

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

Charity number 1045429
Company number 02954230

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Trustees' Annual Report

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

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

About TIC+

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

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

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

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

Our mission and values

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

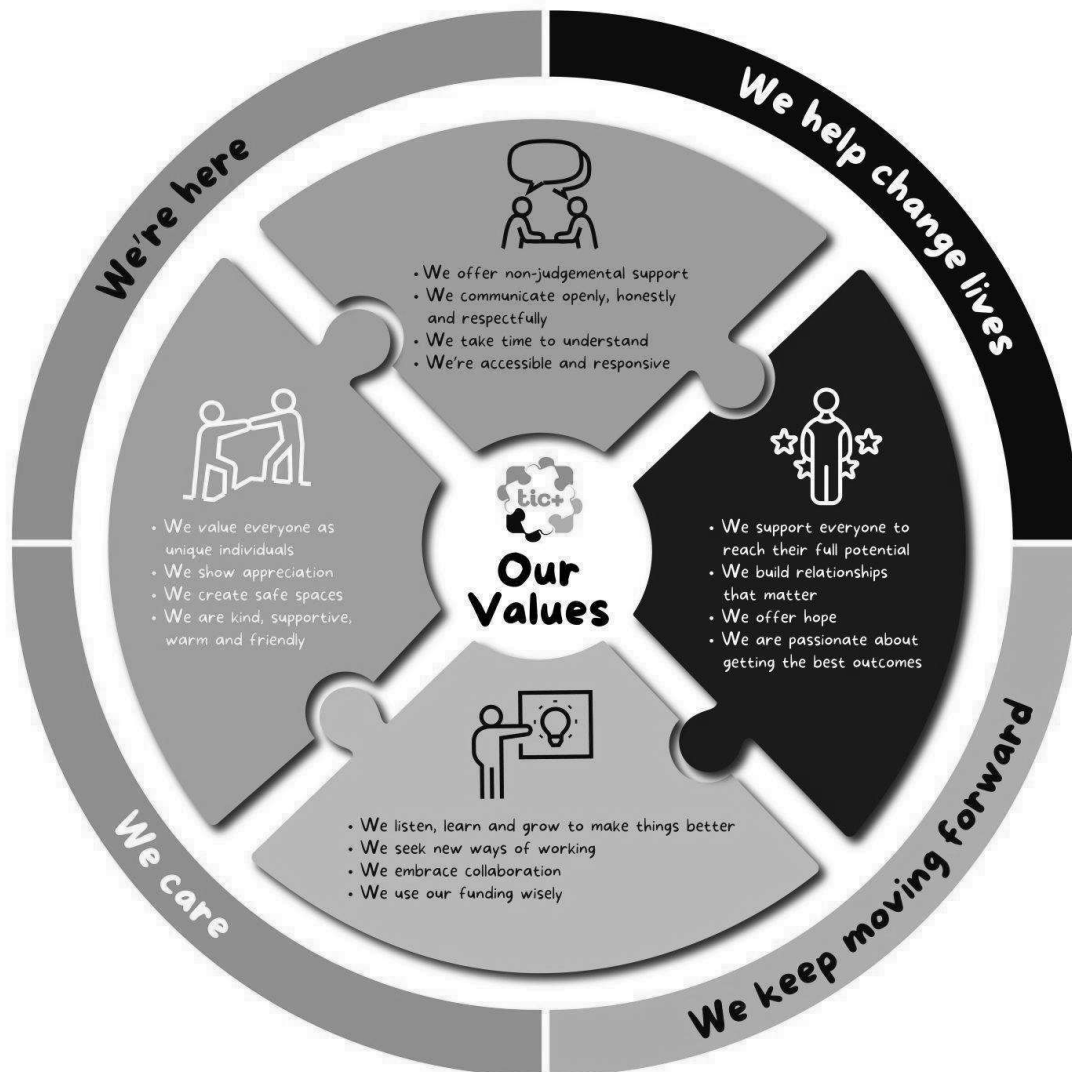
Advance the Christian religion by practically demonstrating the Christian faith in particular but not exclusively by:

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

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

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

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



TIC+ and Christianity

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

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

Chair's letter

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

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

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

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

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

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

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



Forewords from the incoming chair and CEO

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

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

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

Thank you for your interest in TIC+.

