

TEENS IN CRISIS

**ANNUAL REPORT
&
FINANCIAL STATEMENTS**

YEAR ENDED 31 MARCH 2022



Company Registration Number 02954230
Charity Number 1045429

TEENS IN CRISIS

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

| Contents | Pages |
|---|---------|
| Trustees' Annual Report | |
| Objectives and Activities | 1 – 2 |
| Foreword from the Chair | 3 |
| Director's Statement | 4 |
| Achievements & Performance | 5 - 6 |
| Spotlight on | 7 - 13 |
| ○ The growing need for support | |
| ○ The growth of TIC+ | |
| How we help | |
| ○ Children and young people | 13 - 16 |
| ▪ Counselling | |
| ▪ In schools | |
| ▪ TIC+chat Anonymous helpline | |
| ▪ Safeguarding | |
| ○ Parents and carers | 16 - 17 |
| ▪ Parent Support & Advice Line | |
| ▪ Parent Support Groups | |
| ○ Working in Partnership | 17 - 19 |
| ▪ Young Minds Matter | |
| ▪ Support for victims of abuse and violence | |
| ▪ Co-production with young people – Young People's Voices Group | |
| ○ Our staff and the wider workforce | 19 - 20 |
| ▪ Training | |
| ▪ Employee Excellence & Engagement Programme | |
| How we see the future | 21 - 22 |
| ○ New service developments | |
| ○ New Live Impact Dashboard | |
| How we raise funds | 23 - 24 |
| ○ Where our fundraising comes from | |
| ○ Our fundraising promise | |
| Organisational context and financial review | 25 – 29 |
| Structure, governance and management | 30 – 32 |
| Statement of trustees' responsibilities | 33 |
| Reference & Administrative Information | 34 |
| Independent Auditor's Report | 35 – 38 |
| Statement of Financial Activities | 39 |
| Balance sheet | 40 |
| Statement of Cash Flows | 41 |
| Notes to the financial statements | 42 - 54 |

TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022.

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

OBJECTIVES AND ACTIVITIES

Objectives and aims

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

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

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

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

About us

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

We offer:

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

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

In order to achieve our stated objectives, the charity has set out a series of statements:

Our Mission Statement

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

TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

Our Vision

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

Our Values

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



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

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

TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

FOREWORD FROM THE CHAIR

It's been another demanding year for our services, with a record number of nearly 19,000 counselling sessions. This is a sad reflection of the increasingly difficult issues that so many young people and their families are facing today, even as we all start to move slowly on from COVID-19.

We have been able to remain agile in these challenging times. We have introduced new services, such as the One At A Time pilot, redesigned existing services, and created additional capacity. Alongside this, we have further improved our governance, strengthened our leadership teams and consolidated our fiscal position. We are also introducing a Live Impact Dashboard, which enables an online current view of our services.

I continue to be amazed at how our staff tirelessly rise to the difficult challenges they face, always delivering with compassion and care. My personal thanks are due to all the people at TIC+ for everything they do.

However, we face significant challenges. Service demand continues to rise; the emotional and mental calls on our staff are great, plus they are now facing the same cost of living challenges as so many across the country. In addition, it can be difficult to recruit at the levels and numbers we desire.

Despite the challenges of the national financial situation, TIC+ remains in a strong fiscal position. We have solid reserves, much of which we are setting aside against the ongoing transformational changes we need to make, such as continuing service improvements and significant upgrades in IT and digital capabilities. As we step into the next year, we will continue to transform our services, our governance, our administration and our technical capabilities. Agility and the ability to change remain at our core, in order for us to deliver against our vision of 'every young person should have someone to talk to when they need it most.'

Most importantly, thanks to all our supporters and partners, in particular, the NHS, other mental health services, schools and so many organisations and individuals who fundraise for us. Put simply, we cannot do our vital work without you. You enable us to provide hope to so many young lives. Thank you.

John Hubbard CMG
Chair of Board of Trustees

TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

DIRECTOR'S STATEMENT

2021-22 was another difficult year, as we and the rest of the world continued to grapple with the effects of COVID-19.

For the second year, the pandemic maintained its disruption on lives globally, and the longer-term effects of lockdowns, school closures and restrictions on movement continued to have a significant impact on the children, young people and families in Gloucestershire who we work with.

Just like the young people and parents we serve, our staff team have also had a difficult time not only dealing with the challenges of supporting increasing numbers of young people with more complex issues, but also coping with their own ill health, bereavements, and childcare issues due to school closures amongst others. Despite this, all our staff across all areas have continually gone above and beyond and sacrificed, often at personal cost, to provide an excellent service. We are so proud of them and so grateful for their compassion, expertise and flexibility.

The year has seen some necessary changes in the way we work, which we have embraced fully, including:

- A service delivery redesign to meet demand and reduce waiting lists – Agree-Assess-Review
- New services in addition to those already on offer – One At A Time Counselling Pilot
- Additional recruitment to increase capacity across all areas to address issues, such as increased safeguarding and risk, HR support, financial reporting, data analysis etc.
- Additional governance, auditing and reporting requirements based on growth in income and organisational size.

As Directors, we fully recognise the requirement for continued investment to meet the needs of the children, young people and families we support. At such a time as this, TIC+ is privileged to be able to continue to be there for everyone who reaches out to us for support because:

***96% of all young people tell us the support
they received helped them with their difficulties.***

We know the services we provide are effective and are needed in these current times, now more than ever before. With the real possibility that more crises in relation to the war in Ukraine, rising energy, fuels and cost of living increases are set to have an impact on children, young people and families in Gloucestershire, we anticipate that ongoing demand will not lessen.

TIC+ is here to make sure that every young person and parent has someone to talk to whenever they need it. We firmly believe that the therapeutic relationship offers an implicit hope of positive change and empowers the imagining of a different future. This is the reason why we believe the need for continued investment in mental health services is vital to ensure the capacity to respond remains in place.

Judith Bell
Director of Clinical Services

Claire Power-Browne
Director of Operations

TEENS IN CRISIS
TRUSTEES' ANNUAL REPORT
YEAR ENDED 31 MARCH 2022

2021-22 ACHIEVEMENTS

TIC+ 2021-22

Our Achievements 
1 April 2021 - 31 March 2022



Of the children and young people we saw



*Source: Mental Health of Children and Young People in England, 2020 Wave 1 follow up to the 2017 survey, 2020, NHS Digital



TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

ACHIEVEMENTS & PERFORMANCE

In 2021-22 we saw nearly **4,000** children, young people and parents and delivered **18,709** counselling and support sessions - more than ever before! Young people have been supported through our face-to-face, online (Instant Messaging), video and telephone counselling services and also the anonymous, online, drop-in service TIC+chat, which continues to offer much-needed support to young people who wish to be seen anonymously and for those waiting for support. Parents worried about their child's mental health have received valuable support from the Parent Support & Advice Line and in February 2021, due to the growing need for parent support, we launched our Parent Support Groups to further support them.

We are immensely proud that TIC+ has continued to 'be there' for everyone who has reached out to us for support.



Jasmine's Story

Jasmine, aged 18, had a suicide plan but was interrupted when trying to act on it. One of many siblings, her home life was volatile and chaotic and Jasmine was subject to a lot of manipulation from her siblings and parents. This caused her to suffer from anxiety and a lack of self-worth, and as a result Jasmine frequently missed school which hugely impacted her exams and hopes for an academic future. Working with a TIC+ counsellor, Jasmine was able to work on, explore and celebrate her strengths, as well as understand things within her control. Together with her counsellor, Jasmine set goals for coping in school, attending exams and created strategies for managing in class. TIC+ stood alongside Jasmine and gave her space to be heard - some days she found the counselling extremely emotional. During the last session, Jasmine was tearful, she thanked her counsellor and said they had saved her life.

(Jasmine is not the young person's real name – other incidental information has been changed to ensure the young person cannot be identified)

TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

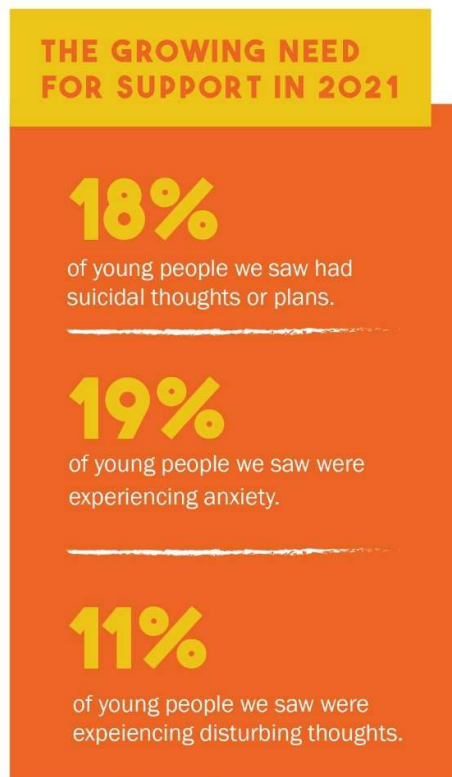
2021-22 SPOTLIGHT ON

The growing need for support

In 2021-22 our services have never been more in demand. Before the pandemic began, it was estimated that one in six children and young people had a mental disorder.¹ A study conducted in 2019² found that three-quarters of young people had worries that impacted their day-to-day life, with 40% finding it hard to focus and deal with negative feelings affecting their ability to sleep. The top issue young people worried about was school work and exams (53%) followed by falling out with friends and their own physical appearance.

The pandemic has exacerbated these existing challenges and also seen a new set of issues emerge higher on the list than previously featured.

In addition, and a major cause for concern, is the increase in the numbers of young people experiencing higher levels of distress, for instance, self-harm (18% of all young people seen), suicidal thoughts and plans (19%), anxiety (80%) and intrusive/disturbing thoughts (11%).



Identifying the reasons behind such increases is not easy to prove. However, a report conducted by TIC+ in the midst of the pandemic³ highlighted the likelihood that the uncertainty and anxieties caused by the lockdowns, the closure of schools, isolation from peer groups, loneliness, worries around school work and exams, bereavement, and the stresses and pressures on families were all contributing factors.

More recently, and in line with the national trend, we have seen a dramatic increase in the number of young people struggling with eating difficulties. Pre-pandemic, approximately 4% of all young people seen needed support for eating difficulties, but in 2021-22 this became the largest increasing issue, with 13% focussing on these issues during their counselling, an increase of 9% (see below chart). To understand how widespread this problem is for young people we introduced a new question to our online referral form; "Do you have concerns about your body, size, shape or food?" We were concerned to discover that approximately 50% of all young people who responded answered 'often' or 'most of the time' to this question.

¹ NHS Digital (2021), Mental Health of Children and Young People in England, 2021: Wave 2 Follow Up of the 2017 Survey. [Mental Health of Children and Young People in England 2021 - wave 2 follow up to the 2017 survey - NHS Digital](#) accessed 21/08/2022

² Action for Children (2019), Choose Childhood, <https://www.actionforchildren.org.uk/our-work-and-impact/policy-work-campaigns-and-research/policy-reports/choose-childhood-policy-report/> accessed 31/08/2022.

³ TIC+ (February 2021), COVID-19 Impact on Children and Young people. https://www.ticplus.org.uk/wp-content/uploads/2021/03/COVID-19-impact-on-children-and-young-people_-_Executive-Summary-5.pdf accessed 21/08/2022.

TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

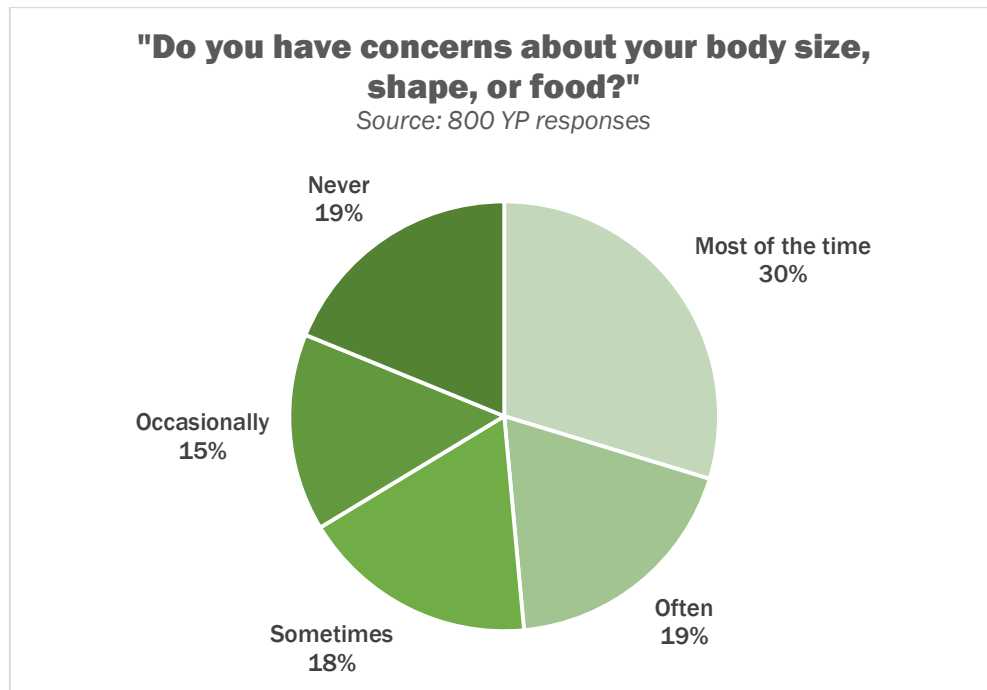


Figure 1 – Number of young people with concerns about body size, shape or food

"It seems as if more young people are using self-harm and unhealthy eating patterns in an attempt to control their lives when everything else is uncontrollable." TIC+ Counsellor

Issues of loneliness and isolation, particularly during the first lockdown were some of the most commonly reported difficulties experienced. There was a degree of anxiety around keeping in contact with friends as the normal means for doing this was no longer there e.g. through school and other social or sporting activities. This led to worries about friendships and maintaining social standing within friendship groups. The impact of this situation has continued even though young people have been back in school for some time, with "friendship problems" being one of our highest increasing issues.

