can escalate causing them greater distress and the possibility of the need for a more intense form of support. Or there is a risk that the young person will completely disengage and present at a later time (or maybe never) with the consequence of the difficulties being more entrenched and, therefore, having a greater impact, impairing many areas of the person's life e.g. educational, social, relational, emotional, psychological, financial, physical etc.

In line with our vision that 'every young person should have someone to talk to when they need it most', we were determined to do everything within our means to meet the needs of every young person reaching out to us for support as soon as possible so that their distress did not get worse.

One of the TIC+ values is that "we keep moving forward" to ensure that we provide the very best services for young people and parents. During the past twelve months, we have "moved forward" innovatively intending to improve what we do and reduce the amount of time young people are waiting for support.

New delivery model

During the summer of 2021, we consulted with our staff team and our Young People's Voices Group. Together we co-produced a new way of working to help us see young people more quickly and prevent the escalation we have been so worried about. Previously, all young people referring into TIC+ were offered up to 7 sessions of counselling. With the increased demand for our service, this was no longer practical or equitable - some young people only need a few sessions whereas others need more. For this reason, we decided to stop offering a set number of sessions. Instead, the counsellor and young person now agree on a period of support based on need. The counsellor and young person regularly review progress to keep the work focussed and to ensure the right level of support is being given.

We co-produced infographics with young people to describe the new process. The first is sent to the young person once they have made a referral:

the second is a story-board from the website summarising how counselling works and what support a young person can access while waiting:

One At A Time (1@T) Counselling

In November 2021, coinciding with trialling new ways of working to reduce our rising waiting list and offer choice, TIC+ began a pilot of a One At A Time Counselling Model (1@T). Research conducted by TIC+ with 200 young people pre-pandemic found that 30% would opt for a one-off session if they could be seen sooner. This makes sense as many young people requesting counselling do not always want or need space to work on deeper, past issues. For many, their goal is to find a way forward; they are future-focused and enter counselling looking for solutions, strategies and techniques.

The TIC+ 1@T counselling uses a solution-focused brief therapy (SFBT) approach. It is designed to offer one, solution-focused intervention at the point of need rather than the point of availability. The 1@T session lasts 1.5 hours and takes place at a TIC+ counselling centre within two – three weeks of the young person making a referral. The young person is encouraged to try out some of the ideas and strategies discussed in the session and, if more support is needed, they can return after four weeks of watchful waiting, during which time young people can still access TIC+chat for ongoing support.

Whilst Single Session Therapy has been successfully introduced into Higher Education institutions for many years, its effectiveness and acceptability is unknown with school-age students. The TIC+ pilot has been set up to evaluate the model with our younger cohort. Although it's early days and the results are not yet conclusive, the signs are positive. So far, 1@T is almost as effective as regular counselling for improving wellbeing and has been sufficient for approximately 45% of young people. With only 55% of young people returning for more support, we have been able to free up extra capacity - enabling us to see more young people from our waiting list.

However, due to the single-session nature of the model, it is hard to organise efficiently across a county as geographically large as Gloucestershire. For efficiency purposes, we, therefore need to deliver the service from one of our five counselling centres. This is a limiting factor for the mainstream rollout of the model as it will only attract those who are able to access the centres. Even so, the early signs of success and the additional capacity it can create make it viable to extend and expand the pilot with additional capacity during 2022-23.

Additional counsellors

Due to funds raised by our successful fundraising team and additional investment gratefully received from the Gloucestershire NHS Clinical Commissioning Group (now NHS Gloucestershire), we have

been able to recruit additional counsellors to our team increasing our capacity so that we can meet the needs of all young people requesting support from TIC+.

A combination of financial investment, service development and innovation indicates that the waiting list will reduce from 12-14 weeks to 6-8 weeks by September 2022.

Growth of TIC+
TIC+ has experienced rapid growth in recent years, which has placed additional pressure on the organisation. This trend has continued with the financial position this year representing a further **24%** increase in income compared to last year. Maintaining growth, administering increased staff numbers and upgrading internal systems and processes to keep up with this demand and to ensure contract delivery is a significant challenge, which as an organisation we are acutely aware of and working to address. Staffing has also increased in line with this growth, going up almost 10% on the previous year.

HOW WE HELP – CHILDREN AND YOUNG PEOPLE

It all begins with 'Hello'

'TIC+, how can I help?'

In 2021-22, our referral team answered more than **3,800** calls with those words. The referral team are the first point of call for any child, parent or professional calling TIC+ and our specially trained team plays many vital roles throughout a young person's counselling journey with TIC+. We never underestimate how difficult it can be to reach out for help; our team are trained to listen and to give a caller the right information they need, even if the person is not clear about what that may be at the time.

We try to make getting support as clear and easy as possible - children, young people and parents can call, email, text message or use our online instant messaging to ask for help. Our online encrypted referral form means that a referral can be made 24/7 and in the young person's own time.

Last year the team:

- Managed 3,842 referrals
- Sent 22,345 text messages to parents and young people, offering support, resources, signposting and reminders
- Entered more than 14,000 client outcome measures used to understand how effective our counselling is for each young person we see and to identify an improvement in their emotional wellbeing at the end of counselling.

Following first contact with the referral team, children and young people have taken the sometimes-difficult decision to embark on their counselling journey with TIC+.

COUNSELLING

Once the young person embarks on their counselling journey, Gloucestershire-based young people, aged nine to 21 years, are offered the opportunity to talk to a counsellor about anything that is worrying them, working together to find better ways to cope.

Before COVID-19, TIC+ offered young people face-to-face or online (Instant Messaging) counselling; approximately 70% chose face-to-face and 30% the online option. During the first lockdown when face-to-face was no longer possible, we immediately introduced video and telephone counselling. However, we were surprised at how few young people chose not to have the online or remote (video and telephone) options with many preferring to wait many months until face-to-face became available.

Since schools re-opened there has been an increase in demand for face-to-face (now 78%) demonstrating how highly young people value in-person interactions. Even so, approximately 22% of young people are not comfortable seeing someone face-to-face, or find it easier/more convenient to have their counselling using one of the remote options. These statistics convince us of the importance of continuing to offer all options as a choice to ensure no young person falls through the net and all have access to support in a medium of their choice.

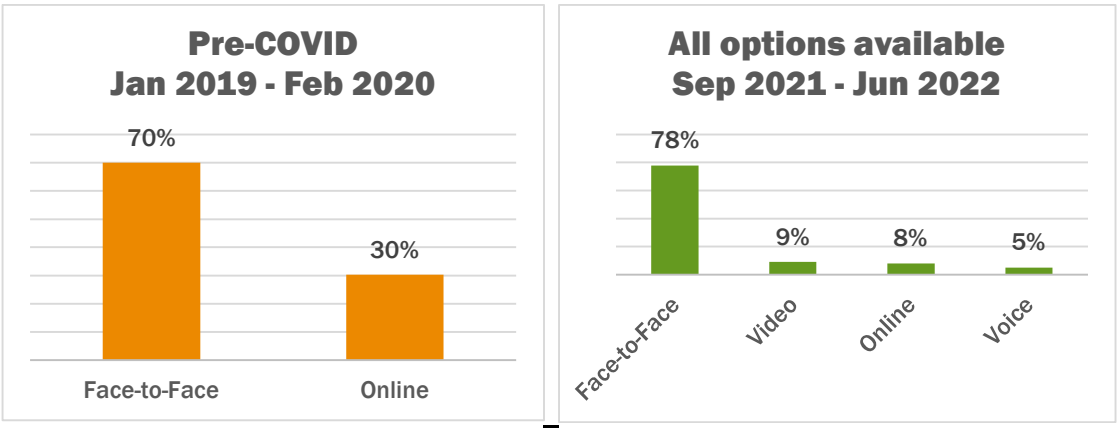


Figure 5: Service Preferences for self-referrals age 11+ pre- and post COVID

SCHOOLS

TIC+ is a valued provider of counselling and mental health support for children and young people - we are well-known and trusted by schools across Gloucestershire. During 2021-22, more schools turned to TIC+ to meet the increased demand for mental health support for their students.

As part of their pastoral provision, **14** schools contracted with TIC+ to enhance the support they provide to students. Our contracted counsellors provide sessions in schools, seeing young people that the schools allocate directly to them. TIC+ counsellors advise school staff and make referrals to specialist services such as NHS Gloucestershire Child and Adolescent Mental Health Service (CAMHS) and the Eating Disorder Service if and as required.

Several schools increased their mental health support provision from one to two counsellors per week retaining this going forward into the new academic year. We also provided some short-term contracts, mainly for primary schools looking to resolve immediate support needed for their pupils. Overall, **500** pupils were seen across the year at our contracted schools. **99**% of pupils said the counselling they received had helped them. Feedback from schools is also extremely positive highlighting that TIC+ counsellors have been a great support to students.

"I was listened to, offered new ways at looking at things, the Counsellor was enthusiastic and considered my issue and helped create a solution that was made for me"

TIC+CHAT ANONYMOUS HELPLINE SUPPORT

TIC+chat supports children and young people aged 9-21 years as they negotiate life and challenges post-pandemic. The service is free (although local rate call charges apply), easily accessible, independent and confidential, offering text chat online or telephone on a 1-2-1 basis. Online text chat is the preferred option for **93**% of all contacts. The service is mainly used by 12–15-year olds (59%) and 16–18-year olds (26%).

TIC+chat continues to meet a gap in services for children and young people who are not ready to seek other mental health support, by providing 1-2-1 support until they feel ready to seek further help. Our trained Mental Health Support Practitioners (MHSPs) offer anonymous confidential help, including signposting to resources and further, more specific support. Feedback from TIC+ counsellors has confirmed some young people have the confidence to go on to seek counselling support after sessions with the TIC+chat team.

The service has also provided support for children and young people waiting for counselling or other services from TIC+ and other agencies, 22% (of the total contacts) were already on waiting lists for TIC+, CAMHS, Winston Wish, Let's Talk and other agencies when they contacted TIC+chat.

This year the team chatted with **476** children and young people, providing **889** sessions in total, on average each session lasted for **45** minutes. Of those who contacted the service, 75% were female, 15% male and 10% other, with 90% identifying as White British.

Feedback has been positive with **96**% of those answering the question 'Did the sessions help?' saying 'yes they helped!'

'They really listened to what I was saying, and offered really useful help and advice'

'The person was very understanding and didn't judge me'

SAFEGUARDING

In 2021-22, to address an increase in safeguarding and clinical risk in a supportive and sustainable way for our team, we increased capacity in the Safeguarding Team, recruiting additional Safeguarding Coordinator(s) to support counsellors, ensuring that the welfare of every child and young person remains paramount. This also allows time to make essential triage calls to provide immediate advice and support to young people, parents and professionals, assess for risk and urgency to accurately prioritise the young person on our waiting list or make an urgent referral to statutory services if appropriate.

At the start of the financial year, we began to record more in-depth information regarding the nature of and potential trends in this presented risk, to ensure that as a service we are best meeting the needs of children and young people.

This additional record of clinical and safeguarding risk also highlighted a significant increase in children and young people presenting with disordered eating and the need for increased collaboration and partnership working with NHS Brownhills Eating Disorders Service.

Our Head of Safeguarding and Allocations also regularly consults with CAMHS with whom we have a clear referral pathway to ensure that the most appropriate service is offered to children and young people. This partnership is critical to both services, given the increase in thoughts around suicide, suicide plans and self-harm, and for identifying when further, specialist support is necessary.

We have also developed robust pathways and regularly consult with colleagues from Social Care, the NHS Crisis Team, Young Gloucestershire, InfoBuzz, GRASAC, and many other local voluntary and statutory agencies to ensure young people receive the most appropriate support to meet their needs. Over the past 12 months, we also reviewed our allocation process in conjunction with our counsellors to create a pilot scheme aimed at reducing travelling times for counsellors between venues and tailored to meet the demands unique to each area. Due to its success, we are now rolling out this new process across all areas in Gloucestershire.

'It's reassuring to know that when you discover that a young person may be at risk, there is a team that can offer advice and support to ensure everything possible is considered in order to keep that young person safe. This is both, valued and appreciated.' Jon, TIC+ Peri Counsellor

HOW WE HELP - PARENTS & CARERS

PARENT SUPPORT & ADVICE LINE (PSAL)

The TIC+ Parent Support Advice Line (PSAL) continues to support parents and carers with children and young people aged from 0-25 years. It helps them to know they are not alone on their parenting journey, especially at difficult times.

PSAL advisers supported **306** parents and carers, in a total of **342** sessions, each lasting on average **43** minutes.

Of those that contacted the service **96**% were parents and the remaining **4**% were carers. More females contacted the service (86%), but 14% of contacts were males. Recommendations mainly came from GPs, schools/colleges and friends.

Feedback is very positive, with **98**% of those asked indicating that the session helped.

'The counsellor listened to me and also made me feel that we were doing what we can to help our daughter, which was really nice to hear as I've felt so unable to help. It made me feel that our daughter can get some help and someone to talk to.'

PARENT SUPPORT GROUPS

TIC+ Parent Support Groups were launched at the end of February 2021 during COVID-19. Groups meet either face-to-face or via Zoom, in line with periods of lockdown and restrictions on social gathering. Since the lifting of lockdown, participants have shown a distinct preference for sessions via Zoom over face-to-face delivery.

Groups offer parents and carers an opportunity to discuss and share concerns regarding their child's mental health and well-being. They provide a safe, confidential, and friendly environment where parents and carers can share, learn and support each other. Subjects covered include; brain and identity development during adolescence, anxiety, self-harm, depression, and suicidal tendencies. The workshops last six weeks and help parents and carers better understand their child's distress and discover effective strategies to improve resilience. The peer support network can remain long after the course has finished.

In 2021-22, more than 200 parents and carers have attended workshops:

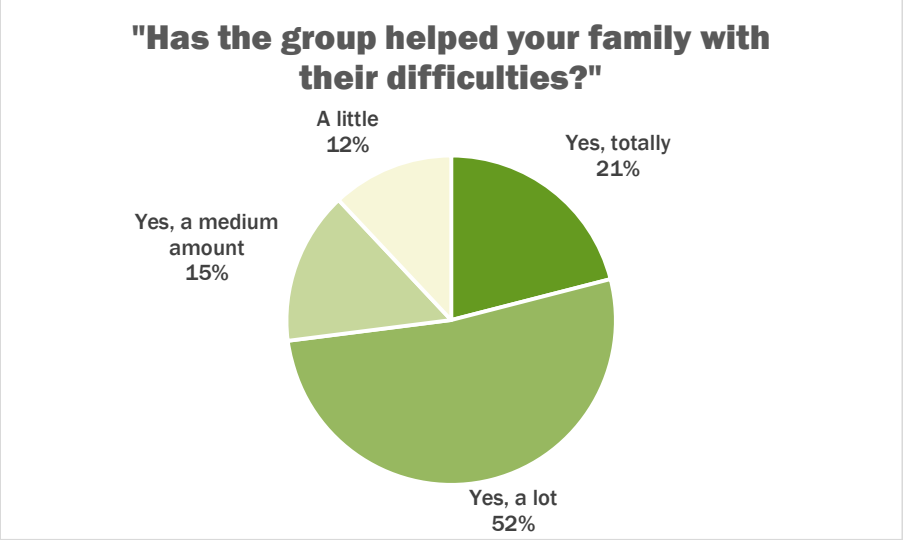


Figure 6 – Positive impact of Parent Support Groups on families of participants

"…An incredibly useful course that's helping me change my approach with my children…I think we are happier and relate better because of trying some of the things." **– Parent**

HOW WE WORK IN PARTNERSHIP

Young Minds Matter (YMM)

TIC+ works collaboratively with the 'Trailblazer' project in Gloucestershire with Mental Health Support Teams (MHSTs) well established within 75 schools across Gloucestershire. The teams include Educational Mental Health Practitioners from NHS Gloucestershire Health and Care Trust Young

Minds Matter (YMM), Children & Young People Counsellors from TIC+, and other partners from across the county.

As part of this team, TIC+ counsellors are able to provide children and young people with counselling when it is identified as the most appropriate form of support.

TIC+ has worked collaboratively within this team, becoming part of a multi-agency weekly triage meeting ensuring all professionals are working in the best interest of the young people in their care. The feedback from young people has shown **100**% of those who responded said the counselling helped:

"I felt really listened too and whenever i felt like there was no hope or resolution to something, my counsellor always had good ways to help which always worked and made me feel better".

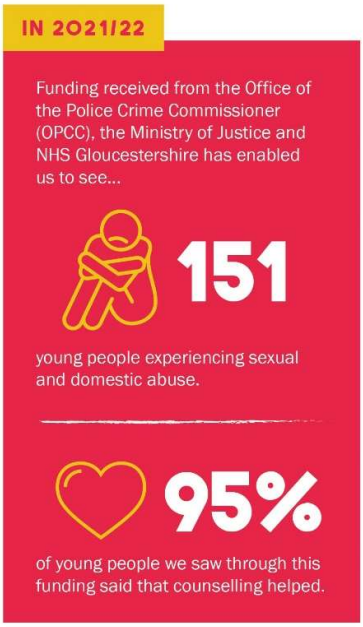
Support for young people who have experienced Sexual Violence and Domestic Abuse

In July 2021 we began to ask the question of all young people requesting counselling if they had ever experienced sexual violence or domestic abuse. Sadly, since this time, 12% of young people who answered the question disclosed they have been sexually abused and 25% had experienced domestic abuse.

Funding received from the Office of the Police Crime Commissioner (OPCC), the Ministry of Justice and NHS Gloucestershire has enabled us to see approximately **151** children and young people experiencing sexual and domestic abuse. **95**% of the young people we saw through this funding said that counselling helped.

"the counselling focussed on what I needed help with, and I definitely saw an improvement."

"…a weight was lifted off my shoulders, not so alone."



Gloucestershire Sexual Violence Partnership Board

TIC+ is a member of the Gloucestershire Sexual Violence Partnership Board which meets quarterly to deliver against a specific sexual violence strategy and to raise the profile of sexual violence in Gloucestershire. Sitting alongside the OPCC and the main service providers Gloucestershire Rape and Sexual Assault Centre (GRASAC) and Sexual Assault Referral Centre (SARC), TIC+ provides counselling specifically for children and young people.
Service providers meet regularly to share information and support each other to provide a joined-up service throughout Gloucestershire.

Young People's Voices Group (YPVG)

We regularly consult with our YPVG to ensure our services and external communications are fit for purpose and are understood by, and appeal to, those we seek to help and support. The group is comprised of young people of varying ages within our range, located across Gloucestershire, who meet via Zoom. We have consulted with them on numerous subjects, including seeking their ideas as to how we might reduce the waiting times/list to enable more young people to access support. We presented them with some of our challenges and sought their feedback on how to think 'outside the box', reduce the number of cancellations and 'Did not Attend' clients, and they helped us to co-produce our new Assess-Agree-Review model. They also provided valuable feedback on our communications and literature to ensure we were striking the right note for our intended audiences.

"I think that the use of a group for Young People to give their ideas on the charity was so obvious how useful this was and that other charities and even schools should use this if they are trying to design something for the younger generation – to have them involved is so crucial to getting it right and relevant to what they need. I liked that it was a smaller group and not just around one school, because it enabled me to feel free to comment and make suggestions without worrying about it impacting on friends." **YPVG member**

HOW WE HELP – OUR STAFF AND THE WORKFORCE

Recruiting and retaining staff during 2021-22 has presented challenges. Our teams have worked incredibly hard throughout the COVID pandemic, responding to schools closing and reopening at short notice. Our operations and counselling teams rose to the challenge, switching from face-to-face to remote working via phone, video and text chat to meet the needs of young people.

When schools returned to normal, it became clear that the levels of anxiety and risk in young people's mental health had increased, making higher demands on our teams to manage the risks with young people and the required administrative processes.

In September 2021, we consulted with staff through our Staff Advisory Engagement Group (SAGE) meetings to identify the best way forward to meet the demands of the increasing levels of needs in young people, and the lengthening waiting list. We listened and responded bringing in new ways of working with the Assess-Agree-Review model. We tightened up the did not attend (DNA) and cancellation of sessions policy and increased the pay associated with administration for all peripatetic staff.

We consulted staff further in January 2022, and overall, staff feel valued and supported by TIC+ but, where needed, we have listened and implemented change, actively working to improve conditions of employment over the past 12 months as follows:

- Contracts of employment moved from annual renewal to permanent
- Holiday entitlement was increased based on length of service
- We continued to pay a training allowance towards continued professional development for our team and additionally offering internal discounted training.