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



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

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

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

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



2023/24: year in brief

What we do

In the year to 31 March 2024:

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

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

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

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

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

Why it matters

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

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

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

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

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

**Name changed to protect confidentiality*

Key highlights

BACP accreditation renewal

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

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

Internal clinical supervision pilot

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

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

Hub partnership: linking up locally

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

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

Supporting research and evidence

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

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

Looking ahead: New Senior Executive Team

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

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

Looking ahead: Clinical risk management

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

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

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

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

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

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

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

**Name changed to protect confidentiality*

Our services

Counselling

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

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

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

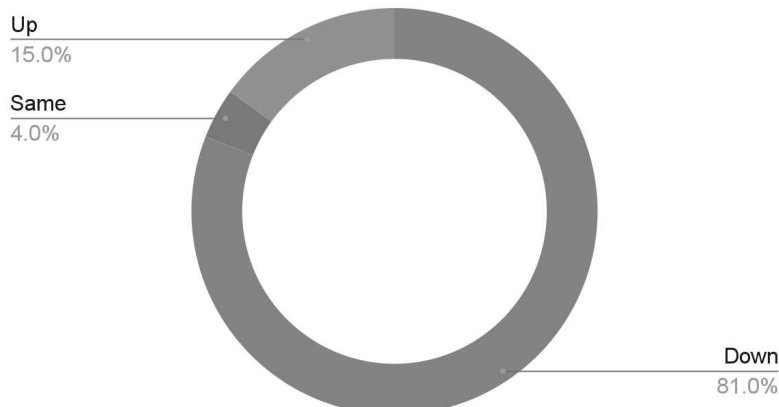
Judith Bell, chief clinical officer, TIC+

Positive impact

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

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

Paired YP COREs for counselling clients, 2023/24



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

Counselling in schools

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

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

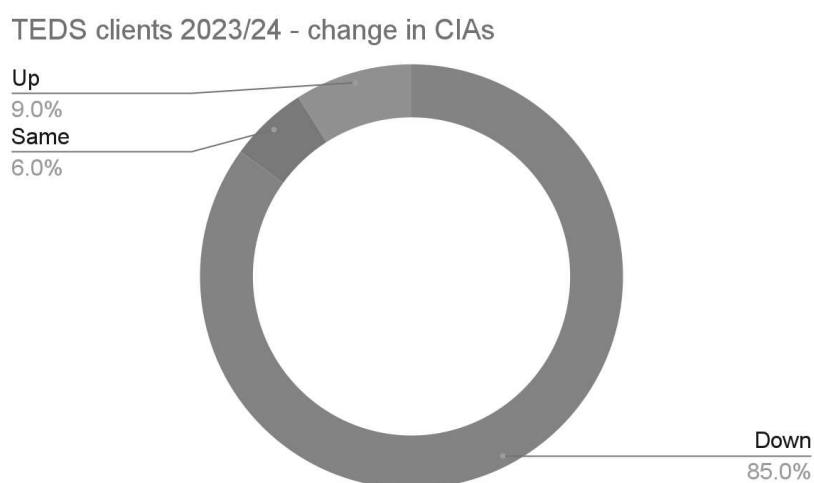
had helped them (again, with 95% saying it had helped ‘totally’, ‘a lot’ or ‘a medium amount’).

TEDS

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

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

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



New contracts: better support for staff

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

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

Looking ahead: Bluestar Project

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

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

Specialist services (including support for parents)