Friendship problems have increased from 24% of all young people receiving counselling pre-pandemic to 30% in recent months (up 6% - see below chart).

Another worrying observation over the past 12 months is the number of young people refusing to go back to school. After the schools began to re-open in March 2021 we noticed a significant increase in anxiety for young people returning to school. This was partly caused by anxieties around school work and also friendship worries. Pre-COVID, school refusing barely featured in our list of issues, affecting less than 0.5% of the young people we saw. In recent months, this has increased by 8.3% and is our second-highest-increasing issue.

TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

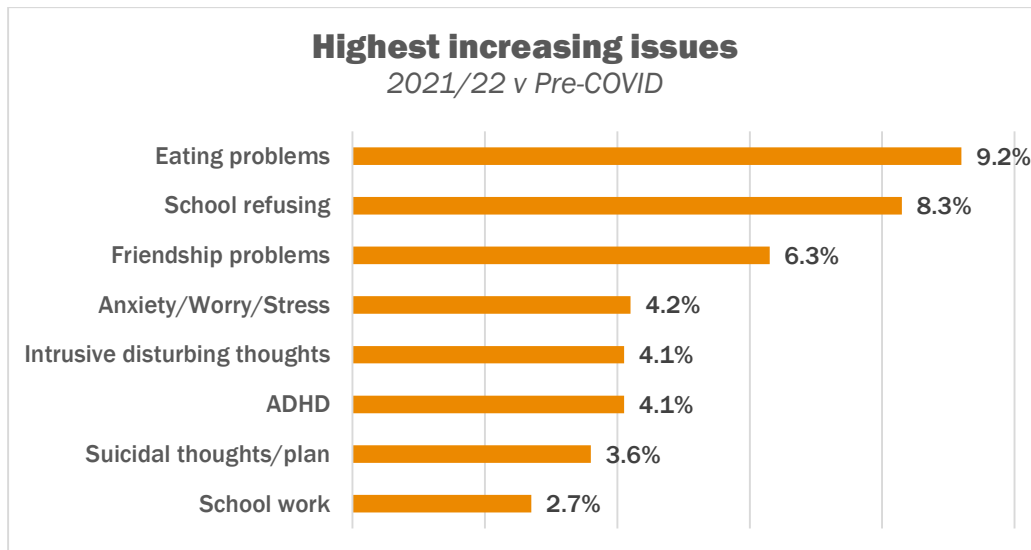


Figure 2 - The above chart shows the highest increasing issues 2021-22 compared to pre-COVID.

Increase in requests for support from TIC+ in 2021-22

As can be seen, the COVID-19 pandemic, lockdowns and school closures have certainly had a significant impact on children and young people's mental health and emotional wellbeing over the past few years. During 2020-21, even with schools closed, the requests for counselling were similar to the previous pre-COVID year. TIC+ was pleased to be able to provide an uninterrupted service and was able to support similar numbers of young people delivering as many sessions as the previous year. However, as the schools returned from the second lockdown period we began to experience an unprecedented surge in the number of young people requesting support. In March 2021 we received 390 self-referrals, our highest ever in one month. This increase continued through the start of the financial year until the summer holidays of 2021, during which time we received 62% more self-referrals than we would normally expect.

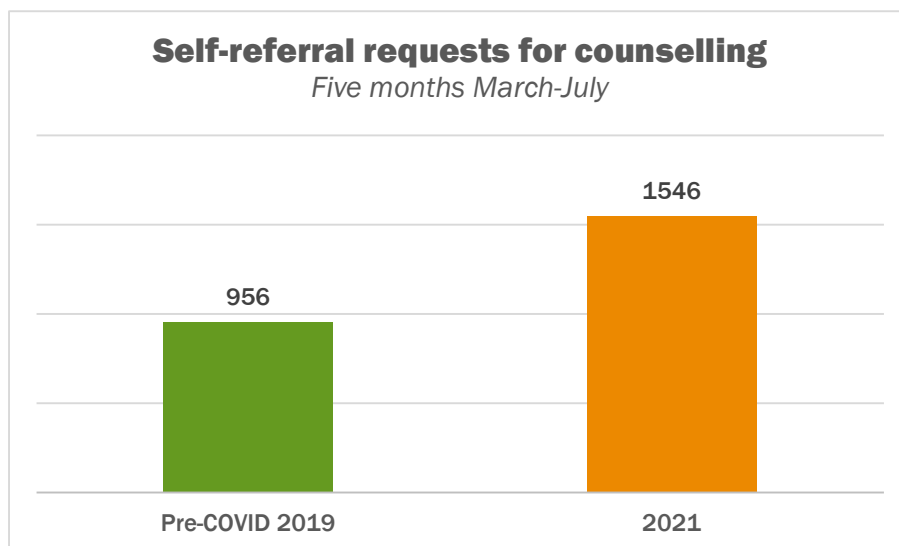


Figure 3 – Increase in self-referrals Pre-COVID to 2021

TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

By August 2021 we were overwhelmed with a waiting list of more than 800 young people requesting support from TIC+. Unfortunately, this meant that the average wait for our service increased from an average of 3.8 weeks to approximately 12-14 weeks. We engaged with local media, including the BBC as part of our outward-facing communications strategy, to highlight the circumstances we were experiencing and the impact on young people.

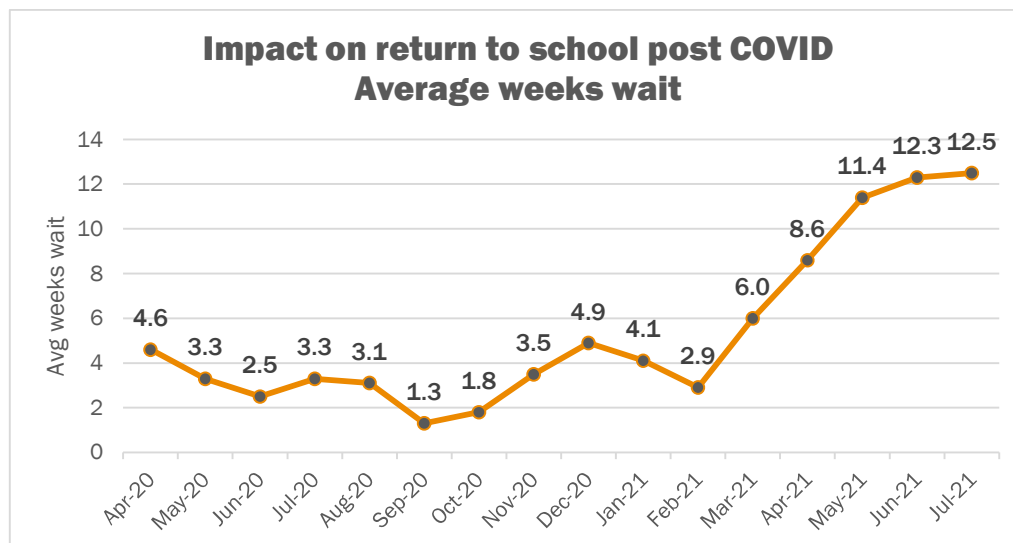


Figure 4 – Average waiting times pre-COVID versus return to school July 2021

A longer wait for support means that the difficulties a young person is struggling with can escalate causing them greater distress and the possibility of the need for a more intense form of support. Or there is a risk that the young person will completely disengage and present at a later time (or maybe never) with the consequence of the difficulties being more entrenched and, therefore, having a greater impact, impairing many areas of the person's life e.g. educational, social, relational, emotional, psychological, financial, physical etc.

In line with our vision that 'every young person should have someone to talk to when they need it most', we were determined to do everything within our means to meet the needs of every young person reaching out to us for support as soon as possible so that their distress did not get worse.

One of the TIC+ values is that "we keep moving forward" to ensure that we provide the very best services for young people and parents. During the past twelve months, we have "moved forward" innovatively intending to improve what we do and reduce the amount of time young people are waiting for support.

New delivery model

During the summer of 2021, we consulted with our staff team and our Young People's Voices Group. Together we co-produced a new way of working to help us see young people more quickly and prevent the escalation we have been so worried about. Previously, all young people referring into TIC+ were offered up to 7 sessions of counselling. With the increased demand for our service, this was no longer practical or equitable - some young people only need a few sessions whereas others need more. For this reason, we decided to stop offering a set number of sessions. Instead, the counsellor and young person now agree on a period of support based on need. The counsellor and young person regularly review progress to keep the work focussed and to ensure the right level of support is being given.

TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

We co-produced infographics with young people to describe the new process. The first is sent to the young person once they have made a referral:



the second is a story-board from the website summarising how counselling works and what support a young person can access while waiting:



TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

One At A Time (1@T) Counselling

In November 2021, coinciding with trialling new ways of working to reduce our rising waiting list and offer choice, TIC+ began a pilot of a One At A Time Counselling Model (1@T). Research conducted by TIC+ with 200 young people pre-pandemic found that 30% would opt for a one-off session if they could be seen sooner. This makes sense as many young people requesting counselling do not always want or need space to work on deeper, past issues. For many, their goal is to find a way forward; they are future-focused and enter counselling looking for solutions, strategies and techniques.

The TIC+ 1@T counselling uses a solution-focused brief therapy (SFBT) approach. It is designed to offer one, solution-focused intervention at the point of need rather than the point of availability. The 1@T session lasts 1.5 hours and takes place at a TIC+ counselling centre within two – three weeks of the young person making a referral. The young person is encouraged to try out some of the ideas and strategies discussed in the session and, if more support is needed, they can return after four weeks of watchful waiting, during which time young people can still access TIC+chat for ongoing support.



Whilst Single Session Therapy has been successfully introduced into Higher Education institutions for many years, its effectiveness and acceptability is unknown with school-age students. The TIC+ pilot has been set up to evaluate the model with our younger cohort. Although it's early days and the results are not yet conclusive, the signs are positive. So far, 1@T is almost as effective as regular counselling for improving wellbeing and has been sufficient for approximately 45% of young people. With only 55% of young people returning for more support, we have been able to free up extra capacity - enabling us to see more young people from our waiting list.

However, due to the single-session nature of the model, it is hard to organise efficiently across a county as geographically large as Gloucestershire. For efficiency purposes, we, therefore need to deliver the service from one of our five counselling centres. This is a limiting factor for the mainstream rollout of the model as it will only attract those who are able to access the centres. Even so, the early signs of success and the additional capacity it can create make it viable to extend and expand the pilot with additional capacity during 2022-23.

Additional counsellors

Due to funds raised by our successful fundraising team and additional investment gratefully received from the Gloucestershire NHS Clinical Commissioning Group (now NHS Gloucestershire), we have

TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

been able to recruit additional counsellors to our team increasing our capacity so that we can meet the needs of all young people requesting support from TIC+.

A combination of financial investment, service development and innovation indicates that the waiting list will reduce from 12-14 weeks to 6-8 weeks by September 2022.

Growth of TIC+

TIC+ has experienced rapid growth in recent years, which has placed additional pressure on the organisation. This trend has continued with the financial position this year representing a further **24%** increase in income compared to last year. Maintaining growth, administering increased staff numbers and upgrading internal systems and processes to keep up with this demand and to ensure contract delivery is a significant challenge, which as an organisation we are acutely aware of and working to address. Staffing has also increased in line with this growth, going up almost 10% on the previous year.

HOW WE HELP – CHILDREN AND YOUNG PEOPLE

It all begins with 'Hello'

'TIC+, how can I help?'

In 2021-22, our referral team answered more than **3,800** calls with those words. The referral team are the first point of call for any child, parent or professional calling TIC+ and our specially trained team plays many vital roles throughout a young person's counselling journey with TIC+. We never underestimate how difficult it can be to reach out for help; our team are trained to listen and to give a caller the right information they need, even if the person is not clear about what that may be at the time.

