



**TEENS IN CRISIS**

# **ANNUAL REPORT**

**& FINANCIAL STATEMENTS**

**2022 - 2023**

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

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

## **OBJECTIVES AND ACTIVITIES**

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

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

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

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

## **ABOUT US**

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

### **WE OFFER:**

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

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

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

## OUR MISSION STATEMENT

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

## OUR VISION

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

## OUR VALUES

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



## OUR ETHOS

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

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

## FOREWORD FROM THE CHAIR

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

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

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

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

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

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

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

John Hubbard CMG  
Chair of the Board of Trustees

## DIRECTORS' STATEMENT FOR THE YEAR ENDED 31ST MARCH 2023

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

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

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

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

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

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

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

Judith Bell  
Director of Clinical Services

Claire Power-Browne  
Director of Operations

## Our Achievements

1 April 2022 - 31 March 2023



# 4,256

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



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

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

Of the children and young people we saw



# 99%

of young people felt counselling had helped them



# 80%

saw positive changes in their mental health.

# 23,608

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



# 100%

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

## ACHIEVEMENTS & PERFORMANCE

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

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



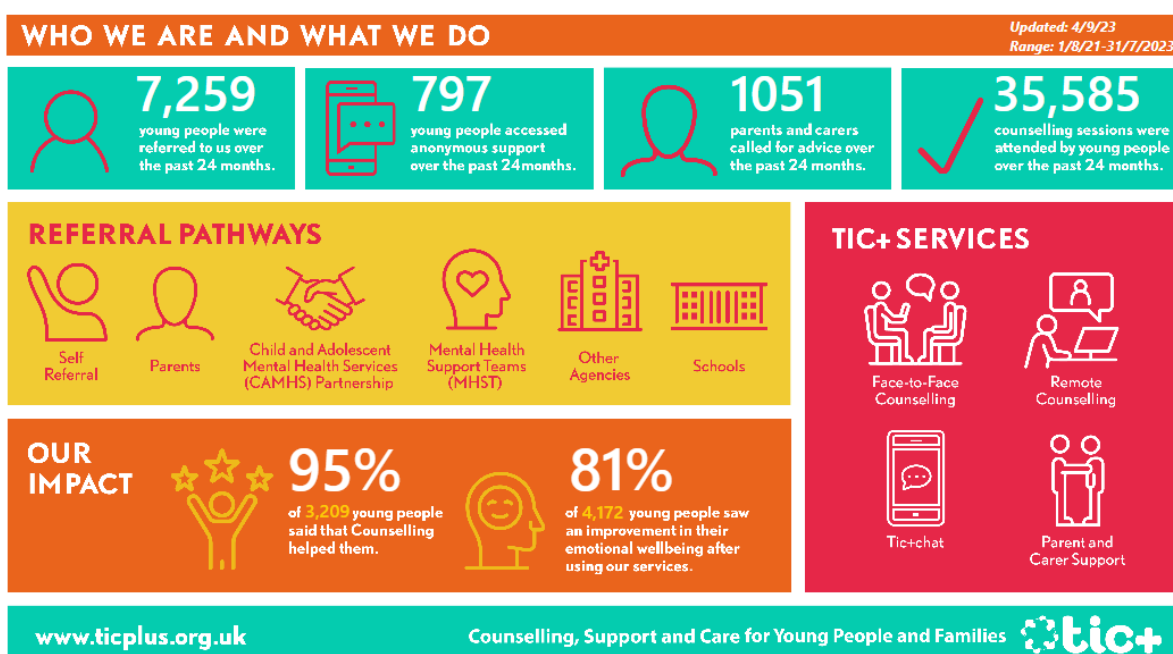
This remarkable growth is both a source of pride and concern. While we are pleased to have been able to assist so many, it is disheartening to witness the escalating demand which is expected to continue increasing in the future.



people, our team members and generous supporters rightly deserve.

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

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



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

## 2022-23 SPOTLIGHT ON

### THE GROWING NEED FOR SUPPORT

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

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

### THE GROWING NEED FOR SUPPORT IN 2023

**18%**  
of young people we saw had suicidal thoughts or plans

**83%**  
of young people we saw were experiencing anxiety

**10%**  
of young people we saw were experiencing disturbing thoughts

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

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

## CHILDREN & YOUNG PEOPLE - SAFEGUARDING AND RISK

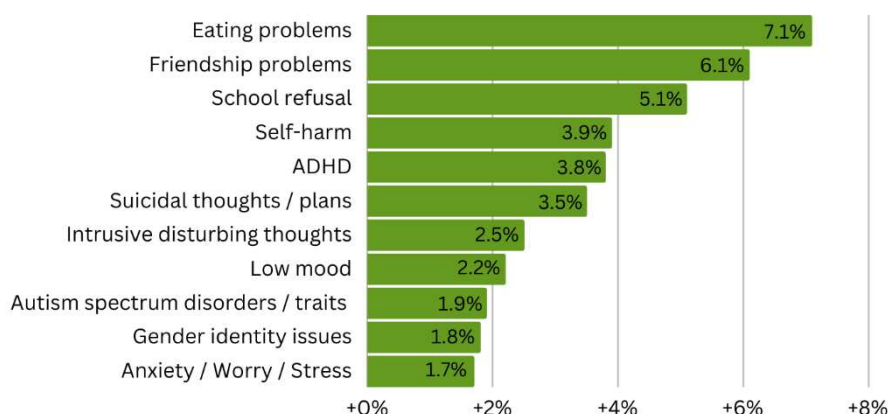
The primary reasons for clinical risk and safeguarding alerts persistently revolve around young people expressing suicidal thoughts, plans or previous attempts, as well as engaging in self-harm.

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

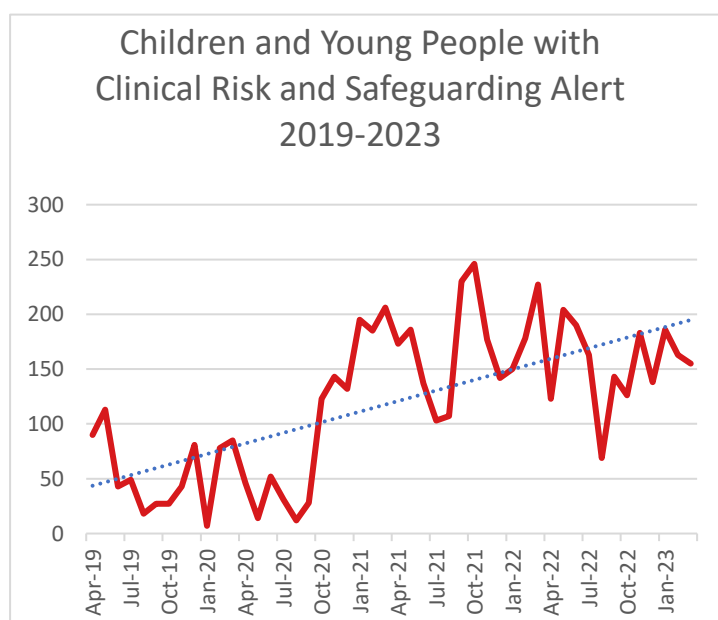
TIC+ highest increasing issues Post Pandemic:

### 10 MOST INCREASING ISSUES

Comparing the change in CYP reporting and issue Pre-covid (Apr19 - Mar20) with everything since Mar20 - Mar23



Issues are reported at episode closure by the counsellors



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

## TIC+ EATING DIFFICULTIES SERVICE (TEDS)

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

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

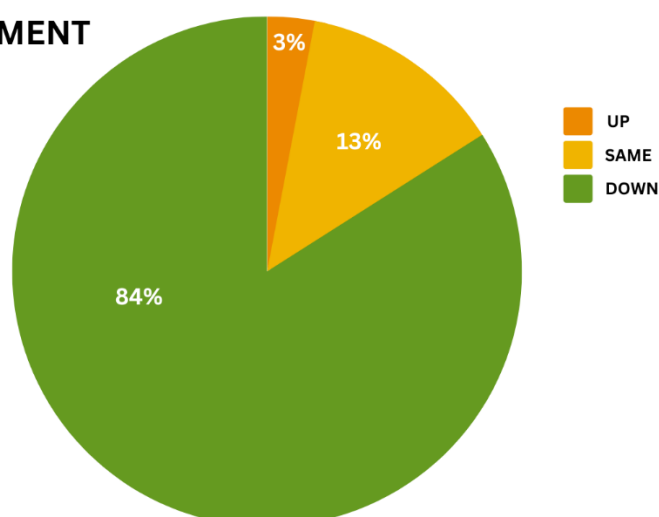
TEDS (TIC+ Eating Difficulties Counselling Service) is staffed by TIC+ senior counsellors who specialise in addressing eating difficulties and have undergone training through the National Centre for Eating Disorders. TEDS counselling aligns with the foundational principles of TIC+ core counselling, featuring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

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

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

### CLINICAL IMPAIRMENT ASSESSMENT

Change in level of impairment  
(oldest v newest)



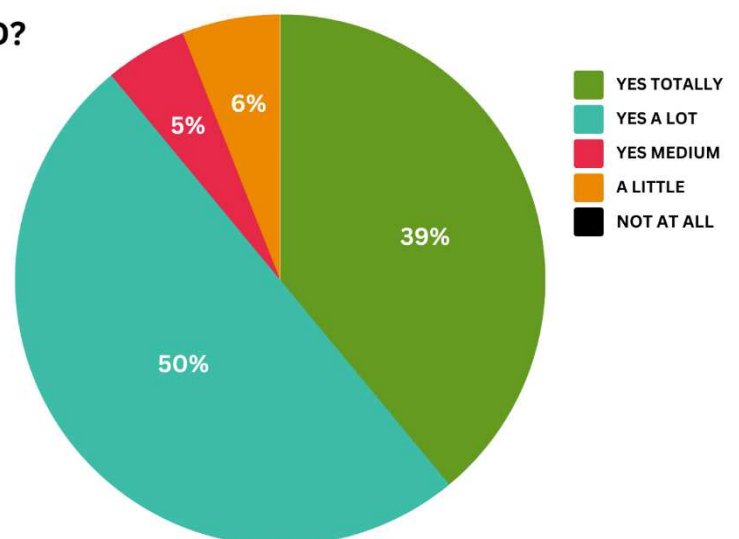
TEDS average session rating is also very encouraging:

## AVERAGE SESSION RATING SCORE



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

## HAS COUNSELLING HELPED?



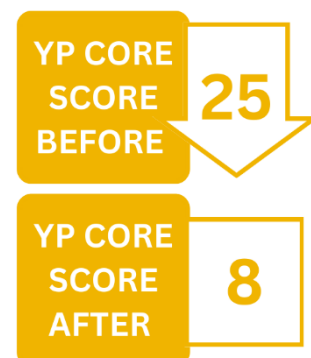
### CASE STUDY

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

Sacha was referred to TIC+ by NHS Gloucestershire Brownhills service by the GP for disordered eating.

