

**TEENS IN CRISIS
FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2021**



**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

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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 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.

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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

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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.

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- 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.

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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

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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+."

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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"

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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 approximately 75 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:

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“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

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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.

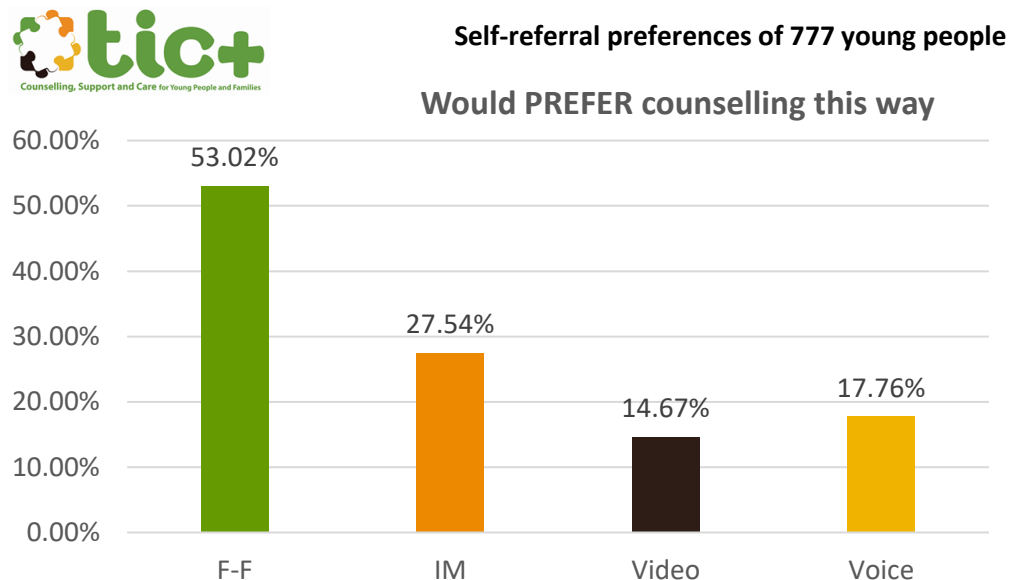
Over the last year and post lockdown, based on the preferences expressed by young people self-referring into TIC+ we have seen a strong preference for young people wanting to be seen face-to-face evidenced, as per the below: (See Figure 1).

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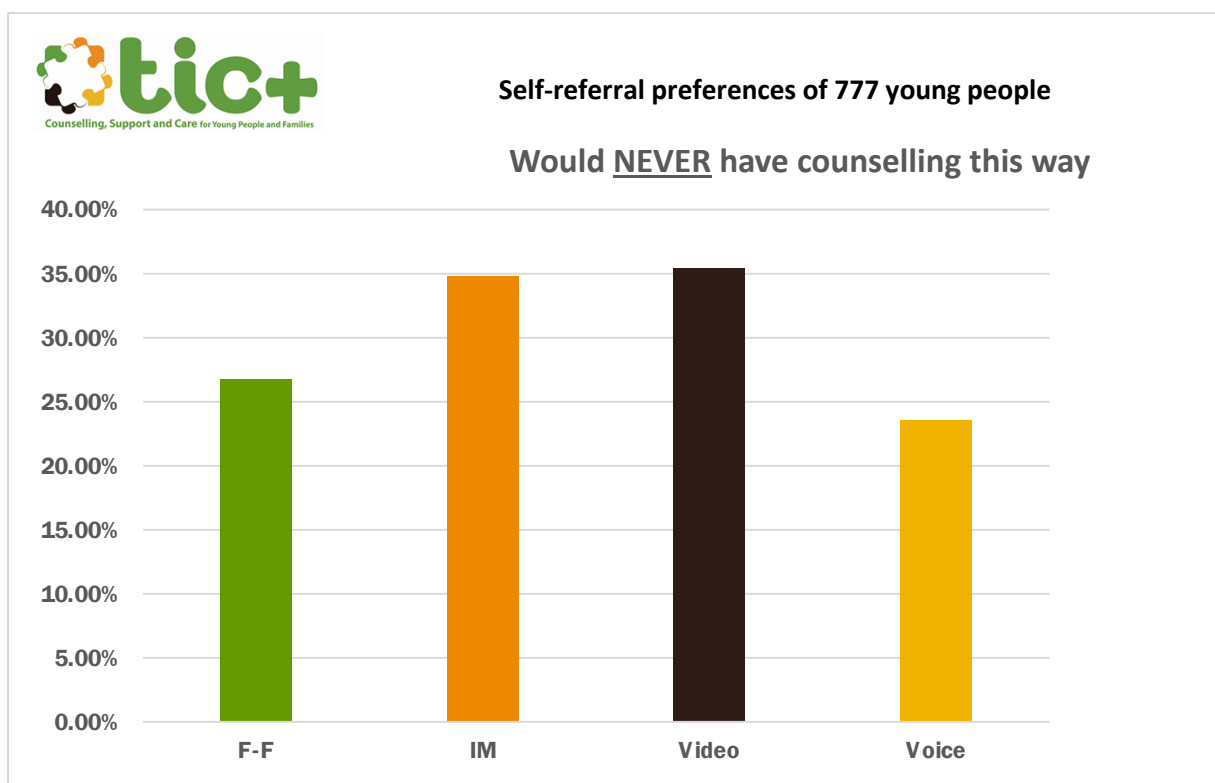
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Figure 1 F-F= face to face IM= Instant Messaging (online counselling)