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

Last year the team:

- Managed 3,842 referrals
- Sent 22,345 text messages to parents and young people, offering support, resources, signposting and reminders
- Entered more than 14,000 client outcome measures used to understand how effective our counselling is for each young person we see and to identify an improvement in their emotional wellbeing at the end of counselling.

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

COUNSELLING

Once the young person embarks on their counselling journey, Gloucestershire-based young people, aged nine to 21 years, are offered the opportunity to talk to a counsellor about anything that is worrying them, working together to find better ways to cope.

Before COVID-19, TIC+ offered young people face-to-face or online (Instant Messaging) counselling; approximately 70% chose face-to-face and 30% the online option. During the first lockdown when face-to-face was no longer possible, we immediately introduced video and telephone counselling. However, we were surprised at how few young people chose not to have the online or remote (video and telephone) options with many preferring to wait many months until face-to-face became available.

TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

Since schools re-opened there has been an increase in demand for face-to-face (now 78%) demonstrating how highly young people value in-person interactions. Even so, approximately 22% of young people are not comfortable seeing someone face-to-face, or find it easier/more convenient to have their counselling using one of the remote options. These statistics convince us of the importance of continuing to offer all options as a choice to ensure no young person falls through the net and all have access to support in a medium of their choice.

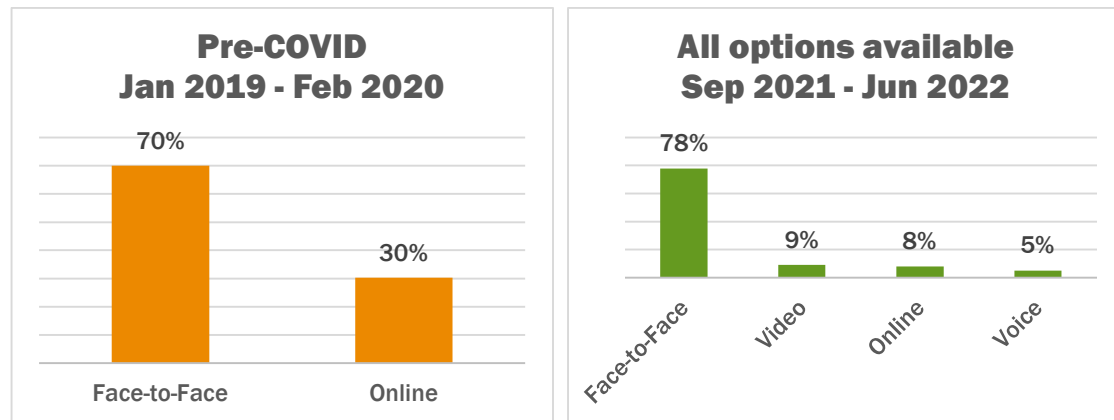


Figure 5: Service Preferences for self-referrals age 11+ pre- and post COVID

SCHOOLS

TIC+ is a valued provider of counselling and mental health support for children and young people - we are well-known and trusted by schools across Gloucestershire. During 2021-22, more schools turned to TIC+ to meet the increased demand for mental health support for their students.



As part of their pastoral provision, **14** schools contracted with TIC+ to enhance the support they provide to students. Our contracted counsellors provide sessions in schools, seeing young people that the schools allocate directly to them. TIC+ counsellors advise school staff and make referrals to specialist services such as NHS Gloucestershire Child and Adolescent Mental Health Service (CAMHS) and the Eating Disorder Service if and as required.

Several schools increased their mental health support provision from one to two counsellors per week retaining this going forward into the new academic year. We also provided some short-term contracts, mainly for primary schools looking to resolve immediate support needed for their pupils. Overall, **500** pupils were seen across the year at our contracted schools. **99%** of pupils said the counselling they

received had helped them. Feedback from schools is also extremely positive highlighting that TIC+ counsellors have been a great support to students.

"I was listened to, offered new ways at looking at things, the Counsellor was enthusiastic and considered my issue and helped create a solution that was made for me"

TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

TIC+CHAT ANONYMOUS HELPLINE SUPPORT

TIC+chat supports children and young people aged 9-21 years as they negotiate life and challenges post-pandemic. The service is free (although local rate call charges apply), easily accessible, independent and confidential, offering text chat online or telephone on a 1-2-1 basis. Online text chat is the preferred option for **93%** of all contacts. The service is mainly used by 12–15-year olds (59%) and 16–18-year olds (26%).



TIC+chat continues to meet a gap in services for children and young people who are not ready to seek other mental health support, by providing 1-2-1 support until they feel ready to seek further help. Our trained Mental Health Support Practitioners (MHSPs) offer anonymous confidential help, including signposting to resources and further, more specific support. Feedback from TIC+ counsellors has confirmed some young people have the confidence to go on to seek counselling support after sessions with the TIC+chat team.

The service has also provided support for children and young people waiting for counselling or other services from TIC+ and other agencies, 22% (of the total contacts) were already on waiting lists for TIC+, CAMHS, Winston Wish, Let's Talk and other agencies when they contacted TIC+chat.

This year the team chatted with **476** children and young people, providing **889** sessions in total, on average each session lasted for **45** minutes. Of those who contacted the service, 75% were female, 15% male and 10% other, with 90% identifying as White British.

Feedback has been positive with **96%** of those answering the question 'Did the sessions help?' saying 'yes they helped!'

'They really listened to what I was saying, and offered really useful help and advice'

'The person was very understanding and didn't judge me'

SAFEGUARDING

In 2021-22, to address an increase in safeguarding and clinical risk in a supportive and sustainable way for our team, we increased capacity in the Safeguarding Team, recruiting additional Safeguarding Coordinator(s) to support counsellors, ensuring that the welfare of every child and young person remains paramount. This also allows time to make essential triage calls to provide immediate advice and support to young people, parents and professionals, assess for risk and urgency to accurately prioritise the young person on our waiting list or make an urgent referral to statutory services if appropriate.

At the start of the financial year, we began to record more in-depth information regarding the nature of and potential trends in this presented risk, to ensure that as a service we are best meeting the needs of children and young people.

This additional record of clinical and safeguarding risk also highlighted a significant increase in children and young people presenting with disordered eating and the need for increased collaboration and partnership working with NHS Brownhills Eating Disorders Service.

TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

Our Head of Safeguarding and Allocations also regularly consults with CAMHS with whom we have a clear referral pathway to ensure that the most appropriate service is offered to children and young people. This partnership is critical to both services, given the increase in thoughts around suicide, suicide plans and self-harm, and for identifying when further, specialist support is necessary.

We have also developed robust pathways and regularly consult with colleagues from Social Care, the NHS Crisis Team, Young Gloucestershire, InfoBuzz, GRASAC, and many other local voluntary and statutory agencies to ensure young people receive the most appropriate support to meet their needs. Over the past 12 months, we also reviewed our allocation process in conjunction with our counsellors to create a pilot scheme aimed at reducing travelling times for counsellors between venues and tailored to meet the demands unique to each area. Due to its success, we are now rolling out this new process across all areas in Gloucestershire.

'It's reassuring to know that when you discover that a young person may be at risk, there is a team that can offer advice and support to ensure everything possible is considered in order to keep that young person safe. This is both, valued and appreciated.' Jon, TIC+ Peri Counsellor

HOW WE HELP - PARENTS & CARERS

PARENT SUPPORT & ADVICE LINE (PSAL)

The TIC+ Parent Support Advice Line (PSAL) continues to support parents and carers with children and young people aged from 0-25 years. It helps them to know they are not alone on their parenting journey, especially at difficult times.

PSAL advisers supported **306** parents and carers, in a total of **342** sessions, each lasting on average **43** minutes.

Of those that contacted the service **96%** were parents and the remaining **4%** were carers. More females contacted the service (86%), but 14% of contacts were males. Recommendations mainly came from GPs, schools/colleges and friends.

Feedback is very positive, with **98%** of those asked indicating that the session helped.



TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

'The counsellor listened to me and also made me feel that we were doing what we can to help our daughter, which was really nice to hear as I've felt so unable to help. It made me feel that our daughter can get some help and someone to talk to.'

PARENT SUPPORT GROUPS

TIC+ Parent Support Groups were launched at the end of February 2021 during COVID-19. Groups meet either face-to-face or via Zoom, in line with periods of lockdown and restrictions on social gathering. Since the lifting of lockdown, participants have shown a distinct preference for sessions via Zoom over face-to-face delivery.

Groups offer parents and carers an opportunity to discuss and share concerns regarding their child's mental health and well-being. They provide a safe, confidential, and friendly environment where parents and carers can share, learn and support each other. Subjects covered include; brain and identity development during adolescence, anxiety, self-harm, depression, and suicidal tendencies. The workshops last six weeks and help parents and carers better understand their child's distress and discover effective strategies to improve resilience. The peer support network can remain long after the course has finished.

In 2021-22, more than 200 parents and carers have attended workshops:

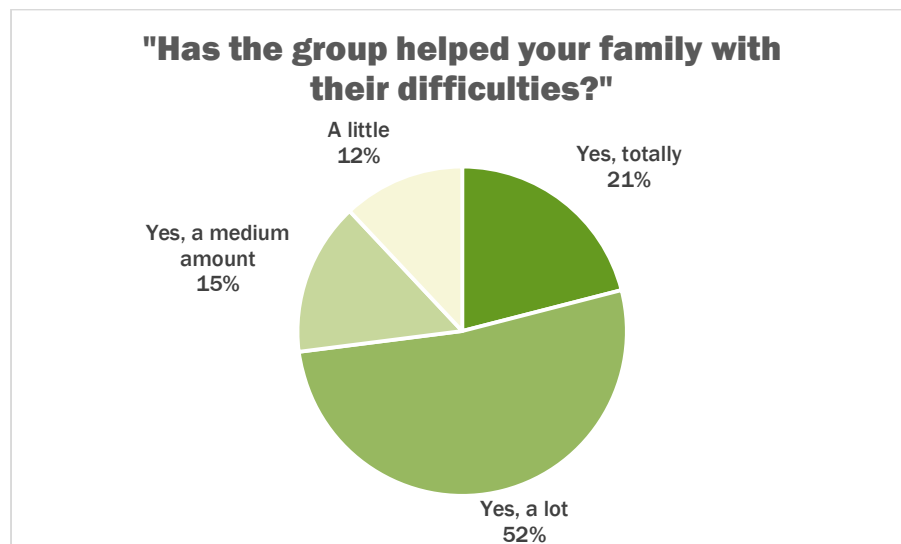


Figure 6 – Positive impact of Parent Support Groups on families of participants

"...An incredibly useful course that's helping me change my approach with my children...I think we are happier and relate better because of trying some of the things." – Parent

HOW WE WORK IN PARTNERSHIP

Young Minds Matter (YMM)

TIC+ works collaboratively with the 'Trailblazer' project in Gloucestershire with Mental Health Support Teams (MHSTs) well established within 75 schools across Gloucestershire. The teams include Educational Mental Health Practitioners from NHS Gloucestershire Health and Care Trust Young

TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

Minds Matter (YMM), Children & Young People Counsellors from TIC+, and other partners from across the county.

As part of this team, TIC+ counsellors are able to provide children and young people with counselling when it is identified as the most appropriate form of support.

TIC+ has worked collaboratively within this team, becoming part of a multi-agency weekly triage meeting ensuring all professionals are working in the best interest of the young people in their care. The feedback from young people has shown **100%** of those who responded said the counselling helped:

"I felt really listened too and whenever i felt like there was no hope or resolution to something, my counsellor always had good ways to help which always worked and made me feel better".

Support for young people who have experienced Sexual Violence and Domestic Abuse

In July 2021 we began to ask the question of all young people requesting counselling if they had ever experienced sexual violence or domestic abuse. Sadly, since this time, 12% of young people who answered the question disclosed they have been sexually abused and 25% had experienced domestic abuse.

Funding received from the Office of the Police Crime Commissioner (OPCC), the Ministry of Justice and NHS Gloucestershire has enabled us to see approximately **151** children and young people experiencing sexual and domestic abuse. **95%** of the young people we saw through this funding said that counselling helped.

"the counselling focussed on what I needed help with, and I definitely saw an improvement."

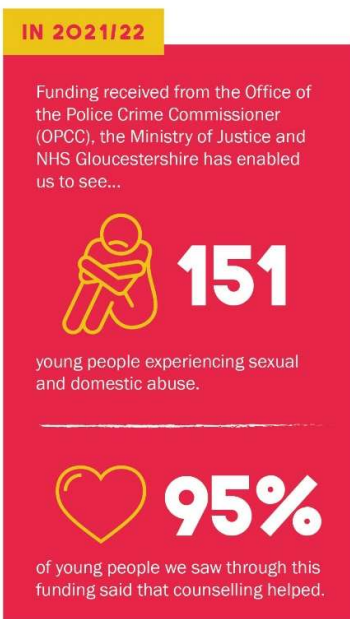
"...a weight was lifted off my shoulders, not so alone."