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

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

Janet Gray, clinical manager, TIC+

One at a Time

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

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

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

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

InTER-ACT

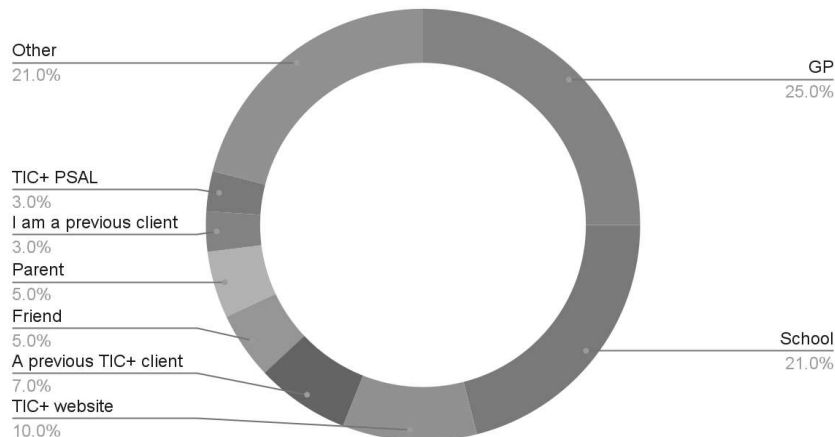
InTER-ACT, our innovative online workshop, began as a pilot in November 2022. The workshops are designed to help young people manage difficult thoughts and feelings. We are pleased to see this service reaching more boys and young men than other services - 44% of attendees are male, a higher proportion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

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

Email feedback from a father attending an InTER-ACT session

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

InTER-ACT was recommended to me by...



TIC+chat

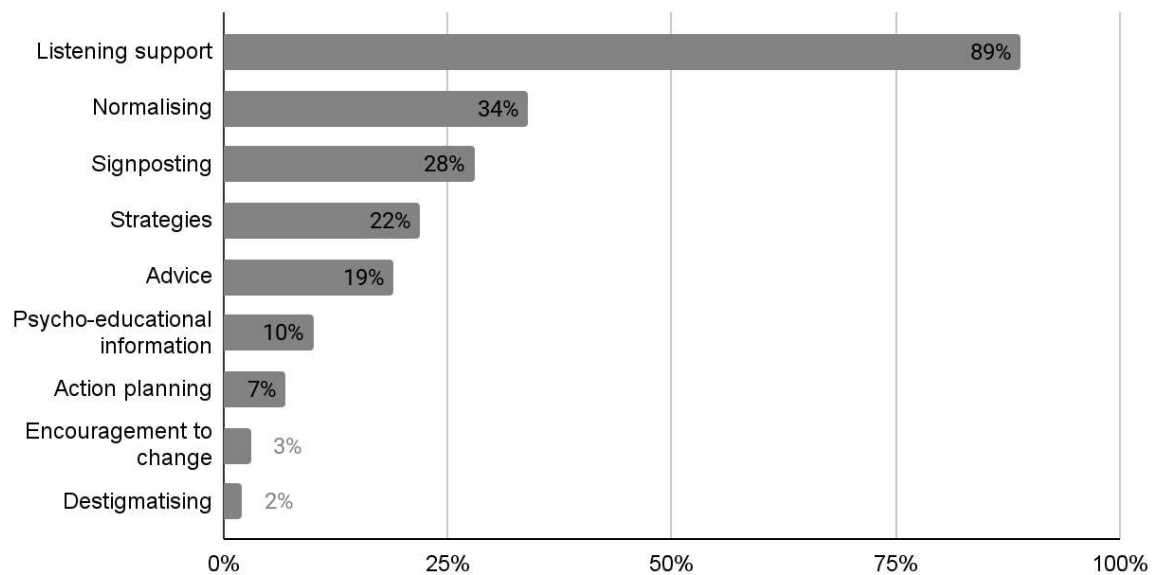
Set up in 2020 as a rapid response to the Covid-19 pandemic, TIC+chat is our anonymous chat service for those needing support right away, without an appointment. Many young people use this service and will need no other mental health support, others turn to it while waiting for their counselling or other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

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

During 2023/24:

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

Types of support provided by TIC+chat (reported by counsellors)