In order to work for TIC+, staff are also required to complete training qualifying them to work with children and young people meeting the British Association of Counselling and Psychotherapy core competencies. TIC+ supports staff in their learning, offering our valuable specialist training with a 50% discount for staff willing to complete additional clinical placement hours. We provide the course free of charge to staff willing to commit to working with us for three years. Twelve of the recently recruited staff chose this option, ensuring they will remain employed with us for the following three years. These training opportunities will ensure clinical staff are expertly trained to work with children and young people and to become part of an excellent, committed, skilled workforce of the future.

TRAINING

The TIC+ Training department has seen significant growth in the year 2021-22, driven both by our investment in our staff and the need to ensure TIC+ has a sustainable workforce of suitably qualified counsellors. Counsellors are trained in the modality that we advocate at TIC+ which is a tried and tested, evidence-based model and meets the British Association for Counselling and Psychotherapy (BACP) competences for working with children and young people.

In 2021-22 we provided **two** Level 5 Certificate (non-regulated) courses – training **40** counsellors in total via face-to-face and Zoom. Students were drawn from across England and Wales.

The growth strategy has centred on being able to offer a full suite of regulated courses enabling students to become qualified counsellors able to work with both adults and children and young people. With five years of previous experience delivering Level 5 courses, we have built an excellent reputation and audience on which we can build further.

During 2021-22 we achieved accreditation from the Counselling and Psychotherapy Central Awarding Body (CPCAB) to deliver the following courses starting in September 2022:

- CPCAB Level 2 Counselling Skills
- CPCAB Level 3 Counselling Studies
- CPCAB Level 4 Diploma in Therapeutic Counselling for Counselling Adults and Children and Young People
- CPCAB Level 5 Diploma in Counselling Children and Young People.

"I am finding the content very relevant and inspiring. A really beneficial course supporting me to trust in myself when working with young people".

EMPLOYEE EXCELLENCE & ENGAGEMENT PROGRAMME

We want TIC+ to be the best it can possibly be; for those who look to us for support, for those who commission and support us and, crucially, for those who join us as employees or volunteers. This is why over the next two years, we are investing in our Employee Excellence & Engagement Programme as part of our journey to achieving excellence for our staff.

This initial stage of the programme will look at two key aspects:

1) **How we can address some of our current working practices that place a heavy administrative burden on our counselling team**
   In a programme that addresses our central working system, we are using digital transformation to make it easier for our counselling team to manage their workload and reduce the time they are currently spending on record keeping. Enabling the team to update records in real-time on encrypted secure devices and able to track a young person's journey all the way from referral to closing a case, we want our team to be able to know they can focus on their client and have all the tools they need literally in their hand.

2) **How we can make TIC+ a workplace that leads in inclusive recruitment, builds brilliant and collaborative retention, and has fair, transparent and equitable reward in place for our team**
   Our team are our best and most precious resource; we want them to feel supported and rewarded for the work they do in a workplace that is open, inclusive and presents real opportunities for them to build a career with us. Working with a specialist consultancy we will be undertaking an organisational-wide review of our entire people processes, starting with reward and opportunity.

The Employee Excellence & Engagement Programme represents a significant investment for TIC+ in terms of finance and capacity. The work on both these projects will commence in early May 2021 and we anticipate that each project will have a lifespan of 18 months to two years. Our progress will be reported on in our next annual report.

HOW WE SEE THE FUTURE

New Service Developments

One of our TIC+ values is to 'keep moving forward' and this is evident in the new services and programs that we have been developing over 2021-22. Two new services will be ready to launch in the autumn of 2022; InTER-ACT and TEDS, which will benefit young people in Gloucestershire. In addition, our Assistant Psychologist programme, launched in September 2021, will expand to reflect the added value our initial programme has brought to the charity.

InTER-ACT stands for In-Group Training in Emotional Resilience with ACT and consists of three, hour-long workshops, based on the principles of Acceptance and Commitment Therapy (ACT). The programme was developed by Clinical Psychologists to help young people:

- Understand the evolutionary function of negative thoughts and feelings
- Learn alternative ways of responding to these experiences
- Experience the benefits of connecting to the moment
- Explore the concept of values and how to take actions towards these.

We will carefully evaluate the programme using qualitative and quantitative feedback from young people.

TEDS (TIC+ Eating Difficulties Service) TIC+ has recently received additional NHS investment to increase the support for children, young people and young adults with eating difficulties. The TEDS team is made up of specialist counsellors who will be working in close partnership with the NHS Specialist Eating Disorder Service.

We are looking forward to co-constructing this service alongside young people and their families over the next 12 months, including a focus on research and contribution to the evidence base.

The Assistant Psychologist Programme was launched in August 2021 to support psychology graduates interested in gaining clinical experience in preparation for further training. We have worked alongside two fantastic individuals over the past year who have been involved in a range of activities and received regular supervision from a clinical psychologist Their feedback highlights the richness of their experience throughout their time at TIC+. We are excited to continue this programme into 2022, where we have two new graduates who will both be working full-time alongside the clinical team.

Other new developments

TIC+ LIVE IMPACT DASHBOARD

In common with many other mental health services, we are facing an unprecedented demand for access to counselling services, coupled with an increase in the complexity of the issues we are seeing in young people

As a mental health charity working with children, parents and professionals, we think it is important to increase understanding of the issues facing children and young people who are struggling with their mental health. We think it is vital that other mental health professionals, commissioners and funders of mental health services have access to clear accessible and transparent data to help inform their decision-making.

Until now, live data in mental health has been difficult to access and, due to its complexity, can often be dated and hard to understand. As an organisation, TIC+ has long been known for the quality, depth and accuracy of our reporting and we wanted to share this with a wider audience. We know that when people become involved with a charity, they aren't just giving time, money or donations; they also give a little piece of themselves. As such, they are entitled to know exactly how the charity is spending the money and if this is legitimately representing its beneficiaries.

Throughout the year we have been working towards the launch of our Live Impact Dashboard in April 2022, which will give up-to-date figures and information on our services and show the impact we are having on the lives of the children and young people who access our services. The dashboard will sit on our website and is freely accessible to anyone who wants to view it.

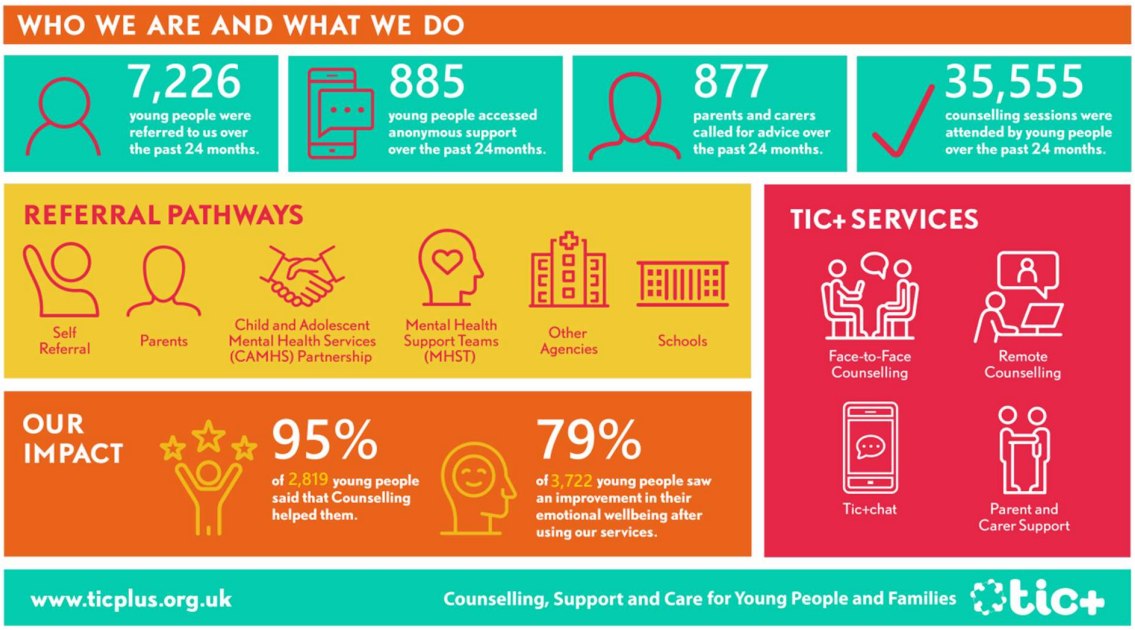


Figure 7 - Sample slide from the Live Impact Dashboard

We believe TIC+ will be the first mental health charity in the UK to produce a dashboard of live data, reflecting the true picture of the mental health needs of the children and young people we work with.

This is especially vital right now as we come out of COVID and are beginning to see the lasting effect this has had on children and young people. The dashboard uses fully anonymised data from our own service user database and shows real-time information on issues, demographics, trends and, importantly, the impact that early intervention can achieve.

HOW WE RAISE OUR FUNDS

TIC+ receives funding from three main sources:

- statutory funding
- contracted income
- voluntary fundraising and donations, including from trusts and foundations, community and events and individual supporters amongst others.

This year, our income has grown again with increased funding from NHS Gloucestershire, accounting for **67.67%** of the year's income. Income from contracts accounted for **13%.** The Fundraising Team worked hard to achieve an income of **£270,118** despite the ongoing challenges of fundraising during the pandemic. We are very grateful to all those who supported us and would like to acknowledge their contribution towards enabling us to continue to see our clients despite the ups and downs of another tumultuous year.

Fundraising stories

From Land's End to John O'Groats, literally, and up three Peaks and down again, we have enjoyed some amazing and awe-inspiring support from our creative and heroic fundraisers. With the opportunity at times for mass participation events, we were fortunate to secure a race place in the London Marathon for the first time. We also recruited 10 individuals/relay teams to run in the Virtual London Marathon that took place over the 24-hour period on the day of the race. Our wonderful #TeamTIC+ runners raised more than **£13,000** in total towards our overall fundraising income of **£270,118** in 2021-22. We also benefitted from a team of dedicated cyclists who took on the challenge of cycling between Land's End to John O'Groats, completing it in an incredible 7 days and raising more than **£20,000** for six charities close to their hearts, including TIC+.

Creative fundraising was also a feature of the year with another 24-hour event, this time a Readathon when members of The Cotswold Players read plays, passages from favourite books and poetry throughout the day and night. Incredibly they raised more than **£3,200**. With plant sales, Christmas fairs and so many other activities, we never cease to be amazed by the innovative ways our fundraising supporters find to help.

Trust and Foundation income also continued to perform well despite reduced emergency funding opportunities, raising **£211,721** from several funders. The Fundraising Team rose to the challenge of securing funding for our new pilot One At A Time Counselling model, securing the full amount to run the pilot, the add-on supporting workshop series and sufficient funds to extend this pilot into 2022-23.

Our Fundraising Promise

TIC+ is registered with the Fundraising Regulator, the independent body which sets and maintains the standards for charitable fundraising in England, Wales, and Northern Ireland.

We are committed to the Fundraising Promise, which outlines the commitment made to donors and the public by organisations who register with the Fundraising Regulator. This includes treating donors and the public with respect, fairness, honesty, and clarity in our fundraising activities. We will keep our fundraising practices under review and we will work with others to improve practice across the charity sector. A copy of our Fundraising Promise can be found on our website www.ticplus.org.uk.

The standards for fundraising are set out in the Code of Fundraising Practice. As an organisation, TIC+ adheres to these standards. TIC+ does not currently work with or sub-contract to any professional fundraisers or commercial participators with respect to fundraising; if we make the decision to do this in the future, it will be a requirement that they are also registered with the Fundraising Regulator and subscribe to the standards of Fundraising as laid out in the Code of Fundraising Practice.

We support and help all those who choose to fundraise for TIC+ by providing them with a fundraising pack which lays out clearly our fundraising standards, advice about permissions they may need (e.g. street collection licences) and how funds can be paid to us in a way that is transparent and easy to show to those who have contributed. We continue to provide guidance and support to each and every one of our fundraising stars.

We are also thankful to every organisation and individual who supports us financially in the work we do. We would also like to take this opportunity to thank all the staff and volunteers for their care, compassion and dedication to the work of TIC+.

The generous support of our funders and donors, and the significant funding we have received from NHS Gloucestershire enables us to continue to help every child and young person referred or referring into us for counselling free of charge.

OUR SUPPORTERS

With thanks to the organisations, companies and churches who supported our work during 2021-22 including:

Amazon Europe
Bernays Charitable Trust
Bream Church
Cheltenham College
Clearwell Caves
Diocese of Gloucester Life Fund
Forest New Life Church
Gloucestershire Community Foundation
Gorsley Baptist Church
Hartpury University & College
High Sherriff of Gloucester
The Julia & Hans Rausing Trust
Langtree Trust
Ministry of Justice (via Office of Police and Crime Commissioner)
Newby Trust
Off Grid Coffee
Property Hub, Ross on Wye
Robert Hall Business Equipment Ltd
The Cotswold Challenge
Saint Andrew's Church, Churchdown
Sylvanus Lysons
Tesco Bags of Help
Xite Energy Ltd
BASF Metals Recycling Ltd
Beton Services Limited
Charities Aid Foundation (CAF)
Chipping Campden School
COOP Communities Fund
Ecclesiastical
Forest of Dean District Council
God First Church Cheltenham
Green Square Community Foundation
Hickton Group
Herefordshire Community Foundation
Labels Shopping
Little Lives UK
One Stop Shop
Office of Police and Crime Commissioner
Ribston Hall High School
St James's Place Charitable Foundation
Sophie's Memory Fundraising
Severn Valley Youth League
Teri Chance Fundraising Fashion Shows
Vantage Point Business Village
Zurich Community Trust

Additional thanks, as always, go to Vantage Point Business Village for their ongoing support.

To all our supporters, individual fundraisers, challenge takers, donors, grant providers, staff and volunteers – thank you! We couldn't do what we do without you and everyone who contributes to the work of TIC+.

ORGANISATIONAL CONTEXT & FINANCIAL REVIEW

The COVID pandemic is still having a major effect on children and young people and is one of the recurring themes in counselling sessions, highlighting the need for our services more than ever. The Trustees are committed to setting TIC+ on a path to reach a much larger number of young people in need, including potentially beyond the geographic areas we normally serve.

To achieve this, we have strengthened both our staff and infrastructure capabilities; this has meant enhancing our senior management team with additional skills and capacity as well as scoping future digital innovations to bring value to our wider workforce. Our trustee board has also grown, strengthening its knowledge and skills base.

We have enhanced our governance and oversight, with the creation of two new working groups:

- A Risk & Digital working group, which has been instrumental in leading and establishing our new risk management processes
- A Reward and Remuneration group, formed to have oversight of pay and reward across the organisation, supporting recruitment, retention and career development of TIC+ staff.

Economically, at the time of writing, the entire country faces challenges to which we, as a charity, are not immune, brought about by multiple factors including the war in Ukraine and the political instability in the UK and resultant turmoil in the markets.

Delays in delivering some of our fixed cost contracts, due to COVID, means that our full cost recovery model is out of step with current costs, especially given current inflationary pressures, but we feel that this will not cause any material financial loss to the charity. Our major funder is aware of this issue and is working with us to find a mechanism to realign our contracts.

Deferred contractual income and restating of accounts:

The trustees took a decision, based on advice from external auditors, that our NHS contractual income should be recognised at point of delivery, not point of invoicing. This means that when we deliver a session of counselling to a child, or one of our other services, we then 'draw down' the income rather than recognise it in advance. To ensure that funders, donors and the general public can make an accurate comparison we have restated our accounts from last year to ensure they were treated in the same way. This means some of our figures have changed from what you may have seen last year. We are confident that this restatement of accounts gives a clearer picture of our in-year performance and will greatly assist the charity in monitoring future contracts.

Income

Once again TIC+ has seen an increase in funds over the previous period, rising from **£1,436,010** (restated) in the year ended 31 March 2021 to **£1,780,930** in the year ended 31 March 2022.

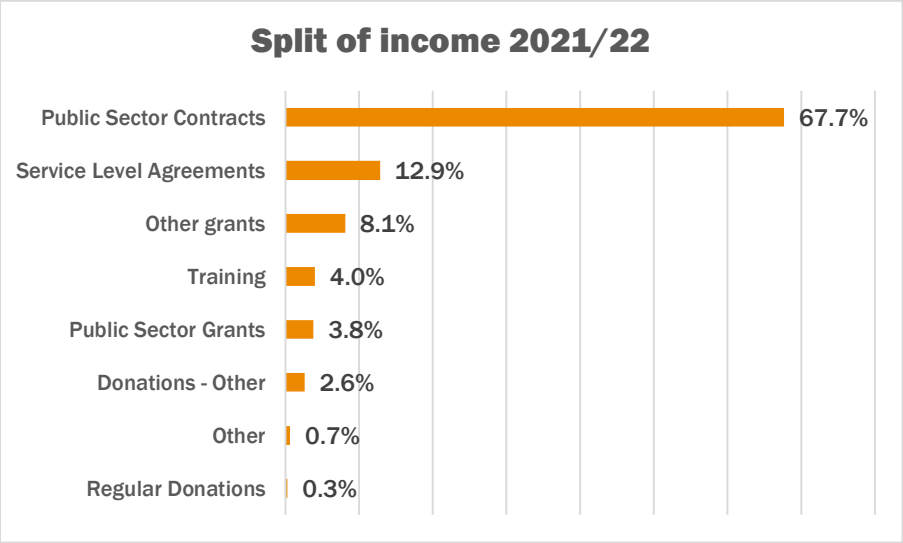
This continues to reflect our reputation as a leading provider of mental health support to young people in Gloucestershire and beyond, through the hard work and professionalism of all staff in meeting the challenge of unprecedented levels of demand. It also reflects the growing demand for our training services and the high regard in which the courses are held, with requests for training coming from across the UK.

Service Level Agreements provided a combined income of **£229,047** for the year ended 31 March 2022 rising from **£203,298** for the year ended 31 March 2021.

We had an immensely successful year last year with donations and grants, reflecting the wide amount

of support available for COVID and COVID recovery. Like many other charities, this year has been more challenging in fundraising and so we have seen a slight decrease in our income from donations. This year our total donations amounted to **£201,237**. We are so grateful to everyone who has contributed to us.

The sources of our income can be summarised as follows:



Expenditure

Expenditure for the financial year ended 31 March 2022 totalled **£1,652,327,** compared to **£1,316,258** for the year ended 31 March 2021.

This uplift in expenditure reflects our growing staff base, additional facilities at our Head Offices as well as our investment in our IT strategy to support growth. In the last year, we have moved some of our team from our previous offices at Corinium House to Eastgate House in the centre of Gloucester; this move has allowed us space to deliver our anonymous helplines, accredited counsellor training, and service delivery for specific groups all in one space. Great care has been taken to make the space bright and welcoming, with designated rooms for each purpose making allowing safe and confidential spaces for counselling. The location of Eastgate Houses makes it particularly easy to access for our clients and students and our team has also benefited from the collaboration the space allows.

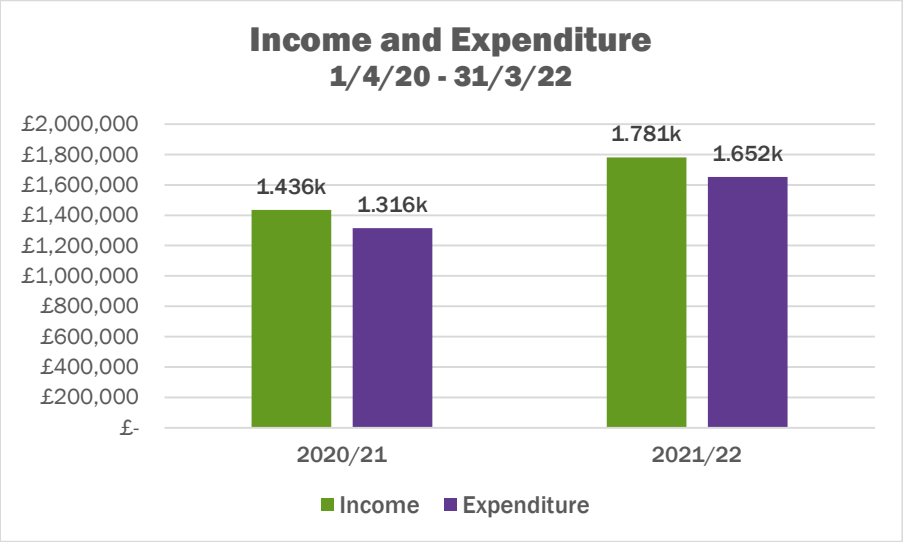
We continue to invest in our clinical staff with CPD training, clinical and pastoral supervision and support and peer groups and were able to make a well-deserved pay award to all staff to reflect the 'above and beyond' attitude so evident in each and every staff member. As we look ahead, we will likely want to support our staff further as the 'cost of living' crisis impacts all of our lives. These measures may include one-off payments as well as pay awards to try to mitigate where we can the impact, whilst being mindful of our responsibility to steward our funds wisely.