Gloucestershire Sexual Violence Partnership Board

TIC+ is a member of the Gloucestershire Sexual Violence Partnership Board which meets quarterly to deliver against a specific sexual violence strategy and to raise the profile of sexual violence in Gloucestershire. Sitting alongside the OPCC and the main service providers Gloucestershire Rape and Sexual Assault Centre (GRASAC) and Sexual Assault Referral Centre (SARC), TIC+ provides counselling specifically for children and young people. Service providers meet regularly to share information and support each other to provide a joined-up service throughout Gloucestershire.

Young People's Voices Group (YPVG)

We regularly consult with our YPVG to ensure our services and external communications are fit for purpose and are understood by, and appeal to, those we seek to help and support. The group is comprised of young people of varying ages within our range, located across Gloucestershire, who meet via Zoom. We have consulted with them on numerous subjects, including seeking their ideas as to how we might reduce the waiting times/list to enable more young people to access support. We presented them with some of our challenges and sought their feedback on how to think 'outside the box', reduce the number of cancellations and 'Did not Attend' clients, and they helped us to co-produce our new Assess-Agree-Review model. They also provided valuable feedback on our communications and literature to ensure we were striking the right note for our intended audiences.



TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

"I think that the use of a group for Young People to give their ideas on the charity was so obvious how useful this was and that other charities and even schools should use this if they are trying to design something for the younger generation – to have them involved is so crucial to getting it right and relevant to what they need. I liked that it was a smaller group and not just around one school, because it enabled me to feel free to comment and make suggestions without worrying about it impacting on friends." YPVG member

HOW WE HELP – OUR STAFF AND THE WORKFORCE

Recruiting and retaining staff during 2021-22 has presented challenges. Our teams have worked incredibly hard throughout the COVID pandemic, responding to schools closing and reopening at short notice. Our operations and counselling teams rose to the challenge, switching from face-to-face to remote working via phone, video and text chat to meet the needs of young people.

When schools returned to normal, it became clear that the levels of anxiety and risk in young people's mental health had increased, making higher demands on our teams to manage the risks with young people and the required administrative processes.

In September 2021, we consulted with staff through our Staff Advisory Engagement Group (SAGE) meetings to identify the best way forward to meet the demands of the increasing levels of needs in young people, and the lengthening waiting list. We listened and responded bringing in new ways of working with the Assess-Agree-Review model. We tightened up the did not attend (DNA) and cancellation of sessions policy and increased the pay associated with administration for all peripatetic staff.

We consulted staff further in January 2022, and overall, staff feel valued and supported by TIC+ but, where needed, we have listened and implemented change, actively working to improve conditions of employment over the past 12 months as follows:

- Contracts of employment moved from annual renewal to permanent
- Holiday entitlement was increased based on length of service
- We continued to pay a training allowance towards continued professional development for our team and additionally offering internal discounted training.

In order to work for TIC+, staff are also required to complete training qualifying them to work with children and young people meeting the British Association of Counselling and Psychotherapy core competencies. TIC+ supports staff in their learning, offering our valuable specialist training with a 50% discount for staff willing to complete additional clinical placement hours. We provide the course free of charge to staff willing to commit to working with us for three years. Twelve of the recently recruited staff chose this option, ensuring they will remain employed with us for the following three years. These training opportunities will ensure clinical staff are expertly trained to work with children and young people and to become part of an excellent, committed, skilled workforce of the future.

TRAINING

The TIC+ Training department has seen significant growth in the year 2021-22, driven both by our investment in our staff and the need to ensure TIC+ has a sustainable workforce of suitably qualified counsellors. Counsellors are trained in the modality that we advocate at TIC+ which is a tried and tested, evidence-based model and meets the British Association for Counselling and Psychotherapy (BACP) competences for working with children and young people.

In 2021-22 we provided **two** Level 5 Certificate (non-regulated) courses – training **40** counsellors in total via face-to-face and Zoom. Students were drawn from across England and Wales.

TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

The growth strategy has centred on being able to offer a full suite of regulated courses enabling students to become qualified counsellors able to work with both adults and children and young people. With five years of previous experience delivering Level 5 courses, we have built an excellent reputation and audience on which we can build further.

During 2021-22 we achieved accreditation from the Counselling and Psychotherapy Central Awarding Body (CPCAB) to deliver the following courses starting in September 2022:



- CPCAB Level 2 Counselling Skills
- CPCAB Level 3 Counselling Studies
- CPCAB Level 4 Diploma in Therapeutic Counselling for Counselling Adults and Children and Young People
- CPCAB Level 5 Diploma in Counselling Children and Young People.

"I am finding the content very relevant and inspiring. A really beneficial course supporting me to trust in myself when working with young people".

EMPLOYEE EXCELLENCE & ENGAGEMENT PROGRAMME

We want TIC+ to be the best it can possibly be; for those who look to us for support, for those who commission and support us and, crucially, for those who join us as employees or volunteers. This is why over the next two years, we are investing in our Employee Excellence & Engagement Programme as part of our journey to achieving excellence for our staff.

This initial stage of the programme will look at two key aspects:

1) How we can address some of our current working practices that place a heavy administrative burden on our counselling team

In a programme that addresses our central working system, we are using digital transformation to make it easier for our counselling team to manage their workload and reduce the time they are currently spending on record keeping. Enabling the team to update records in real-time on encrypted secure devices and able to track a young person's journey all the way from referral to closing a case, we want our team to be able to know they can focus on their client and have all the tools they need literally in their hand.

2) How we can make TIC+ a workplace that leads in inclusive recruitment, builds brilliant and collaborative retention, and has fair, transparent and equitable reward in place for our team

Our team are our best and most precious resource; we want them to feel supported and rewarded for the work they do in a workplace that is open, inclusive and presents real opportunities for them to build a career with us. Working with a specialist consultancy we will be undertaking an organisational-wide review of our entire people processes, starting with reward and opportunity.

The Employee Excellence & Engagement Programme represents a significant investment for TIC+ in terms of finance and capacity. The work on both these projects will commence in early May 2021 and we anticipate that each project will have a lifespan of 18 months to two years. Our progress will be reported on in our next annual report.

TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

HOW WE SEE THE FUTURE

New Service Developments

One of our TIC+ values is to 'keep moving forward' and this is evident in the new services and programs that we have been developing over 2021-22. Two new services will be ready to launch in the autumn of 2022; InTER-ACT and TEDS, which will benefit young people in Gloucestershire. In addition, our Assistant Psychologist programme, launched in September 2021, will expand to reflect the added value our initial programme has brought to the charity.

InTER-ACT stands for In-Group Training in Emotional Resilience with ACT and consists of three, hour-long workshops, based on the principles of Acceptance and Commitment Therapy (ACT). The programme was developed by Clinical Psychologists to help young people:

- Understand the evolutionary function of negative thoughts and feelings
- Learn alternative ways of responding to these experiences
- Experience the benefits of connecting to the moment
- Explore the concept of values and how to take actions towards these.

We will carefully evaluate the programme using qualitative and quantitative feedback from young people.

TEDS (TIC+ Eating Difficulties Service) TIC+ has recently received additional NHS investment to increase the support for children, young people and young adults with eating difficulties. The TEDS team is made up of specialist counsellors who will be working in close partnership with the NHS Specialist Eating Disorder Service.

We are looking forward to co-constructing this service alongside young people and their families over the next 12 months, including a focus on research and contribution to the evidence base.

The Assistant Psychologist Programme was launched in August 2021 to support psychology graduates interested in gaining clinical experience in preparation for further training. We have worked alongside two fantastic individuals over the past year who have been involved in a range of activities and received regular supervision from a clinical psychologist. Their feedback highlights the richness of their experience throughout their time at TIC+. We are excited to continue this programme into 2022, where we have two new graduates who will both be working full-time alongside the clinical team.

Other new developments

TIC+ LIVE IMPACT DASHBOARD

In common with many other mental health services, we are facing an unprecedented demand for access to counselling services, coupled with an increase in the complexity of the issues we are seeing in young people.

As a mental health charity working with children, parents and professionals, we think it is important to increase understanding of the issues facing children and young people who are struggling with their mental health. We think it is vital that other mental health professionals, commissioners and funders of mental health services have access to clear accessible and transparent data to help inform their decision-making.

Until now, live data in mental health has been difficult to access and, due to its complexity, can often be dated and hard to understand. As an organisation, TIC+ has long been known for the quality, depth and accuracy of our reporting and we wanted to share this with a wider audience. We know that when people become involved with a charity, they aren't just giving time, money or donations; they also give a little piece of themselves. As such, they are entitled to know exactly how the charity is spending the money and if this is legitimately representing its beneficiaries.

TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

Throughout the year we have been working towards the launch of our Live Impact Dashboard in April 2022, which will give up-to-date figures and information on our services and show the impact we are having on the lives of the children and young people who access our services. The dashboard will sit on our website and is freely accessible to anyone who wants to view it.

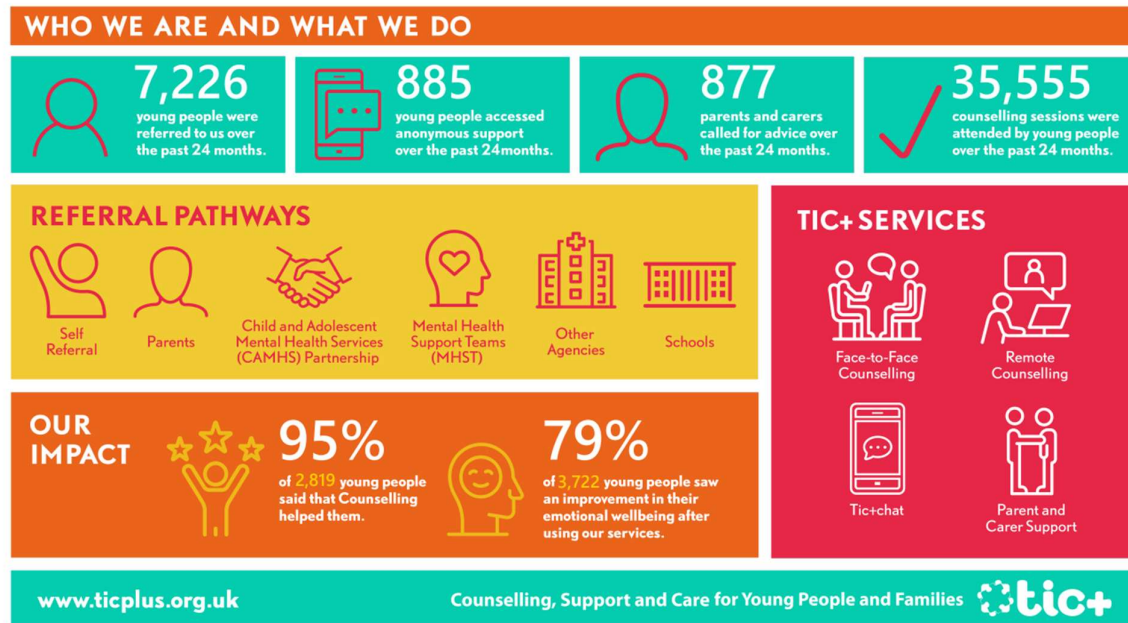


Figure 7 - Sample slide from the Live Impact Dashboard

We believe TIC+ will be the first mental health charity in the UK to produce a dashboard of live data, reflecting the true picture of the mental health needs of the children and young people we work with.

This is especially vital right now as we come out of COVID and are beginning to see the lasting effect this has had on children and young people. The dashboard uses fully anonymised data from our own service user database and shows real-time information on issues, demographics, trends and, importantly, the impact that early intervention can achieve.

TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

HOW WE RAISE OUR FUNDS

TIC+ receives funding from three main sources:

- statutory funding
- contracted income
- voluntary fundraising and donations, including from trusts and foundations, community and events and individual supporters amongst others.

This year, our income has grown again with increased funding from NHS Gloucestershire, accounting for **67.67%** of the year's income. Income from contracts accounted for **13%**. The Fundraising Team worked hard to achieve an income of **£270,118** despite the ongoing challenges of fundraising during the pandemic. We are very grateful to all those who supported us and would like to acknowledge their contribution towards enabling us to continue to see our clients despite the ups and downs of another tumultuous year.

Fundraising stories

From Land's End to John O'Groats, literally, and up three Peaks and down again, we have enjoyed some amazing and awe-inspiring support from our creative and heroic fundraisers. With the opportunity at times for mass participation events, we were fortunate to secure a race place in the London Marathon for the first time. We also recruited 10 individuals/relay teams to run in the Virtual London Marathon that took place over the 24-hour period on the day of the race. Our wonderful #TeamTIC+ runners raised more than **£13,000** in total towards our overall fundraising income of **£270,118** in 2021-22. We also benefitted from a team of dedicated cyclists who took on the challenge of cycling between Land's End to John O'Groats, completing it in an incredible 7 days and raising more than **£20,000** for six charities close to their hearts, including TIC+.