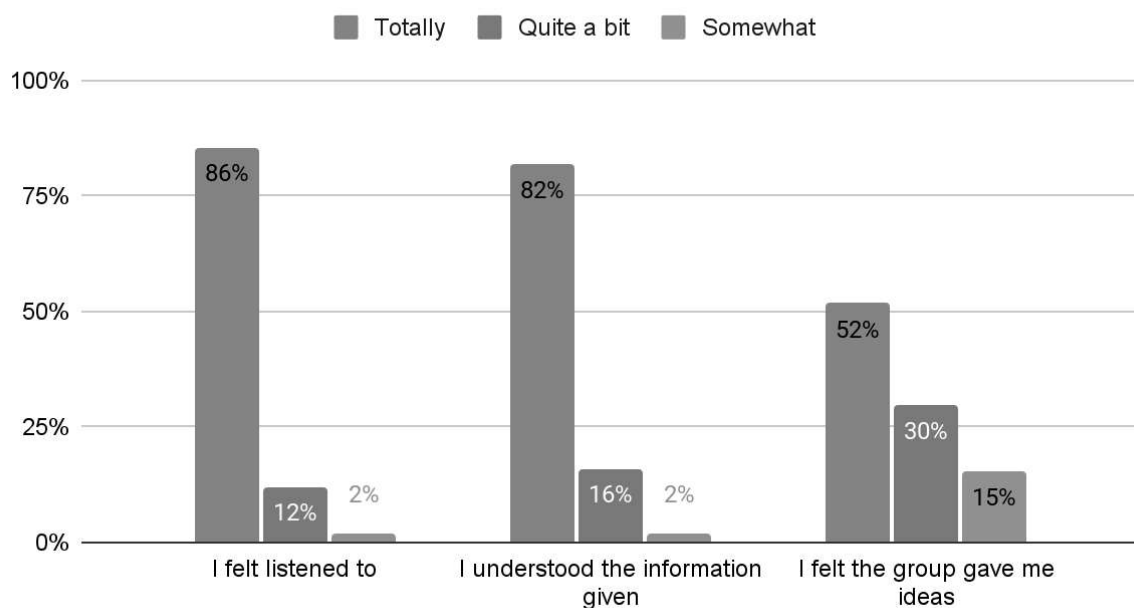
Support for parents

Parent Support Groups

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

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

PSG feedback 2023/24



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

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

Parent & Carer Support and Advice Line (PSAL)

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

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

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

PSAL feedback 2023/24:

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

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

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

Our organisation

Finance

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

Reward and remuneration project

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

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

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

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

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

“Creating our grade and pay scales took a lot of long, hard work, but has been a very worthwhile project in creating internal consistency as we look towards future growth.

We’re now turning our attention to a further restructure of some of our financial management systems, to further improve our back office functionality to improve the support given to all members of staff so that they can continue doing their inspiring work.”

Andrew Downing, chief financial officer, TIC+

Digital transformation

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

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



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

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

Training

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

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

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



CPCAB Level 5 Certificate in Relational Supervision

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

Sue Cook, head of clinical training, TIC+

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

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

Celebrating our team

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



Summer Celebration 2023

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

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

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

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



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

Equity, diversity and inclusion

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

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

inclusive organisation.

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

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

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

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

Young People's Voices Group (YPVG)

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

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

Looking ahead: Boys In Mind - examining client gender balance

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

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

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

Cheryl King, service development and improvement manager, TIC+

Fundraising and marketing

TIC+ generates income from four main sources:

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

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

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

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

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

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

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

Nia Price, fundraiser, TIC+

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

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

Fundraising Regulator

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

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

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

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

Looking ahead: time to rebrand

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

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

We look forward to launching this new brand in 2025.

Organisational context and financial review

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

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

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

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

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

Targets we set last year were to:

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

Employer of Excellence

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

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

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

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

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

Pay and financial support to staff

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

Pay award

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

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

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

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

Income

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

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

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

enter the profession.

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

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

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

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

Current year £172,959

This has been calculated as follows:

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

(Restricted funds under Note 3 relate to fundraising activity)

Previous Year £269,308

This has been calculated as follows:

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

(Restricted funds under Note 3 relate to fundraising activity)