Summary

Our income and expenditure over the last two financial years can be summarised as follows:

	2020/21	2021/22
Income	£ 1,436,010	£ 1,780,930
Expenditure	£ 1,316,258	£ 1,652,327

As at 31 March 2022, we achieved net income of **£128,603**. This, in addition to **£773,088** (restated) brought forward from the previous year, gave us an overall balance of **£901,691**. The split of funds can be seen below:



Fund Type	£
Unrestricted	250,648
Designated	583,096
Restricted	67,947
Total	901,691

Reserves Policy

TIC+ is required to consider what level of reserves it is appropriate to hold to demonstrate appropriate financial management, stewardship and sustainability, in fulfilling its charitable public benefit going forward.

The operational business plan and associated risk management assessments embedded within the Charity inform the basis for which reserves are required for specific business purposes. By nature, the funding of more strategic projects which look beyond the annual budget requires a more strategic funding base. Therefore, the Charity aims to hold sufficient reserves to ensure that these business objectives are fully funded without adversely impacting the Charity's financial stability.

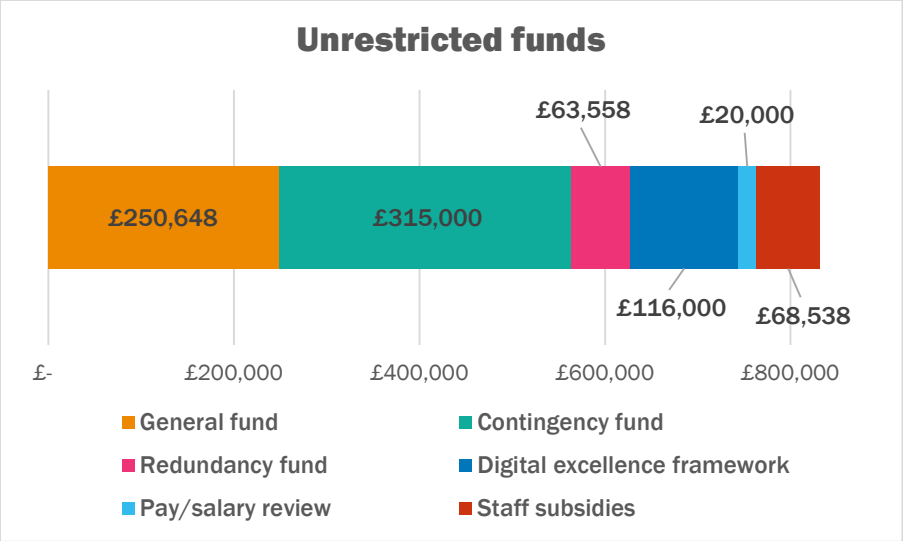
At any given time, the 'reserves' held by TIC+ for accounting purposes are allocated either to the General operating fund or funds that have been designated by the Trustees.

All designated funds are subject to a full business plan, with a clear anticipated timetable for when such funds will be required to be drawdown. This is essential to ensure that the Charities' Cashflow and investments are correctly managed and liquidity is maintained. The designation of funds can be amended as approved by the Board of Trustees to ensure that the appropriate levels of funds continue to be held in meeting the latest business priorities.

The level of funds held as general funds or as designated funds will fluctuate over time, but the Charity aims to hold such reserves within a range of 25% to 35% of the Charity's annual income. For

2021-22 the Charity's income amounted to **£1,780,930** so a reserves target of **£445,233** to **£623,326** would ordinarily be acceptable within the current policy.

At the end of the 2021-22 financial year, the actual level of reserves was **£833,744**. These funds are split as follows:



The trustees acknowledge that the current level of **£833,744** is considerably higher than the target level. Money has been set aside to enable TIC+ to become more resilient in terms of both IT infrastructure and staff sustainability. For this reason, **£204,538** has been set aside in the following Designated funds and the Trustees anticipate that this will all be utilised by 31 December 2023.

Digital Excellence Framework
Part of the TIC+ Employee Excellence & Engagement Programme, this new cloud-based client record system will improve service delivery and allow our clinical staff to digitally update records in real-time; this will improve safeguarding and governance as well as better work/life balance for our team. It is anticipated that we will have gone live by September 2023.

Staff Training Subsidies
TIC+ is committed to developing a sustainable workforce that benefits wider society. Training to be a counsellor can take many years and be expensive, so can exclude many people from this profession, particularly those from disadvantaged backgrounds. The TIC+ training subsidy offers free/subsidised training for qualifying students at levels 2, 3, 4 and 5 of CPCAB-accredited training. This money has already been designated to specific students who will be starting courses in the academic year 2022-23.

Pay / Salary Review:
A key element of the TIC+ Employee Excellence & Engagement Programme, this independent review will work with staff and stakeholders to look at pay and non-pay elements of reward at TIC+. The findings will be used to help shape our reward strategy going forward. Further reviews are planned to look at career development, diversity in recruitment and organisational structure. The money currently set aside for the pay benchmarking will be utilised by 31 March 2023.

If we take these amounts out of the overall level of reserves we have a balance of **£629,206**, which lies within our target range for general reserves. The designated portion of this, **£378,558**, has been identified as follows:

Redundancy Fund
Each year the trustees review their Redundancy policy and set aside an agreed amount to mitigate against the possibility that the NHS no longer commissions our services and that we would have to reduce our workforce accordingly.

Contingency Fund
This fund is to mitigate any costs arising in the event of any loss of contract, or other unforeseen events. It has been set at two months' salary plus commensurate overheads.

Financial management

We continue to review our financial and operational systems and controls to further strengthen effective and efficient working; being able to provide accurate management reporting which will enhance both operational and strategic decision-making processes throughout the Charity.
Since our last report, we have changed our accounting software which has enabled greater clarity and oversight of the finances by the board. In-depth reporting and analysis are produced by the Head of Finance for each board meeting, ensuring every trustee has real-time information to understand the charity's current financial position.

The financial software has a greater ability to provide budget holders with a timely breakdown of their department's finances. Looking ahead we will increase training for non-financial managers to aid them in managing their budgets.

In addition to this, the Finance & Digital subcommittee identified investment as a risk; the charity's money was in accounts with a single provider, limiting the protection of cash assets through the Financial Services Compensation Scheme (FSCS). This risk has now been mitigated by investing our cash through a multi-provider platform (Flagstone) and our funds are now spread across multiple accounts with each account guaranteed under the FSCS.

The relationship between the Finance & Digital subcommittee and Finance leads has been strengthened through collaborative working and as a result, better information and decision-making has flowed. Our client database and accounting procedures allow us to track funds through their life cycle budget code, beneficiary and even down to session outcome, giving funders confidence that their grants are being spent in line with any restrictions or special conditions that they may have requested.

Working with this data and reporting, the Finance & Digital subcommittee is increasingly better informed to enable budgetary and strategic financial decisions to be taken.

Under our new Head of Finance, greater controls are in place around areas such as anti-fraud, segregation of duties, internal payments and purchase requests.

We submit our accounts and Annual Reports to the Charity Commission and Companies House and continue to comply with all their guidelines and accounting regulation and reporting requirements. We have robust procedures in place to prevent fraud and all funds are allocated for the purpose for which they are given.

TIC+ does not operate a defined benefit pension scheme, nor hold any investments bar liquid capital. This means we are not affected by any short-term drop in values of plan or shares. The trustees are aware that current assets are all held in cash; given current inflationary pressures and market conditions, we have recognised that a broader investment policy should be investigated and implemented within the next financial year.

There are no material uncertainties about the charity's ability to continue as a going concern, although as a board we look to wider global events and recognise there may be some impact on the charity's operations, which may in turn impact our reserves in the coming months and years. The charity has sufficient reserves to be able to meet these current known, challenges.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, the company's Memorandum and Articles of Association, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006. Incorporated in Cardiff on the 1 August 1994 and registered as a charity on 21 March 1995. In the event of the company being wound up, members are required to contribute an amount not exceeding £1.

The board is reviewing the current Articles to identify where they may need updating to reflect changes in Companies and Charities Law as well as any membership or governance changes that have been highlighted by the control measures and events of the last year (the ability for digital meetings for example). This is likely to be a lengthy process and is unlikely to be concluded before the end of 2023, when the new changes will be proposed to members.

Recruitment and appointment of new trustees

The directors of the company are also charity trustees for the purposes of charity law. TIC+ is led by the Board of Trustees which oversee and monitor the governance and work of the charity. Under the requirements of the Memorandum and Articles of Association, the Trustees are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

Any trustees co-opted during the year must stand for election at the next AGM following their co-option. TIC+ operates an open recruitment process and the constitution allows any of our members to nominate candidates for trusteeship at the AGM. To date all newly elected trustees have been able to spend time prior to election meeting with senior staff, visiting one or two trustees' meetings to learn more about the work and the role of trustees. We believe this provides invaluable training for the role.

Supported by the appointment in October 2020 of our new Chair we believe that the current board of trustees provides strong leadership to the charity but recognise that a diverse and highly skilled board of trustees is essential if the charity is to be effective in achieving its objects. Therefore, we continue to actively recruit trustees and have dedicated considerable time and thought to the 'on boarding' of potential and new trustees to ensure a thorough understanding of not only the charity, but also all legal and statutory obligations. We are actively seeking to improve the diversity of our board by taking active measures to become more representative of our service users.

All the trustees give their time voluntarily and received no benefits from the charity. Any expenses reclaimed from the charity are set out in the accounts.

The Trustees are responsible for setting the overall direction of the charity and they hold at least 6 trustees' meetings a year. A cycle of sub-committees offers assurance to the board.

These are:

Digital & Finance (including risk)
Quality & Service Delivery
Audit & Financial Assurance
Reward & Remuneration

As our board and resources grow, we will look to increase our support and governance of TIC+ through sub-committees that can provide assurance to the board, allowing these meetings to be held quarterly. The board has a standing agenda that includes key items of governance including matters such as safeguarding, financial reporting and Health and Safety. There are clear escalation policies in place and staff, executive and board are aware and adhere to statutory and best practice reporting compliance.

The board has an aspiration to be able to fully adopt and integrate the Charity Governance Code across the governance of the organisation. Much of the forward planning for 2022/23 is focused around working with the code and its application for, and in, TIC+.

Management

The oversight of the day-to-day work and management of TIC+ is delegated to a senior executive team, consisting of the Director of Clinical Services, the Director of Operations and trustee representation.

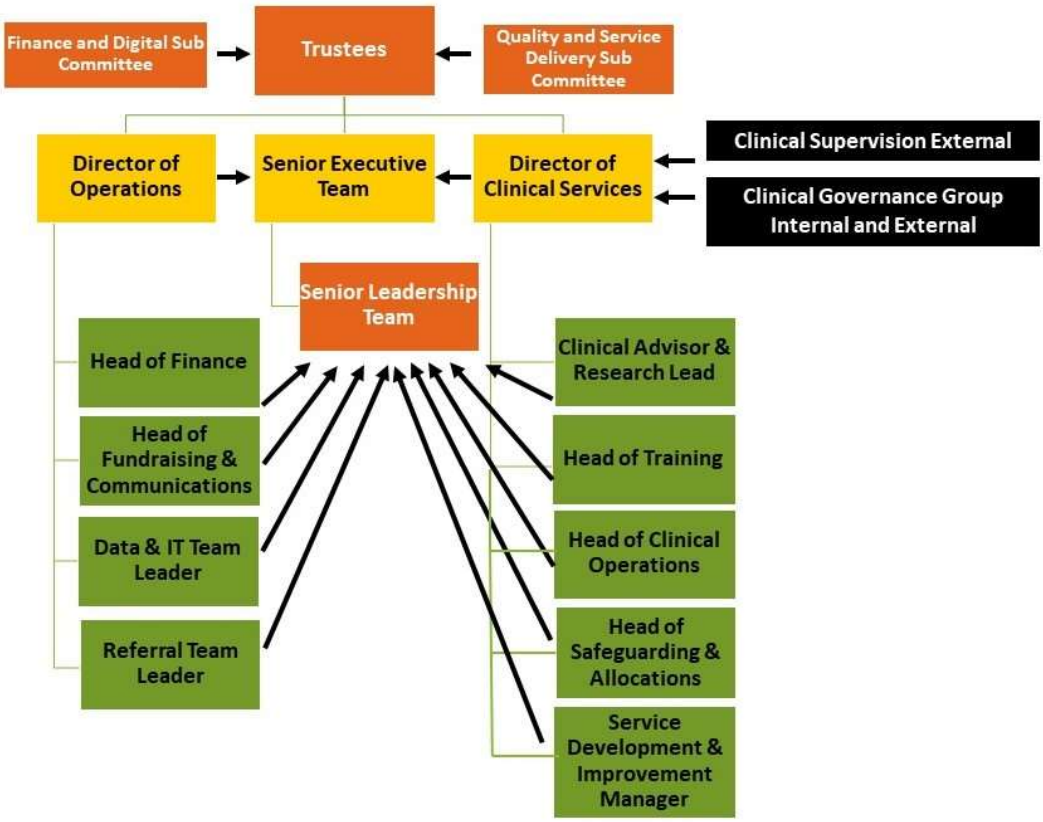


Figure 8 - The TIC+ Organogram

This team deliver the work approved by the trustees as well as bringing to the attention of the trustees any matters they need to be addressing. Department Teams meet regularly under the leadership of the Senior Leadership Team (SLT) and take responsibility for TIC+ day-to-day operations and service delivery.

The Clinical Governance Group (CGG) meet at regular, set, periods throughout the year to review any safeguarding issues, policies and best practice. This group is comprised of internal and external advisors whose objective role is to provide oversight and accountability for the practitioners and clinical team leaders and management. The group also help develop and review new policy for the organisation that has a service delivery or clinical implication. The CGG Minutes and any recommendations are fed back to the board.

There are clear terms of reference for the SLT in relation to its accountability to the Trustees. The SLT has been enhanced through the appointment of a Head of Finance, Head of Fundraising &

Communications, Administration Coordinator, Head of Clinical Operations, Head of Training, Head of Safeguarding and Allocations, and Clinical and Research Lead.

It is important that staff also have the opportunity to have their voice represented in key decisions that affect them or their work. Over the last year, the SLT has established a Staff Advisory and Engagement Group (SAGE) which meets quarterly; open to all staff with the agenda published in advance, it is an open forum where staff can also raise their own queries either in person or through the Freedom to Speak up guardian (see below). As a result of the SAGE meetings, various projects have been implemented or benefits enhanced. An example of this is an increase in mileage allowance to reflect rising fuel costs.

Our principle risks and uncertainties

During 2021-22, the charity continued a full review of its approach to risk management, based on guidance available from the Institute of Risk Management. Training was undertaken by key trustees with a lead on risk as well as members of the executive team, SLT and operational staff. This training was undertaken as part of a wider exercise to improve risk management processes and raise the profile of risk management operationally within TIC+.

The Board of Trustees and members of the SLT have worked together to identify key areas of strategic risk and these can be broadly categorised as follows:

- Continuing to raise the bar on our governance standards- service delivery, financial and internal processes to ensure we have best practice throughout the charity

- Income Source Overreliance- diversification across our contracts, funders and sources of income as a future growth strategy to ensure we mitigate any risks resulting from loss of contracts.

- Workforce Strategy & Delivery- existing and future workforce must be planned and supported to ensure future delivery for our clients and to retain our highly skilled staff.

The Board has also approved and is monitoring delivery against a risk management development plan that will continue to strengthen our approach and further devolve understanding, identification and management of risks within the organisation.

The charity encourages everyone within the organisation to report any situation for which they have a concern and we operate an easy-to-access public complaints procedure should anyone wish to raise any concerns or matters about our work. This has recently been redesigned and streamlined to make it quicker and easier for people to get resolution. Our complaints policy is on our website and all staff are given a copy at induction. Young people and parents are signposted to the policy as part of the information they are sent before they start counselling as part of the 'About Counselling' information.

The charity has robust policies and procedures in place for all areas of the charity's operations including, safeguarding, counselling standards and practice, clinical supervision and training, finance, fundraising and data protection. We also have a Freedom to Speak up Guardian to whom staff have free access. Whistleblowing numbers and sites are published within our complaints policy (internal and external) so that all staff are aware of how they can raise concerns.

Insurance levels are maintained at an appropriate level, commensurate with service delivery, staffing levels and all other considerations and are reviewed annually. The cover and policy itself is retendered every three years to ensure best market value and cover.

Statement of Trustees' Responsibilities

The Trustees (who are also directors of Teens in Crisis for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom accounting standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2015 (FRS102);
- make judgments and estimates that are reasonable and prudent;
- state whether applicable United Kingdom accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company 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 charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

There is no relevant audit information of which the charitable company's auditors are unaware; and The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Signed by order of the Board of Trustees:

Nigel Gabb
Trustee

Date: 14th December 2022

TEENS IN CRISIS
REFERENCE & ADMINISTRATIVE INFORMATION
YEAR ENDED 31 MARCH 2022

Registered Company number
02954230 (England and Wales)

Registered Charity number
1045429

Registered office
Office 73
Building 8
Vantage Point Business Village
Mitcheldean
Gloucestershire GL17 0DD

Trustees

N C Gabb	Local Government Officer
D McShee	Student Mental Health Nurse (resigned October 2022)
J M Newton	Non-Executive Director NHS
P Cresswell	Associate Director NHS
R J Blagden	University of Gloucestershire, Director of Libraries, Technology and Information
J Hubbard	Civil Servant
R E Frett	Business & Development Manager
J M Daines	Leadership & Education Consultant
C Anderton	Communication Manager, Gloucestershire Constabulary (*appointed July 2021*)

Auditors
Burton Sweet Limited
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

Bankers
Lloyds Bank
8 High Town
Hereford
HR1 2AE

Senior Management Team

Judith Bell	Director of Clinical Services
Claire Power-Browne	Director of Operations
Sue Cook	Head of Training
Andrew Downing	Head of Finance
Carolyn Roulstone	Head of Fundraising & Communications
Sophie Slingerland	Referral Team Supervisor (*from 1st May 2022)*
Julie Taylor	Head of Clinical Operations
Jo Tyler	Head of Safeguarding and Allocations
Dr Chloe Constable	Clinical Advisor and Research Lead

TEENS IN CRISIS
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TEENS IN CRISIS
YEAR ENDED 31 MARCH 2022

Opinion

We have audited the financial statements of Teens in Crisis (the "Charity") for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

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

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2022 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report (incorporating the strategic report and the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the strategic report and the directors' report) have been prepared in accordance with applicable law requirements.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using

the going concern basis of accounting unless the trustees either intend to liquidate the Charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charity through discussions with directors and other management, and from our knowledge and experience of the sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements of the operations of the company, including the Companies Act 2006, taxation legislation and data protection, anti-bribery, employment, environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance through the audit.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations; and
- understanding the design of the charity's remuneration policies.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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

Ed Marsh BSc (Hons) FCA DChA (Senior Statutory Auditor)
For and on behalf of Burton Sweet Limited
Statutory Auditor
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

Date: ……..

TEENS IN CRISIS

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)

YEAR ENDED 31 MARCH 2022

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £ (Restated)
Income from:					
Donations and legacies	**2**	58,396	142,841	201,237	254,406
Charitable activities	**3**	1,247,053	332,213	1,579,266	1,181,000
Other trading activities		48	-	48	248
Investments		379	-	379	356
Total income		1,305,876	475,054	1,780,930	1,436,010
Expenditure on:					
Raising funds	**4**	41,703	-	41,703	41,198
Charitable activities	**5**	1,171,063	439,561	1,610,624	1,275,060
Total expenditure		1,212,766	439,561	1,652,327	1,316,258
Net income/(expenditure)	**7**	93,110	35,493	128,603	119,752
Transfers between funds	**15**	37,416	(37,416)	-	-
Net movement in funds		130,526	(1,923)	128,603	119,752
Funds at start of period (restated)	**15**	703,218	69,870	773,088	653,336
Funds at end of period	**15**	833,744	67,947	901,691	773,088

The Charity has no recognised gains or losses other than the results for the period as set out above.