Creative fundraising was also a feature of the year with another 24-hour event, this time a Readathon when members of The Cotswold Players read plays, passages from favourite books and poetry throughout the day and night. Incredibly they raised more than **£3,200**. With plant sales, Christmas fairs and so many other activities, we never cease to be amazed by the innovative ways our fundraising supporters find to help.

Trust and Foundation income also continued to perform well despite reduced emergency funding opportunities, raising **£211,721** from several funders. The Fundraising Team rose to the challenge of securing funding for our new pilot One At A Time Counselling model, securing the full amount to run the pilot, the add-on supporting workshop series and sufficient funds to extend this pilot into 2022-23.

Our Fundraising Promise

TIC+ is registered with the Fundraising Regulator, the independent body which sets and maintains the standards for charitable fundraising in England, Wales, and Northern Ireland.

We are committed to the Fundraising Promise, which outlines the commitment made to donors and the public by organisations who register with the Fundraising Regulator. This includes treating donors and the public with respect, fairness, honesty, and clarity in our fundraising activities. We will keep our fundraising practices under review and we will work with others to improve practice across the charity sector. A copy of our Fundraising Promise can be found on our website www.ticplus.org.uk.

The standards for fundraising are set out in the Code of Fundraising Practice. As an organisation, TIC+ adheres to these standards. TIC+ does not currently work with or sub-contract to any professional fundraisers or commercial participants 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.



TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

We support and help all those who choose to fundraise for TIC+ by providing them with a fundraising pack which lays out clearly our fundraising standards, advice about permissions they may need (e.g. street collection licences) and how funds can be paid to us in a way that is transparent and easy to show to those who have contributed. We continue to provide guidance and support to each and every one of our fundraising stars.

We are also thankful to every organisation and individual who supports us financially in the work we do. We would also like to take this opportunity to thank all the staff and volunteers for their care, compassion and dedication to the work of TIC+.

The generous support of our funders and donors, and the significant funding we have received from NHS Gloucestershire enables us to continue to help every child and young person referred or referring into us for counselling free of charge.

OUR SUPPORTERS

With thanks to the organisations, companies and churches who supported our work during 2021-22 including:

| | |
|---|---|
| Amazon Europe | BASF Metals Recycling Ltd |
| Bernays Charitable Trust | Beton Services Limited |
| Bream Church | Charities Aid Foundation (CAF) |
| Cheltenham College | Chipping Campden School |
| Clearwell Caves | COOP Communities Fund |
| Diocese of Gloucester Life Fund | Ecclesiastical |
| Forest New Life Church | Forest of Dean District Council |
| Gloucestershire Community Foundation | God First Church Cheltenham |
| Gorsley Baptist Church | Green Square Community Foundation |
| Hartpury University & College | Hickton Group |
| High Sherriff of Gloucester | Herefordshire Community Foundation |
| The Julia & Hans Rausing Trust | Labels Shopping |
| Langtree Trust | Little Lives UK |
| Ministry of Justice (via Office of Police and Crime Commissioner) | One Stop Shop |
| Newby Trust | Office of Police and Crime Commissioner |
| Off Grid Coffee | Ribston Hall High School |
| Property Hub, Ross on Wye | St James's Place Charitable Foundation |
| Robert Hall Business Equipment Ltd | Sophie's Memory Fundraising |
| The Cotswold Challenge | Severn Valley Youth League |
| Saint Andrew's Church, Churchdown | Teri Chance Fundraising Fashion Shows |
| Sylvanus Lysons | Vantage Point Business Village |
| Tesco Bags of Help | Zurich Community Trust |
| Xite Energy Ltd | |

Additional thanks, as always, go to Vantage Point Business Village for their ongoing support.

To all our supporters, individual fundraisers, challenge takers, donors, grant providers, staff and volunteers – thank you! We couldn't do what we do without you and everyone who contributes to the work of TIC+.

TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

ORGANISATIONAL CONTEXT & FINANCIAL REVIEW

The COVID pandemic is still having a major effect on children and young people and is one of the recurring themes in counselling sessions, highlighting the need for our services more than ever. The Trustees are committed to setting TIC+ on a path to reach a much larger number of young people in need, including potentially beyond the geographic areas we normally serve.

To achieve this, we have strengthened both our staff and infrastructure capabilities; this has meant enhancing our senior management team with additional skills and capacity as well as scoping future digital innovations to bring value to our wider workforce. Our trustee board has also grown, strengthening its knowledge and skills base.

We have enhanced our governance and oversight, with the creation of two new working groups:

- A Risk & Digital working group, which has been instrumental in leading and establishing our new risk management processes
- A Reward and Remuneration group, formed to have oversight of pay and reward across the organisation, supporting recruitment, retention and career development of TIC+ staff.

Economically, at the time of writing, the entire country faces challenges to which we, as a charity, are not immune, brought about by multiple factors including the war in Ukraine and the political instability in the UK and resultant turmoil in the markets.

Delays in delivering some of our fixed cost contracts, due to COVID, means that our full cost recovery model is out of step with current costs, especially given current inflationary pressures, but we feel that this will not cause any material financial loss to the charity. Our major funder is aware of this issue and is working with us to find a mechanism to realign our contracts.

Deferred contractual income and restating of accounts:

The trustees took a decision, based on advice from external auditors, that our NHS contractual income should be recognised at point of delivery, not point of invoicing. This means that when we deliver a session of counselling to a child, or one of our other services, we then 'draw down' the income rather than recognise it in advance. To ensure that funders, donors and the general public can make an accurate comparison we have restated our accounts from last year to ensure they were treated in the same way. This means some of our figures have changed from what you may have seen last year. We are confident that this restatement of accounts gives a clearer picture of our in-year performance and will greatly assist the charity in monitoring future contracts.

Income

Once again TIC+ has seen an increase in funds over the previous period, rising from **£1,436,010** (restated) in the year ended 31 March 2021 to **£1,780,930** in the year ended 31 March 2022.

This continues to reflect our reputation as a leading provider of mental health support to young people in Gloucestershire and beyond, through the hard work and professionalism of all staff in meeting the challenge of unprecedented levels of demand. It also reflects the growing demand for our training services and the high regard in which the courses are held, with requests for training coming from across the UK.

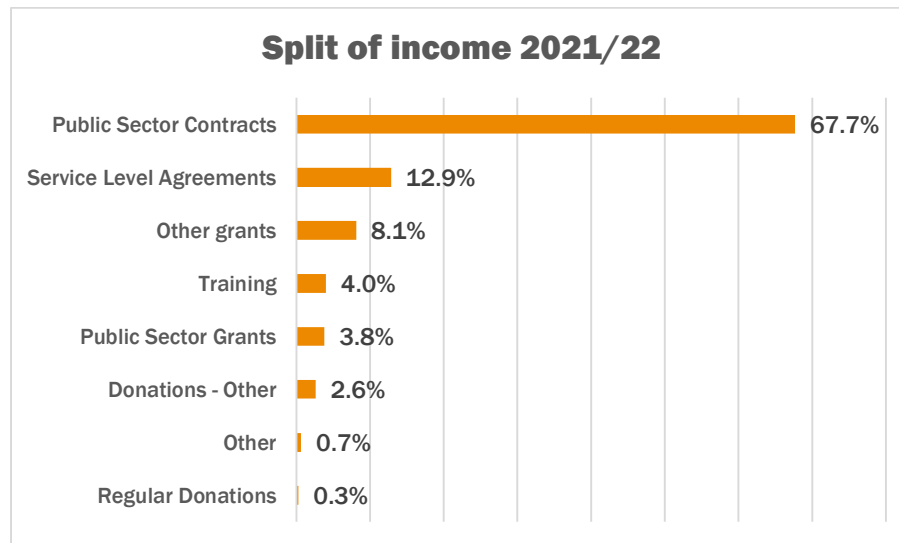
Service Level Agreements provided a combined income of **£229,047** for the year ended 31 March 2022 rising from **£203,298** for the year ended 31 March 2021.

We had an immensely successful year last year with donations and grants, reflecting the wide amount

TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

of support available for COVID and COVID recovery. Like many other charities, this year has been more challenging in fundraising and so we have seen a slight decrease in our income from donations. This year our total donations amounted to **£201,237**. We are so grateful to everyone who has contributed to us.

The sources of our income can be summarised as follows:



Expenditure

Expenditure for the financial year ended 31 March 2022 totalled **£1,652,327**, compared to **£1,316,258** for the year ended 31 March 2021.

This uplift in expenditure reflects our growing staff base, additional facilities at our Head Offices as well as our investment in our IT strategy to support growth. In the last year, we have moved some of our team from our previous offices at Corinium House to Eastgate House in the centre of Gloucester; this move has allowed us space to deliver our anonymous helplines, accredited counsellor training, and service delivery for specific groups all in one space. Great care has been taken to make the space bright and welcoming, with designated rooms for each purpose making allowing safe and confidential spaces for counselling. The location of Eastgate Houses makes it particularly easy to access for our clients and students and our team has also benefited from the collaboration the space allows.

We continue to invest in our clinical staff with CPD training, clinical and pastoral supervision and support and peer groups and were able to make a well-deserved pay award to all staff to reflect the 'above and beyond' attitude so evident in each and every staff member. As we look ahead, we will likely want to support our staff further as the 'cost of living' crisis impacts all of our lives. These measures may include one-off payments as well as pay awards to try to mitigate where we can the impact, whilst being mindful of our responsibility to steward our funds wisely.

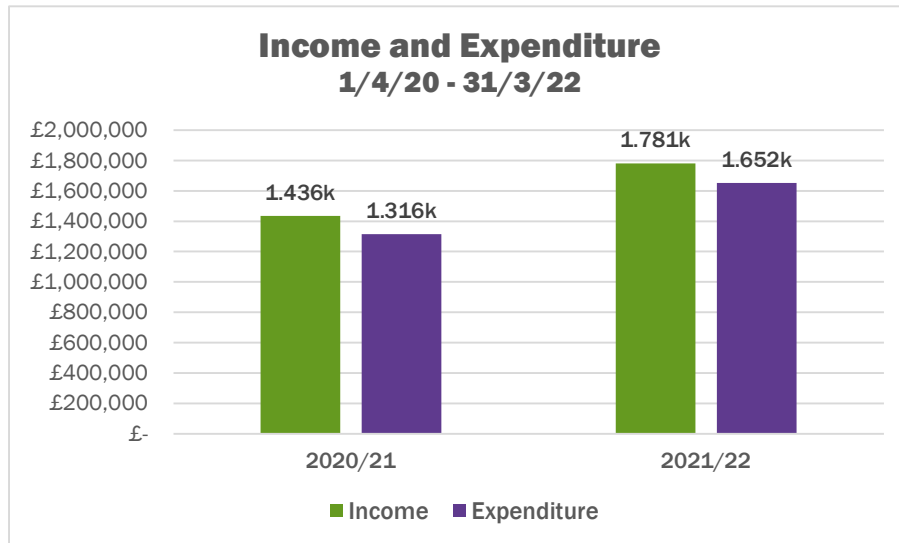
Summary

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

| | 2020/21 | 2021/22 |
|--------------------|-------------|-------------|
| Income | £ 1,436,010 | £ 1,780,930 |
| Expenditure | £ 1,316,258 | £ 1,652,327 |

TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

As at 31 March 2022, we achieved net income of **£128,603**. This, in addition to **£773,088** (restated) brought forward from the previous year, gave us an overall balance of **£901,691**. The split of funds can be seen below:



| Fund Type | £ |
|--------------|---------|
| Unrestricted | 250,648 |
| Designated | 583,096 |
| Restricted | 67,947 |
| Total | 901,691 |

Reserves Policy

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

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

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

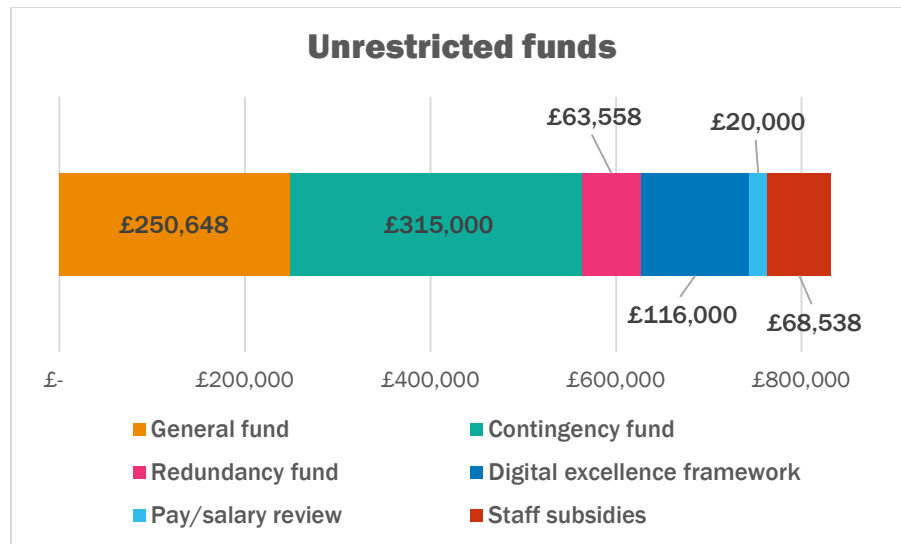
All designated funds are subject to a full business plan, with a clear anticipated timetable for when such funds will be required to be drawdown. This is essential to ensure that the Charities' Cashflow and investments are correctly managed and liquidity is maintained. The designation of funds can be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

The level of funds held as general funds or as designated funds will fluctuate over time, but the Charity aims to hold such reserves within a range of 25% to 35% of the Charity's annual income. For

TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

2021-22 the Charity's income amounted to **£1,780,930** so a reserves target of **£445,233** to **£623,326** would ordinarily be acceptable within the current policy.