Sacha had been 'fat shamed' by her Auntie, best friend and previous step Mum. Furthermore, Sacha also had body image difficulties since aged 8 due to previous body shaming.

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



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

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

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

#### INTERVENTION

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

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

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

#### OUTCOME

Sacha felt counselling had 'changed her life'.

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

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

Sacha had not self-harmed in 2 months.

#### Feedback on TEDS support:



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

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

#### INCREASE AGE RANGE TO YOUNG ADULTS UP TO 25 YEARS OLD

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

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

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

## **HOW WE HELP**

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

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

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

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

## **OUR SERVICES**

### **CHILDREN AND YOUNG PEOPLE**

Counselling

TIC+chat - anonymous online support

InTER-ACT - live online workshops

School Counselling

One at a Time

TEDS

### **PARENTS AND CARERS**

Parent Support and Advice Line

Parent Support Groups

### **PROFESSIONALS**

Training - professional counselling qualifications

## **CHILDREN & YOUNG PEOPLE - COUNSELLING**

We are dedicated to ensuring that counselling services are readily accessible to young people. If they recognise the need for our support, young people or their parents/carers can directly refer themselves to TIC+ for counselling without the necessity of involving another professional.

Our general counselling sessions are designed to be highly accessible. Our counsellors are strategically located across all districts in Gloucestershire, enabling us to meet young people at their schools, colleges, or community venues based on their preferences. This peripatetic, roving approach

eliminates access barriers, especially for people who may lack transportation to a clinic setting or face prohibitive travel expenses.

In the entirety of our counselling service during 2022/23, we provided support to 3,816 children and young people, resulting in a total of 17,926 attended sessions (excluding instances when a young person cancelled or did not attend a scheduled session). On average, each young person who engaged with our service received seven counselling sessions.

During 2022/23 the average wait for our service was 8.2 weeks for Face-to-Face Counselling and 5.3 weeks for remote options.

Following the conclusion of counselling sessions, we encourage young people to wait at least three months before seeking additional support. This interval allows them time to reflect on the discussions and implement any relevant strategies. Even though returning to counselling is an option, 91.8% of young people did not seek further support within a 12-month period. This indicates the effectiveness of our counselling services and is substantiated by the fact that 99% of young people reported that the help they received from TIC+ was good, with 100% expressing that their counsellor had listened to them and treated them well. 94% stated that the counselling had greatly or moderately helped them with their difficulties (CHI REPORT – SOURCE: 1,726 YOUNG PEOPLE COMPLETED REPORTS).

At TIC+, we use a questionnaire known as the YP CORE. This is a widely recognised and reliable method for assessing the level of distress experienced by young people. This tool is grounded in robust evidence, having undergone rigorous testing and validation confirming its effectiveness.

The YP CORE questionnaire assesses several important aspects:

- Well-being: This segment evaluates the level of happiness and positivity young people experience in their lives.
- Problems and Symptoms: It helps us gain insights into any challenges or emotional states that young people may be experiencing, such as worries or sadness.
- Functioning: This section provides us with information about how effectively young people are managing their daily lives.
- Risk: We also inquire about their safety to ensure their well-being and overall welfare.

In 2022/23, we are delighted to report that 80% of young people experienced a reduction in distress levels following their counselling sessions. This indicates that the support they received had a beneficial impact on their emotional well-being.

## CASE STUDY

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

Josh had never had counselling before and was supported to make a referral to TIC+ by his school SENCO (special educational needs co-ordinator).

Josh had come out as gay and had been experiencing some trouble with his relationships since then. He believed everyone was talking about him and mocking him, and he felt unable to talk about this with anyone out of fear of being judged. At school Josh felt like he couldn't be himself as he was worried about people judging him. Josh rarely spent time with similar people to him.

YP CORE  
SCORE  
BEFORE

21

YP CORE  
SCORE  
AFTER

9

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

This had led him to feeling unhappy, lacking in self-confidence and with a low self-esteem. Prior to counselling he had self-harmed.

#### INTERVENTION

Focus on developing Josh's self-esteem and self-compassion.

Work focused on Josh feeling confident communicating his wants to his parents, who were supportive of him but were worried about him spending time with his gay friends out of fear for his safety.

*Josh said at the end of counselling that he had felt heard and had been given a safe place where he could explore his issues. He'd found it really helpful and would not have changed anything about it.*

#### OUTCOME

His self-esteem grew and he felt confident talking to his parents about spending time with who he wanted to. His parents welcomed him talking to them and acknowledged they had been holding him back out of fear for his safety.

This meant Josh could meet the people he felt like he could be himself around, which greatly improved his mood.

He began to express himself at school, rather than hiding his true self.

Josh began to worry less about the things he could not control and focused more on the things he could control and change, such as the positive friendships he had.

### CHILDREN & YOUNG PEOPLE - TIC+CHAT- ANONYMOUS ONLINE SUPPORT

TIC+chat is our anonymous online and telephone support service for children and young people between the ages of 9-25. TIC+chat offers a safe and confidential way of getting help and creates an environment where young people can share their concerns openly without fear of judgment ensuring that minor issues are addressed before they escalate. The accessibility and flexibility of this service also eliminates geographical or financial barriers for accessing support. This approach not only empowers young people but also ensures their privacy, safety, and gradual transition towards counselling or other forms of mental health support if required when they are ready.

TIC+chat stats:

843 sessions were delivered to 411 young people by TIC+chat in 2022/23.

What young people found useful about TIC+chat:

Felt Listened to/Heard	365	43.30%
Felt Supported	191	22.66%
Advice	67	7.95%
Strategies	63	7.47%
Information	36	4.27%
Normalising	29	3.44%
Feeling more confident	28	3.32%
Signposting to other support	25	2.97%
Action Planning	13	1.54%
Challenge to change	7	0.83%
De-stigmatising	2	0.24%
Offered a Different Perspective	0	0.00%

2022/2023



411

young people used our tic+chat anonymous messaging service



843

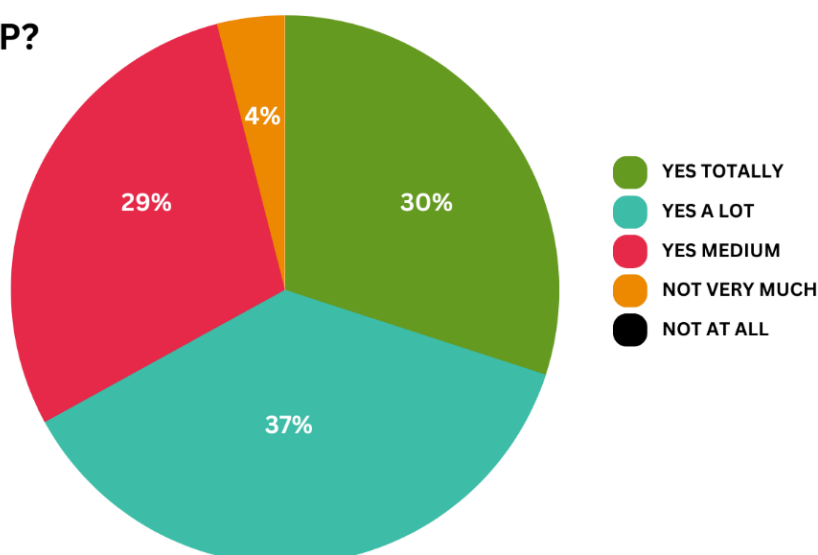
sessions were provided in total



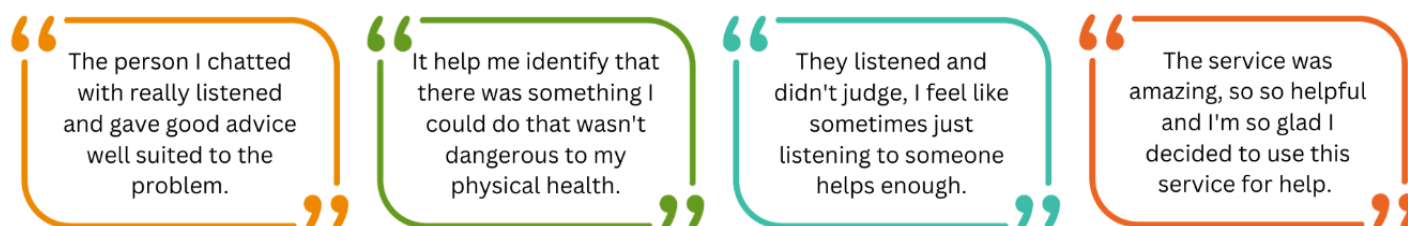
96%

said that tic+chat had helped them

## DID THE SESSION HELP?



### Feedback:



## CHILDREN & YOUNG PEOPLE - InTER-ACT

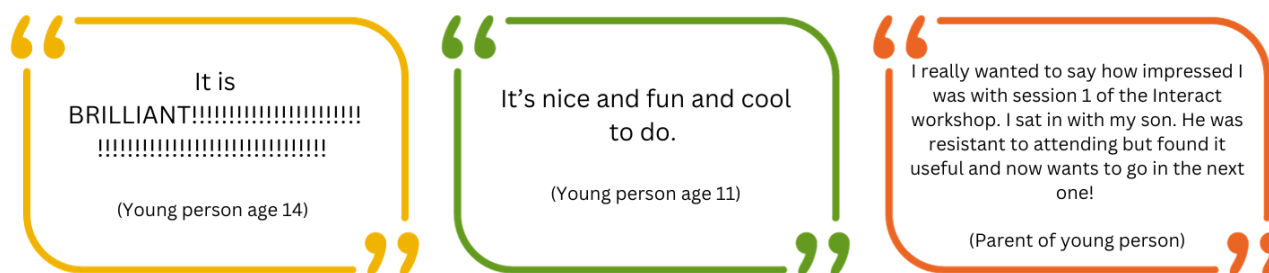
In November 2022, we began a pilot of InTER-ACT, an innovative workshop programme conducted in real-time online. Rooted in the principles of Acceptance and Commitment Therapy (ACT), InTER-ACT is specifically designed to equip young people with new strategies for managing challenging thoughts and emotions, empowering them to focus on what truly matters to them. Developed by Clinical Psychologists Dr. Victoria Samuel and Dr. Chloe Constable, this programme has undergone thorough evaluation and refinement, informed by research findings and feedback from young participants.