All of the activities of the charity are classed as continuing.

Further details on restatement see note 18.

See note 9 for fund-accounting comparative figures
The notes on pages 42 to 54 form part of these financial statements

TEENS IN CRISIS

BALANCE SHEET

AS AT 31 MARCH 2022

	Note	2022 £	2021 £ (Restated)
Fixed assets			
Tangible assets	10	12,192	16,392
		12,192	16,392
Current assets			
Debtors	11	533,095	359,541
Cash at bank and in hand		1,335,180	983,728
		1,868,275	1,343,269
Liabilities			
Creditors : amounts falling due within one year	12	(978,776)	(586,573)
Net current assets		889,499	756,696
Total assets less current liabilities		901,691	773,088
Net assets		901,691	773,088
FUNDS			
Unrestricted funds	16	833,744	703,218
Restricted funds	16	67,947	69,870
Total funds		901,691	773,088

These financial statements were approved by the Trustees on 14/12/22 and are signed on their behalf by:

Nigel Gabb

Nigel Gabb
Trustee

Company registration number: 02954230

The notes on pages 42 to 54 form part of these financial statements

TEENS IN CRISIS

CASH FLOW STATEMENT

YEAR ENDED 31 MARCH 2022

	Note	2022 £	2021 £ (Restated)
Net cash inflow from operating activities	**13**	351,073	253,635
Non-operational cash flows:			
Investing activities			
Payments for tangible fixed assets		-	(16,794)
Investment income		379	356
		379	(16,438)
Net cash inflow/(outflow) for the year	**14**	351,452	237,197

Cashflow Restrictions

Charity law prohibits the use of net cash inflows on any endowed or other restricted fund to offset net cash outflows on any fund outside its own objects, except on special authority. In practice, this restriction has not had any effect on cash flows for the period.

The notes on pages 42 to 54 form part of these financial statements

1 Accounting policies

Accounting convention

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2019.

There are no material uncertainties about the charity's ability to continue as a going concern, despite the significant uncertainty being caused by COVID-19 and the national cost of living crisis. Whilst the Trustees expect there to be a significant impact on the charity's operations in the coming months and years, the charity has sufficient reserves to be able to meet these challenges.

Income

All income is included in the Statement of Financial Activities when the charity has entitlement to the income, the amount can be quantified with reasonable accuracy and receipt is probable.

Donations and legacies includes income generated from gifts, donations and legacies and grants and is included in full in the SOFA when receivable. Grants where entitlement is conditional on the delivery of specific performance by the Charity are recognised when the Charity becomes unconditionally entitled to the grant.

Investment income is included on a receivable basis.

Expenditure

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with the use of resources. Support costs are allocated in full to the main charitable activity of the provision of counselling services.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked with the strategic management of the charity. They are included within support costs.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and equipment - 25% on cost

Assets of £5,000 or more will be capitalised.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds form part of unrestricted funds and have been identified as being for particular purposes by the Trustees. They are not restricted and can be transferred to general funds at any time at the discretion of the Trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

1 Accounting policies (continued)

Debtors
Trade and other debtors are recognised at the settlement amount due after any trade discount offered.

Prepayments are valued at the amount prepaid net of any trade discounts due.

Creditors
Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

Pension costs and other post-retirement benefits
The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2 Income from: Donations and legacies

	Unrestricted Funds	Restricted Funds	Total Funds 2022
	£	£	£
Grants	1,500	142,841	144,341
Other donations	51,871	-	51,871
Gift aid	5,025	-	5,025
	58,396	142,841	201,237

Prior period comparatives	Unrestricted Funds	Restricted Funds	Total Funds 2021
	£	£	£
Grants	-	209,239	209,239
Other donations	40,284	2,938	43,222
Gift aid	1,695	250	1,945
	41,979	212,427	254,406

3 Income from: Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Public sector funding	1,172,208	100,414	1,272,622
Service level agreements	-	229,047	229,047
Training and workshops	73,345	-	73,345
Other charitable activities income	1,500	2,752	4,252
	1,247,053	332,213	1,579,266

Prior period comparatives	Unrestricted Funds £ (Restated)	Restricted Funds £	Total Funds 2021 £ (Restated)
Public sector funding	827,873	58,799	886,672
Service level agreements	-	203,298	203,298
Service delivery grants	-	5,930	5,930
Training and workshops	80,782	-	80,782
Other charitable activities income	-	4,208	4,208
DBS checks	110	-	110
	908,765	272,235	1,181,000

Public sector funding includes grants totalling £1,205,172 (2021: £829,963) from NHS Gloucestershire CCG and £67,450 (2021: £62,245) from other sources.

Service level agreements of £209,389 (2021: £203,298) are principally funded by local authority funding.

For more information on prior year restatement, please see note 18.

4 Expenditure on: Raising funds

	Unrestricted Funds	Restricted Funds	Total Funds 2022
	£	£	£
Fundraising costs	5,478	-	5,478
Wages and salaries	36,225	-	36,225
	41,703	-	41,703

Prior period comparatives	Unrestricted Funds	Restricted Funds	Total Funds 2021
	£	£	£
Fundraising costs	1,231	391	1,622
Wages and salaries	39,576	-	39,576
	40,807	391	41,198

5 Expenditure on: Charitable activities

	Direct Costs	Support Costs (Note 6)	Total Funds 2022
	£	£	£
Provision of counselling services	1,165,229	445,395	1,610,624

Prior period comparatives	Direct Costs	Support Costs (Note 6)	Total Funds 2021
	£	£	£
Provision of counselling services	941,418	333,642	1,275,060

6 Support costs

	Total 2022 £	Total 2021 £
Wages and salaries	267,684	238,363
Premises	60,891	16,255
Legal and professional	16,415	11,003
Office costs	18,885	10,893
IT and software costs	53,870	45,327
Advertising and promotion	12,591	1,315
Depreciation	4,200	403
Governance costs	10,859	10,083
	445,395	333,642

7 Net income/(expenditure) for the period

This is stated after charging:		Total 2022 £	Total 2021 £
Auditor's remuneration	- for audit services	6,825	6,050
	- for other services	3,924	3,493
Trustee meeting expenses		110	-
Depreciation		4,200	403

8 Staff costs and numbers

The aggregate payroll costs were:	Total 2022 £	Total 2021 £
Wages & salaries	1,256,401	1,031,454
Social security costs	74,789	52,955
Pension contributions	21,310	15,970
	1,352,500	1,100,379

No employee received emoluments in excess of £60,000 in either period.

The total aggregate employment benefits received by key management personnel were £299,704 for the year (2021: £249,290).

The average monthly number of employees during the period was as follows:

Total 2022	Total 2021
90	82

9 Statement of Financial Activities comparative figures

Prior year comparative	Unrestricted Funds £ (Restated)	Restricted Funds £	Total 2021 £ (Restated)
Income from:			
Donations and legacies	41,979	212,427	254,406
Charitable activities	908,765	272,235	1,181,000
Other trading income	248	-	248
Investments	356	-	356
Total income	951,348	484,662	1,436,010
Expenditure on:			
Raising funds	40,807	391	41,198
Charitable activities	840,062	434,998	1,275,060
Total expenditure	880,869	435,389	1,316,258
Net income/(expenditure)	70,479	49,273	119,752
Transfers between funds	18,171	(18,171)	-
Net movement in funds	88,650	31,102	119,752
Total funds at start of period	614,568	38,768	653,336
Total funds at end of period	703,218	69,870	773,088

10 Tangible fixed assets

	Fixtures & equipment £
Cost	
At 1 April 2021	17,754
Additions	-
At 31 March 2022	17,754
Depreciation	
At 1 April 2021	1,362
Charge for the year	4,200
At 31 March 2022	5,562
Net book value	
At 31 March 2022	12,192
At 31 March 2021	16,392

11 Debtors

	2022 £	2021 £ (Restated)
Due in less than one year:		
Trade debtors	483,815	317,710
Prepayments and accrued income	39,429	30,067
Other debtors	9,851	11,764
	533,095	359,541

12 Creditors

	2022 £	2021 £ (Restated)
Due in less than one year:		
Trade creditors	5,768	1,101
Other creditors	2,071	160
Accruals and deferred income	970,937	585,312
	978,776	586,573

Included above is deferred income from service contracts relating to the charity's core charitable activities.

	2022 £	2021 £ (Restated)
Deferred income balance at start of period	549,157	133,562
Amount released to income earned from charitable activities	(549,157)	(133,562)
Amount deferred in the period	920,106	549,157
Deferred income balance at end of period	920,106	549,157

13 Reconciliation of net movement in funds to net cash inflow from operating activities

	2022 £	2021 £ (Restated)
Statement of Financial Activities: Net movement in funds	128,603	119,752
Investment income	(379)	(356)
Depreciation	4,200	403
(Decrease)/increase in creditors: current liabilities	392,203	421,848
(Increase)/decrease in debtors	(173,554)	(288,012)
Net cash inflow from operating activities	351,073	253,635

14 Analysis of changes in cash during the period

	2022 £	2021 £	Change £
Cash at bank and in hand	1,335,180	983,728	351,452

	2021 £	2020 £	Change £
Cash at bank and in hand	983,728	746,531	237,197

15 Movement in funds

	At 1 Apr 2021 £ (Restated)	Income £	Expenditure £	Transfers £	At 31 Mar 2022 £
Unrestricted funds					
General fund	432,939	1,305,876	(1,212,766)	(275,401)	250,648
Contingency fund (designated)	211,500	-	-	103,500	315,000
Redundancy fund	58,779	-	-	4,779	63,558
Staff Training Subsidy	-	-	-	68,538	68,538
Pay/ Salary Review fund	-	-	-	20,000	20,000
Digital Excellence Framework	-	-	-	116,000	116,000
	703,218	1,305,876	(1,212,766)	37,416	833,744
Restricted funds					
Allchurches Trust	5,908	-	(5,908)	-	-
Family Support Hammersmith	10,882	30,982	(41,864)	-	-
Gloucester Community Fund	-	10,000	(6,286)	(58)	3,656
Invoiced	12,908	2,840	(2,840)	(12,908)	-
PCC Covid Response	1,969	10,900	(427)	(1,969)	10,473
Rausing	-	50,000	(42,614)	-	7,386
Safeguarding Fund	12,085	32,964	(31,304)	(13,745)	-
Service Level Agreements	-	191,311	(200,422)	-	(9,111)
St James' Place	2,019	25,000	(24,936)	-	2,083
Sylvanus Lysons	-	15,625	-	(5,625)	10,000
MOJ Critical Support Fund	-	20,313	(16,104)	-	4,209
MOJ Domestic Abuse	-	10,800	(10,187)	-	613
MOJ Sexual Violence	-	13,770	(13,969)	199	-
Newby Trust	-	10,000	-	-	10,000
Zurich	-	11,000	(305)	-	10,695
Other restricted funds (see description)	24,099	39,549	(42,395)	(3,310)	17,943
	69,870	475,054	(439,561)	(37,416)	67,947
Total funds	773,088	1,780,930	(1,652,327)	-	901,691

15 Movement in funds (continued)

Prior year comparative	At 1 Apr 2020 £	Income £ (Restated)	Expenditure £	Transfers £	At 31 Mar 2021 £ (Restated)
Unrestricted funds					
General fund	514,070	951,348	(880,869)	(151,610)	432,939
Contingency fund (designated)	70,498	-	-	141,002	211,500
Redundancy fund (designated)	30,000	-	-	28,779	58,779
	614,568	951,348	(880,869)	18,171	703,218
Restricted funds					
Allchurches Trust	-	10,000	(3,199)	(893)	5,908
CAF Resilience Fund	-	51,499	(51,499)	-	-
Children in Need	(17,604)	20,384	(13,591)	10,811	-
Family Support Hammersmith	8,317	32,875	(30,310)	-	10,882
Gloucester Community Fund	10,000	-	-	(10,000)	-
Invoiced	12,233	4,208	(3,533)	-	12,908
PCC Covid Response	-	53,245	(30,598)	(20,678)	1,969
Postcode Lottery	12,609	-	(9,812)	(2,797)	-
Rausing	-	78,761	(72,747)	(6,014)	-
Safeguarding Fund	-	16,482	(4,397)	-	12,085
Service Level Agreements	-	122,207	(147,042)	24,835	-
St James' Place	2,022	25,000	(25,003)	-	2,019
Sylvanus Lysons	3,750	7,500	(128)	(11,122)	-
Other restricted funds (see description)	7,441	62,501	(43,530)	(2,313)	24,099
	38,768	484,662	(435,389)	(18,171)	69,870
Total funds	653,336	1,436,010	(1,316,258)	-	773,088

Description and purpose of funds and transfers

All funds with an opening balance, closing balance, income, expenditure or transfer greater than £10,000 have been separately disclosed. All other funds have been included within 'other restricted funds'. The Charity accounts fully for all restricted funds and a summary of the movement on any smaller fund is available upon request.

Designated Funds

Contingency Fund — This represents money set aside to continue the delivery of our Free Access Counselling should any of our grants or commissioned projects end up not being renewed. Should this situation arise the trustees will need time to take action. This sum of money would protect core operating costs and ongoing work with young people already in our service. The fund will enable time to make adjustments and raise additional funds. The fund also contains a small amount of funds set aside to cover ‘emergency funding needs’ such as unforeseen day to day operational costs or e.g. temporary staff to cover long term illness.

15 Movement in funds (continued)

Designated Funds (*continued*)

Redundancy Fund	Representing funds set aside to meet redundancy costs to entitled existing staff should the charity find itself having to make redundancies. This amount is calculated annually and whilst the trustees do not expect a situation where all the staff would need to be made redundant they deem it their responsibility to cover the full liability out of reserves.
Staff Training Subsidy	Representing funds to allow staff, employed by TIC+, to qualify to work specifically with children and young people at level 4 and level 5 in counselling. TIC+ recognise the need to build a sustainable workforce for children's mental health and so have committed funds as bursary to enable entry level training at levels 2 and 3, to build a workforce for the future. This subsidy builds equity and encourages some for whom training may not otherwise have been an option they could afford.
Pay/Salary Review fund	Representing funds for an external and independent pay and non -pay review of roles and rewards at TIC+. TIC+ are committed to being an ethical employer and a workplace of excellence. This review represents part of our three-year plan improving recruitment, retention and reward at TIC+, allowing our team opportunities to grow and develop with us. This forms an important element of the TIC+ Employee Excellence & Engagement Programme.
Digital Excellence Framework	Part of the TIC+ Employee Excellence & Engagement programme, this represents funds to improve work processes and experiences of our clinical team by introducing a new cloud-based client record system and hardware to access same. Bespoke to TIC+, this system will also improve safeguarding, governance and give real time information to staff.

Restricted Funds

Allchurches Trust	Growing technological capability and resilience, particularly increasing digital capacity/provision in order to face the challenges caused by the Covid-19 pandemic.
CAF Resilience Fund	This CAF Resilience Fund grant was awarded to continue our core work and Covid-19 emergency response activities. These funds contribute towards the costs of additional safeguarding staffing, training and supervision required in response to Covid 19.
Children in Need	This funding represents money restricted to provide face to face counselling for young people aged 18 and under.

15 Movement in funds (continued)

Restricted Funds (*continued*)

Family Support Hammersmith	This funding represents a contract between us and Family Support- a Local Authority Trading Company, where TIC+ counsellors are working as part of the Family Support's 'Transition and Resilience Programme', which aims to reduce serious youth violence and keep children who are at the risk of exclusion, in school.
Gloucester Community Fund	Representing funding given to co-fund the role of our Counselling Co-ordinator who manages waiting lists and matches clients with counsellors based on location and need.
Invoiced	Income derived from delivery of contracts and grants with service delivery requirements attached.
PCC Covid Response	This money represents funding awarded by the Ministry of Justice, through the Office of the Police & Crime Commissioner, to respond to the additional need faced by the charity during Covid. It was provided to fund core costs, including additional safeguarding cover, clinical staff supervision and IT equipment to support remote working.
Postcode Lottery	Funding from the People's Postcode Lottery to deliver Family Counselling. We are immensely grateful to the People's Postcode Lottery for allowing us to repurpose this fund for general counselling purposes after having to put family counselling on hold due to COVID restrictions.
Rausing	Awarded by the Julia and Hans Rausing Trust, the grant in the 2020/21 financial year, has been provided by their Charitable Support Fund for charities during the Covid-19 pandemic in recognition of the loss of income normally achieved through fundraising. It is for core costs and overheads associated with running TIC+. The £50,000 received in the 2021/22 financial year is the first tranche of multi-year funding towards piloting of the 'One At A Time' (1@T) single session therapy and psychoeducational workshops aimed at reducing our waiting list and the wait times that young people are having to wait before seeing a counsellor.
Safeguarding Fund	This fund is for the provision of additional safeguarding cover and supervision, necessary due to the rise in acuity of risk seen in young people during Covid-19, for 12 months. As a result the fund can be used to cover Counselling Coordinator salary costs.
Service Level Agreements	This funding is primarily comprised of agreements with schools, colleges and training agencies etc., who have contracted with TIC+ to provide counselling. Many of these contracts are subsidised by TIC+.

17 Movement in funds (continued)

Restricted Funds (*continued*)

St James' Place	This funding, generously provided by St James Place, is awarded to support a counsellor's salary to enable them to provide support for children and young people in Gloucestershire who are struggling with their mental health and is a three year grant.
Sylvanus Lysons	Grant funding for our free access Self Referral Counselling Service, available to children and young people aged 9-21 and living in Gloucestershire.
MOJ Critical Support Fund	Funding awarded by the Ministry of Justice to meet exceptional or additional need that cannot be met through existing allocations to support children and young people who are victims of domestic abuse or sexual violence.
MOJ Domestic Abuse	Ministry of Justice funding towards supporting children and young people who are affected by, or victims of, of domestic abuse.
MOJ Sexual Violence	Ministry of Justice funding towards supporting children and young people who are affected by, or victims of, of sexual violence.
Newby Trust	Funding from The Newby Trust towards piloting 'One At A Time' (1@T) single session therapy and new online, psychoeducational course to help them learn to cope and overcome issues themselves.
Zurich	This funding is generously provided by Zurich Community Trust towards the cost of counselling sessions for children and young people in Gloucestershire.

16 Analysis of net assets between funds

As at 31 March 2022	**Restricted Funds** £	**Unrestricted Designated Funds** £	**Unrestricted General Funds** £	**Total 2022** £
Tangible fixed assets	-	-	12,192	12,192
Cash and short-term deposits	67,947	583,096	684,137	1,335,180
Other net assets/(liabilities)	-	-	(445,681)	(445,681)
	67,947	583,096	250,648	901,691

16 Analysis of net assets between funds (*continued*)

As at 31 March 2021	Restricted Funds £	Unrestricted Designated Funds £	Unrestricted General Funds £ (Restated)	Total 2021 £ (Restated)
Tangible fixed assets	-	-	16,392	16,392
Cash and short-term deposits	69,870	270,279	643,579	983,728
Other net assets/(liabilities)	-	-	(227,032)	(227,032)
	69,870	270,279	432,939	773,088

17 Related party transactions

Trustee Daniel McShee was an employee of HB Digital Printing Ltd during the year and his parents are the owners of the business. The charity made purchases of £2,653 from the business in the year (2021: £792). At the year end a creditor of £Nil was outstanding (2021: £nil).

No Trustees received any remuneration or were reimbursed any expenses in the current or preceding period.

18 Prior year restatement

There has been a £160,723 prior year adjustment to the brought forward funds due to a change in accounting policy on income recognition from public funding to better reflect the underlying reality.

The above restatement has the following effect on the comparative figures:

	As previously stated £	Adjustment £	Restated amounts £
Balance Sheet			
Total unrestricted general funds as at 31 March 2021	(933,811)	160,723	(773,088)
Deferred income as at 31 March 2021	(374,477)	(174,680)	(549,157)
Accrued income as at 31 March 2021	10,196	13,957	24,153
Statement of Financial Activities			
Income from charitable activities for the year ended 31 March 2021	1,047,395	(160,723)	886,672

Let's Talk Well

England & Wales - Charity number 1045429

Accounts

TEENS IN CRISIS

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

Counselling, Support and Care for Young People and Families

Company Registration Number 02954230
Charity Number 1045429

TEENS IN CRISIS

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

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TEENS IN CRISIS (TIC+)

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2021

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021.