At the end of the 2021-22 financial year, the actual level of reserves was **£833,744**. These funds are split as follows:



The trustees acknowledge that the current level of **£833,744** is considerably higher than the target level. Money has been set aside to enable TIC+ to become more resilient in terms of both IT infrastructure and staff sustainability. For this reason, **£204,538** has been set aside in the following Designated funds and the Trustees anticipate that this will all be utilised by 31 December 2023.

Digital Excellence Framework

Part of the TIC+ Employee Excellence & Engagement Programme, this new cloud-based client record system will improve service delivery and allow our clinical staff to digitally update records in real-time; this will improve safeguarding and governance as well as better work/life balance for our team. It is anticipated that we will have gone live by September 2023.

Staff Training Subsidies

TIC+ is committed to developing a sustainable workforce that benefits wider society. Training to be a counsellor can take many years and be expensive, so can exclude many people from this profession, particularly those from disadvantaged backgrounds. The TIC+ training subsidy offers free/subsidised training for qualifying students at levels 2, 3, 4 and 5 of CPCAB-accredited training. This money has already been designated to specific students who will be starting courses in the academic year 2022-23.

Pay / Salary Review:

A key element of the TIC+ Employee Excellence & Engagement Programme, this independent review will work with staff and stakeholders to look at pay and non-pay elements of reward at TIC+. The findings will be used to help shape our reward strategy going forward. Further reviews are planned to look at career development, diversity in recruitment and organisational structure. The money currently set aside for the pay benchmarking will be utilised by 31 March 2023.

If we take these amounts out of the overall level of reserves we have a balance of **£629,206**, which lies within our target range for general reserves. The designated portion of this, **£378,558**, has been identified as follows:

TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

Redundancy Fund

Each year the trustees review their Redundancy policy and set aside an agreed amount to mitigate against the possibility that the NHS no longer commissions our services and that we would have to reduce our workforce accordingly.

Contingency Fund

This fund is to mitigate any costs arising in the event of any loss of contract, or other unforeseen events. It has been set at two months' salary plus commensurate overheads.

Financial management

We continue to review our financial and operational systems and controls to further strengthen effective and efficient working; being able to provide accurate management reporting which will enhance both operational and strategic decision-making processes throughout the Charity. Since our last report, we have changed our accounting software which has enabled greater clarity and oversight of the finances by the board. In-depth reporting and analysis are produced by the Head of Finance for each board meeting, ensuring every trustee has real-time information to understand the charity's current financial position.

The financial software has a greater ability to provide budget holders with a timely breakdown of their department's finances. Looking ahead we will increase training for non-financial managers to aid them in managing their budgets.

In addition to this, the Finance & Digital subcommittee identified investment as a risk; the charity's money was in accounts with a single provider, limiting the protection of cash assets through the Financial Services Compensation Scheme (FSCS). This risk has now been mitigated by investing our cash through a multi-provider platform (Flagstone) and our funds are now spread across multiple accounts with each account guaranteed under the FSCS.

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

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

Under our new Head of Finance, greater controls are in place around areas such as anti-fraud, segregation of duties, internal payments and purchase requests.

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

TIC+ does not operate a defined benefit pension scheme, nor hold any investments bar liquid capital. This means we are not affected by any short-term drop in values of plan or shares. The trustees are aware that current assets are all held in cash; given current inflationary pressures and market conditions, we have recognised that a broader investment policy should be investigated and implemented within the next financial year.

There are no material uncertainties about the charity's ability to continue as a going concern, although as a board we look to wider global events and recognise there may be some impact on the charity's operations, which may in turn impact our reserves in the coming months and years. The charity has sufficient reserves to be able to meet these current known, challenges.

TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

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

The board is reviewing the current Articles to identify where they may need updating to reflect changes in Companies and Charities Law as well as any membership or governance changes that have been highlighted by the control measures and events of the last year (the ability for digital meetings for example). This is likely to be a lengthy process and is unlikely to be concluded before the end of 2023, when the new changes will be proposed to members.

Recruitment and appointment of new trustees

The directors of the company are also charity trustees for the purposes of charity law. TIC+ is led by the Board of Trustees which oversee and monitor the governance and work of the charity. Under the requirements of the Memorandum and Articles of Association, the Trustees are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

Any trustees co-opted during the year must stand for election at the next AGM following their co-option. TIC+ operates an open recruitment process and the constitution allows any of our members to nominate candidates for trusteeship at the AGM. To date all newly elected trustees have been able to spend time prior to election meeting with senior staff, visiting one or two trustees' meetings to learn more about the work and the role of trustees. We believe this provides invaluable training for the role.

Supported by the appointment in October 2020 of our new Chair we believe that the current board of trustees provides strong leadership to the charity but recognise that a diverse and highly skilled board of trustees is essential if the charity is to be effective in achieving its objects. Therefore, we continue to actively recruit trustees and have dedicated considerable time and thought to the 'on boarding' of potential and new trustees to ensure a thorough understanding of not only the charity, but also all legal and statutory obligations. We are actively seeking to improve the diversity of our board by taking active measures to become more representative of our service users.

All the trustees give their time voluntarily and received no benefits from the charity. Any expenses reclaimed from the charity are set out in the accounts.

The Trustees are responsible for setting the overall direction of the charity and they hold at least 6 trustees' meetings a year. A cycle of sub-committees offers assurance to the board.

These are:

- Digital & Finance (including risk)
- Quality & Service Delivery
- Audit & Financial Assurance
- Reward & Remuneration

As our board and resources grow, we will look to increase our support and governance of TIC+ through sub-committees that can provide assurance to the board, allowing these meetings to be held quarterly. The board has a standing agenda that includes key items of governance including matters such as safeguarding, financial reporting and Health and Safety. There are clear escalation policies in place and staff, executive and board are aware and adhere to statutory and best practice reporting compliance.

TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

The board has an aspiration to be able to fully adopt and integrate the Charity Governance Code across the governance of the organisation. Much of the forward planning for 2022/23 is focused around working with the code and its application for, and in, TIC+.

Management

The oversight of the day-to-day work and management of TIC+ is delegated to a senior executive team, consisting of the Director of Clinical Services, the Director of Operations and trustee representation.

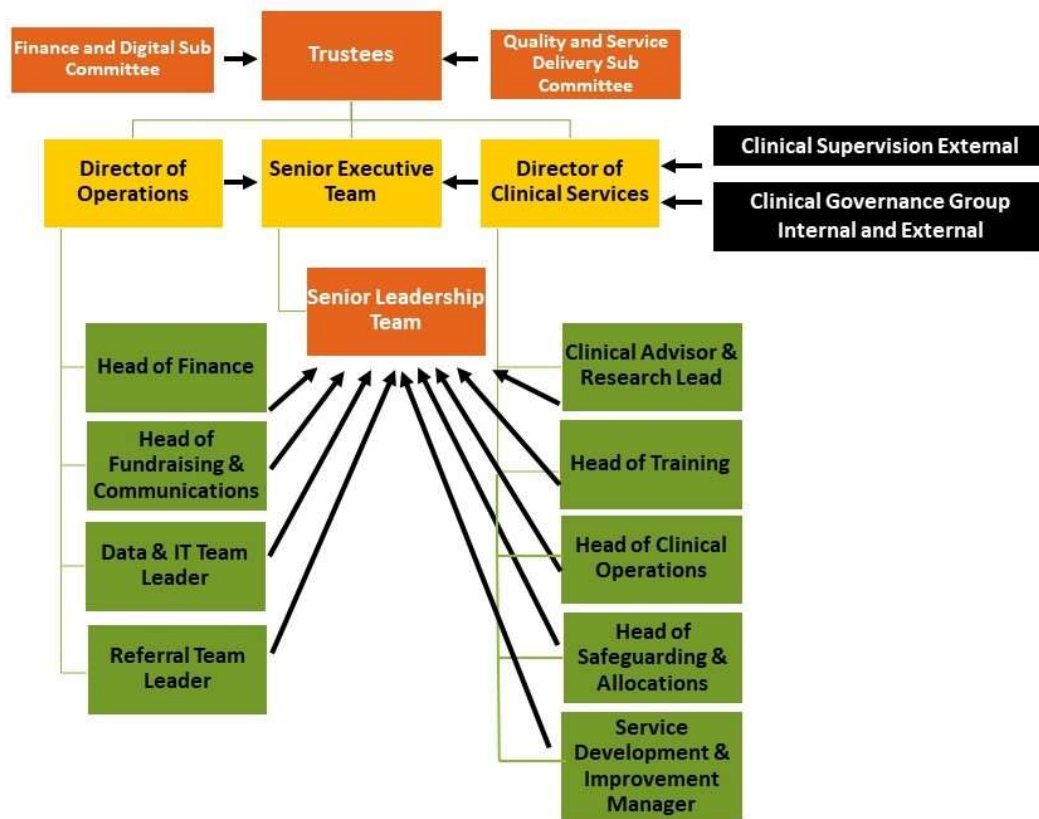


Figure 8 - The TIC+ Organogram

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

The Clinical Governance Group (CGG) meet at regular, set, periods throughout the year to review any safeguarding issues, policies and best practice. This group is comprised of internal and external advisors whose objective role is to provide oversight and accountability for the practitioners and clinical team leaders and management. The group also help develop and review new policy for the organisation that has a service delivery or clinical implication. The CGG Minutes and any recommendations are fed back to the board.

There are clear terms of reference for the SLT in relation to its accountability to the Trustees. The SLT has been enhanced through the appointment of a Head of Finance, Head of Fundraising &

TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

Communications, Administration Coordinator, Head of Clinical Operations, Head of Training, Head of Safeguarding and Allocations, and Clinical and Research Lead.

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

Our principle risks and uncertainties

During 2021-22, the charity continued a full review of its approach to risk management, based on guidance available from the Institute of Risk Management. Training was undertaken by key trustees with a lead on risk as well as members of the executive team, SLT and operational staff. This training was undertaken as part of a wider exercise to improve risk management processes and raise the profile of risk management operationally within TIC+.

The Board of Trustees and members of the SLT have worked together to identify key areas of strategic risk and these can be broadly categorised as follows:

- Continuing to raise the bar on our governance standards- service delivery, financial and internal processes to ensure we have best practice throughout the charity
- Income Source Overreliance- diversification across our contracts, funders and sources of income as a future growth strategy to ensure we mitigate any risks resulting from loss of contracts.
- Workforce Strategy & Delivery- existing and future workforce must be planned and supported to ensure future delivery for our clients and to retain our highly skilled staff.

The Board has also approved and is monitoring delivery against a risk management development plan that will continue to strengthen our approach and further devolve understanding, identification and management of risks within the organisation.

The charity encourages everyone within the organisation to report any situation for which they have a concern and we operate an easy-to-access public complaints procedure should anyone wish to raise any concerns or matters about our work. This has recently been redesigned and streamlined to make it quicker and easier for people to get resolution. Our complaints policy is on our website and all staff are given a copy at induction. Young people and parents are signposted to the policy as part of the information they are sent before they start counselling as part of the 'About Counselling' information.

The charity has robust policies and procedures in place for all areas of the charity's operations including, safeguarding, counselling standards and practice, clinical supervision and training, finance, fundraising and data protection. We also have a Freedom to Speak up Guardian to whom staff have free access. Whistleblowing numbers and sites are published within our complaints policy (internal and external) so that all staff are aware of how they can raise concerns.

Insurance levels are maintained at an appropriate level, commensurate with service delivery, staffing levels and all other considerations and are reviewed annually. The cover and policy itself is retendered every three years to ensure best market value and cover.