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)



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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

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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:

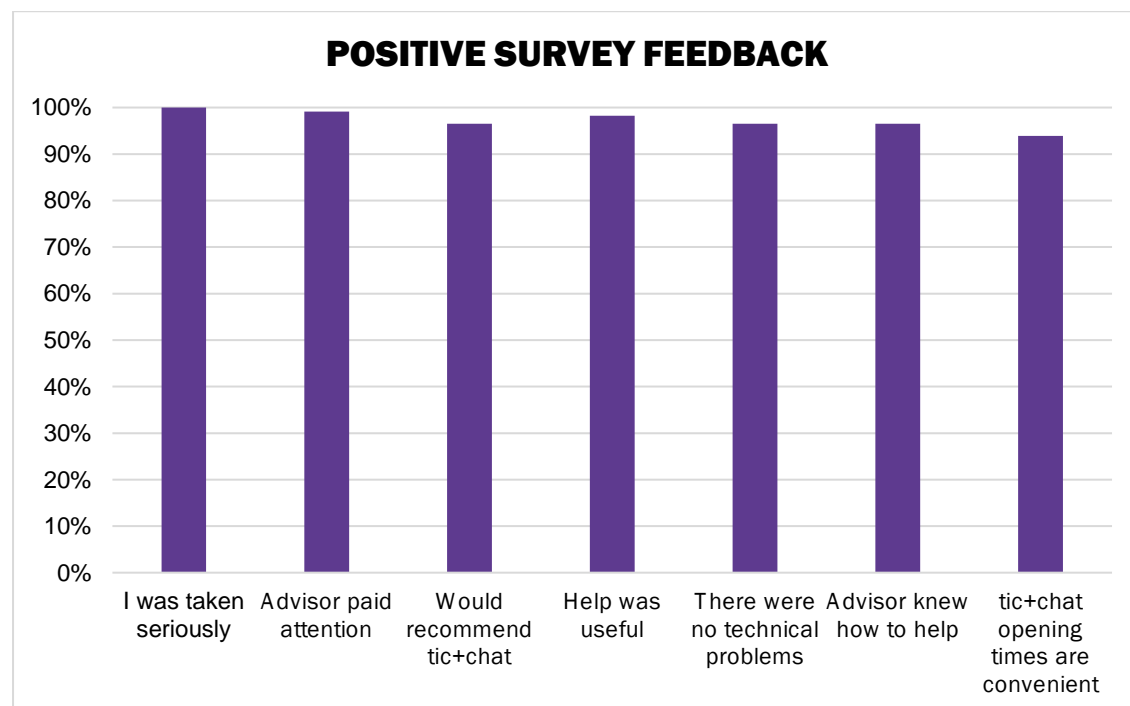
- 52% were helped with just one session
- 48% returned to us for repeat session (s)