The sessions encompass a blend of engaging slides, informative videos and interactive anonymous polls and quizzes. Importantly, there will be no more than a two-week waiting period to commence the programme, with the exception of certain holiday periods.

After participating in the InTER-ACT sessions, we anticipate that some young people may find themselves sufficiently equipped to not require additional support. However, for those who do, the programme is structured to prepare and empower them with valuable information and strategies, enabling them to make the most out of their individual counselling sessions.

The programme is currently undergoing evaluation by researchers from Cardiff University. We intend to leverage the insights gleaned from this study to refine and enhance the programme. Additionally, we hope to use this knowledge as a foundation for potentially offering a range of other workshops in the future.

In total 115 young people have attended at least one session of InTER-ACT IN 2022/2023.



## ONE AT A TIME COUNSELLING

Within our ongoing efforts to address the substantial increase in referrals, TIC+ has introduced a pioneering initiative aimed at efficiently managing our waiting list while ensuring timely and easily accessible support. This intervention is aptly named 'One at a Time' counselling.

'One at a Time' Counselling is rooted in the principles of Solution-Focused Brief Therapy (SFBT). SFBT is an outcome-focused approach that diverges from traditional methods by not requiring therapists to pinpoint the source of a problem to facilitate resolution. Instead, it harnesses the strengths and resources of clients, identifying moments in their lives when they successfully achieved their goals and examining the factors that made those instances different. This approach guides clients towards envisioning their preferred future, helping them articulate the future they aspire to create. A pivotal element of SFBT is the 'Miracle question,' which serves as a cornerstone of the therapeutic process.

One at a Time counselling is offered as a choice to young people requesting counselling. Since its inception, 'One at a Time' counselling has provided sessions to 225 young people. At the end of the session clients are encouraged to engage in self-reflection and experiment with the strategies and insights discussed. Should they find the need for continued support, they have the option to return for additional sessions after a four-week interval. Among the 84 pairs of outcomes observed, a notable 67% have reported a decrease in distress following a single session. It is important to acknowledge that as expected, the effectiveness of a single session in reducing distress may not match the outcomes achieved through ongoing counselling, which currently averages seven sessions per client. Even so, it is particularly encouraging to note that 53% of young clients do not return for additional sessions, indicating the approach is both suitable and beneficial for many clients who can leverage a single session to bring about positive transformation in their lives. Moreover, the introduction of 'One at a Time' counselling has freed up additional capacity and led to a reduction in waiting times across the service, thereby enhancing our ability to serve a greater number of young people in need.

## EATING DIFFICULTIES SERVICE (TEDS)

Please see pages 11, 12 and 13 in the Spotlight On section for more information.

## CHILDREN & YOUNG PEOPLE - IN SCHOOLS

TIC+ holds a respected position as a provider of counselling and mental health assistance for children and young people. We have a well-established reputation and have earned the trust of schools throughout Gloucestershire. In 2022-23, an increasing number of schools sought our services to address the growing need for mental health support among their students.

As an important component of their pastoral provision, 14 schools have entered into contracts with TIC+ to strengthen the support they offer to their students. Within these contracts, our counsellors conduct sessions directly within the schools, working with young people allocated to them by the schools.

TIC+ counsellors also provide guidance to school staff and facilitate referrals to specialised services such as the NHS Gloucestershire Child and Adolescent Mental Health Service (CAMHS) and the Eating Disorder Service, whenever the need arises.

In total, we provided services to 410 pupils throughout the year at our contracted schools. 93% of these pupils reported that the counselling they received had a positive impact on them. Schools have also provided extremely positive feedback, highlighting the valuable support our TIC+ counsellors have offered to students.

**2022/2023**



**14**

**schools were contracted**



**410**

**pupils were seen across our contracted schools**



**93%**

**of pupils who saw a counsellor said that the sessions had helped them a medium amount or more**

## CASE STUDY

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

Ellie had been referred to TIC+ by her Dad due to her heightened anxiety, after she started missing more than 50% of school. Dad also reported Ellie was self-harming.

Ellie is a young carer and looks after her Dad who has severe mobility issues. Ellie felt she had become a very different person recently and she felt she worried a lot about what other people might say about or think of her.

This had impacted her self-confidence; she had begun to isolate herself in her room and not be able to open her curtains. Ellie wouldn't be able to go to school for weeks at a time and her Dad had to drive her there as Ellie felt too anxious to take the bus to school and back.

## INTERVENTION

The intervention focused on Ellie's self-confidence. There was work around Ellie's boundaries; what they are for and how she could begin to let people know when she wasn't happy about their behaviour towards her.

## OUTCOME

Ellie began attending school more often, and by the end of the sessions was attending school every day. She had been using public transport to get to school without any hesitation. Ellie had been finding schoolwork a lot easier and had felt supported by her friends.

**YP CORE  
SCORE  
BEFORE**

**19**

**YP CORE  
SCORE  
AFTER**

**1**

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

*At the end of counselling, Ellie had just completed her school exams. She was confident about her exam results and had been accepted on to a college course.*

Ellie was isolating herself less, she was in a relationship and was making more friends. She also said that towards the last few weeks of counselling, she was opening her bedroom curtains without thinking about it and said that she welcomed the light in her room and the world.

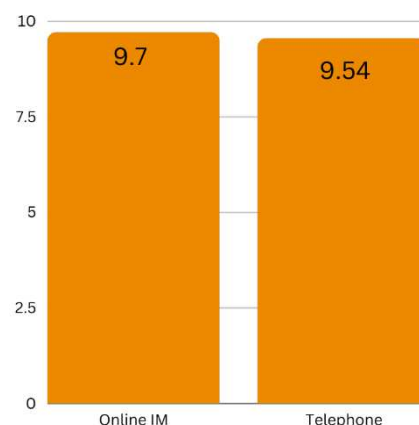
## HOW WE HELP - PARENTS & CARERS

### PARENT AND CARER SUPPORT

Parenting can offer immense rewards but it can also present significant challenges, especially when a young person is going through a tough time and concerns are mounting. At TIC+, we recognise the key role parents and caregivers play in assisting their children during times of crisis and recovery and striving for the best possible mental health and well-being outcomes. However, it is important to acknowledge that parents and caregivers of children and young people dealing with mental health issues often experience a sense of isolation.

We are grateful to Gloucestershire NHS for their funding which enables us to provide free Parent Support services to parents and caregivers of children and young people in Gloucestershire.

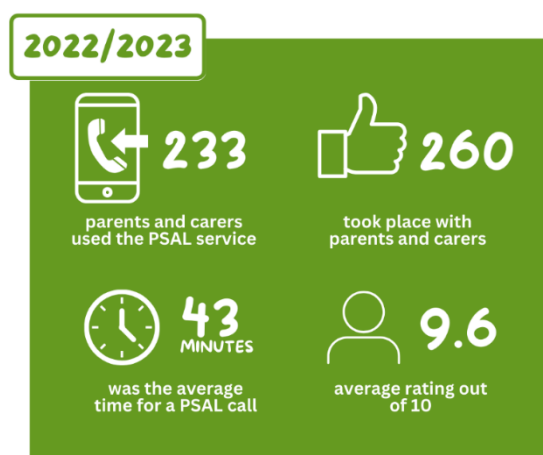
### AVERAGE RATING OF SERVICE (/10)



### PARENT SUPPORT AND ADVICE LINE (PSAL)

Parents and carers can talk to a specially trained adviser where they can get advice, strategies and resources to help them cope. The service is available one morning and three evenings each week. Over the past year 233 parents have contacted our helpline for support.

- 100% of Parents/Carers felt that Parent Support & Advice Line (PSAL) had helped them
- 100% said they would recommend the service to a friend.



### PARENT SUPPORT GROUPS

Our Parent and Carer Support Groups are designed to inform and support parents, helping them to understand their child's distress and discover effective strategies to improve their resilience. The groups are also an opportunity for parents going through similar experiences to encourage, support and learn from each other in a safe and friendly environment.

In 2022/23 – 206 parents attended on of the 24 groups we delivered across Gloucestershire and via Zoom.

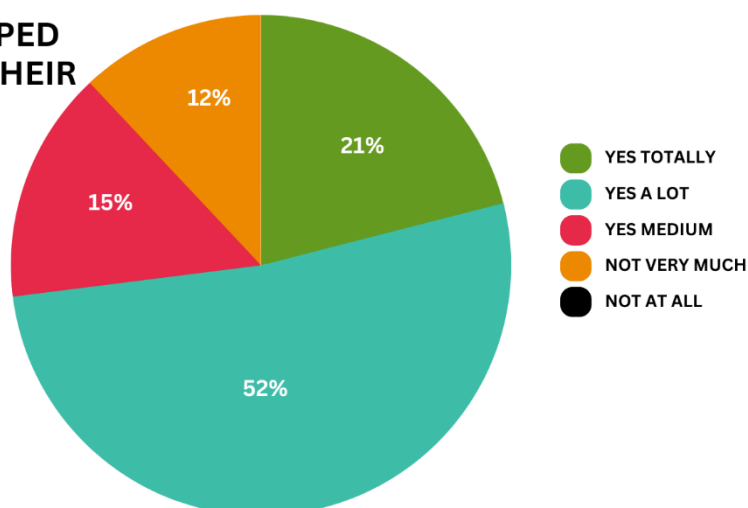
When asked what they found helpful, parents said:

“ Meeting other parents dealing with the same issues as I have and learning different ideas to try for my family. I am not alone. ”

“ It was fantastic to know you're not alone. The opportunity to share and be listened to has really helped and I feel so much more confident in helping my daughter. ”

“ Sharing ideas. Having strategies in place to help with the conflicts you are going through. Being able to talk it through your concerns and upsets. Having the group listen to you and not being judged and supporting you. ”

### HAS THE GROUP HELPED YOUR FAMILY WITH THEIR DIFFICULTIES?



## HOW WE HELP – OUR STAFF AND THE WORKFORCE

### TRAINING

#### DEVELOPING CHILDREN AND YOUNG PEOPLE COUNSELLING PROFESSIONALS OF EXCELLENCE.

As the demand for our services continues to rise, it's imperative that we look ahead strategically to ensure a continuous supply of qualified professionals, which is especially important for long-term sustainability. Our vision for the Training Department is to develop counselling professionals of excellence.