TEENS IN CRISIS TRUSTEES' ANNUAL REPORT YEAR ENDED 31 MARCH 2022

Statement of Trustees' Responsibilities

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2015 (FRS102);
- make judgments and estimates that are reasonable and prudent;
- state whether applicable United Kingdom accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

In so far as the trustees are aware:

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

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

Signed by order of the Board of Trustees:



Nigel Gabb
Trustee

Date: 14th December 2022

TEENS IN CRISIS

REFERENCE & ADMINISTRATIVE INFORMATION

YEAR ENDED 31 MARCH 2022

Registered Company number

02954230 (England and Wales)

Registered Charity number

1045429

Registered office

Office 73
Building 8
Vantage Point Business Village
Mitcheldean
Gloucestershire GL17 0DD

Trustees

| | |
|-------------|--|
| N C Gabb | Local Government Officer |
| D McShee | Student Mental Health Nurse (resigned October 2022) |
| J M Newton | Non-Executive Director NHS |
| P Cresswell | Associate Director NHS |
| R J Blagden | University of Gloucestershire, Director of Libraries, Technology and Information |
| J Hubbard | Civil Servant |
| R E Frett | Business & Development Manager |
| J M Daines | Leadership & Education Consultant |
| C Anderton | Communication Manager, Gloucestershire Constabulary (<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 |
| Andrew Downing | Head of Finance |
| Carolyn Roulstone | Head of Fundraising & Communications |
| Sophie Slingerland | Referral Team Supervisor (<i>from 1st May 2022</i>) |
| Julie Taylor | Head of Clinical Operations |
| Jo Tyler | Head of Safeguarding and Allocations |
| Dr Chloe Constable | Clinical Advisor and Research Lead |

TEENS IN CRISIS

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

YEAR ENDED 31 MARCH 2022

Opinion

We have audited the financial statements of Teens in Crisis (the "Charity") for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

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

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2022 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

TEENS IN CRISIS

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

YEAR ENDED 31 MARCH 2022

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.

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

TEENS IN CRISIS

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

YEAR ENDED 31 MARCH 2022

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

Auditor's responsibilities for the audit of the financial statements

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

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

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charity through discussions with directors and other management, and from our knowledge and experience of the sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements of the operations of the company, including the Companies Act 2006, taxation legislation and data protection, anti-bribery, employment, environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance through the audit.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations; and
- understanding the design of the charity's remuneration policies.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

**TEENS IN CRISIS
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TEENS
IN CRISIS
YEAR ENDED 31 MARCH 2022**

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/apb/scope/private.cfm This description forms part of our auditor's report.

Ed Marsh BSc (Hons) FCA DChA (Senior Statutory Auditor)

For and on behalf of Burton Sweet Limited

Statutory Auditor
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

Date:

TEENS IN CRISIS

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)

YEAR ENDED 31 MARCH 2022

| | Note | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2022 £ | Total Funds 2021 £ (Restated) |
|--|------|----------------------------|--------------------------|--------------------------|--|
| Income from: | | | | | |
| Donations and legacies | 2 | 58,396 | 142,841 | 201,237 | 254,406 |
| Charitable activities | 3 | 1,247,053 | 332,213 | 1,579,266 | 1,181,000 |
| Other trading activities | | 48 | - | 48 | 248 |
| Investments | | 379 | - | 379 | 356 |
| Total income | | <u>1,305,876</u> | <u>475,054</u> | <u>1,780,930</u> | <u>1,436,010</u> |
| Expenditure on: | | | | | |
| Raising funds | 4 | 41,703 | - | 41,703 | 41,198 |
| Charitable activities | 5 | 1,171,063 | 439,561 | 1,610,624 | 1,275,060 |
| Total expenditure | | <u>1,212,766</u> | <u>439,561</u> | <u>1,652,327</u> | <u>1,316,258</u> |
| Net income/(expenditure) | 7 | 93,110 | 35,493 | 128,603 | 119,752 |
| Transfers between funds | 15 | 37,416 | (37,416) | - | - |
| Net movement in funds | | <u>130,526</u> | <u>(1,923)</u> | <u>128,603</u> | <u>119,752</u> |
| Funds at start of period (restated) | 15 | 703,218 | 69,870 | 773,088 | 653,336 |
| Funds at end of period | 15 | <u>833,744</u> | <u>67,947</u> | <u>901,691</u> | <u>773,088</u> |

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

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

Further details on restatement see note 18.

See note 9 for fund-accounting comparative figures
The notes on pages 42 to 54 form part of these financial statements

TEENS IN CRISIS
BALANCE SHEET
AS AT 31 MARCH 2022

| | Note | 2022 £ | 2021 £ (Restated) |
|---|------|------------------|-------------------------|
| Fixed assets | | | |
| Tangible assets | 10 | 12,192 | 16,392 |
| | | <u>12,192</u> | <u>16,392</u> |
| Current assets | | | |
| Debtors | 11 | 533,095 | 359,541 |
| Cash at bank and in hand | | 1,335,180 | 983,728 |
| | | <u>1,868,275</u> | <u>1,343,269</u> |
| Liabilities | | | |
| Creditors : amounts falling due within one year | 12 | (978,776) | (586,573) |
| Net current assets | | <u>889,499</u> | <u>756,696</u> |
| Total assets less current liabilities | | 901,691 | 773,088 |
| Net assets | | <u>901,691</u> | <u>773,088</u> |
| FUNDS | | | |
| Unrestricted funds | 16 | 833,744 | 703,218 |
| Restricted funds | 16 | 67,947 | 69,870 |
| Total funds | | <u>901,691</u> | <u>773,088</u> |

These financial statements were approved by the Trustees on 14/12/22 and are signed on their behalf by:



Nigel Gabb
Trustee

Company registration number: 02954230

The notes on pages 42 to 54 form part of these financial statements

TEENS IN CRISIS
CASH FLOW STATEMENT
YEAR ENDED 31 MARCH 2022

| | Note | 2022 £ | 2021 £ (Restated) |
|--|-------------|-------------------------|---------------------------------------|
| Net cash inflow from operating activities | 13 | 351,073 | 253,635 |
| Non-operational cash flows: | | | |
| Investing activities | | | |
| Payments for tangible fixed assets | | - | (16,794) |
| Investment income | | 379 | 356 |
| | | <u>379</u> | <u>(16,438)</u> |
| Net cash inflow/(outflow) for the year | 14 | <u><u>351,452</u></u> | <u><u>237,197</u></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 42 to 54 form part of these financial statements

TEENS IN CRISIS
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2022

1 Accounting policies

Accounting convention

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2019.

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

Income

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

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

Investment income is included on a receivable basis.

Expenditure

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

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

Tangible fixed assets

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

Fixtures and equipment - 25% on cost

Assets of £5,000 or more will be capitalised.

Taxation

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

Fund accounting

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

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

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

TEENS IN CRISIS

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

1 Accounting policies (continued)

Debtors

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

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

Creditors

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

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2 Income from: Donations and legacies

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2022 £ |
|----------------------------------|-------------------------------------|-----------------------------------|-----------------------------------|
| Grants | 1,500 | 142,841 | 144,341 |
| Other donations | 51,871 | - | 51,871 |
| Gift aid | 5,025 | - | 5,025 |
| | <u>58,396</u> | <u>142,841</u> | <u>201,237</u> |
| Prior period comparatives | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2021 £ |
| Grants | - | 209,239 | 209,239 |
| Other donations | 40,284 | 2,938 | 43,222 |
| Gift aid | 1,695 | 250 | 1,945 |
| | <u>41,979</u> | <u>212,427</u> | <u>254,406</u> |

TEENS IN CRISIS

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

3 Income from: Charitable activities

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2022 £ |
|------------------------------------|-------------------------------------|-----------------------------------|-----------------------------------|
| Public sector funding | 1,172,208 | 100,414 | 1,272,622 |
| Service level agreements | - | 229,047 | 229,047 |
| Training and workshops | 73,345 | - | 73,345 |
| Other charitable activities income | 1,500 | 2,752 | 4,252 |
| | <u>1,247,053</u> | <u>332,213</u> | <u>1,579,266</u> |
| Prior period comparatives | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2021 £ |
| | (Restated) | | (Restated) |
| Public sector funding | 827,873 | 58,799 | 886,672 |
| Service level agreements | - | 203,298 | 203,298 |
| Service delivery grants | - | 5,930 | 5,930 |
| Training and workshops | 80,782 | - | 80,782 |
| Other charitable activities income | - | 4,208 | 4,208 |
| DBS checks | 110 | - | 110 |
| | <u>908,765</u> | <u>272,235</u> | <u>1,181,000</u> |

Public sector funding includes grants totalling £1,205,172 (2021: £829,963) from NHS Gloucestershire CCG and £67,450 (2021: £62,245) from other sources.

Service level agreements of £209,389 (2021: £203,298) are principally funded by local authority funding.

For more information on prior year restatement, please see note 18.

TEENS IN CRISIS
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2022

4 Expenditure on: Raising funds

| | Unrestricted Funds £ | Restricted Funds £ | Total Funds 2022 £ |
|--------------------|-------------------------------------|-----------------------------------|-----------------------------------|
| Fundraising costs | 5,478 | - | 5,478 |
| Wages and salaries | 36,225 | - | 36,225 |
| | <u>41,703</u> | <u>-</u> | <u>41,703</u> |

Prior period comparatives

| | 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> |

5 Expenditure on: Charitable activities

| | Direct Costs £ | Support Costs (Note 6) £ | Total Funds 2022 £ |
|-----------------------------------|-------------------------------|---|-----------------------------------|
| Provision of counselling services | 1,165,229 | 445,395 | 1,610,624 |

Prior period comparatives

| | Direct Costs £ | Support Costs (Note 6) £ | Total Funds 2021 £ |
|-----------------------------------|-------------------------------|---|-----------------------------------|
| Provision of counselling services | 941,418 | 333,642 | 1,275,060 |

TEENS IN CRISIS

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

6 Support costs

| | Total 2022 £ | Total 2021 £ |
|---------------------------|-----------------------------|-----------------------------|
| Wages and salaries | 267,684 | 238,363 |
| Premises | 60,891 | 16,255 |
| Legal and professional | 16,415 | 11,003 |
| Office costs | 18,885 | 10,893 |
| IT and software costs | 53,870 | 45,327 |
| Advertising and promotion | 12,591 | 1,315 |
| Depreciation | 4,200 | 403 |
| Governance costs | 10,859 | 10,083 |
| | <u>445,395</u> | <u>333,642</u> |

7 Net income/(expenditure) for the period

This is stated after charging:

| | Total 2022 £ | Total 2021 £ |
|---|-----------------------------|-----------------------------|
| Auditor's remuneration - for audit services | 6,825 | 6,050 |
| - for other services | 3,924 | 3,493 |
| Trustee meeting expenses | 110 | - |
| Depreciation | <u>4,200</u> | <u>403</u> |

8 Staff costs and numbers

The aggregate payroll costs were:

| | Total 2022 £ | Total 2021 £ |
|-----------------------|-----------------------------|-----------------------------|
| Wages & salaries | 1,256,401 | 1,031,454 |
| Social security costs | 74,789 | 52,955 |
| Pension contributions | 21,310 | 15,970 |
| | <u>1,352,500</u> | <u>1,100,379</u> |

No employee received emoluments in excess of £60,000 in either period.

The total aggregate employment benefits received by key management personnel were £299,704 for the year (2021: £249,290).