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



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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;

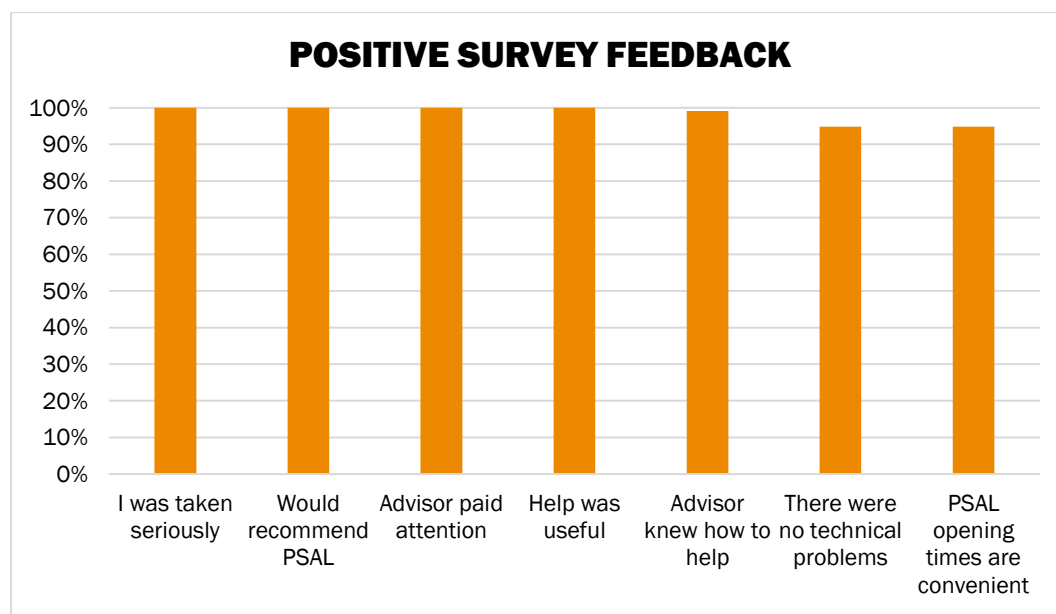
TEENS IN CRISIS (TIC+)

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“...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.

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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

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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.

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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.

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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.

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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

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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.

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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.

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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.

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£	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

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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

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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.

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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, Administration 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. Over 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.

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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 (<i>appointed October 2020</i>)
R E Frett	Business & Development Manager (<i>appointed January 2021</i>)
J M Daines	Leadership & Education Consultant (<i>appointed September 2020</i>)
C Anderton	Communication Manager, Gloucestershire Constabulary (<i>appointed July 2021</i>)

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 (<i>from 1st March 2021</i>)
Fiona Daniels	Finance Manager (<i>from 9th December 2019 to 22 November 2020</i>)
Andrew Downing	Finance Manager (<i>from 4th January 2021</i>)
Deb Evans	Referral Team Coordinator (<i>from 1st November 2020</i>)
Carolyn Roulstone	Head of Fundraising & Communications (<i>from 27th January 2020</i>)
Julie Taylor	Head of Clinical Operations (<i>from 1st February 2021</i>)
Jo Tyler	Safeguarding Coordinator (<i>from 1st April 2021</i>)

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 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.

TEENS IN CRISIS

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TEENS IN CRISIS

YEAR ENDED 31 MARCH 2021

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 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.