The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

OBJECTIVES AND ACTIVITIES

Objectives and aims

Our charity's purposes as set out in the objects contained in the company's memorandum of association are to:

Advance the Christian religion by practically demonstrating the Christian faith in particular, but not exclusively by:

(1) Relieving the need, hardship or distress of young people by providing education, advice, and support and counselling services.
(2) Providing recreational facilities and recreational activities for young people.

The Trustees have complied with their duty under the Charities Act 2011 to have due regard to the Charity Commission's guidance on public benefit when making decisions that relate to public benefit or are associated with the purposes or objectives of TIC+. There have been no decisions taken by the board which have departed from this guidance

Our Mission Statement

TIC+ mission is to improve, preserve and promote good mental health and wellbeing among children, young people and their families.

Who we are

TIC+ is a Christian-led charity that is not affiliated to any particular denomination, church or group. We provide services to anyone of any faith (or none), and we employ staff from any faith (or none). As an organisation, we believe that the Christian faith provides the foundation and motivation for the work of the charity and is the reason why we do what we do.

The Christian faith is never made explicit in any of the services we provide. An outworking of our Christian ethos means that we expect all representatives of the charity to treat everyone equally, with care and respect regardless of their race, gender, religion, sexual orientation, ethnic background, beliefs, status, ability or class. The ethos is given life through our relationships; the way we work together and behave with one another and those we serve, are a demonstration and authentication of our ethos.

TEENS IN CRISIS (TIC+)

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2021

FOREWORD FROM THE CHAIR

The year 2020/2021 has been another challenging year for all of us, but particularly for so many young people where mental health has really suffered. Sadly we have seen a very pronounced rise in the number of young people presenting with serious issues.

During the pandemic we conducted research exploring the increase in risk to young people, published as a report - 'COVID-19 Impact Report 2021'. The report has been widely circulated and provides a window into some of the pressure and issues young people are currently faced with, including home/parental issues, education issues, and enforced changes in activity and health anxieties.

I have been delighted with the way that TIC+ continues to rise to these challenges. We have resumed face to face counselling where possible, with this remaining the favoured approach for our users. We have adapted and expanded our services, and of particular note is the launch of TIC+Chat - a confidential helpline capability which was co-delivered with young people in less than 8 weeks. In addition we launched a new service of parent support groups, building their confidence and enabling a network of peer support.

Despite the challenges of coronavirus, in 2020/21 we saw a total of **3,068** children, young people, parents and families combined across all services, and we delivered more than **18,082** sessions.

In common with most charities, many fundraising activities have been badly hit by the pandemic. However, our amazing fundraisers have held events and collections, and our fund raising overall has grown, reflecting the generosity of donors and the hard work of our teams.

Despite the pandemic we remain in a strong financial position. However there remains a rising demand for growth in our services, which is requiring us to be agile and flexible. This includes making changes to our counselling models and the addition of new services (such as TIC+Chat) to expand our reach. As we step towards 2022, we continue to look for new ways to adapt. We are, as a charity and Board, motivated by the opportunities this represents to reach more young people and families in need. But we are also mindful of the challenges of scaling our services given the significant pressures on staff and the importance of good stewardship of our resources and capabilities.

I would like to thank all our staff, the Trustees, supporters and partners we work with. Without them and their hard work we clearly would not have been able to reach so many lives.

Thank you,

John Hubbard CMG
Chair of Board of Trustees

TEENS IN CRISIS (TIC+)

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2021

INTRODUCTION

2020/21 was an unprecedented year for the whole world with the incredible challenge presented by the COVID-19 pandemic. This changed everyone's way of life like never before, and for TIC+ as an organisation, it demanded changes to our whole way of operating. With dedication, skills and a willingness to overcome for the good of the children and young people we support, we were able to more than rise to the challenge. We are extremely proud to have not lost a single day of service delivery, meaning we were able to be there for children and young people when they needed us. In the financial year 2020/21, TIC+ saw more young people and delivered more sessions than last year, despite operating under national restrictions during a global pandemic. We are enormously grateful to each and every member of staff, our funders and commissioners who enabled this.

TIC+ are acutely aware of the growing demand for services to support children and young people as they struggle with their mental health in our modern society. Prior to COVID-19, it was reported that one in six children aged five to 16 have a probable mental health condition (by NHS Digital, *The Mental Health of Children and Young People 2020).* The impact of the pandemic, long periods of lockdown and social isolation, and restrictions on movement and contact are all impacting negatively on many young people who also lost the safety net of support from school teachers and support services.

The above report was a follow up to a 2017 survey and explored the mental health of children and young people in July 2020, during the Coronavirus (COVID-19) pandemic and changes since 2017.

It found that COVID-19 and lockdown specifically was felt by children and young people to have "made their life worse".

"Children and young people with a probable mental disorder were more likely to say that lockdown had made their life worse (54.1% of 11 to 16 year olds, and 59.0% of 17 to 22 year olds), than those unlikely to have a mental disorder (39.2% and 37.3% respectively)"

The same report also highlighted an increase in sleep problems being experienced by children and young people. This matches our experience, and we now see problems with sleep feature as one of the top 10 issues young people present with when they turn to us for help.

"***Among those aged 5-22 years, 58.9% with a probable mental disorder reported having sleep problems"***

Over the last twelve months, there has been a raft of research carried out to measure the additional impact of COVID-19 on the mental health and wellbeing of children and young people. The most recent survey by Dame Rachel De Souza, Children's Commissioner for England, produced some worrying highlights including:

- The majority of children aged 9-17 (80%) said they were happy or OK with their mental health. But 20% were unhappy with this, making mental health the top issue they were unhappy with.

- Girls were nearly twice as likely as boys to say they were unhappy with their mental health). 40% of girls aged 16-17 said they were unhappy with their mental health.
- There is a clear correlation between mental and physical health: children (aged 9-17) who said they were unhappy with their mental health were 7 times more likely to say they were unhappy with their physical health.
- Children want to have good wellbeing in the future, not just now. Among 9-17 year olds, just over half (52%) said that having good mental health was one of their most important future aspirations, while 31% said that good physical health was one of their most important future aspirations.

Our Observations and Reporting

Over the last year, particularly at the height of school lockdown, TIC+ noticed a pronounced increase in the number of young people presenting with suicidal thoughts and plans or who had made attempts to take their own life. This extremely worrying development was accompanied by an increase in serious self-harm, compulsive behaviours and unhealthy eating patterns,

In an attempt to better understand the cause of this, TIC+ conducted research to explore reasons for this increase in risk, by asking a broader question about the impact the COVID-19 pandemic had on the children and young people seeking and receiving counselling.

The research was an informal, explorative, qualitative exercise using focus groups made up of 38 members of the TIC+ clinical team, to identify the presenting experiences of approximately 300 children and young people in Gloucestershire.

The resulting *COVID-19 Impact Report 2021* published in February 2021 provides a window into some of the pressures and issues young people faced and are, in many cases still facing as a result of the pandemic that may be resulting in the increase in high risk behaviours. Five key themes with several sub-themes became apparent; existential issues, education based issues, changes in activity, home/parental issues and health anxieties all featured highly in the report.

Our Impact Report was widely circulated throughout the county and beyond to commissioners, press and supporters, local government and Parliament, and was heralded for the insight into the impact on children and young people after the first lockdown. We timed this release to coincide with the return to school in March, to highlight the tsunami of need which we forecast and which has now become reality. Our aim has to been to educate, share and inform to i) make statutory and commissioning agencies aware of the growing need and ii) to share our learning to improve out comes for children and young people.

Over the last year, we have worked hard to ensure we continue to respond quickly to meet the growing need for services and support for young people, and offer as many choices as possible to encourage young people to access the help they needed. This included pivoting our services, when the ability to meet face-to-face was restricted. Fortunately, we had already been providing online counselling since 2016, and so added video and telephone counselling to our service offer. We were also commissioned to launch a new anonymous, confidential 1-2-1 helpline for children and young people to be able to access same-day support. **TIC+Chat** was co-produced with young people, and launched in just eight weeks allowing us to be there for young people when they needed us most.

TEENS IN CRISIS (TIC+)

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2021

We believe that every child and young person who needs it should have early, independent access to support. We work across the whole of Gloucestershire and in some areas of London to provide free face to face, remote and online counselling options and support to children, young people and families. The self-referral route ensures our services are accessible and empowering, putting choice and agency back in the hands of those who sometimes feel that they have lost power over their lives.

In 2020/21, based on attended sessions, we saw a total of **3,068** children, young people, parents and families combined across all services and delivered more than **18,082** sessions.

We are enormously proud of our fantastic team who have worked so hard to help us achieve this in the most difficult of circumstances for them too.

As we look to the year ahead we foresee a surge in demand that is difficult to anticipate, which will require us to remain flexible and agile in our response to tackling the changing demand. We are conscious of the privilege that we enjoy as a charity which enables us to ensure that every young person not only has equality but equity in their ability to access services irrespective of financial means.

How we count and measure

TIC+ are committed to being wholly transparent in our reporting; so that we can be clearer in the way we report on our activities, we are changing the way we count the children and young people we see.

In this report for the financial year 2020/2021 we have used figures that relate to children and young people that have 'engaged' with our service. This means they attended a session with us. We have not counted Did Not Attend (DNA) or cancelled sessions as part of our delivery numbers, even though these have a cost associated with them that TIC+ has met

To make sure that people can understand how this new measure looks against our previous year, we have produced a table below that shows both years for comparison. The figures that are in bold are the ones you will see referenced in this report.

Financial Year	**Children, Young Parents and People Seen**	**Total**
19/20	Unique engaged clients only	2910
	Unique clients who had a funded session	3047
20/21	Unique engaged clients only	**3068**
	Unique clients who had a funded session	3216
	Sessions/Contacts seen	
19/20	Attended sessions only	16159
	All funded sessions inc DNA and Cancelled	19481
20/21	Attended sessions only	**18082**
	All funded sessions inc DNA and Cancelled	21532

TEENS IN CRISIS (TIC+)

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2021

HOW WE HELP

Our services in 2020/21

COUNSELLING

- Peripatetic face-to-face counselling
- School-based counselling
- Online counselling
- Telephone counselling*
- Video counselling*

HELPLINE SUPPORT

- Parent Support & Advice Line
- TIC+Chat*

TRAINING

- Counselling Children and Young People Level 5 CPCAB accredited training course

***Newly introduced services in 2021**

COUNSELLING

We offer the opportunity for Gloucestershire-based young people, aged nine to 21 years, to talk to a counsellor about anything that's worrying them, working together to find better ways to cope.

FACE-TO-FACE COUNSELLING

When a young person refers themselves to TIC+ (or is referred by someone they trust), our mobile counsellors meet them in a safe, comfortable location of their choosing. This could be a local community centre, school or church.

Having mobile counsellors means that young people don't have the worry of either getting to an appointment, or having to work out who will take them. In a rural county like Gloucestershire, transport issues can be a barrier to attending appointments. At TIC+ we work hard to ensure equity of service and aim to meet the young person in a place where they feel safe and comfortable and at a time and location that suits them.

Our counsellors are all qualified and registered members of the British Association for Counselling and Psychotherapy (BACP) and specifically trained to work with children and young people. They are skilled at making counselling a safe place for a child to talk about the things that are worrying them without any fear of being judged; they go at the pace of the young person and work with them to help them find better ways to cope.

"K wasn't a dick - she was someone to talk to in my hour of need. I wouldn't have carried on with M (my NHS psychiatrist) if K hadn't encouraged me to do so. She has kept me alive until now - wouldn't have made it this far without TIC+".

TEENS IN CRISIS (TIC+)

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2021

We are grateful to have the support and funding from NHS Gloucestershire Clinical Commissioning Group to help us provide counselling for children and young people in Gloucestershire.

Over the last year we saw more than **1875** children and young people face-to-face. Even in -COVID conditions it was still the overwhelmingly preferred method of choice for counselling.

For young people who chose face-to-face counselling in 2020/21

- The average lead time (from referral to a counsellor making contact) was **3.8 weeks**
- The average number of sessions (times they saw a counsellor) was **6.1**
- **99%** of young people felt that their counselling had helped them
- **79%** of young people saw a **decrease** in their level of distress meaning there had been a **positive change** in their mental health

COVID-19, and the virus control measures brought in, necessitated an immediate response and change to working practice. All face-to-face counselling had to be stopped and our office staffing was reduced to a minimal presence with all other staff working from home.

TIC+ were very clear that through this period we would not leave young people without access to support, which is why we proactively undertook intensive training with all our staff to ensure that they were all able to deliver counselling across a variety of digital platforms.

As a result, in the last week of March 2020, TIC+ were able to move all service delivery to digital platforms, comprising of:

i) Online instant text messaging counselling (secondary age only)
ii) Video counselling
iii) Telephone counselling

Face-to-face counselling was suspended during lockdown periods throughout 2020/21 but recommenced when restrictions allowed with the reopening of schools. Many young people who had been scheduled for this method of counselling chose to wait until face-to-face services became available again rather than using an online or remote counselling option. It remains our commitment to provide both face to face and online options of support; our figures below in 'Face to Face or Online', show how important choice is to young people as a factor in accessing services where up to half of the young people **would not have done so if online was the only option**.

"I was sad before counselling and now I am happy"

PARTNERSHIP WORKING

We continue to work in partnership with Gloucestershire Health and Care NHS Foundation Trust Children and Adolescent Mental Health Services (CAMHS)

CAMHS offers specialist mental health services and over the past nine years has established a close partnership with TIC+ which we value highly.

The pathway offers Gloucestershire's children and young people a range of potential options to support their mental health and emotional wellbeing needs. CAMHS directly refers young people to TIC+ where a counselling approach is deemed beneficial. The referral route is two-way. Our counsellors regularly consult with CAMHS practitioners for advice and will refer a young person to CAMHS for an assessment where they have concerns or if a specialist intervention is required.

Mental Health Support Teams - 'Trailblazer'/Young Mind Matters

TIC+ are well known within schools in Gloucestershire having worked collaboratively for many years, and have a strong reputation for positive outcomes.

Mental Health Support Teams (MHST) work within schools to provide an additional source of support. These teams have emerged as part of a national programme in response to the Government's Green Paper for Children's Mental Health in 2018. Gloucestershire was successful in winning a bid to be part of the early adopter, 'Trailblazer' phase. MHST's are now embedded within approximately75 schools across Gloucestershire.

Each mental health support team consists of NHS colleagues, TIC+ counsellors, and other partners across the system. The teams offer a variety of therapeutic interventions and support packages within a whole school approach. As part of the core offer, TIC+ counsellors are able to provide children and young people with counselling when it is identified as the most appropriate form of support. We are delighted to be a part of this innovative and effective programme giving much needed additional support to children, young people, schools and parents in the Mental Health Support Team areas.

"Having someone different to talk to who could see my situation from an objective perspective really helped me. My counsellor also spent a lot of time ensuring that my sessions would fit in with my school timetable so I didn't miss any work…"

SCHOOL CONTRACTS

For 25 years, TIC+ has had contracts to provide dedicated counsellors to schools. We currently have contracts with 11 schools across Gloucestershire.

As part of a whole school approach school based counsellors are in a unique position to identify early on children who are at risk, in need, vulnerable or have emerging or actual mental health needs. Access to counselling in school is recognised by BACP (British Association for Counselling and Psychotherapy) as fundamental to the emotional wellbeing and success of those children and young people who reach out for support. They say:

"School counselling reaches the 'missing middle' of young people, those who do not meet the threshold for support for CAMHS but need more help than can be offered by mental health support teams.

Funded school counselling provision will also help the 65% of pupils not supported under the MHST model, as well as being able to work with more complex issues with a bespoke focus on what that particular child or young person needs from counselling."

Over the last year, COVID-19 lockdown periods impacted schools to a huge extent, with school closures a feature for 18 weeks of this financial reporting year. This meant that for many young people, their access to face-to-face counselling was disrupted. For those young people who received counselling during the school term, we were able to offer a choice of limited face-to-face and also remote options. Of those:

- **59%** felt better able to concentrate
- **60%** felt safer
- **99%** said counselling had helped

At the end of counselling we ask young people for their feedback:

"I feel like it has helped me a lot and I am in a better place with everything."

"I felt that I had someone I could talk to that listened. You've helped me improve my positive feelings and been able to express my feelings."

"The counselling gave me a lots of different ways to help me cope better with my feelings in school and at home."

ONLINE COUNSELLING

Online counselling is a 1-2-1 instant text chat with one of our qualified counsellors, young people can access the service via computer, phone or tablet. The service is encrypted and no data is stored, making it secure and safe for the young person. Counselling sessions are weekly with the same counsellor to ensure relationships are built and, like our face-to-face and other counselling, appointments are arranged for a day and a time that suits them.

In 2020/21 **383** young people made the choice to have their counselling online with one of our specially trained counsellors.

- The average lead time was **1.3 weeks**
- The average number of sessions (times they live messaged with a counsellor in a pre-booked session) was **6**.**1**
- **99%** felt that counselling had helped.
- **74%** of young people saw a **decrease** in their level of distress meaning there had been a **positive change** in their mental health

When asked to feedback what had been the most helpful thing about the service, young people said:

"… helped me with the self-harm and other things I was struggling with. Haven't self-harmed now for a month and 11 days. Feels in a good place now to end."

"I felt listened to, it was an adult conversation, it didn't feel like I was being spoken to like a child. It gave me something to focus on each week and is a large reason for why I was able to get through painful days."

COVID-19 has proved the importance of having alternative access to reach young people when a face-to-face is not possible or appropriate; this has proved especially valuable when so many of our partner organisations have had to alternatively deploy staff through this challenging time. The ability to have a choice of counselling delivery options has enabled us to remain agile and responsive to the changing landscape of school closures. Our counsellors have been suitably equipped and resourced to allow them to move between face-to-face and remote options, resulting in continuous support for young people despite external influencing factors.

DIGITAL EQUITY

The last year has highlighted the disparity in access to digital technologies for young people in Gloucestershire. The choice of remote counselling is not always possible for those challenged by financial or social constraints e.g. a lack of personal devices, or a lack of privacy in the home and as such, we believe that remote or digital counselling should not be presented as the sole entry point for mental health services. Wherever possible TIC+ accommodate the needs of the young person being supported, making adaptations and on occasions special arrangements to ensure ongoing service delivery.

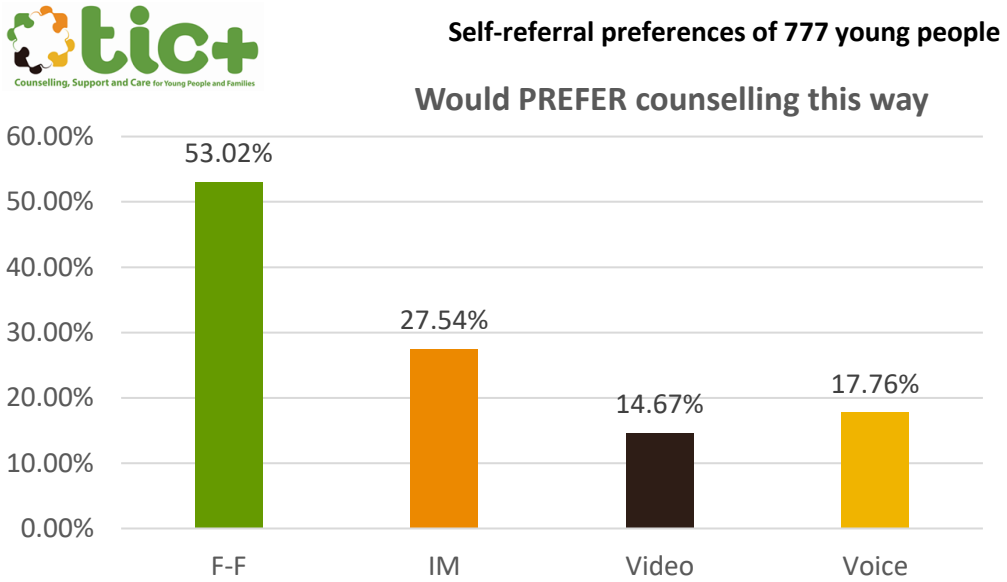
TIC+ advocates the importance of a genuine blended approach based on individual choice. At the same time as we moved to introduce additional counselling choices to reflect the changing environment and the suspension of face-to-face meetings, we adapted our referral form. Offering more choices than ever before, we now ask young people to pick their preferred method of counselling followed by a second choice. They are also asked to identify any options that they would never engage in. We then match the young person with a counsellor to suit their preferred medium. This innovation has proved highly successful resulting in an increase in engagement; most importantly we have been able to provide a continuity of service to some of the most vulnerable young people we support.

