CROYDON YOUTH INFORMATION AND COUNSELLING SERVICE LIMITED

England & Wales · Charity number 1049307

Details

Other names	CROYDON DROP IN SUPPORT FOR YOUNG PEOPLE, DROP IN AND TALKBUS, TALKBUS
Status	Registered
Legal form	Charitable company
Company number	03092355
Registered	1995-09-26
Register	View on the Charity Commission register

Contact

Address	132 Church Street Croydon CR0 1RF
Phone	02086800404
Email	enquiries@croydondropin.org.uk
Website	www.croydondropin.org.uk

Activities

Objects: THE ADVANCEMENT OF EDUCATION, THE FURTHERANCE OF HEALTH AND THE RELIEF OF POVERTY, DISTRESS AND SICKNESS OF YOUTH IN THE COMMUNITY OF CROYDON AND THE SURROUNDING AREA.

Activities: Croydon Drop In is a free, confidential counselling, advocacy, outreach and health education charity who support infants, children & young people between the ages of 2 - 25 and families who live, study or work in the London Borough of Croydon. Drop In has a mobile unit know as Talkbus which travels across the Borough delivering our services to our community in their own environments.

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Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People

Geography

- **Area of benefit:** CROYDON AND THE SURROUNDING AREA
- Croydon

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,847,340	£1,772,191	£1,199,168	51
2024-03-31	£1,922,794	£1,576,186	£1,124,019	48
2023-03-31	£1,572,155	£1,541,843	£627,397	48
2022-03-31	£1,358,027	£1,216,240	£597,085	46
2021-03-31	£953,588	£881,718	£455,298	36

Trustees

Name	Role	Appointed
Roger King	Chair	2016-10-01
Basil Morris		2014-01-06
Donald Boswell		2024-11-12
JILL KEEHAN		2013-01-07
Portia Kumalo		2024-11-12
Rhianne Danielle Elleston Pascall		2021-07-19

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CROYDON YOUTH INFORMATION AND COUNSELLING SERVICE LIMITED

England & Wales - Charity number 1049307

Accounts

CROYDON YOUTH INFORMATION & COUNSELLING SERVICE LIMITED

(Limited by guarantee)

Known as

CROYDON DROP IN (CDI)

COMPANY NO: 03092355

CHARITY NO: 1049307

REPORT AND AUDITED ACCOUNTS

for the year ended

31st March 2025

TC GROUP

STATUTORY AUDITORS

Suffolk House

George Street

Croydon CR0 0YN

Croydon Youth Information & Counselling Service Limited

Status:	Company Limited by Guarantee No. 03092355 incorporated on 17 August 1995 Charity registration No. 1049307 The Company's governing document is its Memorandum and Articles of Association incorporated 17 August 1995
Secretary and Registered Office:	Shaun Polley 132 Church Street Croydon CR0 1RF
Trustees:	Mr Roger King (Chair) Mrs Anne Smith (Vice Chair) Mrs Jill Keehan (Treasurer) Mrs Janet Austin (resigned November 2024) Ms Rhianne Elleston-Pascal Mr Basil Morris Ms Portia Kumalo (appointed November 2024) Mr Donald Boswell (appointed November 2024)
Chief Executive Officer:	Mr Shaun Polley (appointed September 2024) (previously Mr. Gordon Knott resigned August 2024)
Auditor:	TC Group Statutory Auditors Suffolk House George Street Croydon CR0 0YN
Bankers:	The Co-operative Bank Plc 91 George Street Croydon CR9 3QT
Solicitors:	Streeter Marshall 74 High Street Croydon CR9 2U

Croydon Youth Information & Counselling Service Limited

Trustees' Report
for the year ended
31st March 2025

The Trustees, who are also the Directors of the charitable company, present their annual Directors' Report together with the financial statements of the charity for the year ending 31st March 2025 which are also prepared to meet the requirements for a Directors' Report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006 and 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 (FRS102).

Our purpose and activities

The objects of the charitable company are the advancement of education, the furtherance of health and relief of poverty, distress and sickness of young people in the community of Croydon and the surrounding areas in accordance with its Memorandum and Articles of Association.