TEENS IN CRISIS

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TEENS IN CRISIS

YEAR ENDED 31 MARCH 2021

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.
-

TEENS IN CRISIS

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TEENS IN CRISIS

YEAR ENDED 31 MARCH 2021

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
		<u>16,392</u>	<u>1</u>
Current assets			
Debtors	13	345,584	71,529
Cash at bank and in hand		983,728	746,531
		<u>1,329,312</u>	<u>818,060</u>
Liabilities			
Creditors : amounts falling due within one year	14	(411,893)	(164,725)
Net current assets		<u>917,419</u>	<u>653,335</u>
Total assets less current liabilities		933,811	653,336
Net assets		<u><u>933,811</u></u>	<u><u>653,336</u></u>
FUNDS			
Unrestricted funds	18	863,941	614,568
Restricted funds	18	69,870	38,768
Total funds		<u><u>933,811</u></u>	<u><u>653,336</u></u>

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
		<u>(16,438)</u>	<u>2,569</u>
Net cash inflow/(outflow) for the year	16	<u>237,197</u>	<u>182,146</u>

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

TEENS IN CRISIS

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

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 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.

TEENS IN CRISIS

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

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
	<u>41,979</u>	<u>212,427</u>	<u>254,406</u>

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
	<u>40,129</u>	<u>127,039</u>	<u>167,168</u>

TEENS IN CRISIS

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

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
	<u>1,069,488</u>	<u>272,235</u>	<u>1,341,723</u>

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
	<u>904,632</u>	<u>152,453</u>	<u>1,057,085</u>

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 reclassified 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
	<u>248</u>	<u>-</u>	<u>248</u>	<u>3,567</u>

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.

TEENS IN CRISIS
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2021

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
	<u>40,807</u>	<u>391</u>	<u>41,198</u>

Prior period comparatives

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Fundraising costs	154	1,056	1,210
Wages and salaries	23,020	-	23,020
	<u>23,174</u>	<u>1,056</u>	<u>24,230</u>

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

TEENS IN CRISIS

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

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

TEENS IN CRISIS

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

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

TEENS IN CRISIS

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

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
	<u>411,893</u>	<u>164,725</u>

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	<u>374,477</u>	<u>133,562</u>

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	<u>253,635</u>	<u>179,577</u>

16 Analysis of changes in cash during the period

	2021 £	2020 £	Change £
Cash at bank and in hand	<u>983,728</u>	<u>746,531</u>	<u>237,197</u>
	2020 £	2019 £	Change £
Cash at bank and in hand	<u>746,531</u>	<u>564,385</u>	<u>182,146</u>

TEENS IN CRISIS

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

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
	<u>614,568</u>	<u>1,112,071</u>	<u>(880,869)</u>	<u>18,171</u>	<u>863,941</u>
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
	<u>38,768</u>	<u>484,662</u>	<u>(435,389)</u>	<u>(18,171)</u>	<u>69,870</u>
Total funds	<u>653,336</u>	<u>1,596,733</u>	<u>(1,316,258)</u>	<u>-</u>	<u>933,811</u>

TEENS IN CRISIS

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

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
	<u>427,660</u>	<u>950,910</u>	<u>(722,345)</u>	<u>(41,657)</u>	<u>614,568</u>
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 description)	22,129	58,300	(45,765)	(9,735)	24,929
	<u>43,924</u>	<u>279,492</u>	<u>(326,305)</u>	<u>41,657</u>	<u>38,768</u>
Total funds	<u>471,584</u>	<u>1,230,402</u>	<u>(1,048,650)</u>	<u>-</u>	<u>653,336</u>

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 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.

TEENS IN CRISIS
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2021

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.
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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.

TEENS IN CRISIS

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

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.

TEENS IN CRISIS

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

18 Analysis of net assets between funds

	Restricted Funds	Unrestricted Designated Funds	Unrestricted General Funds	Total
As at 31 March 2021	£	£	£	£
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)
	<u>69,870</u>	<u>270,279</u>	<u>593,662</u>	<u>933,811</u>

Prior period comparatives

	Restricted Funds	Unrestricted Designated Funds	Unrestricted General Funds	Total
As at 31 March 2020	£ 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)
	<u>38,768</u>	<u>100,498</u>	<u>514,070</u>	<u>653,336</u>

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	-	-	-	-
	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>

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.