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

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

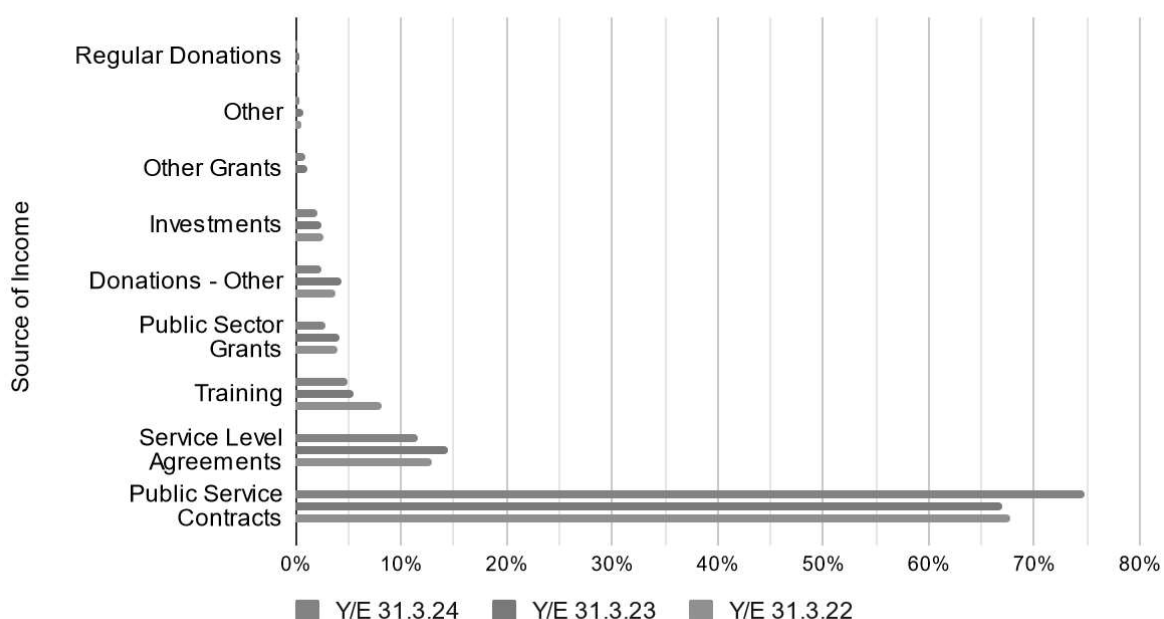
We are particularly grateful to the many businesses, grants trusts and individuals who have done so much to support us over this last year.

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

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

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

Percentage split of income



Expenditure

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

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

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

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

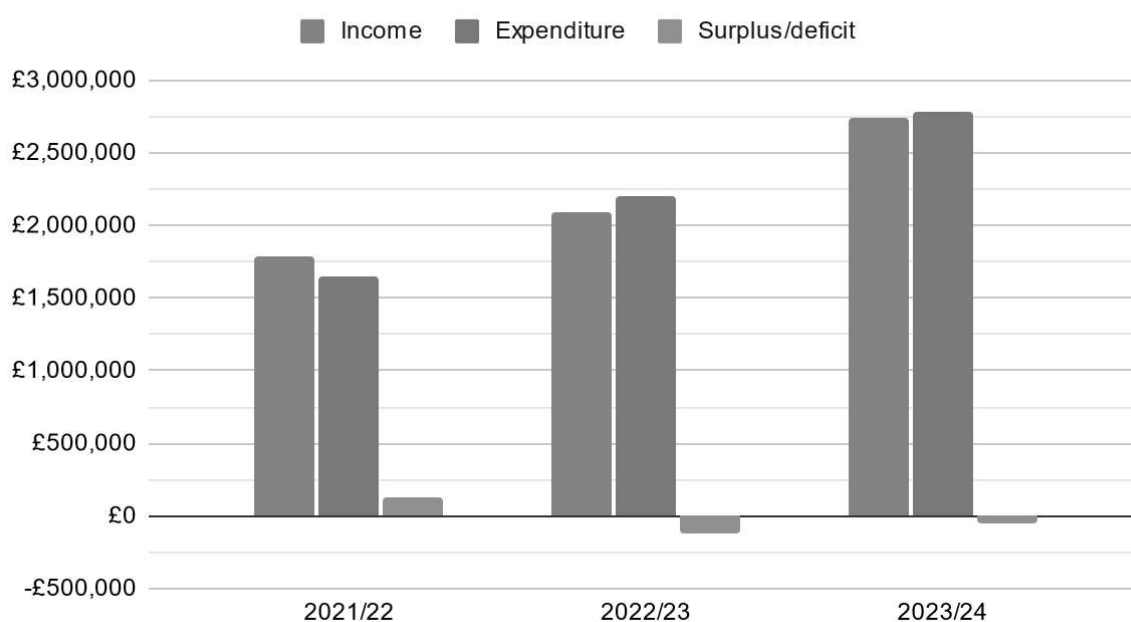
As we look ahead, we are mindful of the balance of growth and consolidation. We continue to look to ensure that our capacity to deliver matches demand on services, including the essential core services which provide essential governance, support and oversight. We remain committed to being a workplace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