Pre COVID-19 figures showed that, given the choice, approximately half of all young people who self-referred to TIC+ preferred to see a face-to-face counsellor – while the other half asked for online or remote counselling. .

The online and remote offer is vital for those who find talking to a counsellor difficult or have logistical reasons for taking this route – for example, a young person with disabilities which might otherwise prevent them from being able to easily engage with counselling.

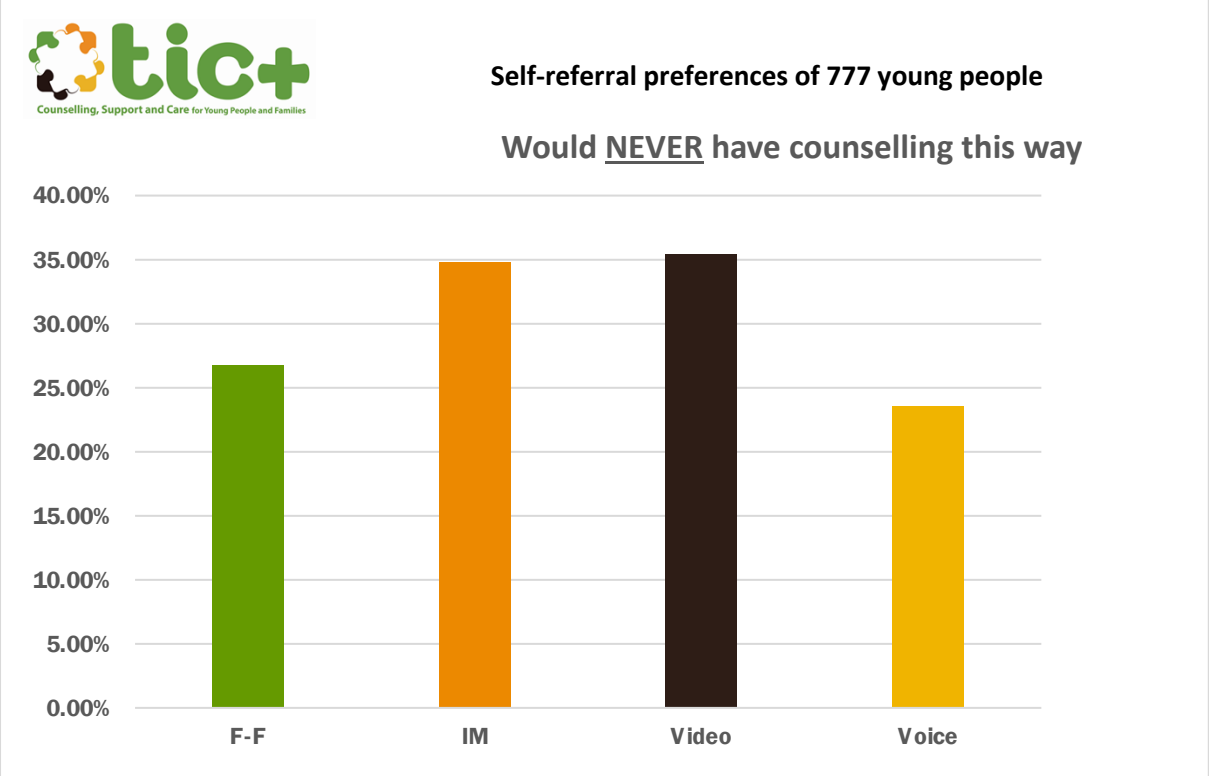
Over the last year and post lockdown, based on the preferences expressed by young people self-referring into TIC+ we have seen a strong preference for young people wanting to be seen face-to-face evidenced, as per the below: (See Figure 1).

Figure 1 **F-F= face to face IM= Instant Messaging (online counselling)**



More surprising are the figures relating to young people who would never engage in a particular method of counselling, the statistics show that large numbers would never engage using remote or online methods. (See Figure 2). We feel that it is critical that this preference expressed by young people is heard and reflected in the services offered by ourselves, commissioners and other providers of children and young people mental health services.

Figure 2 **F-F= face to face IM= Instant Messaging (online counselling)**



TIC+ have observed there is a national trend for face-to-face services being replaced with online support, predating the pandemic. **This concerns us greatly**. **Our experience demonstrates that if the entry point for counselling is through an online medium only, approximately half of the young people TIC+ currently see would not access the support they need**. This has serious implications for the nation's mental health as the evidence indicates the importance of early intervention for preventing mental health problems in childhood in order to minimise their endurance into adulthood.

As such, a blended pathway, similar to that offered by TIC+, is vital for effectively reaching all children and young people in the medium they prefer, so that none fall through the gap.

HELPLINE SUPPORT

TIC+Chat

TIC+ played a key role in providing mental health support for children and young people affected by mental health issues during the COVID-19 crisis with the launch of a new service.

As part of a newly introduced package of support for Gloucestershire residents announced by Gloucestershire County Council, **TIC+** launched **TIC+Chat** - an anonymous, telephone and online chat support service for children and young people aged between nine and 21. This was in addition to our current counselling services and was launched in June 2020. As an agency already specialising in a blended model of counselling options, TIC+ were ideally placed to add this service to its support portfolio.

The service is for any child or young person struggling with mild or temporary emotional wellbeing and mental health issues who needs advice and someone to talk too immediately.

As with all of our services, young people were at the heart of the design from the beginning. Over 150 young people took part in a survey that helped us identify the need for an anonymous, confidential, drop in service. Our YPVG (Young People's Voices Group) co-designed the service specification, branding and marketing with us and were a key part of the interview process for staffing. This has helped us ensure it is user centred; we continue to gather feedback to make sure we can look for ways to improve and develop. We are immensely grateful to the YPVG for their insight, time and help with this and are so proud of the shared vision and innovative service we have developed.

Addressing health inequalities

A key benefit of TIC+Chat is the role it plays in helping to address health inequalities: a research survey undertaken in January 2020 with 166 children and young people in Gloucestershire, rated the importance of TIC+ providing an anonymous service out of 10, with 10 being very important, the average score was 8 out of 10.

Of TIC+ current service users only 35% are male, yet boys are much more likely to take their own lives than girls. The research we have conducted indicates that 42% of boys prefer a drop-in model. Vulnerable young people from the BAME community are also more likely to use an anonymous online drop-in service (Frith, 2017) particularly in some communities

where mental health issues are considered a matter of deep shame (Being Black, Going Crazy? 2016, & Jackson et al., 2013, p.321).

Since launching TIC+Chat in June 2020 our Mental Health Support Practitioners (MHSP's) have:

- Spent 382 hours talking to children and young people in Gloucestershire
- Delivered 464 sessions
- Spoken to 319 children and young people

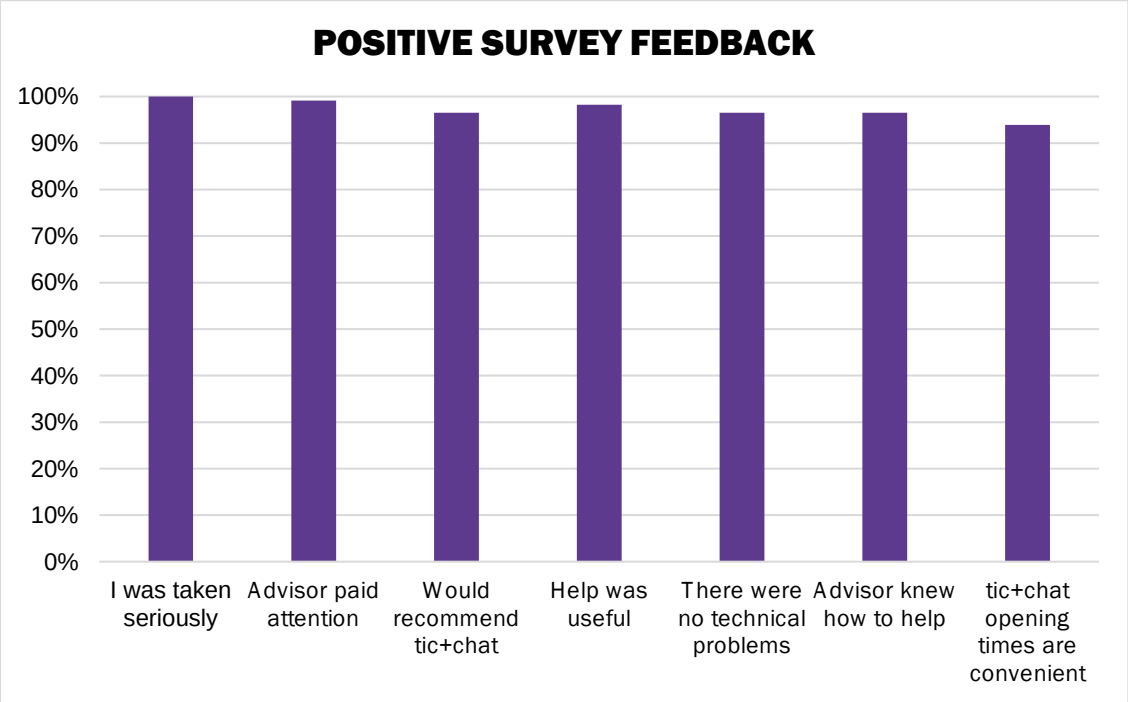
Of the young people using TIC+Chat:

- 52% were helped with just one session
- 48% returned to us for repeat session (s)

Young people who use TIC+ chat are asked to complete feedback, anonymously, to let us know what they thought of the service.

The average rating out of 10 was 8.98
The top 5 things that young people rated as having been most useful to them were (*more than one option was available)

- They felt listened to /heard
- They felt supported
- The strategies they were given
- Information they were given
- Signposting to other support



Over 93% of the young people who answered the question, "Did the session help?" said that it had helped them.

We are so encouraged by the results we have seen from this new service, launched at the most difficult but also the most essential of times. A huge vote of thanks go to our commissioners who funded this lifeline for so many young people and also to the brilliant team who are there to respond to young people at their immediate time of need.

PARENT SUPPORT & ADVICE LINE (PSAL)

Parenting can be hugely rewarding, but it can also be hard work, especially if your child is unhappy or you are worried about them.

At TIC+ we had been concerned for a long time about parents who told us that while trying to support their child they were left feeling 'isolated', 'alone' and 'having to figure it out' by themselves; it seemed that they had nowhere to turn to. We were especially grateful to receive funding from Gloucestershire NHS Clinical Commissioning Group to allow us to deliver a free Parent Support & Advice Line (PSAL) to parents and carers with children from 0-25 years.

Parents and carers have the opportunity to talk to a specially trained adviser where they can get advice, strategies and resources to help them cope.

Despite COVID-19, the PSAL was able to continue uninterrupted; by being able to support staff to work remotely we were able to make sure that, as with all our other services, when a parent needed to reach out, we were still open.

We are now celebrating two years of the PSAL being available as a source of support and help to parents in Gloucestershire.

Since April 2019 to March 31 2021

- We've delivered 1010 sessions
- We've had 660 parents and carers use our service
- 96% are parents
- 4% are carers
- 70% found online chat was the best way to access the service
- 30% preferred to use the Freephone line
- 47% of users have used the service more than once

98% of Parents/Carers felt that Parent Support & Advice Line had helped them

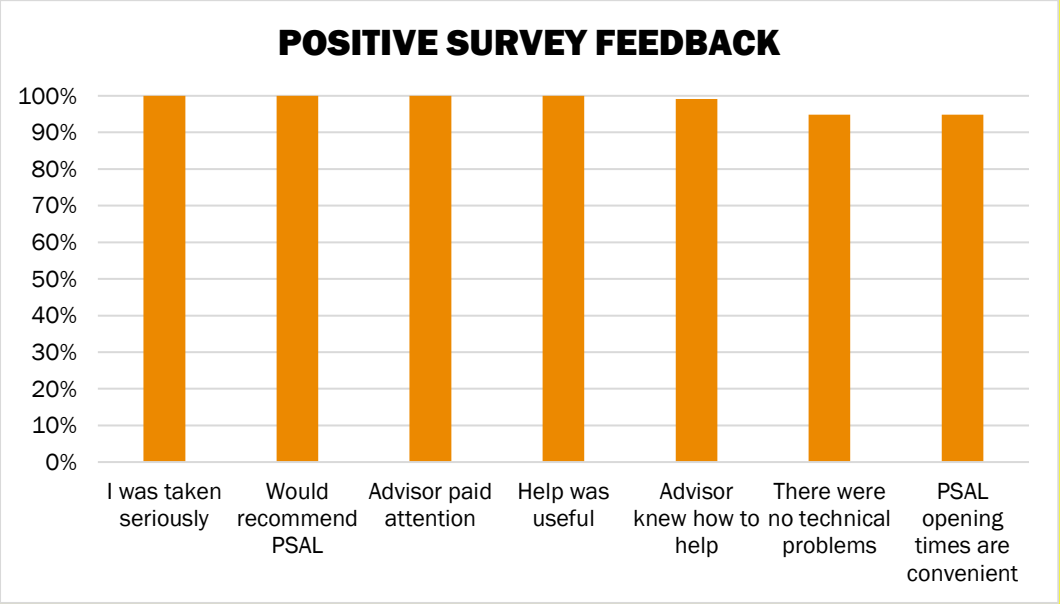
100% said they would recommend the service to someone else.

Of the parents who answered the question, "Did the session help?" 98% said that it had helped them.

The Parent Support and Advice Line can be invaluable to parents who feel they have nowhere to turn to. The relief of being able to talk to someone who understands and can offer practical advice can be immense;

"…just actually being able to text someone is a massive help…It's given me strategies to try and guidance. It's just amazing, you have no idea the difference it makes xx thank you "

Parent user of PSAL



PARENT SUPPORT GROUPS*

Incredibly, this is another new service launched this year. Developed in house by TIC+, the groups designed to inform and support parents worried about their child's mental health and emotional wellbeing. The group helps them to understand their child's distress and discover effective strategies to improve their resilience. The group is also an opportunity for parents going through similar experiences to encourage, support and learn from each other in a safe and friendly environment.

Lasting six weeks, the groups build not only confidence but also a network of peer support which can remain long after the course has finished.

As with our other services, COVID-19 has meant that we have had to be adaptive and flexible, as have the parents on the groups. Some of the groups have been able to meet face-to-face, some meet entirely on zoom and others switched between the two mediums.

Since launching the first course in late February 2021, they have proved immensely popular and successful, so far 40 parents having completed groups and many more are planned for next year.

It's important to us that our services are driven by need. We ask parents and carers for feedback on a session by session basis, this allows us to continuously develop and improve our service so that we can more effectively meet the needs of the parents and carers we serve.

Of the 40 parents who have completed the groups so far:

- 99% felt listened to
- 100% understood the information they had been given
- 100% felt the group had given them ideas
- 92% would recommend a group from TIC+ to family or friends if they needed it.
- 92% felt that the group had helped their family with their difficulties

"M and R (facilitators) were excellent - just having a connection with others where ideas can be discussed in a non-judgemental way" Parent

"….Hearing other people's struggles, knowing we're not alone, sharing coping tactics". Parent

TRAINING

ADVANCED SPECIALIST COURSE FOR COUNSELLING CHILDREN & YOUNG PEOPLE

To ensure a high quality service, TIC+ employs qualified counsellors who are also specifically trained to work with young people. As a BACP accredited agency, our staff all adhere to the Humanistic Competencies framework for working with children and young people - a specially trained set of skills in how to work with young people.

As part of our long term planning for a sustainable, highly skilled workforce, TIC+ in partnership with LRS Training, launched its Counselling Children & Young People Course four years ago. The course is designed to equip counsellors qualified to work with adults to be able to work safely and effectively with children and young people. The course has been a great success, in particular as it models TIC+'s own ethos. Students report how much they value the caring, person-centred ethos and experiential nature of the learning.

We are delighted that in 2019 the course was accredited to Level 5 by CPCAB (Counselling and Psychotherapy Central Awarding Body). This is a huge achievement for the team and recognises the quality of both the course and teaching throughout.

"*The course far exceeded my expectations and my mind has been stretched in so many different ways to take on board new ideas and ways of working. I have gained a huge amount of self-awareness. Having now completed the course I feel much more confident and competent to work with children and young people. The course has empowered and motivated me to continue to work in this field and to consolidate and continue my learning*".
Former student

As a highly experiential learning experience, it was critical that this same high quality, engaging and accessible approach was able to be translated to a virtual environment to be able to accommodate lockdowns and restrictions on movement.

Our training team have adapted the course so that it can now be delivered in either a face-to-face or virtual environment. The February 2021 course will be delivered entirely online through live teaching sessions and interactive webinar

Despite the limitations of COVID, our dedicated team have continued to deliver training over the last year and we saw our fifth cohort 'graduate', shortly before launching straight into course six.

Our new online model has meant that we are able to offer the training to a much wider geographical area and we are delighted to welcome so many new students!

"Your warm and centered way of being will stay with me in my sessions with my clients, thank you for modelling such a holding and gentle approach." C, student

"Thank you for the time you invested in helping to make the course an enjoyable learning experience. I feel equipped and much more knowledgeable to work with CYP". K, student

"Thank you for making the course a great environment to learn in - for being supportive, for sharing your experiences and wisdom and for making me think" J , student

FUNDING

It was an unprecedented start to the 2020/21 financial year in fundraising as the challenges of the COVID-19 pandemic, lockdown and social distancing became the new normal.

Fundraising activities were impacted extensively throughout the year, with the cancellation of mass participation events, challenges, street/store and can collections and public fundraising events all impossible given the ongoing restrictions. Our strategy to focus on community and events fundraising, growing income from these streams, had to be put on hold whilst we concentrated on accessing COVID-19 emergency funding and supporting adaptations to our services to accommodate the necessary changes without affecting service delivery.

We were fortunate that by adopting a robust credit control policy, we were able to ensure that statutory funding and contracts were all honoured in the scheduled timescales, which enabled us to carry on seeing our clients uninterrupted throughout the year. We are extremely grateful to our statutory funders for recognizing the importance of regular, timely payments that enable us to accurately forecast future funding needs.

Fundraising news

The suspension of mass participation and public/community events was a blow to our planned strategy for the year. It did, however, give the fundraising team space to concentrate on emergency funding applications, which opened up to support the charity sector. It also presented an opportunity to shape the organisation's Fundraising, Marketing and External Affairs Strategy to identify the ways to implement and deliver our strategic goal of income diversification and future sustainability. We were able to define a programme of activity to focus on generating a balanced range of income streams, avoiding over-reliance on any single source of income and deliver against ambitious future fundraising targets.

COVID-19 emergency funding

The extraordinary nature of the worldwide COVID-19 pandemic resulted in uncertainty around the long-term impact on giving habits and people's ability to support charities for many reasons. Charities were directly impacted by many factors that left them with financial challenges and uncertainty around sustainability and future funding.

To support charities, a number of funders introduced major emergency funds. Although these were hugely oversubscribed, we were delighted with our success in securing a significant level of support from more than 90% of the funding applications we made. The awards we received were substantial against high odds, and resulted in some grants of more than £50,000+ in a single award, and one in particular becoming our highest ever grant award in a single year. This funding not only supported the new measures we introduced to continue our work with young people, but much of it was in support of core costs which was vital for our organisational stability. Our fundraising team were delighted to be able to support the charity by securing £254, 406 in fundraised income, a significant increase on previous years.

We were fortunate that existing funders also adopted a flexible approach to their grants, allowing for adaptations to funding criteria to match funding to need. We continue to explore every funding opportunity and strategically target our efforts to secure unrestricted income and project funding to meet organisational need.

Fundraising Strategy

Our Fundraising, Marketing and External Affairs Strategy now informs our activity and sets out not only our fundraising but also our communications and social media objectives. TIC+ will embrace social media as a vital part of our overall business strategy and we recognise it is a key component of making deeper connections across all of our audiences. The past year has seen substantial growth in our profiles on all social media platforms, which is beneficial in raising our profile further as these channels are accessible and interactive for all ages and demographic, whether they are service users or supporters.