174 students have completed our training courses to date, with 119 completing the Level 5 Certificate qualified counsellors equipping them to work with Children and Young people.

In September 2022 we introduced an innovative Level 4 qualifying Diploma accredited by the Counselling and Psychotherapy Central Awarding Body (CPCAB) and the National Counselling and Psychotherapy Centre (NCPS). This three-year, part-time entry-level programme has been tailored to produce counsellors capable of working with both adults and children and young people.

Providing internal training for counsellors offers numerous benefits to TIC+. It ensures that our workforce is aptly trained and operates safely, ethically, capably and resourcefully when working with children, young people and young adults. Standardising training techniques and ethical

guidelines across our counsellors guarantees consistency in the quality of our services. Exposure to our organisational culture from the outset results in enhanced integration and alignment.

Our tutors possess a wealth of knowledge and expertise in the field of counselling for children and young people. The course closely aligns with the person-centered relational approach, which is essential in establishing effective counselling relationships with our young clients.

The consistently high demand for our courses, as well as the excellent feedback from students, emphasises their quality. This success has a ripple effect that extends far beyond TIC+, as it elevates the entire counselling profession, raises service standards and ultimately benefits children, young people and adults seeking mental health support.

Level 5 Course: The feedback score overall is 27.5 out of 30. Some of the comments:

“ I felt all the tutors have been inclusive and respectful, honest and interesting. I chose to travel some distance and commit personal cost and feel it has been worth it. I felt from the start that the tutors wanted us to succeed and supported me throughout. Thank you. ”

“ I am struggling to find the words to explain how much I have enjoyed this course. Every seminar has been full of useful, practical ideas to bring to my practice and I am becoming a more confident, creative counsellor as a result. ”

Student Feedback Level 4 (End of Year 1):

The feedback score overall is 29.4 out of 30. Some of the comments:

“ I have absolutely loved every seminar; interesting and engaging. I have found assignments challenging but I have felt very well supported by the tutors! The teaching and learning has been excellent. Thank you for this year, it's been fab! ”

“ I have been very impressed at the quality and relevance of the content and it has impacted me deeply on a personal and clinical level. ”

The future of our training department:

To equip the children and young people mental health workforce, in September 2023 we will introduce a Level 5 Supervision course. This will increase the number of skilled supervisors who can guide our growing team of counsellors. This step is in line with our dedication to promoting growth, improving our services and offering crucial mental health support in Gloucestershire and beyond.

We are committed to improving diversity in the mental health workforce. Becoming a counsellor in the UK is costly. To increase our counselling team's diversity, we must improve training accessibility and affordability. In the next year, TIC+ will explore strategic local and national partnerships with the aim of providing opportunities for future students to be eligible for student finance and even to be paid while in training. By doing so we hope our team will better reflect the community we serve, reducing cultural barriers and tailoring our services accordingly.

## EMPLOYEE EXCELLENCE & ENGAGEMENT PROGRAMME

In our pursuit of excellence, we have devised a strategic plan that involves expanding our senior leadership team and enhancing our service delivery capabilities. To strengthen our clinical expertise, we welcomed a Head of Clinical Operations and a Service Development & Improvement Manager. In addition, we've bolstered our core operational team by bringing in a Head of Operational Development, who will play a pivotal role in overseeing the management of key projects in the upcoming year. These strategic additions will help us achieve our goals of excellence and improved service provision.

We are continuing to grow our team to ensure that not only are we fit for purpose but that we are positioned to be able to respond to the growing request for TIC+ services in areas outside our current region of delivery.

### **What progress have we made since last year?**

We have established clear objectives in our pursuit of becoming an Employer of Excellence. Our aim is to ensure that TIC+ excels in its support for those who rely on us, those who commission our services and those who choose to work with us or volunteer for our cause. To achieve this we have identified two primary areas for advancement:

#### **1. Digital Transformation of the current counselling workflow**

Following our commitment to improve our team's workflow and time spent on paperwork, a project team was established to oversee this significant development. Over the last year, the team have worked with multiple stakeholders to explore options for change to our current working practices.

Improving the systems our team utilises not only enhances the experience for service users but also empowers our team members. It allows them to concentrate on their clients during counselling sessions, knowing they have all the necessary tools readily available at their fingertips.

Transitioning from a conventional paper-based system to a cloud-based one is a significant step in our pursuit of excellence within our charity. This shift enables counsellors to access real-time information about a young person, from the initial referral to the case's closure. The estimated cost of implementing this project in the first year is approximately £100,000, covering setup expenses, training, and equipment. This investment has been sourced from designated reserves and is vital to facilitate the professional execution of not only our current obligations but also to meet the increasing demands for capacity and growth in the future.

#### **2. Undertake an organisational wide review of our people processes, starting with reward and opportunity**

This project marks a substantial commitment of both financial resources and capacity for TIC+. We initiated this project in the autumn of 2022, collaborating with an external provider. The initial phases are now complete, involving the evaluation and internal benchmarking of over fifty roles to establish job families. Moving forward, in partnership with internal stakeholders, we will proceed to benchmark salaries against those of similar external organisations and explore opportunities to establish clear pathways for career advancement.

Simultaneously we have been engaging in discussions to determine which non-monetary aspects of compensation our staff value most and where improvements can be made. We will continue to provide updates on our progress in our upcoming annual report.

We are committed to continuing our work to become an employer of excellence and will focus our efforts on ensuring our entire staff team feel valued and supported in the transformational work that they do.

## **OUR COMMITMENT TO EQUITY, DIVERSITY & INCLUSION**

Equity, diversity and inclusion (EDI) are central to our work to achieving our vision of, 'Giving every young person someone to talk to'. We are committed to being an anti-racist, equitable and inclusive organisation which acknowledges areas of improvement and is not afraid of challenging the status quo.

Research has shown that some young people who need counselling or mental health support are more likely to face obstacles that can make it harder to afford the essentials. Discrimination and health inequality can create barriers for people with protected characteristics like race, disability and gender. At TIC+, we don't think this is fair and that is why we are working hard to develop and implement meaningful EDI work, to make us more accessible and easier to reach for those groups who may historically have found it harder to access support, training or employment in mental health.

Like many others in the charity sector, we are actively working on our response to building an equitable, diverse and inclusive organisation and will update on progress that we make.

Key areas of progress include:

- The TIC+ board has established a formal commitment to our EDI strategy and goals
- In the last year, the majority of staff have undertaken anti racism training and actively looked at the importance of discussing race
- The TIC+ EDI Panel was formed to discuss, set and hold the charity accountable to an EDI strategy
- We have launched a new project, 'Boys in Mind', funded by the Levelling Up Fund, designed to help us as a Mental Health Charity become easier to access for young men, specifically from the Black and Global Majority communities
- We have provided guidance and resource to our campaigns and marketing materials, ensuring that they are representative of our current and future supporters, as well as ensuring our image library reflects the communities we serve and work within.

## **HOW WE SEE THE FUTURE**

### **STRATEGY/STRATEGIC DIRECTION AND RESOURCING**

In October 2022, the board of trustees committed to a five-year vision of growth for TIC+, where we become a 'preferred charity for children and young people's mental health' and provide services in England & Wales, where there is not already a service of excellence in place.

Helping us reach this vision, we have set out four key pillars, we believe that if we achieve these we will continue to build toward a future where every child has someone to talk to:

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

These pillars serve as the foundation that shapes and defines our future business strategy. They are instrumental in ensuring that as TIC+ endeavours to extend its reach to more children and young people, we are equipped with the necessary oversight, governance and infrastructure to maintain the high standards we aspire to uphold.

Our focus will remain on strengthening and expanding capacity throughout the organisation. This preparation is essential to effectively address future challenges and establish long-term sustainability. As Responsible Community Partners, we are committed to actively seeking opportunities to either deliver services directly or collaborate with organisations that align with our values and share our vision. Together, we aim to create a future where every child has access to free, accessible and suitable mental health support, tailored to their needs, regardless of when and where they require it.

Throughout TIC+, we will continue to gather and share data that underscores the significance of early intervention mental health support for children and young people. Our commitment to transparency and openness extends to reporting our outcomes, not only to contribute to the NHS Mental Health Data SET (MHSDS) for a comprehensive national perspective but also to our own dashboard, ensuring that regional data remains current and continuously updated.

Our Senior Leadership Team will work with OKR (Objectives, Key Results) methodology to achieve annual organisational objectives; these will be published internally and externally each year so that we are clear about what we are working towards and what people can expect to see from us. We will hold ourselves and each other accountable to these.

## **TRUSTEE RECRUITMENT**

In addition to strengthening our senior leadership team, we are committed to enhancing our trustee board by introducing new skills, increasing diversity and broadening our geographical representation.

Our current Chair, John Hubbard will be stepping down from his role after skilfully leading us for the past three years. We express our profound gratitude to him for his unwavering dedication, tireless efforts and heartfelt commitment to our cause. He will be greatly missed, not only for his wisdom and kindness but also for his deep passion for the work of TIC+.

The search is now underway for a new Chair, as well as trustees possessing clinical mental health expertise, fundraising acumen, legal qualifications and those who can contribute their expertise in HR and People management. The recruitment process is scheduled to commence in Autumn 2023 and will be conducted independently.

## **TIC+ COMMITMENT TO CONTINUOUS IMPROVEMENT**

We acknowledge the significance of gathering feedback from both our staff and clients. This feedback plays a vital role in shaping our ongoing improvement initiatives. We are committed to actively listening to the viewpoints, insights and recommendations of our staff, nurturing an environment of transparent communication and cooperation. This approach not only encourages a sense of ownership and engagement among our team members but also empowers them to actively participate in the development and advancement of our services.

Just as vital is the input we gather from our clients, as their experiences offer us priceless perspectives into their needs and anticipations. This enables us to customise our services to align more closely with their specific requirements, delivering a more meaningful and supportive experience. Their feedback assists us in recognising our strengths and areas in need of improvement, affording us the opportunity to enhance our methods and make well-informed decisions.

We actively gather feedback from various touchpoints across the organisation. This data serves as our compass for identifying improvement opportunities, spotting emerging trends and implementing strategic adjustments that elevate the overall quality of our services. This ongoing feedback cycle

underscores our dedication to nurturing a client-focused approach and cultivating a workplace that highly values the perspectives of all stakeholders.