Summary

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

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

Income, expenditure and surplus/deficit



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

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

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

Reserves Policy

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

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

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

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

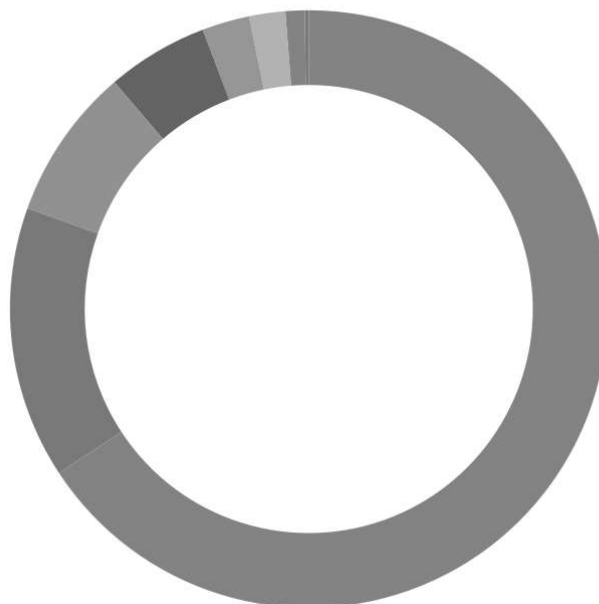
The level of funds held as general funds or as designated funds will fluctuate over time, but the charity aims to hold such reserves within a range of 25% to 35% of the charity's annual income. For 2023-24 the charity's income amounted to £2,734,947 so a reserves target of £683,737 to £957,231 would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

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

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

Unrestricted funds

- Contingency fund
- Senior management restructure
- Redundancy fund
- General fund
- Staff subsidy fund
- Digital excellence framework fund
- Hardship fund
- Pay/salary review fund



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

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

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

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

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

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

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

Financial management

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

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

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

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

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

Going concern

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

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

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

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

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

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

Structure, governance and management

Governing document

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

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

Our commitment to good governance

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

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

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

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

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

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

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

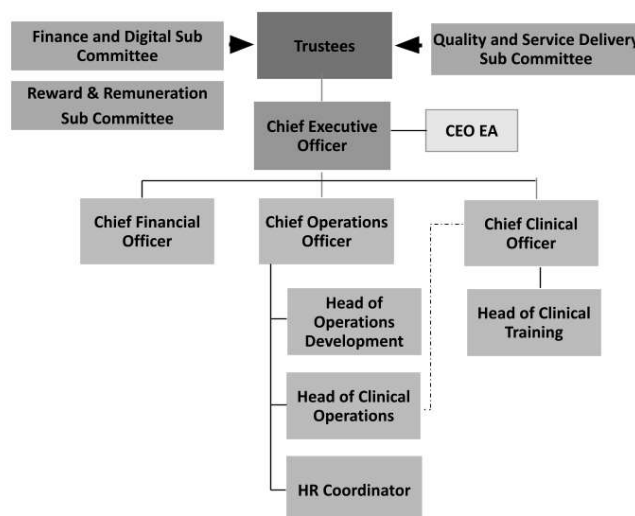
- **Risk, Digital & Finance Committee:** manages Strategic Risk and our digital transformation strategy, oversees all financial aspects, including setting and managing the internal financial controls, budget setting and management against budget.
- **Remuneration and Reward Committee:** reviews the remuneration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

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

Management

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

Current TIC+ Senior Leadership Team



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

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

The SET has been enhanced:

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

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

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

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

Our principal risks and uncertainties

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

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

The summary of key risks for the charity are:

Area	Key risks
Governance	<ul style="list-style-type: none"> • Leadership capability • Corporate

	<ul style="list-style-type: none"> • Governance
Finance	<ul style="list-style-type: none"> • Maintaining relationship with funders • Marketplace competitors • Pricing & Contracting Policy • Income source overreliance
Service delivery	<ul style="list-style-type: none"> • Excess service demand • Service quality • Workforce strategy & delivery • Digital information & technology

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

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

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

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

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

In so far as the trustees are aware:

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

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

Auditors

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

Signed by order of the board of trustees:

Nigel Gabb, Trustee

Date: 14 November 2024

Registered Company number: 02954230 (England and Wales)

Registered Charity number: 1045429

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

Trustees

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

Auditors

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

Bankers

Lloyds Bank
8 High Town
Hereford HR1
2AE

Senior Leadership Team

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

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

Opinion

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

In our opinion, the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

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

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

Auditor's responsibilities for the audit of the financial statements

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

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

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

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

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

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

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

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

Use of our report

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

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

For and on behalf of Burton Sweet Limited

Statutory Auditor

The Clock Tower

5 Farleigh Court

Old Weston Road

Flax Bourton

Bristol BS48 1UR

Date:

TEENS IN CRISIS

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)

YEAR ENDED 31 MARCH 2024

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

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

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

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

TEENS IN CRISIS
BALANCE SHEET
AS AT 31 MARCH 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	10	33,708	16,004
		<u>33,708</u>	<u>16,004</u>
Current assets			
Debtors	11	171,735	178,330
Cash at bank and in hand		1,247,584	1,553,203
		<u>1,419,319</u>	<u>1,731,533</u>
Liabilities			
Creditors : amounts falling due within one year	12	(719,137)	(959,931)
Net current assets		<u>700,182</u>	<u>771,602</u>
Total assets less current liabilities		733,890	787,606
Net assets		<u><u>733,890</u></u>	<u><u>787,606</u></u>
FUNDS			
Unrestricted funds	16	679,507	664,960
Restricted funds	16	54,383	122,646
Total funds		<u><u>733,890</u></u>	<u><u>787,606</u></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 14 November 2024 and are signed on their behalf by:

Nigel Gabb
Trustee

Company registration number: 02954230

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

TEENS IN CRISIS

CASH FLOW STATEMENT

YEAR ENDED 31 MARCH 2024

	Note	2024 £	2023 £
Net cash (outflow) / inflow from operating activities	13	(336,227)	205,864
Non-operational cash flows:			
Investing activities			
Payments for tangible fixed assets		(27,613)	(10,161)
Investment income		58,221	22,320
		<u>30,608</u>	<u>12,159</u>
Net cash (outflow) / inflow for the year	14	<u>(305,619)</u>	<u>218,023</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 44 to 55 form part of these financial statements

TEENS IN CRISIS

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

1 Accounting policies

Accounting convention

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

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

Income

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

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

Investment income is included on a receivable basis.

Expenditure

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

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

Tangible fixed assets

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

Fixtures and equipment - 25% on cost

Computer equipment - 25% on cost

Assets of £5,000 or more are capitalised.

Taxation

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

Fund accounting

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

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

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

TEENS IN CRISIS

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

1 Accounting policies (continued)

Debtors

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

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

Creditors

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

Pension costs and other post-retirement benefits

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

2 Income from: Donations and grants

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Grants	500	23,375	23,875
Other donations	65,283	-	65,283
Gift aid	5,934	-	5,934
	<u>71,717</u>	<u>23,375</u>	<u>95,092</u>
Prior period comparatives	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Grants	-	114,589	114,589
Other donations	57,832	-	57,832
Gift aid	4,561	-	4,561
	<u>62,393</u>	<u>114,589</u>	<u>176,982</u>