Our publication of the *COVID-19 Impact Report 2021* added further to our awareness raising, highlighting our expert knowledge in the mental health landscape directly relevant and being experienced in Gloucestershire. We have worked extensively to promote our available services and reinforce the need to support us through all available opportunities, forging excellent links with the BBC, other news outlets and across all our communication channels.

Our Fundraising Promise

TIC+ is registered with the Fundraising Regulator, the independent body which sets and maintains the standards for charitable fundraising in England, Wales, and Northern Ireland.

We are committed to the Fundraising Promise, which outlines the commitment made to donors and the public by organisations who register with the Fundraising Regulator. This includes treating donors and the public with respect, fairness, honesty, and clarity in our fundraising activities. We will keep our fundraising practices under review and we will work with others with the aim of improving practice across the charity sector.

The standards for fundraising are set out in the Code of Fundraising Practice. As an organisation, TIC+ adheres to these standards. TIC+ does not currently work with or sub contract to any professional fundraisers or commercial participators with respect to fundraising; if we make the decision to do this in the future, it will be a requirement that they are also registered with the Fundraising Regulator and subscribe to the standards of Fundraising as laid out in the Code of Fundraising Practice, below.

We will commit to high standards

- We will adhere to the Fundraising Code of Practice.
- We will monitor fundraisers, volunteers and third parties working with us to raise funds, to ensure that they comply with the Code of Fundraising Practice and with this Promise.
- We will comply with the law as it applies to charities and fundraising.
- We will display the Fundraising Regulator badge on our fundraising material to show we are committed to good practice.

We will be clear, honest and open

- We will tell the truth and we will not exaggerate.
- We will do what we say we are going to do with donations we receive.
- We will be clear about who we are and what we do.
- We will give a clear explanation of how you can make a gift and change a regular donation.
- Where we ask a third party to fundraise on our behalf, we will make this relationship and the financial arrangement transparent.
- We will be able to explain our fundraising costs and show how they are in the best interests of our cause if challenged.
- We will ensure our complaints process is clear and easily accessible.
- We will provide clear and evidence based reasons for our decisions on complaints.

We will be respectful

- We will respect your rights and privacy.
- We will not put undue pressure on you to make a gift. If you do not want to give or wish to cease giving, we will respect your decision.
- We will have a procedure for dealing with people in vulnerable circumstances and it will be available on request.
- Where the law requires, we will get your consent before we contact you to fundraise.
- If you tell us that you don't want us to contact you in a particular way we will not do so. We will work with the Telephone, Mail and Fundraising Preference Services to ensure that those who choose not to receive specific types of communication don't have to

We will be fair and reasonable

- We will treat donors and the public fairly, showing sensitivity and adapting our approach depending on your needs.
- We will take care not to use any images or words that intentionally cause distress or anxiety.
- We will take care not to cause nuisance or disruption to the public.

We will be accountable and responsible

- We will manage our resources responsibly and consider the impact of our fundraising on our donors, supporters and the wider public.
- If you are unhappy with anything we've done whilst fundraising, you can contact us to make a complaint. We will listen to feedback and respond appropriately to compliments and criticism we receive.
- We will have a complaints procedure, a copy of which will be available on our website or available on request.
- Our complaints procedure will let you know how to contact the Fundraising Regulator in the event that you feel our response is unsatisfactory.
- We will monitor and record the number of complaints we receive each year and share this data with the Fundraising Regulator on request. To date TIC+ has received 0 (zero) complaints about fundraising activity carried out by us, or anyone acting on our behalf

On occasions, when conditions allowed, some of our amazing fundraisers have held events or collections for us this year. We support and help these fundraisers by providing them with a fundraising pack which lays out clearly our fundraising standards, advice about permissions they may need (e.g. street collection licences) and how funds can be paid to us in a way that is transparent and easy to show to those who have contributed. We continue to provide guidance for other events that may be being completed in a virtual environment. We are so grateful to each and every one of these superheroes!

We are also thankful to every organisation and individual who supports us financially in the work we do. We would also like to take this opportunity to thank all the staff and volunteers for their care, compassion and dedication to the work of TIC+.

The generous support of our funders and donors, and the significant funding we have received from the Gloucestershire NHS Clinical Commissioning Group enables us to continue to help every child and young person referred or referring in to us for counselling free of charge.

With thanks to the organisations and churches who supported our work during 2020/21 and include:

Allchurches Trust
ASDA Foundation
AVIVA Community Fund
BBC Children in Need
Beton Services Limited
Bream Church
Charities Aid Foundation (CAF)
Christ Church, Cheltenham
Christ Church, Gorsley
Christowe House
COOP Communities Fund
Cotswold District Council
Cotswold Fosseway Lions Club
Cotswold Players
Ecclesiastical
Gloucestershire Community Foundation

God First Church Cheltenham
Gorsley Baptist Church
Gorsley Village Football Club
Green Square Community Foundation
The Henry Smith Charity
HM Land Registry - Gloucester
The Julia & Hans Rausing Trust – Charity Survival Fund
Kintsugi Hope
Langtree Trust
Midcounties Co-operative Community Support Donation Fund
Ministry of Justice (via Office of Police and Crime Commissioner)
NFU Mutual Community Giving Fund
Notgrove Trust
Office of Police and Crime Commissioner
The Peoples Postcode Lottery
The Provincial Grand Lodge of Gloucestershire – Lodge of Grace 8566
St James's Place Foundation
The Screwfix Foundation
Sophie's Memory Fundraising
Souter Charitable Trust
Saint Andrew's Church, Churchdown
Severn Valley Youth League
Stroud Hospital League of Friends
Sylvanus Lysons
Tesco Bags of Help
Wooden Spoon Foundation
Woods Plumbing & Heating

Additional thanks, as always, go to Vantage Point Business Village for their ongoing support.

To all our supporters, individual fundraisers, challenge takers, donors, grant providers, staff and volunteers – thank you. We couldn't do it without everyone who contributes to the work of TIC+.

ORGANISATIONAL CONTEXT & FINANCIAL REVIEW

Coronavirus has significantly added to the mental health difficulties for young persons, and the demand for TIC+ services continues to grow dramatically. The Trustees are anxious to set TIC+ on a path to reach a much larger number of young people in need, including potentially beyond the geographic areas we normally serve.

This response to demand is being reflected in a commitment to:

a) Follow a continuous improvement model for our clinical services, both reflecting and leading best practice.
b) Readdress our overall vision, including the practicable scope for significant growth.

c) Continuing to review our M&A to ensure that it reflects current best practice and guidance. Noting that, following Trustee consideration, our core objects as shown in the M&A remain fit for purpose.

d) Reinforce our governance, policies and processes, including HR, IT, and Finance, to make sure they are commensurate with a growing charity.

e) Procure new capabilities, in particular digital ones. In order to scale our services, we will require cloud based technologies for client record-handling, as well as more sophisticated document management capabilities.

f) Set our financial position, including reserves, so that they position us for growth, not just response to risks. This includes setting monies aside for provision of new capabilities as well as management of risk in these difficult times. It also includes continuing to reduce our dependence, where possible, on single source and annular contracts.

g) Creation of a new business plan for the period 2022/23 and beyond which reflects these demands.

Income

Once again TIC+ has seen an increase in funds over the previous period, rising from £1,230,402 in the year ended 31 March 2020 to **£1,596,733** in the year ended 31 March 2021.

This continues to reflect the growing reputation of the Charity in being a leading provider of mental health support to young people in Gloucestershire and beyond, through the hard work and professionalism of all staff in meeting the challenge of unprecedented levels of demand.

Service Level Agreements with the health sector, school SLA's and invoiced work provided a combined income of **£203,298** for year ended 31 March 2021 from £117,281 for the year ended 31 March 2020. This increase is represented by additional partnerships and service delivery agreements.

The Charity benefited greatly by increased level of donations and grants during the year totalling **£247, 956** for year ended 31 March 2021 from **£167,168** for year ended 31 March 2020. We are immensely grateful to the hard work of our fundraising team and to the generosity of the donors, supporters and grant makers who helped us achieve this.

Expenditure

Expenditure for the financial year ended 31 March 2021 totalled **£1,316,258,** compared to **£1,048,650** for the year ended 31 March 2020.

This uplift in expenditure matches a commensurate increase in income and reflects another year showing an increase in both delivery and scope of services, leading to a corresponding increase in cost as we add a wider range of services, helping to increase our reach to parents, children and families.

We continue to invest in our staff with CPD training, clinical and pastoral supervision and support and peer groups and were able to make a well-deserved pay award to all staff reflect the 'above and beyond' attitude so evident in each and every staff member.

Summary

At the end of the period, we had a net income of **£280,475**. This, in addition to £653,336 brought forward from the previous year gave us an overall balance of **£933,811.**

Reserves & Risk Policy

The Trustees have a duty to manage the charity's resources responsibly and to manage risk. In response to this, the charity holds appropriate levels of reserves in line with our designated risk policy to protect our work against unforeseen circumstances as well as having scope to develop new services.

The purpose of the reserves policy for TIC+ is to ensure the stability of the delivery of the mission, programmes, employment, and ongoing operations of the charity as well as guide future decision making.

The board reviewed our reserves policy at the start of the COVID-19 outbreak. It was agreed that as a board, although the current policy is felt to be sufficient to cover existing liabilities, the trustees will keep this under active review through the Finance & Digital subcommittee.

Free reserves are defined as unrestricted funds that are not otherwise designated or tied up in the net book value of fixed assets held for the charity's use. The current target range for free reserves is based on a risk-based approach. Many of our clients are with us for 2-3 months and we need to be in a position to fulfil our work with them in the event of a loss of funding. When calculated, this equates to a free reserves target range of between £210,000-£320,000 at current levels.

At the year end, the total unrestricted funds balance held by the charity is **£863,941**.

Held within this is £58,779, which represents funds set aside as a redundancy designated fund should we ever need it. Further funds of £16,392 are represented by Fixed assets.

The free reserves held by the charity at the year end are **£788,770** (£863,941 less £58,779, less £16,392).

Within this are funds totalling £189,032 committed for the delivery of our NHS contracts. There is also a designated fund set aside to meet the costs of continuing our Free Access counselling in the event of a loss of funding (£211,500). This fund represents two months' operating costs at this year's levels. This fund has been included within our free reserves calculation for the purposes of comparison with our target range. The table below sets out how our unrestricted funds balance has been designated by the trustees.

£	Purpose
863,941- Total unrestricted funds balance of which:	
-58,779	Redundancy designated fund
-16,392 leaving	Fixed assets.
788,770 –Free reserves at year end of which :	
-189,032	Committed to delivery of NHS contracts
-211,500 leaving	Designated to ensure continuity of service in event of loss of funding
388,238	**Balance**

The Trustees recognise that the actual level of free reserves held is significantly higher than the upper end of the current target policy range following prudent financial management during the pandemic and successful fundraising efforts. However, the Trustees view this as appropriate in light of the fast growth of the charity and their continued development of the charity's strategy to grow its reach over the next two years in meeting the increasing needs of children, young people and families. They will also keep the reserves policy under review to ensure it remains appropriate to the growth of the charity and its future plans

Financial management

The financial position for 2020/21 again demonstrates the growing strength of TIC+ in delivering professional services to those in need.

We are, as a charity and Board, excited by the opportunities this represents to reach more young people and families but also mindful of the greater responsibility that this places on us for stewardship, transparency and accountability.

We continue to review our financial and operational systems and controls with a view to further strengthening effective and efficient working; being able to provide accurate management reporting which will enhance both operational and strategic decision making process throughout the Charity.

As we move forward, existing key controls are to be supplemented by additional measures to provide the Board with greater knowledge and confidence to exercise their fiduciary responsibilities.

Amongst others, these include real time cash flow forecasting with variable scenarios, performance against budget monitoring and monthly reporting against restricted funds.

Further to agreed targets to strengthen the finance department set last year, in Dec 2020 TIC+ appointed a Finance Manager to support the implementation of our new financial management strategy as well as contribute as a key member of the Senior Management Team.

In light of COVID-19, the trustees are more conscious than ever of the need to regularly review, assess and mitigate identified risks. The board is supported in this and other activity through a series of sub committees including Quality & Service Delivery, Digital and Finance as well as the Audit and Financial Assurance working group. The role of these subcommittees and groups continues to grow in developing detailed reviews of specific strategic and operational areas of the Charity, through open joint working with the Senior Management Team and Trustees. This continues to strengthen and embed good

governance in line with Charity Commission guidance and support robust and secure strategic direction of the Charity going forward.

This has been assisted more fully by creating focused working groups to review areas such as risk management and digital services, engaging the professional expertise of trustees working in tandem with senior management to design and embed good practice.

We submit our accounts and Annual Reports to the Charity Commission and Companies House and continue to comply with all their guidelines and accounting regulation and reporting requirements. We have robust procedures in place to prevent fraud and all funds are allocated for the purpose for which they are given. Funds are tracked through their life cycle by budget code and can be reported on by cost, beneficiary numbers and individual session outcomes.

Through lockdown, trustees have been especially mindful of how virus control measures could impact on finances and operations. There has been focus on maintaining a strong liquid financial position, good cash flow forecasting, identifying known uncertainties (e.g. fundraising income) and then placing appropriate mitigation measures.

TIC+ does not operate a defined benefit pension scheme, nor hold any investments bar liquid capital. This means we are not affected by any short-term drop in values of plan or shares.

There are no material uncertainties about the charity's ability to continue as a going concern, despite the significant uncertainty being caused by the worldwide COVID-19 crisis. Whilst the Trustees expect there to be a significant impact on the charity's operations, which may also have some small impact on reserves in the coming months and years, the charity has sufficient reserves to be able to meet these challenges

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, the company's Memorandum and Articles of Association, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006. Incorporated at Cardiff on the 1st August 1994 and registered as a charity on 21st March 1995. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

The board is reviewing the current Articles to identify where they may need updating to reflect changes in Companies and Charities Law as well as any membership or governance changes that have been highlighted by the control measures and events of the last year (the ability for digital meetings for example). This is likely to be a lengthy process and is unlikely to be concluded before 2022, when the new changes will be proposed to members.

Recruitment and appointment of new trustees

The directors of the company are also charity trustees for the purposes of charity law. TIC+ is led by the Board of Trustees which oversee and monitor the governance and work of the charity. Under the requirements of the Memorandum and Articles of Association, the

Trustees are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

Any trustees co-opted during the year must stand for election at the next AGM following their co-option. Teens in Crisis operates an open recruitment process and the constitution allows any of our members to nominate candidates for trusteeship at the AGM. To date all newly elected trustees have been able to spend time prior to election meeting with senior staff, visiting one or two trustees meetings to learn more about the work and the role of trustees. We believe this provides invaluable training for the role.

Supported by the appointment in October 2020 of our new Chair we believe that the current board of trustees provides strong leadership to the charity but recognise that a diverse and highly skilled board of trustees is essential if the charity is to be effective in achieving its objects. Therefore, we continue to actively recruit trustees and have dedicated considerable time and thought to the 'on boarding' of potential and new trustees to ensure a thorough understanding of not only the charity, but also all legal and statutory obligations. We are actively seeking to improve the diversity of our board through taking active measures to become more representative of our service users.

All the trustees give their time voluntarily and received no benefits from the charity. Any expenses reclaimed from the charity are set out in the accounts.

The Trustees are responsible for setting the overall direction of the charity and they hold at least 6 trustees' meetings a year. A cycle of sub-committees offers assurance to the board.

These are:

- Digital & Finance
- Quality & Service Delivery
- Audit & Financial Assurance

As our board and resources grow we will look to increase our support and governance of TIC+ through sub-committees that can provide assurance to the board, allowing these meeting to be held quarterly.

The board has an aspiration to be able to fully adopt and integrate the Charity Governance Code across the governance of the organisation. Much of the forward planning for 2021/22 is focused around working with the code and its application for, and in, TIC+.

Management

The oversight of the day-to-day work and management of TIC+ is delegated to a senior executive team, consisting of the Director of Clinical Services, the Director of Operations and trustee representation.

This team deliver the work approved by the trustees as well as bringing to the attention of the trustees any matters they need to be addressing. Department Teams meet regularly under the leadership of the Senior Leadership Team and take responsibility for TIC+ day-to-day operations and service delivery.

The Clinical Governance Group (CGG) meet at regular, set, periods throughout the year to review any safeguarding issues, policies and best practice. This group is comprised of internal and external advisors whose objective role is to provide oversight and accountability for the practitioners and clinical team leaders and management. The group also help develop and review new policy for the organisation that has a service delivery or clinical implication. The CGG Minutes and any recommendations are fed back to the board.

There are clear terms of reference for the Senior Leadership Team (SLT) in relation to its accountability to the Trustees. The SLT has been enhanced through the appointment of a Finance Manager, Head of Fundraising & Communications, Adminstration Coordinator, Head of Clinical Operations, Head of Training and Safeguarding Lead.

It is important that staff also have the opportunity to have their voice represented in key decisions that affect them or their work. Ove the last year, the SLT have established a Staff Advisory and Engagement Group (SAGE) which meets quarterly; open to all staff with the agenda published in advance, it is an open forum where staff can also raise their own queries either in person or through the Freedom to Speak up guardian (see below). The SAGE has been invaluable for the SLT in shaping our response to Coronavirus and has enabled SLT to consult and work with staff to ensure everyone feels safe and supported in their work.

Risk management

The Charity has systems and procedures in place to assess and manage risk. The charity holds and maintains a risk register. The Trustees and Senior Leadership Team review risk on a regular basis, adding any additional risks to the register as the charity develops and ensures appropriate controls to mitigate the potential impact of the risks identified are in place. During 2020/21 a Strategic risk assessment was undertaken and the top-level risks reviewed in detail to gauge and assure alignment across trustees and executive directors. This has shaped key mitigation actions into the 2021/22 financial year and the establishment of a digital and risk sub group to drive further improvements in risk management and in particular to mitigate a range of digital risks in the months ahead.

The charity encourages everyone within the organisation to report any situation for which they have a concern and we operate an easy to access public complaints procedure should anyone wish to raise any concerns or matters about our work. This has recently been redesigned and streamlined to make it quicker and easier for people to get resolution.

The charity has robust policies and procedures in place for all areas of the charities' operations including, safeguarding, counselling standards and practice, clinical supervision and training, finance, fundraising and data protection. We also have a Freedom to Speak up Guardian to whom staff have free access. Whistleblowing numbers and sites are published within our complaints policy (internal and external) so that all staff are aware of how they can raise concerns.

Insurance levels are maintained at an appropriate level, commensurate with service delivery, staffing levels and all other considerations and are reviewed annually. The cover and policy itself is retendered every three years to ensure best market value and cover.

TEENS IN CRISIS (TIC+)

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2021

Statement of Trustees' Responsibilities

The Trustees (who are also directors of Teens in Crisis for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom accounting standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2015 (FRS102);
- make judgments and estimates that are reasonable and prudent;
- state whether applicable United Kingdom accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company 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 charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware; and
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Signed by order of the board of Trustees:

Nigel Gabb
Trustee Date: 3rd December 2021…….

TEENS IN CRISIS

REFERENCE & ADMINISTRATIVE INFORMATION

YEAR ENDED 31 MARCH 2021

Registered Company number
02954230 (England and Wales)

Registered Charity number
1045429

Registered office
Office 73
Building 8
Vantage Point Business Village
Mitcheldean
Gloucestershire GL17 0DD

Trustees

N C Gabb	Local Government Officer
D McShee	Student Mental Health Nurse
J M Newton	Executive Director NHS
P J Cresswell	Associate Director NHS
R J Blagden	University of Gloucestershire, Director of Libraries, Technology and Information
J Hubbard	Civil Servant *(appointed October 2020)*
R E Frett	Business & Development Manager (*appointed January 2021*)
J M Daines	Leadership & Education Consultant (*appointed September 2020*)
C Anderton	Communication Manager, Gloucestershire Constabulary (*appointed July 2021*)

Auditors
Burton Sweet Limited
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

Bankers
Lloyds Bank
8 High Town
Hereford
HR1 2AE

Senior Management Team

Judith Bell	Director of Clinical Services
Claire Power-Browne	Director of Operations
Sue Cook	Head of Training (*from 1st March 2021)*
Fiona Daniels	Finance Manager (*from 9th December 2019 to 22 November 2020)*
Andrew Downing	Finance Manager (*from 4th January 2021)*
Deb Evans	Referral Team Coordinator (*from 1st November 2020)*
Carolyn Roulstone	Head of Fundraising & Communications (*from 27th January 2020)*
Julie Taylor	Head of Clinical Operations (*from 1st February 2021)*
Jo Tyler	Safeguarding Coordinator (*from 1st April 2021)*

TEENS IN CRISIS

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TEENS IN CRISIS

YEAR ENDED 31 MARCH 2021

Opinion

We have audited the financial statements of Teens in Crisis (the "Charity") for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

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

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2021 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report (incorporating the strategic report and the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and

- the trustees' report (incorporating the strategic report and the directors' report) have been prepared in accordance with applicable law requirements.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- sufficient accounting records have not been kept;

- the financial statements are not in agreement with the accounting records and returns;

- certain disclosures of trustees' remuneration specified by law are not made; or

- we have not obtained all the information and explanations necessary for the purposes of our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

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

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charity through discussions with directors and other management, and from our knowledge and experience of the sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements of the operations of the company, including the Companies Act 2006, taxation legislation and data protection, anti-bribery, employment, environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance through the audit.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations; and
- understanding the design of the charity's remuneration policies.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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

Ed Marsh BSc (Hons) FCA DChA (Senior Statutory Auditor)
For and on behalf of Burton Sweet Limited
Statutory Auditor
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

Date: 14 December 2021……..