## REBRAND

As we approach our 30<sup>th</sup> anniversary year in 2024/25, we will undergo a metamorphosis that will see us establish a new identity that accurately reflects the work we do and the audience we support. Work has already begun on this to ensure that we capture the essence of what we do in consultation with the children, young people and families we support, those who we are striving to reach, our commissioners and supporters, our staff and Trustees and the wider community in which we operate.

## HOW WE RAISE OUR FUNDS

TIC+ receives income from four main sources:

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

This year, our income has grown again with additional funding from NHS Gloucestershire, accounting for **67.67%** of the year's income. Income from contracts accounted for **13%** whilst income from our training courses increased to **£84,622**. Despite the challenges presented with the evolving cost of living crisis and other economic and worldwide events impacting people's finances and ability to give, the Fundraising Team worked hard to achieve an income of **£276,824**. We are grateful to all those who supported us and would like to acknowledge their contribution towards enabling us to continue to see our clients despite the ups and downs of another tumultuous year.

## FUNDRAISING STORIES

We continue to be inspired by our wonderful supporters who go above and beyond in their efforts to fundraise. We were once again well supported with Virtual London Marathon teams and others completing marathon distances who together raised £7,000. Our most intrepid fundraiser this year took to the skies for a daring Wingwalk to celebrate her 70th birthday and raised more than £4,000. Two new annual fundraising events were launched within this year: the Wear it Green for World Mental Health Day campaign was well supported by schools, and Wellbeing Walkies inspired several fundraisers and their dogs to walk 96 kilometres during September to reflect the 96% of young people who feel better following counselling.

In 2022/23 The Fundraising Team secured more pipeline multi-year funding than ever before, securing £231,160 in funding for the 2022-25 period. As part of this pipeline, we were delighted to have been successful in our application to Gloucestershire County Council Levelling Up Together scheme for a Boys in Mind project to address the gender imbalance in accessing mental health support. Specifically targeting boys and young men, our outreach programme will take mental health provision to some of the most deprived areas of the county throughout 2023/24. TIC+ was one of only three organisations to secure funding to implement its levelling up initiative across multiple districts, and one of 52 successful applications from a total of 127. The award of £56,379 represented 100% of our ask, with many other applicants only receiving partial funding for projects.

## OUR FUNDRAISING PROMISE

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

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

The standards for fundraising are set out in the Code of Fundraising Practice. As an organisation, TIC+ adheres to these standards. TIC+ does not currently work with or sub-contract to any professional fundraisers or commercial participators with respect to fundraising; if we make the decision to do this in the future, it will be a requirement that they are also registered with the Fundraising Regulator and subscribe to the standards of Fundraising as laid out in the Code of Fundraising Practice.

We support and help all those who choose to fundraise for TIC+ by providing them with information and support, advice about permissions they may need (e.g. street collection licences) and how funds can be paid to us in a way that is transparent and easy to show to those who have contributed. We continue to provide guidance and support to all our fundraising stars. We received no complaints in relation to our fundraising activity in the year to March 2023.

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

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

## OUR SUPPORTERS

**With thanks to the organisations, companies and churches who supported our fundraising during 2022/23 including:**

99 Pines  
Bream Church  
Carly Tuffnell Charitable Trust  
Charities Aid Foundation (CAF)  
Cinderhill Farm  
Diocese of Gloucester Life Fund  
Edenwall Masonic Lodge  
Forest New Life Church  
Glebe Chapel  
Gorsley Baptist Church  
Health Education England

Beton Services Limited  
Bussage Primary School  
Chalford Hill Primary School  
Cinderford Baptist Church  
Collins Dance Studios  
Ecclesiastical  
Five Acres High School  
Forest of Dean District Council  
God First Church Cheltenham  
Gotherington Primary School  
Hicks Beach Masonic Lodge

**2022/2023**



**67%**

of our income was provided by NHS Gloucestershire



**13%**

of our income came from contracts



**£84k**

of our income came from our counsellor training programmes



**£277k**

was raised by the fundraising team

Janet Marshall Performance Workshop	The Julia & Hans Rausing Trust
Kings Arms Church	
Langtree Trust	Lydney Town Council
Ministry of Justice (via Office of Police and Crime Commissioner)	
Newent Runners	One Stop Shop
Off Grid Coffee	Office of Police and Crime Commissioner
Probus Ross	Pro-Global
Redrow	Relentless Gym
Renishaw	Saint Andrew's Church, Churchdown
Sally Prout Dance School	Severn Valley Youth League
Sophie's Memory Fundraising	Simplicity
Specsavers	Spirax Sarco
St James's Place Charitable Foundation	Stroud High School
Teri Chance Fundraising Fashion Shows	Tesco Community Trust
TK Maxx & Homesense Foundation	Two Rivers
Vantage Point Business Village	Waitrose/John Lewis Partnership
Winchcombe Primary School	Zurich Community Trust
Zurich Insurance	

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

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

## ORGANISATIONAL CONTEXT & FINANCIAL REVIEW

The COVID pandemic is still having a major effect on children and young people; in counselling sessions we see this as a recurring theme, where young people are still experiencing and processing their experiences. The need for our services could not be greater, in 2022, an NHS Survey reported a staggering 18.0% of children aged 7 to 16 years and 22.0% of young people aged 17 to 24 years were identified as experiencing a probable mental disorder.<sup>2</sup>

Statistics such as these and those cited earlier in our annual report highlight the need for our services more than ever. Over the last year, the Trustees have committed to a vision where, 'Every young person has someone to talk to'.

This means that as a board we have set a Five Year goal, where TIC+ is 'Recognised as the 'go to' charity for children and young people's mental health in England and Wales'. We recognise this is an ambitious and aspirational goal and requires a delivery strategy that matches the vision in terms of aspiration, skills increase, workforce development and a clear identity to unify all our activities.

The Trustees and Executive team have worked to develop four key 'pillars' that will underpin and support the delivery of the strategic vision. These are that as a charity:

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

Working towards the achievement of these pillars gives us the strong foundation to achieve our vision

<sup>2</sup> NHS Digital 2022; Newlove-Delgado T, Marcheselli F, Williams T, Mandalia D, Davis J, McManus S, Savic M, Treloar W, Ford T. (2022) Mental Health of Children and Young People in England, 2022. NHS Digital, Leeds. [surveyhttps://digital.nhs.uk/data-and-information/publications/statistical/mental-health-of-children-and-young-people-in-england/2022-follow-up-to-the-2017-survey](https://digital.nhs.uk/data-and-information/publications/statistical/mental-health-of-children-and-young-people-in-england/2022-follow-up-to-the-2017-survey)

and mission and will allow us to reach a far greater number of young people in need, including beyond the current geographic areas we serve.

The Senior Leadership Team (SLT) work strategically to deliver against the pillars, using the OKR methodology (Objectives, Key Results). Annual Objectives are set by the Senior Executive Team, and then a series of quarterly objectives help progress against these. This ensures that objectives are collaborative and often, multi departmental helping to break down silos and encourage greater skills and knowledge sharing across the charity.

Working with our external Pay & Reward consultants, we have undertaken a review of the current organisational structure which identified roles currently missing that we needed to recruit to support our ambitious growth plans. This work is an extension and progression of the work undertaken last year to strengthen our Senior Leadership team. This has included the appointment of a Head of Clinical Operations and a Head of Operations Development, who have both brought extensive external experience and skills to enrich the team.

Our trustee board has also grown, strengthening its knowledge and skills base. The board is currently recruiting to address skills identified as missing, broaden the diversity of our board and add additional capacity. Our Current Chair is looking to step down in June 2024 and so this role will also be recruited for.

Last year we enhanced our governance and oversight, with the creation of new working groups:

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

These groups have now been running for almost two years and are well established. Both of these working groups have been instrumental in offering assurance around the delivery of the two key projects TIC+ committed to in our last report, the Digital Excellence Framework and an external reward of pay and remuneration. These working groups are subgroups of the trustee board, chaired by trustees and report back into the board to provide oversight and accountability.

## **PAY AND FINANCIAL SUPPORT TO STAFF**

The last year has proved testing financially for the charity, staff and beneficiaries alike. Political instability and uncertainty in the financial markets, coupled with a Cost-of-Living Crisis, presented the Executive and Board with a unique set of challenges as to how best support our staff, whilst being mindful of good stewardship of funds and fiduciary responsibility.

It is clear that, as we moved into the winter of 2022, the biggest challenge facing households was the soaring price of energy. Although the energy price cap was 'frozen', it was an average and not all households were covered. For many of our staff, their houses are heated using heating oil (like many living in rural locations) and for some on pre-payment meters, the cap did not apply.

Across all sectors, businesses responded to offer additional support to staff. Although many were high profile, large businesses in some cases, there was increasing dialogue in the third sector about how staff as well as beneficiaries could be supported.

Following modelling and discussions around the best ways to respond, the board and executive decided to offer a staged payment based on number of hours worked, so an award would be made prorated to hours worked. The total cost of this to the organisation was approximately £40,000. This money was

not budgeted for and so came out of Reserves.

As a charity, we recognised that the crisis would extend beyond the winter months and so an additional Bursary Fund has been set up with a total value of £10,000 from unrestricted funds. This fund has been designated for use to the end of the financial year 2024 to support staff who may require additional financial support. Unspent funds after this time will be returned to General Reserves. During the year £1,200 has been used to support staff.

## **PAY AWARD**

The issues of charities subsidising Public Contracts is well documented and has been widely reported on, with New Philanthropy Capital finding in their report that of those charities delivering contracts, 'Two thirds ...aren't paid enough to cover their costs'. (Recognising Social Value- A better way for charities and commissioners to work together, 2022) (New Philanthropy Capital).

This, coupled with high inflation rates, mean that there is a real risk of some contracts being handed back by charities across the sector who are unable to adequately resource work, retain staff or invest in development as these contracts cost the charity money to deliver. TIC+ are working to mitigate this by moving toward a true full cost recovery model that takes into account all overheads including the ability to innovate and grow. We believe that doing this will ensure we are sustainable for the long term, that we can continue to offer our services free of charge to all beneficiaries and that we also support the wider conversation about the real public benefit and value charities bring to society.

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

Ordinarily, and where possible, TIC+ makes a pay award on a percentage basis. This year we made an exceptional decision to make a flat rate pay award of £1,550 to all staff, applied pro rata as part of our response to the Cost-of-Living situation. As a result, pay ranges were increased at different percentages across the organisation and resulted in pay increases of 7.67% from those of our team who are in our lowest salary band to 2.82% for those who are in the highest band.