TEENS IN CRISIS

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

3 Income from: Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Public sector funding	2,044,588	77,867	2,122,455
Service level agreements	-	314,504	314,504
Training and workshops	134,389	-	134,389
Other charitable activities income	-	9,694	9,694
	<u>2,178,977</u>	<u>402,065</u>	<u>2,581,042</u>
Prior period comparatives	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Public sector funding	1,399,769	92,326	1,492,095
Service level agreements	-	300,355	300,355
Training and workshops	84,622	-	84,622
Other charitable activities income	-	6,293	6,293
	<u>1,484,391</u>	<u>398,974</u>	<u>1,883,365</u>

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

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

TEENS IN CRISIS
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2024

4 Expenditure on: Raising funds

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

Prior period comparatives

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

5 Expenditure on: Charitable activities

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

Prior period comparatives

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

TEENS IN CRISIS

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

6 Support costs

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

7 Net income/(expenditure) for the period

This is stated after charging:

	Total 2024 £	Total 2023 £
Auditor's remuneration - for audit services	9,132	7,699
- for other services	4,414	3,924
Trustee expenses	548	1,677
Depreciation	<u>9,909</u>	<u>6,349</u>

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

8 Staff costs and numbers

The aggregate payroll costs were:

	Total 2024 £	Total 2023 £
Wages & salaries	2,070,608	1,651,240
Social security costs	154,844	109,190
Pension contributions	40,615	29,425
	<u>2,266,067</u>	<u>1,789,855</u>

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

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

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

Total 2024	Total 2023
<u>114</u>	<u>105</u>

TEENS IN CRISIS

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

9 Statement of Financial Activities comparative figures

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

10 Tangible fixed assets

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

TEENS IN CRISIS

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

11 Debtors

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

12 Creditors

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

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

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

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

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

TEENS IN CRISIS

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

14 Analysis of changes in cash during the period

	2024 £	2023 £	Change £
Cash at bank and in hand	1,247,584	1,553,203	(305,619)
	2023 £	2022 £	Change £
Cash at bank and in hand	1,553,203	1,335,180	218,023

15 Movement in funds

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

TEENS IN CRISIS

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

15 Movement in funds (continued)

Prior year comparative	At 1 Apr 2022 £	Income £	Expenditure £	Transfers £	At 31 Mar 2023 £
Unrestricted funds					
General fund	250,648	1,574,872	(1,713,874)	9,354	121,000
Contingency fund	315,000	-	-	21,000	336,000
Redundancy fund	63,558	-	-	(20,470)	43,088
Staff Training Subsidy	68,538	-	-	(32,164)	36,374
Pay/ Salary Review fund	20,000	-	(14,520)	12,280	17,760
Digital Excellence Framework	116,000	-	(14,062)	-	101,938
Hardship Fund	-	-	(1,200)	10,000	8,800
	<u>833,744</u>	<u>1,574,872</u>	<u>(1,743,656)</u>	<u>-</u>	<u>664,960</u>
Restricted funds					
PCC Covid Response	10,473	-	(9,211)	-	1,262
Rausing	7,386	50,000	(22,092)	1,940	37,234
Service Level Agreements	(9,111)	287,851	(278,740)	-	-
St James' Place	2,083	25,000	(24,999)	-	2,084
Sylvanus Lysons	10,000	-	(10,000)	-	-
MOJ Sexual Violence	-	16,585	(11,502)	(5,083)	-
Newby Trust	10,000	-	(10,000)	-	-
Zurich	10,695	-	(9,272)	-	1,423
Levelling Up Fund (Boys in Mind)	-	56,379	(417)	-	55,962
Zurich Community Trust	-	17,500	(12,922)	-	4,578
Other restricted funds (see description)	26,421	60,248	(69,709)	3,143	20,103
	<u>67,947</u>	<u>513,563</u>	<u>(458,864)</u>	<u>-</u>	<u>122,646</u>
Total funds	<u>901,691</u>	<u>2,088,435</u>	<u>(2,202,520)</u>	<u>-</u>	<u>787,606</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 2024

15 Movement in funds (continued)

Designated Funds (continued)

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

Restricted Funds

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

TEENS IN CRISIS

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

15 Movement in funds (continued)

Restricted Funds (continued)

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

TEENS IN CRISIS

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

16 Analysis of net assets between funds

As at 31 March 2024

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

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>

17 Related party transactions

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

18 Operating lease commitments

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

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