TEENS IN CRISIS

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)

YEAR ENDED 31 MARCH 2021

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Income from:					
Donations and legacies	**2**	41,979	212,427	254,406	167,168
Charitable activities	**3**	1,069,488	272,235	1,341,723	1,057,085
Other trading activities	**4**	248	-	248	3,567
Investments	**5**	356	-	356	2,569
Other		-	-	-	13
Total income		1,112,071	484,662	1,596,733	1,230,402
Expenditure on:					
Raising funds	**6**	40,807	391	41,198	24,230
Charitable activities	**7**	840,062	434,998	1,275,060	1,024,420
Total expenditure		880,869	435,389	1,316,258	1,048,650
Net income/(expenditure)	**9**	231,202	49,273	280,475	181,752
Transfers between funds	**17**	18,171	(18,171)	-	-
Net movement in funds		249,373	31,102	280,475	181,752
Funds at start of period - Restated	**17**	614,568	38,768	653,336	471,584
Funds at end of period	**17**	863,941	69,870	933,811	653,336

The Charity has no recognised gains or losses other than the results for the period as set out above.

All of the activities of the charity are classed as continuing.

The notes on pages 37 to 48 form part of these financial statements
See note 11 for fund-accounting comparative figures

TEENS IN CRISIS

BALANCE SHEET

AS AT 31 MARCH 2021

	Note	2021 £	2020 £ Restated
Fixed assets			
Tangible assets	**12**	16,392	1
		16,392	1
Current assets			
Debtors	**13**	345,584	71,529
Cash at bank and in hand		983,728	746,531
		1,329,312	818,060
Liabilities			
Creditors : amounts falling due within one year	**14**	(411,893)	(164,725)
Net current assets		917,419	653,335
Total assets less current liabilities		933,811	653,336
Net assets		933,811	653,336
FUNDS			
Unrestricted funds	**18**	863,941	614,568
Restricted funds	**18**	69,870	38,768
Total funds		933,811	653,336

These financial statements were approved by the Trustees on 3rd December 2021.....and are signed on their behalf by:

Nigel Gabb
Trustee

Company registration number: 02954230

The notes on pages 37 to 48 form part of these financial statements

TEENS IN CRISIS

CASH FLOW STATEMENT

YEAR ENDED 31 MARCH 2021

	Note	2021 £	2020 £
Net cash inflow from operating activities	**15**	253,635	179,577
Non-operational cash flows:			
Investing activities			
Payments for tangible fixed assets		(16,794)	
Investment income		356	2,569
		(16,438)	2,569
Net cash inflow/(outflow) for the year	**16**	237,197	182,146

Cashflow Restrictions

Charity law prohibits the use of net cash inflows on any endowed or other restricted fund to offset net cash outflows on any fund outside its own objects, except on special authority. In practice, this restriction has not had any effect on cash flows for the period.

The notes on pages 37 to 48 form part of these financial statements

1 Accounting policies

Accounting convention

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice, Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

There are no material uncertainties about the charity's ability to continue as a going concern, despite the significant uncertainty being caused by the worldwide COVID-19 crisis. Whilst the Trustees expect there to be a significant impact on the charity's operations in the coming months and years, the charity has sufficient reserves to be able to meet these challenges.

Income

All income is included in the Statement of Financial Activites when the charity has entitlement to the income, the amount can be quantified with reasonable accuracy and receipt is probable.

Donations and legacies includes income generated from gifts, donations and legacies and grants and is included in full in the SOFA when receivable. Grants where entitlement is conditional on the delivery of specific performance by the Charity are recognised when the Charity becomes unconditionally entitled to the grant.

Investment income is included on a receivable basis.

Expenditure

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with the use of resources. Support costs are allocated in full to the main charitable activity of the provision of counselling services.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked with the strategic management of the charity. They are included within support costs.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and equipment - 25% on cost

Assets of £5,000 or more will be capitalised.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds form part of unrestricted funds and have been identified as being for particular purposes by the Trustees. They are not restricted and can be transferred to general funds at any time at the discretion of the Trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

1 Accounting policies (continued)

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered.

Creditors

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2 Income from: Donations and legacies

	Unrestricted Funds	Restricted Funds	Total Funds 2021
	£	£	£
Grants	-	209,239	209,239
Other donations	40,284	2,938	43,222
Gift aid	1,695	250	1,945
	41,979	212,427	254,406

Prior period comparatives

	Unrestricted Funds	Restricted Funds	Total Funds 2020
	£	£	£
Grants	-	127,039	127,039
Other donations	38,128	-	38,128
Bequests and legacies	1,033	-	1,033
Gift aid	968	-	968
	40,129	127,039	167,168

3 Income from: Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Public sector funding	988,596	58,799	1,047,395
Service Level Agreements	-	203,298	203,298
Service delivery grants	-	5,930	5,930
Training and workshops	80,782	-	80,782
Other charitable activities income	-	4,208	4,208
DBS checks	110	-	110
	1,069,488	272,235	1,341,723

Prior period comparatives

	Unrestricted Funds £ Restated	Restricted Funds £ Restated	Total Funds 2020 £ Restated
Public sector funding	859,344	32,864	892,208
Service Level Agreements	-	117,281	117,281
Service delivery grants	4,476	-	4,476
Training and workshops	40,757	110	40,867
Other charitable activities income	-	2,198	2,198
DBS checks	55	-	55
	904,632	152,453	1,057,085

Public sector funding includes grants totalling £829,963 (2020: £864,627) from NHS Gloucestershire CCG and £62,245 (2020: £27,581) from other sources.

Service Level Agreements of £203,298 (2020: £117,281) are principally funded by Local Authority funding.

Some sources of income have been reclassifed from restricted to unrestricted in the prior year. See note 17.

4 Income from: Other trading activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Events income	-	-	-	2,217
Rental income	248	-	248	1,350
	248	-	248	3,567

The prior period comparatives were all represented by unrestricted funds.

There has been a reclassification of certain donations between charitable activities and donations and legacies in the prior year comparatives.

5 Income from: Investments

	Unrestricted Funds	Restricted Funds	Total Funds 2021	Total Funds 2020
	£	£	£	£
Interest received	356	-	356	2,569

The prior period comparatives were all represented by unrestricted funds.

6 Expenditure on: Raising funds

	Unrestricted Funds	Restricted Funds	Total Funds 2021
	£	£	£
Fundraising costs	1,231	391	1,622
Wages and salaries	39,576	-	39,576
	40,807	391	41,198

Prior period comparatives

	Unrestricted Funds	Restricted Funds	Total Funds 2020
	£	£	£
Fundraising costs	154	1,056	1,210
Wages and salaries	23,020	-	23,020
	23,174	1,056	24,230

7 Expenditure on: Charitable activities

	Direct Costs	Support Costs (Note 8)	Total Funds 2021
	£	£	£
Provision of counselling services	941,418	333,642	1,275,060

Prior period comparatives

	Direct Costs	Support Costs (Note 8)	Total Funds 2020
	£	£	£
Provision of counselling services	773,827	250,593	1,024,420

8 Support costs

	Total 2021 £	Total 2020 £
Wages and Salaries	238,363	170,532
Premises	16,255	15,325
Legal and professional	11,003	8,308
Office costs	10,893	12,577
IT and Software costs	45,327	18,533
Advertising and promotion	1,315	8,897
Depreciation	403	-
Governance costs	10,083	16,421
	333,642	250,593

9 Net income/(expenditure) for the period

This is stated after charging:		Total 2021 £	Total 2020 £
Auditor's remuneration	- for audit services	6,050	5,760
	- for other services	3,493	3,329
	- Under accrual in prior year	-	7,332
Depreciation		403	-

10 Staff costs and numbers

The aggregate payroll costs were:	Total 2021 £	Total 2020 £
Wages & salaries	1,031,454	814,331
Social security costs	52,955	34,866
Pension contributions	15,970	12,179
	1,100,379	861,376

No employee received emoluments in excess of £60,000 in either period.

The total aggregate employment benefits received by key management personnel were £249,290 for the year (2020: £94,325).

The average monthly number of employees during the period was as follows:

Total 2021	Total 2020
82	71

11 Statement of Financial Activities comparative figures

Prior year comparative	Unrestricted Funds £ Restated	Restricted Funds £ Restated	Total 2020 £ Restated
Income from:			
Donations and legacies	40,129	127,039	167,168
Charitable activities	904,632	152,453	1,057,085
Other trading income	3,567	-	3,567
Investments	2,569	-	2,569
Other	13	-	13
Total income	950,910	279,492	1,230,402
Expenditure on:			
Raising funds	23,174	1,056	24,230
Charitable activities	699,171	325,249	1,024,420
Total expenditure	722,345	326,305	1,048,650
Net income/(expenditure)	228,565	(46,813)	181,752
Transfers between funds	(41,657)	41,657	-
Net movement in funds	186,908	(5,156)	181,752
Total funds at start of period	427,660	43,924	471,584
Total funds at end of period	614,568	38,768	653,336

For further information on the restatement, please see note 17.

12 Tangible fixed assets

	Fixtures & equipment £
Cost	
At 1 April 2020	960
Additions	16,794
At 31 March 2021	17,754
Depreciation	
At 1 April 2020	959
Disposals	403
At 31 March 2021	1,362
Net book value	
At 31 March 2021	16,392
At 31 March 2020	1

13 Debtors

	2021 £	2020 £
Due in less than one year:		
Trade debtors	317,710	55,839
Prepayments and accrued income	16,110	15,621
Other debtors	11,764	69
	345,584	71,529

14 Creditors

	2021	2020
	£	£
Due in less than one year:		
Trade creditors	1,101	7,619
Other creditors	160	3,371
Accruals and deferred income	410,632	153,735
	411,893	164,725

Included above is deferred income from service contracts relating to the charity's core charitable activities.

	£	£
Deferred income balance at start of period	133,562	67,964
Amount released to income earned from charitable activities	(133,562)	(67,964)
Amount deferred in the period	374,477	133,562
Deferred income balance at end of period	374,477	133,562

15 Reconciliation of net movement in funds to net cash inflow from operating activities

	2021	2020
	£	£
Statement of Financial Activities: Net movement in funds	280,475	181,752
Investment income	(356)	(2,569)
Depreciation	403	-
(Decrease)/increase in creditors: current liabilities	247,168	47,664
(Increase)/decrease in debtors	(274,055)	(47,270)
Net cash inflow from operating activities	253,635	179,577

16 Analysis of changes in cash during the period

	2021	2020	Change
	£	£	£
Cash at bank and in hand	983,728	746,531	237,197

	2020	2019	Change
	£	£	£
Cash at bank and in hand	746,531	564,385	182,146

17 Movement in funds

	At 1 Apr 2020 £ Restated	Income £	Expenditure £	Transfers £	At 31 Mar 2021 £
Unrestricted funds					
General fund	514,070	1,112,071	(880,869)	(151,610)	593,662
Contingency fund (designated)	70,498	-	-	141,002	211,500
Redundancy fund (designated)	30,000	-	-	28,779	58,779
	614,568	1,112,071	(880,869)	18,171	863,941
Restricted funds					
Allchurches Trust	-	10,000	(3,199)	(893)	5,908
CAF Resilience Fund	-	51,499	(51,499)	-	-
Children in Need	(17,604)	20,384	(13,591)	10,811	-
Family Support Hammersmith	8,317	32,875	(30,310)	-	10,882
Gloucester Community Fund	10,000	-	-	(10,000)	-
Invoiced	12,233	4,208	(3,533)	-	12,908
PCC Covid Response	-	53,245	(30,598)	(20,678)	1,969
Postcode Lottery	12,609	-	(9,812)	(2,797)	-
Rausing	-	78,761	(72,747)	(6,014)	-
Safeguarding Fund	-	16,482	(4,397)	-	12,085
Service Level Agreements	-	122,207	(147,042)	24,835	-
St James' Place	2,022	25,000	(25,003)	-	2,019
Sylvanus Lysons	3,750	7,500	(128)	(11,122)	-
Other restricted funds (see decription)	7,441	62,501	(43,530)	(2,313)	24,099
	38,768	484,662	(435,389)	(18,171)	69,870
Total funds	653,336	1,596,733	(1,316,258)	-	933,811

17 Movement in funds (continued)

Prior year comparative

	At 1 Apr 2019 £ Restated	Income £ Restated	Expenditure £ Restated	Transfers £ Restated	At 31 Mar 2020 £ Restated
Unrestricted funds					
General fund	327,162	950,910	(722,345)	(41,657)	514,070
Contingency fund (designated)	70,498	-	-	-	70,498
Redundancy fund (designated)	30,000	-	-	-	30,000
	427,660	950,910	(722,345)	(41,657)	614,568
Restricted funds					
Bridge	1,815	5,716	(11,460)	855	(3,074)
Children in Need	3,573	34,382	(52,659)	(2,900)	(17,604)
Family Support Hammersmith	-	20,625	(12,308)	-	8,317
Forest of Dean	2,812	2,597	(10,258)	-	(4,849)
Gloucester Diocese Life	3,157	-	(11,661)	6,500	(2,004)
Gloucester Community Fund	-	10,000	-	-	10,000
Invoiced	13,219	2,308	(3,294)	-	12,233
PCC	1,848	9,000	(12,637)	-	(1,789)
Postcode Lottery	-	25,000	(5,891)	(6,500)	12,609
Service Level Agreements	(4,629)	111,564	(160,372)	53,437	-
Other restricted funds (see decription)	22,129	58,300	(45,765)	(9,735)	24,929
	43,924	279,492	(326,305)	41,657	38,768
Total funds	471,584	1,230,402	(1,048,650)	-	653,336

Description and purpose of funds and transfers

The Trustees have undertaken a thorough review of public sector contracts and have determined that several contracts previously classified as restricted should instead be classified as unrestricted. As a result, prior year restricted income has fallen by £859,344. The restricted funds balance at 1 April 2019 has fallen by £230,977 and the balance at 31 March 2020 has fallen by £403,808. There is no impact on total funds held in either period.

All funds with an opening balance, closing balance, income, expenditure or transfer greater than £10,000 have been seperately disclosed. All other funds have been included within 'other restricted funds'. The Charity accounts fully for all restricted funds and a summary of the movement on any smaller fund is available upon request.

Designated Funds

Contingency Fund — This represents money set aside to continue the delivery of our Free Access Counselling should any of our grants or commissioned projects end up not being renewed. Should this situation arise the trustees will need time to take action. This sum of money would protect core operating costs and ongoing work with young people already in our service. The fund will enable time to make adjustments and raise additional funds. The fund also contains a small amount of funds set aside to cover ‘emergency funding needs’ such as unforeseen day to day operational costs or e.g.. temporary staff to cover long term illness.

17 Movement in funds (continued)

Designated Funds

Redundancy Fund	Representing funds set aside to meet redundancy costs to entitled existing staff should the charity find itself having to make redundancies. This amount is calculated annually and whilst the trustees do not expect a situation where all the staff would need to be made redundant they deem it their responsibility to cover the full liability out of reserves.

Restricted Funds

Allchurches Trust	Growing technological capability and resilience, particularly increasing digital capacity/provision in order to face the challenges caused by the Covid-19 pandemic.
Bridge	Representing a contract held to deliver counselling to young people who are in a further education setting.
CAF Resilience Fund	This CAF Resilience Fund grant was awarded to continue our core work and Covid-19 emergency response activities. These funds contribute towards the costs of additional safeguarding staffing, training and supervision required in response to Covid 19.
Children in Need	This funding represents money restricted to provide face to face counselling for young people aged 18 and under.
Family Support Hammersmith	This funding represents a contract between us and Family Support- a Local Authority Trading Company, where TIC+ counsellors are working as part of the Family Support's 'Transition and Resilience Programme', which aims to reduce serious youth violence and keep children who are at the risk of exclusion, in school.
Forest of Dean	Representing a contact to support NEET young people in the Forest of Dean area.
Gloucester Diocese Life	Funding from the Diocese of Gloucester Funding originally awarded to support delivery of our face to face family counselling; when lockdown restrictions made this impossible, the committee generously allowed us to switch the money to remote counselling to ensure ‘the greatest need was met’. We are very grateful for their support in this.
Gloucester Community Fund	Representing funding given to co-fund the role of our Counselling Co-ordinator who manages waiting lists and matches clients with counsellors based on location and need.
Invoiced	Income derived from delivery of contracts and grants with service delivery requirements attached.
PCC Covid Response	This money represents funding awarded by the Ministry of Justice, through the Office of the Police & Crime Commissioner, to respond to the additional need faced by the charity during Covid. It was provided to fund core costs, including additional safeguarding cover, clinical staff supervision and IT equipment to support remote working.

17 Movement in funds (continued)

Restricted Funds

Postcode Lottery	Funding from the People's Postcode Lottery to deliver Family Counselling. We are immensely grateful to the People's Postcode Lottery for allowing us to repurpose this fund for general counselling purposes after having to put family counselling on hold due to COVID restrictions.
Rausing	Awarded by the Julia and Hans Rausing Trust, this grant has been provided by their Charitable Support Fund for charities during the Covid-19 pandemic in recognition of the loss of income normally achieved through fundraising. It is for core costs and overheads associated with running TIC+.
Safeguarding Fund	This fund is for the provision of additional safeguarding cover and supervision, necessary due to the rise in acuity of risk seen in young people during Covid-19, for 12 months. As a result the fund can be used to cover Counselling Coordinator salary costs.
Service Level Agreements	This funding is primarily comprised of agreements with schools, colleges and training agencies etc., who have contracted with TIC+ to provide counselling. Many of these contracts are subsidised by TIC+.
St James' Place	This funding, generously provided by St James Place, is awarded to support a counsellor's salary to enable them to provide support for children and young people in Gloucestershire who are struggling with their mental health and is a three year grant.
Sylvanus Lysons	Grant funding for our free access Self Referral Counselling Service, available to children and young people aged 9-21 and living in Gloucestershire.

18 Analysis of net assets between funds

As at 31 March 2021	Restricted Funds	Unrestricted Designated Funds	Unrestricted General Funds	Total
	£	£	£	£
Tangible fixed assets	-	-	16,392	16,392
Cash and short-term deposits	69,870	270,279	643,579	983,728
Other net assets/(liabilities)	-	-	(66,309)	(66,309)
	69,870	270,279	593,662	933,811

Prior period comparatives

As at 31 March 2020	Restricted Funds	Unrestricted Designated Funds	Unrestricted General Funds	Total
	£	£	£	£
	Restated	Restated	Restated	Restated
Tangible fixed assets	-	-	1	1
Cash and short-term deposits	38,768	100,498	607,265	746,531
Other net assets/(liabilities)	-	-	(93,196)	(93,196)
	38,768	100,498	514,070	653,336

19 Commitments under operating leases

At the period end, the charity had total commitments under non-cancellable operating leases as set out below:

	Land and Buildings 2021	Land and Buildings 2020	Other leases 2021	Other leases 2020
	£	£	£	£
Under one year	-	5,760	-	618
Two to five years	-	-	-	-

20 Related party transactions

Trustee Daniel McShee was an employee of HB Digital Printing Ltd during the year and his parents are the owners of the business. The charity made purchases of £792 from the business in the year (2020: £2,595). At the year end a creditor of £nil was outstanding (2020: £557).

No Trustees received any remuneration or were reimbursed any expenses in the current or preceeding period.