As a trustee board we see this as an exceptional way to make a pay award and one we would not necessarily choose to enact again; although the flat rate pay rise gave us opportunity to redress some of the lower pay grades, offered a fair and equitable approach in a difficult climate, and meant that those on lower pay got the largest benefit, we also recognise it could prove disincentivising to those who carry most responsibility. We expect to make next year's pay award (2024 and subject to funding) in line with usual pay policy.

## **INCOME**

Once again TIC+ has seen an increase in funds over the previous period, rising from **£1,780,930** in the year ended 31 March 2022 to **£2,088,435** in the year ended 31 March 2023.

This continues to reflect our reputation as a leading provider of mental health support to young people in Gloucestershire and beyond, through the hard work and professionalism of all staff in meeting the challenge of unprecedented levels of demand. Our training department is key to the creation of a sustainable mental health workforce for TIC+, but also for the wider region and beyond.

The growing demand for our training services and the high regard in which the courses are held, with requests for training coming from across the UK, has led to a significant increase in profile and number of applications for places. As a board we want to pay tribute to the hard work of the Training Department and celebrate this achievement.

Key notes from the last year of delivery across the organisation:

- Our top three sources of income account for 86.9% of all income received.
- Public Sector Contract income grew by 16% to £1,399,769
- Training course income during the year accounted for £84,622. The value of this income has not increased in direct proportion to the number of students undertaking training, as TIC+ currently offers bursaries to a number of students. If these bursaries were not in place, the value of income from training would be substantially higher. Additional value is brought to the organisation, that cannot be represented in the accounts, by the provision of counselling sessions by our placement students. The introduction of a fully accredited two-year Level 4 Counselling Diploma has been key in the delivery of this in-kind benefit to the charity.
- Service Level Agreements overall grew by 31.1% to provide a combined income of £300,355 for the year ended 31 March 2023.

Like many other charities, following COVID and because of the current ‘cost of living crisis’, fundraising this year has continued to be challenging; despite this we have seen a slight increase in our donations and grants (including from statutory bodies) to **£281,219**. We are so grateful to everyone who has contributed to us.

The sources of our income can be summarised as follows:

Source of Income	Overall Percentage of Income Y/E 31.3.22	Overall Percentage of Income Y/E 31.3.23
Public Service Contracts	67.7%	67.0%
Service Level Agreements	12.9%	14.4%
Other Grants	8.1%	5.5%
Training	4.0%	4.1%
Public Sector Grants	3.8%	4.4%
Donations - Other	2.6%	2.5%
Investments	0.0%	1.1%
Other	0.6%	0.7%
Regular Donations	0.3%	0.3%

Expenditure for the financial year ended 31 March 2023 totalled **£2,202,520** compared to **£1,652,327** the previous year, an increase of 33.3%.

## Summary

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

	Income		Expenditure		Surplus/Deficit
2021/22	£	1,780,930	£	1,652,327	£ 128,603
2022/23	£	2,088,435	£	2,202,520	-£ 114,085

Our income for the period ending 31 March 2023 showed a deficit of **£114,085**. This is a significant change from the previous year with the majority of the deficit being as a result of planned expenditure of reserves and the trustees’ response to the ‘cost of living crisis’. These expenditures can be summarised as follows:

Staff Bursaries	£65,385
Cost of living / Hardship payments	£41,200
Pay/Salary Review	£14,520
Digital Excellence	£14,063
Total	<b>£135,168</b>

If we remove this expenditure from the overall deficit figure, we see a small day to day operating surplus of **£21,083**. This is below where we would anticipate performance to be and, outside of the explanations above, delays in the delivery of our NHS contracts have been identified as the primary cause of our reduced financial performance this year. The basis of our NHS income recognition has been amended for the 2023/24 financial year to help mitigate this issue going forward.

## RESERVES

The deficit at the end of the financial year meant that our overall balance of funds at 31<sup>st</sup> March 2023 saw a reduction to **£787, 606**. The split of funds can be seen below:

Fund Type	
Unrestricted General	121,000
Unrestricted Designated	543,960
Restricted	122,646
Total	787,606

## RESERVES POLICY

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

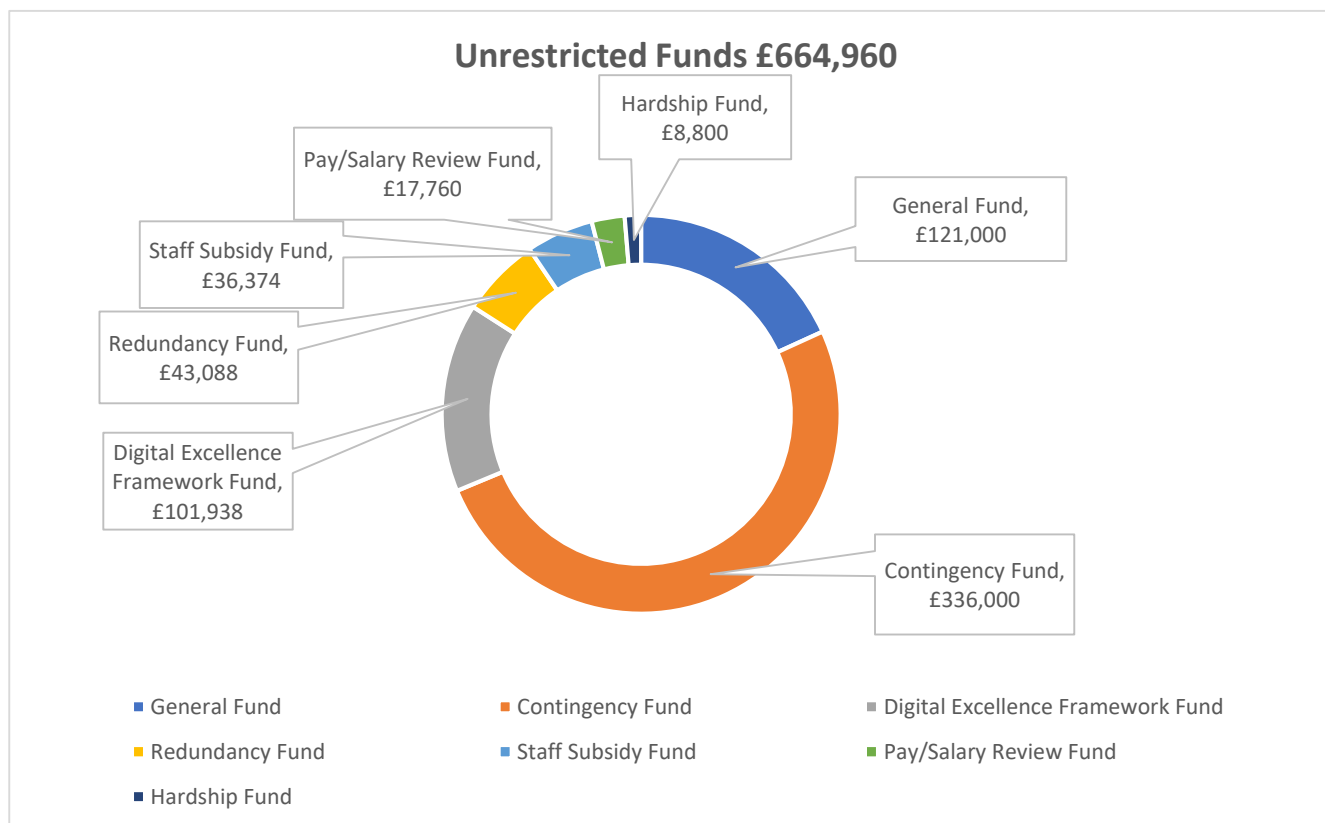
The operational business plan and associated risk management assessments embedded within the Charity inform the basis for which reserves are required for specific business purposes. By nature, the funding of more strategic projects which look beyond the annual budget requires a more strategic funding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

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

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

The level of funds held as general funds or as designated funds will fluctuate over time, but the Charity aims to hold such reserves within a range of 25% to 35% of the Charity's annual income. For 2022-23 the Charity's income amounted to **£2,088,435** so a reserves target of **£522,109** to **£730,952** would ordinarily be acceptable within the current policy.

At the end of the 2022-23 financial year, the actual level of unrestricted funds held as reserves was **£664,960** These funds are split as follows:



The current level of **£664,960** is slightly above the midpoint of the target range.

As mentioned last year money has been set aside to enable TIC+ to become more resilient in terms of both IT infrastructure and staff sustainability. Whilst some activity has already taken place during this financial year, based on current project estimates **£164,872** has been set aside in the following Designated funds and the Trustees anticipate that this will all be utilised by 31 March 2024.

#### **Digital Excellence Framework - £101,938**

Part of the TIC+ Employee Excellence & Engagement Programme, this new cloud-based client record system will improve service delivery and allow our clinical staff to digitally update records in real-time; this will improve safeguarding and governance as well as better work/life balance for our team. It is anticipated that we will have gone live by March 2024.

#### **Staff Training Subsidies - £36,374**

TIC+ is committed to developing a sustainable workforce that benefits wider society. Training to be a counsellor can take many years and be expensive, so can exclude many people from this profession, particularly those from disadvantaged backgrounds. The TIC+ training subsidy offers free/subsidised training for qualifying students at levels 4 and 5 of CPCAB-accredited training.

#### **Pay / Salary Review - £17,760**

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

#### **Hardship Fund - £8,800**

Referred to earlier, the hardship fund is a Bursary that exists to support staff who may be experiencing financial difficulties with grants of up to £300.

Discounting the pre-designated funds from the overall level of reserves results in a balance of **£500,088**

- A portion of this, **£379,088**, has been ring fenced as follows:

#### **Redundancy Fund - £43,088**

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

#### **Contingency Fund - £336,000**

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

#### **Financial management**

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

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

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

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

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

#### **GOING CONCERN**

COVID had a big impact on many charities' viability in terms of sustainable finances, delivering services and meeting their charitable objects. TIC+ were very fortunate not to be so affected, and although we are constantly conscious of the need to continue to raise additional funds beyond contract income, our finances are strong.

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

However, fundraising currently makes a small part of our overall income, and contract income has been maintained. Over the next three years, additional investment will go into the Fundraising team to help TIC+ be able to diversify its income stream and mitigate over reliance on one main

commissioning body.

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

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **GOVERNING DOCUMENT**

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

The board has been reviewing the current governing document to identify where it can be strengthened and clarified, having last been updated in 2002, and has taken expert legal advice on this. Proposed changes will be put to the Membership towards the end of the financial year 23/24 and will be reported on in our next annual report.