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

| Total 2022 | Total 2021 |
|-----------------------|-----------------------|
| <u>90</u> | <u>82</u> |

TEENS IN CRISIS
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2022

9 Statement of Financial Activities comparative figures

| Prior year comparative | Unrestricted Funds £ (Restated) | Restricted Funds £ | Total 2021 £ (Restated) |
|---------------------------------------|--|--------------------------|----------------------------------|
| Income from: | | | |
| Donations and legacies | 41,979 | 212,427 | 254,406 |
| Charitable activities | 908,765 | 272,235 | 1,181,000 |
| Other trading income | 248 | - | 248 |
| Investments | 356 | - | 356 |
| Total income | 951,348 | 484,662 | 1,436,010 |
| Expenditure on: | | | |
| Raising funds | 40,807 | 391 | 41,198 |
| Charitable activities | 840,062 | 434,998 | 1,275,060 |
| Total expenditure | 880,869 | 435,389 | 1,316,258 |
| Net income/(expenditure) | 70,479 | 49,273 | 119,752 |
| Transfers between funds | 18,171 | (18,171) | - |
| Net movement in funds | 88,650 | 31,102 | 119,752 |
| Total funds at start of period | 614,568 | 38,768 | 653,336 |
| Total funds at end of period | 703,218 | 69,870 | 773,088 |

10 Tangible fixed assets

| | Fixtures & equipment £ |
|-----------------------|------------------------------|
| Cost | |
| At 1 April 2021 | 17,754 |
| Additions | - |
| At 31 March 2022 | <u>17,754</u> |
| Depreciation | |
| At 1 April 2021 | 1,362 |
| Charge for the year | 4,200 |
| At 31 March 2022 | <u>5,562</u> |
| Net book value | |
| At 31 March 2022 | <u>12,192</u> |
| At 31 March 2021 | <u>16,392</u> |

TEENS IN CRISIS

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

11 Debtors

| | 2022 £ | 2021 £ (Restated) |
|-----------------------------------|----------------|-------------------------|
| Due in less than one year: | | |
| Trade debtors | 483,815 | 317,710 |
| Prepayments and accrued income | 39,429 | 30,067 |
| Other debtors | 9,851 | 11,764 |
| | <u>533,095</u> | <u>359,541</u> |

12 Creditors

| | 2022 £ | 2021 £ (Restated) |
|-----------------------------------|----------------|-------------------------|
| Due in less than one year: | | |
| Trade creditors | 5,768 | 1,101 |
| Other creditors | 2,071 | 160 |
| Accruals and deferred income | 970,937 | 585,312 |
| | <u>978,776</u> | <u>586,573</u> |

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

| | 2022 £ | 2021 £ (Restated) |
|---|----------------|-------------------------|
| Deferred income balance at start of period | 549,157 | 133,562 |
| Amount released to income earned from charitable activities | (549,157) | (133,562) |
| Amount deferred in the period | 920,106 | 549,157 |
| Deferred income balance at end of period | <u>920,106</u> | <u>549,157</u> |

13 Reconciliation of net movement in funds to net cash inflow from operating activities

| | 2022 £ | 2021 £ (Restated) |
|--|----------------|-------------------------|
| Statement of Financial Activities: Net movement in funds | 128,603 | 119,752 |
| Investment income | (379) | (356) |
| Depreciation | 4,200 | 403 |
| (Decrease)/increase in creditors: current liabilities | 392,203 | 421,848 |
| (Increase)/decrease in debtors | (173,554) | (288,012) |
| Net cash inflow from operating activities | <u>351,073</u> | <u>253,635</u> |

TEENS IN CRISIS

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

14 Analysis of changes in cash during the period

| | 2022 £ | 2021 £ | Change £ |
|--------------------------|-----------|-----------|-------------|
| Cash at bank and in hand | 1,335,180 | 983,728 | 351,452 |
| | | | |
| | 2021 £ | 2020 £ | Change £ |
| Cash at bank and in hand | 983,728 | 746,531 | 237,197 |

15 Movement in funds

| | At 1 Apr 2021 £ (Restated) | Income £ | Expenditure £ | Transfers £ | At 31 Mar 2022 £ |
|--|-------------------------------------|------------------|--------------------|-----------------|------------------------|
| Unrestricted funds | | | | | |
| General fund | 432,939 | 1,305,876 | (1,212,766) | (275,401) | 250,648 |
| Contingency fund (designated) | 211,500 | - | - | 103,500 | 315,000 |
| Redundancy fund | 58,779 | - | - | 4,779 | 63,558 |
| Staff Training Subsidy | - | - | - | 68,538 | 68,538 |
| Pay/ Salary Review fund | - | - | - | 20,000 | 20,000 |
| Digital Excellence Framework | - | - | - | 116,000 | 116,000 |
| | <u>703,218</u> | <u>1,305,876</u> | <u>(1,212,766)</u> | <u>37,416</u> | <u>833,744</u> |
| Restricted funds | | | | | |
| Allchurches Trust | 5,908 | - | (5,908) | - | - |
| Family Support Hammersmith | 10,882 | 30,982 | (41,864) | - | - |
| Gloucester Community Fund | - | 10,000 | (6,286) | (58) | 3,656 |
| Invoiced | 12,908 | 2,840 | (2,840) | (12,908) | - |
| PCC Covid Response | 1,969 | 10,900 | (427) | (1,969) | 10,473 |
| Rausing | - | 50,000 | (42,614) | - | 7,386 |
| Safeguarding Fund | 12,085 | 32,964 | (31,304) | (13,745) | - |
| Service Level Agreements | - | 191,311 | (200,422) | - | (9,111) |
| St James' Place | 2,019 | 25,000 | (24,936) | - | 2,083 |
| Sylvanus Lysons | - | 15,625 | - | (5,625) | 10,000 |
| MOJ Critical Support Fund | - | 20,313 | (16,104) | - | 4,209 |
| MOJ Domestic Abuse | - | 10,800 | (10,187) | - | 613 |
| MOJ Sexual Violence | - | 13,770 | (13,969) | 199 | - |
| Newby Trust | - | 10,000 | - | - | 10,000 |
| Zurich | - | 11,000 | (305) | - | 10,695 |
| Other restricted funds (see description) | 24,099 | 39,549 | (42,395) | (3,310) | 17,943 |
| | <u>69,870</u> | <u>475,054</u> | <u>(439,561)</u> | <u>(37,416)</u> | <u>67,947</u> |
| Total funds | <u>773,088</u> | <u>1,780,930</u> | <u>(1,652,327)</u> | <u>-</u> | <u>901,691</u> |

TEENS IN CRISIS

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

15 Movement in funds (continued)

| Prior year comparative | At 1 Apr 2020 £ | Income £ (Restated) | Expenditure £ | Transfers £ | At 31 Mar 2021 £ (Restated) |
|--|-----------------------|---------------------------|--------------------|-----------------|--------------------------------------|
| Unrestricted funds | | | | | |
| General fund | 514,070 | 951,348 | (880,869) | (151,610) | 432,939 |
| Contingency fund (designated) | 70,498 | - | - | 141,002 | 211,500 |
| Redundancy fund (designated) | 30,000 | - | - | 28,779 | 58,779 |
| | <u>614,568</u> | <u>951,348</u> | <u>(880,869)</u> | <u>18,171</u> | <u>703,218</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 description) | 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>1,436,010</u> | <u>(1,316,258)</u> | <u>-</u> | <u>773,088</u> |

Description and purpose of funds and transfers

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

Designated Funds

Contingency Fund

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

TEENS IN CRISIS
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2022

15 Movement in funds (continued)

Designated Funds (continued)

| | |
|------------------------------|--|
| Redundancy Fund | Representing funds set aside to meet redundancy costs to entitled existing staff should the charity find itself having to make redundancies. This amount is calculated annually and whilst the trustees do not expect a situation where all the staff would need to be made redundant they deem it their responsibility to cover the full liability out of reserves. |
| Staff Training Subsidy | Representing funds to allow staff, employed by TIC+, to qualify to work specifically with children and young people at level 4 and level 5 in counselling. TIC+ recognise the need to build a sustainable workforce for children's mental health and so have committed funds as bursary to enable entry level training at levels 2 and 3, to build a workforce for the future. This subsidy builds equity and encourages some for whom training may not otherwise have been an option they could afford. |
| Pay/Salary Review fund | Representing funds for an external and independent pay and non -pay review of roles and rewards at TIC+. TIC+ are committed to being an ethical employer and a workplace of excellence. This review represents part of our three-year plan improving recruitment, retention and reward at TIC+, allowing our team opportunities to grow and develop with us. This forms an important element of the TIC+ Employee Excellence & Engagement Programme. |
| Digital Excellence Framework | Part of the TIC+ Employee Excellence & Engagement programme, this represents funds to improve work processes and experiences of our clinical team by introducing a new cloud-based client record system and hardware to access same. Bespoke to TIC+, this system will also improve safeguarding, governance and give real time information to staff. |

Restricted Funds

| | |
|---------------------|---|
| Allchurches Trust | Growing technological capability and resilience, particularly increasing digital capacity/provision in order to face the challenges caused by the Covid-19 pandemic. |
| CAF Resilience Fund | This CAF Resilience Fund grant was awarded to continue our core work and Covid-19 emergency response activities. These funds contribute towards the costs of additional safeguarding staffing, training and supervision required in response to Covid 19. |
| Children in Need | This funding represents money restricted to provide face to face counselling for young people aged 18 and under. |

TEENS IN CRISIS
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2022

15 Movement in funds (continued)

Restricted Funds (continued)

| | |
|----------------------------|--|
| Family Support Hammersmith | This funding represents a contract between us and Family Support- a Local Authority Trading Company, where TIC+ counsellors are working as part of the Family Support's 'Transition and Resilience Programme', which aims to reduce serious youth violence and keep children who are at the risk of exclusion, in school. |
| Gloucester Community Fund | Representing funding given to co-fund the role of our Counselling Co-ordinator who manages waiting lists and matches clients with counsellors based on location and need. |
| Invoiced | Income derived from delivery of contracts and grants with service delivery requirements attached. |
| PCC Covid Response | This money represents funding awarded by the Ministry of Justice, through the Office of the Police & Crime Commissioner, to respond to the additional need faced by the charity during Covid. It was provided to fund core costs, including additional safeguarding cover, clinical staff supervision and IT equipment to support remote working. |
| Postcode Lottery | Funding from the People's Postcode Lottery to deliver Family Counselling. We are immensely grateful to the People's Postcode Lottery for allowing us to repurpose this fund for general counselling purposes after having to put family counselling on hold due to COVID restrictions. |
| Rausing | <p>Awarded by the Julia and Hans Rausing Trust, the grant in the 2020/21 financial year, has been provided by their Charitable Support Fund for charities during the Covid-19 pandemic in recognition of the loss of income normally achieved through fundraising. It is for core costs and overheads associated with running TIC+.</p> <p>The £50,000 received in the 2021/22 financial year is the first tranche of multi-year funding towards piloting of the 'One At A Time' (1@T) single session therapy and psychoeducational workshops aimed at reducing our waiting list and the wait times that young people are having to wait before seeing a counsellor.</p> |
| 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+. |

TEENS IN CRISIS

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

17 Movement in funds (continued)

Restricted Funds (continued)

| | |
|---------------------------|--|
| St James' Place | This funding, generously provided by St James Place, is awarded to support a counsellor's salary to enable them to provide support for children and young people in Gloucestershire who are struggling with their mental health and is a three year grant. |
| Sylvanus Lysons | Grant funding for our free access Self Referral Counselling Service, available to children and young people aged 9-21 and living in Gloucestershire. |
| MOJ Critical Support Fund | Funding awarded by the Ministry of Justice to meet exceptional or additional need that cannot be met through existing allocations to support children and young people who are victims of domestic abuse or sexual violence. |
| MOJ Domestic Abuse | Ministry of Justice funding towards supporting children and young people who are affected by, or victims of, of domestic abuse. |
| MOJ Sexual Violence | Ministry of Justice funding towards supporting children and young people who are affected by, or victims of, of sexual violence. |
| Newby Trust | Funding from The Newby Trust towards piloting 'One At A Time' (1@T) single session therapy and new online, psychoeducational course to help them learn to cope and overcome issues themselves. |
| Zurich | This funding is generously provided by Zurich Community Trust towards the cost of counselling sessions for children and young people in Gloucestershire. |

16 Analysis of net assets between funds

As at 31 March 2022

| | Restricted Funds £ | Unrestricted Designated Funds £ | Unrestricted General Funds £ | Total 2022 £ |
|--------------------------------|--------------------------|--|---------------------------------------|--------------------|
| Tangible fixed assets | - | - | 12,192 | 12,192 |
| Cash and short-term deposits | 67,947 | 583,096 | 684,137 | 1,335,180 |
| Other net assets/(liabilities) | - | - | (445,681) | (445,681) |
| | <u>67,947</u> | <u>583,096</u> | <u>250,648</u> | <u>901,691</u> |

TEENS IN CRISIS

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

16 Analysis of net assets between funds (continued)

| As at 31 March 2021 | Restricted Funds £ | Unrestricted Designated Funds £ | Unrestricted General Funds £ (Restated) | Total 2021 £ (Restated) |
|--------------------------------|--------------------------|--|---|----------------------------------|
| Tangible fixed assets | - | - | 16,392 | 16,392 |
| Cash and short-term deposits | 69,870 | 270,279 | 643,579 | 983,728 |
| Other net assets/(liabilities) | - | - | (227,032) | (227,032) |
| | <u>69,870</u> | <u>270,279</u> | <u>432,939</u> | <u>773,088</u> |

17 Related party transactions

Trustee Daniel McShee was an employee of HB Digital Printing Ltd during the year and his parents are the owners of the business. The charity made purchases of £2,653 from the business in the year (2021: £792). At the year end a creditor of £Nil was outstanding (2021: £nil).

No Trustees received any remuneration or were reimbursed any expenses in the current or preceding period.

18 Prior year restatement

There has been a £160,723 prior year adjustment to the brought forward funds due to a change in accounting policy on income recognition from public funding to better reflect the underlying reality.

The above restatement has the following effect on the comparative figures:

| | As previously stated £ | Adjustment £ | Restated amounts £ |
|--|------------------------------|------------------|--------------------------|
| Balance Sheet | | | |
| Total unrestricted general funds as at 31 March 2021 | (933,811) | 160,723 | (773,088) |
| Deferred income as at 31 March 2021 | (374,477) | (174,680) | (549,157) |
| Accrued income as at 31 March 2021 | <u>10,196</u> | <u>13,957</u> | <u>24,153</u> |
| Statement of Financial Activities | | | |
| Income from charitable activities for the year ended 31 March 2021 | <u>1,047,395</u> | <u>(160,723)</u> | <u>886,672</u> |