### **OUR COMMITMENT TO GOOD GOVERNANCE**

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

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

Trustees are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting. Recruitment of trustees follows our Safer Recruitment Policy, and, where appropriate, we are clear about any specialist skills or experience we are seeking to fill. New trustees receive an induction that includes an overview of TIC+ work and activities. To date all newly elected trustees have been able to spend time prior to election meeting with senior staff, visiting one or two trustees' meetings to learn more about the work and the role of trustees. We believe this provides invaluable training for the role.

Specific training is provided on a cyclical basis; over the last year trustees have received training in Risk Management as well as our new training in Equity, Diversity and Inclusion. Trustees receive Safeguarding training annually.

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

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

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

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

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

## **MANAGEMENT**

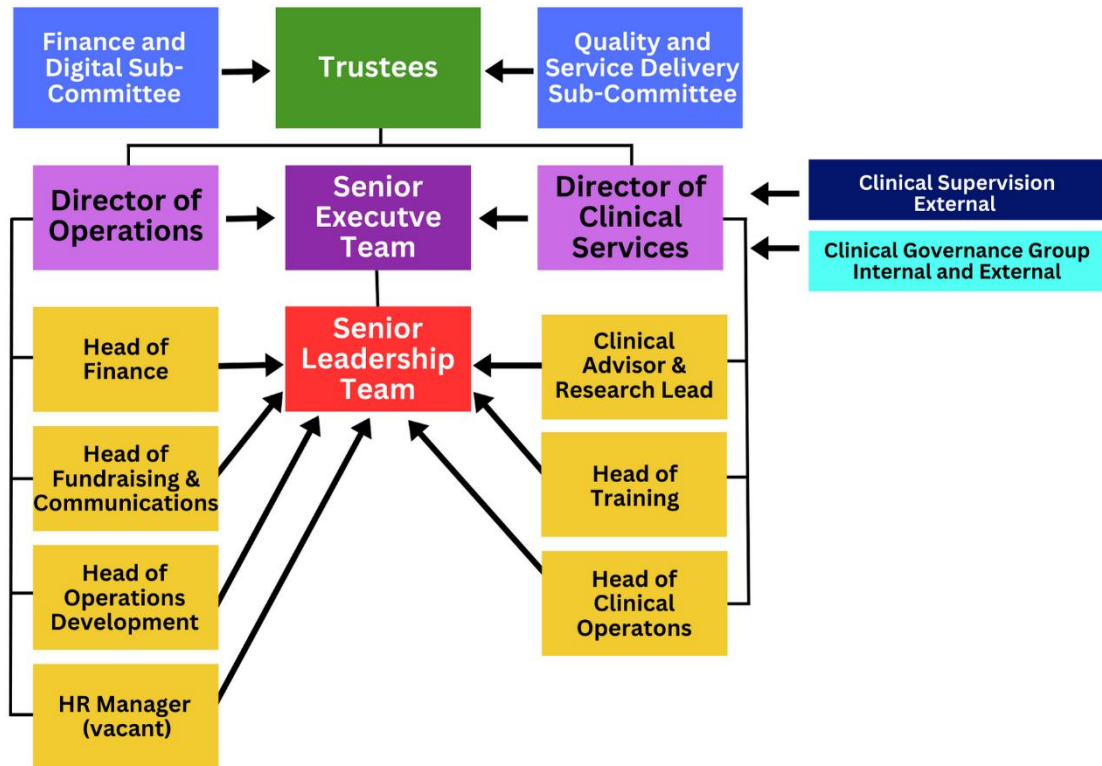
The oversight of the day-to-day work and management of TIC+ is delegated to an Executive team, consisting of the Director of Clinical Services, the Director of Operations and trustee representation. They in turn oversee the Senior Leadership Team (SLT), shown in the organogram below.

As shown in Note 8 (staff costs) in the accounts, there has been a significant increase in the Key Management Personnel remuneration (£414,691 compared to £299,704 in 2021/2022). This is due to the strengthening of the senior management team by recruiting additional posts in November 2022 and January 2023. These posts have provided additional skills and capacity, helping TIC+ become growth ready.

The SLT deliver the work approved by the trustees as well as bringing to the attention of the board any matters they feel need to be addressed. Department Teams meet regularly under the leadership of the SLT and take responsibility for TIC+ day-to-day operations and service delivery.

There are clear terms of reference for the SLT in relation to its accountability to the Trustees. The SLT has been enhanced through the appointment of a Head of Clinical Operations and Head of Operational Development.

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



## OUR PRINCIPAL RISKS AND UNCERTAINTIES

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

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

Summary of key risks for the charity is shown below broken down into areas of oversight:

Area	Key Risks
Governance	Leadership Capacity Corporate Governance
Finance	Maintaining Relationship with Funders Marketplace Competitors Pricing & Contracting Policy Income Source Overreliance
Service Delivery	Excess Service Demand Service Quality Workforce Strategy & delivery Digital Information & Technology

## STATEMENT OF TRUSTEES' RESPONSIBILITIES FOR THE YEAR ENDED 31ST MARCH 2023

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

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

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

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

In so far as the trustees are aware:

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

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

Signed by order of the Board of Trustees:

Nigel Gabb  
Trustee

*Nigel Gabb*

Date: 07 November 2023

## **REGISTERED COMPANY NUMBER**

02954230 (England and Wales)

## **REGISTERED CHARITY NUMBER**

1045429

## **REGISTERED OFFICE**

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

## **TRUSTEES**

N C Gabb	Local Government Officer
D McShee	Student Mental Health Nurse (resigned October 2022)
JM Newton	Executive Director NHS
P Cresswell	Associate Director NHS
R J Blagden	University of Gloucestershire, Director of Libraries, Technology and Information
J Hubbard	Retired Civil Servant (Chair)
R E Frett	Business & Development Manager (resigned October 2023)
JM Daines	Leadership & Education Consultant
C Anderton	
S Leaver	Company Director (appointed January 2023)

## **AUDITORS**

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

## **BANKERS**

Lloyds Bank  
8 High Town  
Hereford HR1 2AE

## **SENIOR MANAGEMENT TEAM**

Judith Bell	Director of Clinical Services
Claire Power-Browne	Director of Operations
Sue Cook	Head of Training
Andrew Downing	Head of Finance
Carolyn Roulstone	Head of Fundraising & Communications
Jon Jarvis	Head of Clinical Operations
Dan Tipp	Head of Operations Development
Dr Chloe Constable	Clinical Advisor and Research Lead

## **INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TEENS IN CRISIS FOR THE YEAR ENDED 31ST MARCH 2023**

### **OPINION**

We have audited the financial statements of Teens in Crisis (the "Charity") for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the Charity's affairs as at 31 March 2023 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **BASIS FOR OPINION**

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

### **CONCLUSIONS RELATING TO GOING CONCERN**

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

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

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

### **OTHER INFORMATION**

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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

conclude that there is a material misstatement of this other information, we are required to report the fact.

We have nothing to report in this regard.

## **OPINIONS ON OTHER MATTERS PRESCRIBED BY THE COMPANIES ACT 2006**

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

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

## **MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION**

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

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

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

## **RESPONSIBILITIES OF TRUSTEES**

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

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

## **AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when

it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

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

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

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

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

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

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

## **USE OF OUR REPORT**

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



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

For and on behalf of Burton Sweet Limited  
Statutory Auditor  
The Clock Tower  
5 Farleigh Court  
Old Weston Road  
Flax Bourton  
Bristol BS48 1UR

Date: 07 November 2023

# TEENS IN CRISIS

## STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)

YEAR ENDED 31 MARCH 2023

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
<b>Income from:</b>					
Donations and legacies	2	62,393	114,589	176,982	201,237
Charitable activities	3	1,484,391	398,974	1,883,365	1,579,266
Other trading activities		5,768	-	5,768	48
Investments		22,320	-	22,320	379
<b>Total income</b>		<b>1,574,872</b>	<b>513,563</b>	<b>2,088,435</b>	<b>1,780,930</b>
<b>Expenditure on:</b>					
Raising funds	4	64,232	522	64,754	41,703
Charitable activities	5	1,679,424	458,342	2,137,766	1,610,624
<b>Total expenditure</b>		<b>1,743,656</b>	<b>458,864</b>	<b>2,202,520</b>	<b>1,652,327</b>
<b>Net income/(expenditure)</b>	7	<b>(168,784)</b>	<b>54,699</b>	<b>(114,085)</b>	<b>128,603</b>
<b>Transfers between funds</b>	15	-	-	-	-
<b>Net movement in funds</b>		<b>(168,784)</b>	<b>54,699</b>	<b>(114,085)</b>	<b>128,603</b>
<b>Funds at start of period</b>	15	<b>833,744</b>	<b>67,947</b>	<b>901,691</b>	<b>773,088</b>
<b>Funds at end of period</b>	15	<b>664,960</b>	<b>122,646</b>	<b>787,606</b>	<b>901,691</b>

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

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

See note 9 for fund-accounting comparative figures  
The notes on pages 47 to 59 form part of these financial statements

**TEENS IN CRISIS**  
**BALANCE SHEET**  
**AS AT 31 MARCH 2023**

	<b>Note</b>	<b>2023 £</b>	<b>2022 £</b>
<b>Fixed assets</b>			
Tangible assets	<b>10</b>	16,004	12,192
		<u>16,004</u>	<u>12,192</u>
<b>Current assets</b>			
Debtors	<b>11</b>	178,330	533,095
Cash at bank and in hand		1,553,203	1,335,180
		<u>1,731,533</u>	<u>1,868,275</u>
<b>Liabilities</b>			
Creditors : amounts falling due within one year	<b>12</b>	(959,931)	(978,776)
		<u>771,602</u>	<u>889,499</u>
<b>Net current assets</b>			
		771,602	889,499
<b>Total assets less current liabilities</b>		787,606	901,691
<b>Net assets</b>		<u>787,606</u>	<u>901,691</u>
<b>FUNDS</b>			
Unrestricted funds	<b>16</b>	664,960	833,744
Restricted funds	<b>16</b>	122,646	67,947
		<u>787,606</u>	<u>901,691</u>
<b>Total funds</b>		<u>787,606</u>	<u>901,691</u>

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

These financial statements were approved by the Trustees on 7 November 2023 and are signed on their behalf by

*Nigel Gabb*

Nigel Gabb  
Trustee

Company registration number: 02954230

**The notes on pages 47 to 59 form part of these financial statements**

**TEENS IN CRISIS**  
**CASH FLOW STATEMENT**  
**YEAR ENDED 31 MARCH 2023**

	<b>Note</b>	<b>2023 £</b>	<b>2022 £</b>
<b>Net cash inflow from operating activities</b>	<b>13</b>	205,864	351,073
<b>Non-operational cash flows:</b>			
<b>Investing activities</b>			
Payments for tangible fixed assets		(10,161)	-
Investment income		22,320	379
		<u>12,159</u>	<u>379</u>
<b>Net cash inflow/(outflow) for the year</b>	<b>14</b>	<u><u>218,023</u></u>	<u><u>351,452</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 47 to 59 form part of these financial statements**

# TEENS IN CRISIS

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

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### 1 Accounting policies

#### Accounting convention

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

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

#### Income

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

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

Investment income is included on a receivable basis.

#### Expenditure

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

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

#### Tangible fixed assets

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

Fixtures and equipment - 25% on cost

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

#### Taxation

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

#### Fund accounting

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

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

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

# TEENS IN CRISIS

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

### 1 Accounting policies (continued)

#### Debtors

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

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

#### Creditors

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

#### Pension costs and other post-retirement benefits

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

### 2 Income from: Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Grants	-	114,589	114,589
Other donations	57,832	-	57,832
Gift aid	4,561	-	4,561
	<u>62,393</u>	<u>114,589</u>	<u>176,982</u>
<b>Prior period comparatives</b>	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total Funds 2022 £</b>
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>

# TEENS IN CRISIS

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

### 3 Income from: Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Public sector funding	1,399,769	92,326	1,492,095
Service level agreements	-	300,355	300,355
Training and workshops	84,622	-	84,622
Other charitable activities income	-	6,293	6,293
	<u>1,484,391</u>	<u>398,974</u>	<u>1,883,365</u>
<b>Prior period comparatives</b>	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total Funds 2022 £</b>
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>

Public sector funding includes grants totalling £1,427,958 (2022: £1,205,172) from NHS Gloucestershire CCG and £40,210 (2022: £67,450) from other sources.

Service level agreements of £257,937 (2022: £209,389) are principally funded by local authority funding.

**TEENS IN CRISIS**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**YEAR ENDED 31 MARCH 2023**

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**4 Expenditure on: Raising funds**

	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total Funds 2023</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Fundraising costs	12,325	65	12,390
Wages and salaries	51,907	457	52,364
	<u>64,232</u>	<u>522</u>	<u>64,754</u>

**Prior period comparatives**

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

**5 Expenditure on: Charitable activities**

	<b>Direct Costs</b>	<b>Support Costs (Note 6)</b>	<b>Total Funds 2023</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Provision of counselling services	<u>1,492,126</u>	<u>645,640</u>	<u>2,137,766</u>

**Prior period comparatives**

	<b>Direct Costs</b>	<b>Support Costs (Note 6)</b>	<b>Total Funds 2022</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Provision of counselling services	<u>1,165,229</u>	<u>445,395</u>	<u>1,610,624</u>

# TEENS IN CRISIS

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

### 6 Support costs

	<b>Total 2023</b>	<b>Total 2022</b>
	<b>£</b>	<b>£</b>
Wages and salaries	387,621	267,684
Premises	80,899	60,891
Legal and professional	41,501	16,415
Office costs	15,546	18,885
IT and software costs	92,146	53,870
Advertising and promotion	9,658	12,591
Depreciation	6,349	4,200
Governance costs	11,920	10,859
	<b>645,640</b>	<b>445,395</b>

### 7 Net income/(expenditure) for the period

This is stated after charging:

	<b>Total 2023</b>	<b>Total 2022</b>
	<b>£</b>	<b>£</b>
Auditor's remuneration	7,699	6,825
- for audit services		
- for other services	3,924	3,924
Trustee expenses	1,677	110
Depreciation	6,349	4,200

### 8 Staff costs and numbers

The aggregate payroll costs were:

	<b>Total 2023</b>	<b>Total 2022</b>
	<b>£</b>	<b>£</b>
Wages & salaries	1,651,240	1,256,401
Social security costs	109,190	74,789
Pension contributions	29,425	21,310
	<b>1,789,855</b>	<b>1,352,500</b>

2 employees received benefits (excluding employer's national insurance contributions and employer pension costs) of between £60,000 and £70,000 (2022: Nil)

The total aggregate employment benefits received by key management personnel were £414,691 for the year (2022: £299,704).

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

<b>Total 2023</b>	<b>Total 2022</b>
<b>105</b>	<b>90</b>

**TEENS IN CRISIS**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**YEAR ENDED 31 MARCH 2023**

**9 Statement of Financial Activities comparative figures**

<b>Prior year comparative</b>	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>Total 2022 £</b>
<b>Income from:</b>			
Donations and legacies	58,396	142,841	201,237
Charitable activities	1,247,053	332,213	1,579,266
Other trading income	48	-	48
Investments	379	-	379
<b>Total income</b>	<b>1,305,876</b>	<b>475,054</b>	<b>1,780,930</b>
<b>Expenditure on:</b>			
Raising funds	41,703	-	41,703
Charitable activities	1,171,063	439,561	1,610,624
<b>Total expenditure</b>	<b>1,212,766</b>	<b>439,561</b>	<b>1,652,327</b>
<b>Net income/(expenditure)</b>	<b>93,110</b>	<b>35,493</b>	<b>128,603</b>
<b>Transfers between funds</b>	<b>37,416</b>	<b>(37,416)</b>	<b>-</b>
<b>Net movement in funds</b>	<b>130,526</b>	<b>(1,923)</b>	<b>128,603</b>
<b>Total funds at start of period</b>	<b>703,218</b>	<b>69,870</b>	<b>773,088</b>
<b>Total funds at end of period</b>	<b>833,744</b>	<b>67,947</b>	<b>901,691</b>

**10 Tangible fixed assets**

	<b>Fixtures &amp; equipment £</b>
<b>Cost</b>	
At 1 April 2022	17,754
Additions	10,161
At 31 March 2023	<b>27,915</b>
<b>Depreciation</b>	
At 1 April 2022	5,562
Charge for the year	6,349
At 31 March 2023	<b>11,911</b>
<b>Net book value</b>	
At 31 March 2023	<b>16,004</b>
At 31 March 2022	<b>12,192</b>

# TEENS IN CRISIS

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

### 11 Debtors

	2023 £	2022 £
<b>Due in less than one year:</b>		
Trade debtors	96,072	483,815
Prepayments and accrued income	77,612	39,429
Other debtors	4,646	9,851
	<u>178,330</u>	<u>533,095</u>

### 12 Creditors

	2023 £	2022 £
<b>Due in less than one year:</b>		
Trade creditors	14,324	5,768
Other creditors	9,008	2,071
Accruals and deferred income	936,599	970,937
	<u>959,931</u>	<u>978,776</u>

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

	2023 £	2022 £
Deferred income balance at start of period	920,106	549,157
Amount released to income earned from charitable activities	(920,106)	(549,157)
Amount deferred in the period	944,923	920,106
Deferred income balance at end of period	<u>944,923</u>	<u>920,106</u>

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

	2023 £	2022 £
Statement of Financial Activities: Net movement in funds	(114,085)	128,603
Investment income	(22,320)	(379)
Depreciation	6,349	4,200
(Decrease)/increase in creditors: current liabilities	(18,845)	392,203
(Increase)/decrease in debtors	354,765	(173,554)
<b>Net cash inflow from operating activities</b>	<u>205,864</u>	<u>351,073</u>

# TEENS IN CRISIS

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

### 14 Analysis of changes in cash during the period

	2023 £	2022 £	Change £
Cash at bank and in hand	1,553,203	1,335,180	218,023
	2022 £	2021 £	Change £
Cash at bank and in hand	1,335,180	983,728	351,452

### 15 Movement in funds

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

# TEENS IN CRISIS

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

### 15 Movement in funds (continued)

Prior year comparative	At 1 Apr 2021 £	Income £	Expenditure £	Transfers £	At 31 Mar 2022 £
<b>Unrestricted funds</b>					
General fund	432,939	1,305,876	(1,212,766)	(275,401)	250,648
Contingency fund	211,500	-	-	103,500	315,000
Redundancy fund	58,779	-	-	4,779	63,558
Staff Training Subsidy	-	-	-	68,538	68,538
Pay/ Salary Review fund	-	-	-	20,000	20,000
Digital Excellence Framework	-	-	-	116,000	116,000
	<u>703,218</u>	<u>1,305,876</u>	<u>(1,212,766)</u>	<u>37,416</u>	<u>833,744</u>
<b>Restricted funds</b>					
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>
<b>Total funds</b>	<u>773,088</u>	<u>1,780,930</u>	<u>(1,652,327)</u>	<u>-</u>	<u>901,691</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 2023**

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**15 Movement in funds (continued)**

Designated Funds (continued)

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

Restricted Funds

Allchurches Trust	Growing technological capability and resilience, particularly increasing digital capacity/provision in order to face the challenges caused by the Covid-19 pandemic.
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# TEENS IN CRISIS

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

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### 15 Movement in funds (continued)

#### Restricted Funds (continued)

Family Support Hammersmith	This funding represents a contract between us and Family Support- a Local Authority Trading Company, where TIC+ counsellors are working as part of the Family Support's 'Transition and Resilience Programme', which aims to reduce serious youth violence and keep children who are at the risk of exclusion, in school.
Gloucester Community Fund	Representing funding given to co-fund the role of our Counselling Co-ordinator who manages waiting lists and matches clients with counsellors based on location and need.
Invoiced	Income derived from delivery of contracts and grants with service delivery requirements attached.
PCC Covid Response	This money represents funding awarded by the Ministry of Justice, through the Office of the Police & Crime Commissioner, to respond to the additional need faced by the charity during Covid. It was provided to fund core costs, including additional safeguarding cover, clinical staff supervision and IT equipment to support remote working.
Rausing	<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 2023

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### 15 Movement in funds (continued)

#### Restricted Funds (continued)

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

# TEENS IN CRISIS

## NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

### 16 Analysis of net assets between funds

#### As at 31 March 2023

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

#### 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>

### 17 Related party transactions

Trustee Daniel McShee was an employee of HB Digital Printing Ltd during the year and his parents are the owners of the business. The charity made purchases of £Nil from the business in the year (2022: £2,653). At the year end a creditor of £Nil was outstanding (2022: £nil).

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

### 18 Operating lease commitments

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

	2023 £	2022 £
<b>Due in:</b>		
Less than 1 year	57,207	3,079
Between 2 and 5 years	<u>41,791</u>	<u>-</u>