The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on Public Benefit when reviewing their objectives and activities and in the planning of future activities. They have also considered the guidance 'Public Benefit: Running a Charity (PB2)'. It is the judgement of the trustees that activities in pursuit of the above objectives fully meet the Public Benefit test, which they have kept in mind in planning programmes for the charity. In delivering services and in the appointment of staff, volunteers and trustees, the charity operates a strict policy of no discrimination on any grounds.

Review for the year: Activities, Achievements and Performance

A reminder from the individuals with whom we have worked this year of why we do what we do...

"I feel like I understand myself better now. I didn't think talking would help, but it really did. I'm not scared of my thoughts anymore."

"Counselling helped me even though I didn't want to come at first. It's made me feel stronger and more ready to deal with stuff."

"CDI has been a lifeline for our family. The team didn't just listen—they helped us find ways to cope and move forward."

"I liked the film about gangs. It made me think about choices and how to stay safe. I want my friends to see it too."

"I found in the project that young people having contact with other autistic people has helped them to realise that they're not as out of place as they thought they were—it wasn't them, but the environment they were in."

"L gave positive feedback on the impact of his sessions. He reported gaining a new understanding of himself and his difficulties and felt more resilient to face them."

As an established charity and independent organisation within the voluntary sector, CDI remains dedicated to addressing the evolving needs of local children, young people, and families.

Croydon Youth Information & Counselling Service Limited

Trustees' Report
for the year ended
31st March 2025

During the 2024/25 period, our activities have evolved in response to ongoing economic pressures and the increasing complexity of supporting children, young people, and families within the community. This year also marked a significant transition in our leadership, as we welcomed a new Chief Executive Officer. Under this renewed leadership, our organisation has reinforced its commitment to adapting our services and strategy to meet the changing needs of the individuals and families we serve, ensuring that our support remains relevant, responsive, and impactful in Croydon and its surrounding areas.

The Trustees extend their sincere appreciation for the dedication and professionalism demonstrated by all staff members and volunteers.

Principles Guiding Our Work
CDI maintains a commitment to a compassionate, innovative, and person-centred approach, placing the establishment of authentic supportive relationships at the core of successful outcomes. Our focus is holistic, considering broader contexts rather than solely relying on single diagnoses or judgments about presenting issues. We are dedicated to responding comprehensively to our beneficiaries, taking into account socioeconomic factors, political influences, systemic inequalities, and historical discrimination. Our approach is collaborative—'doing with' rather than 'doing to'—and we encourage both paid and volunteer colleagues to provide consistent, honest support in response to the dynamic needs of the community.

Vision Statement
Our aspiration is that one day, there will be no necessity for our services: adverse childhood experiences will be eliminated, climate change neutralised, and all community members will have access to basic necessities—shelter, food, education, employment—as well as healthy relationships.

Our approach to supporting Children, Young People and Families
- *We prioritise the welfare of children, young people, and families*
- *Maintain shared purpose and positive intent*
- *Embrace change*
- *Balance strong opinions with adaptability*
- *Promote courage over comfort*
- *Foster innovation through creativity and diversity*
- *Value participation, involvement and feedback*
- *Utilise evidence-based practice and continuous evaluation*
- *Collaborate extensively with partners, recognising collective impact*
- *If CDI cannot provide assistance directly, we seek appropriate resources to support those in need.*

Children and Young People Remain Central
We continue to operate amidst longstanding austerity measures, reductions in youth services, entrenched discrimination, welfare reforms, limited educational opportunities, insufficient housing, and inadequate investment in children's mental health. Individuals approach us to explore their situations, thoughts, and options, striving to improve their wellbeing despite these challenging circumstances. CDI remains steadfast in supporting the community for as long as necessary to facilitate meaningful change.

Our Services Include:
- Advice, Rights & Advocacy
- Counselling in the Community
- Counselling in Educational Settings

- Mental Health Support Teams in Schools and Academies
- Outreach & Talkbus
- Parent & Infant Relationship Service
- The Young People's Team

Engagement with Children, Young People and Families
All data and feedback related to our activities are published in quarterly Whole Service Monitoring Reports, with summaries included in our Annual Review. The initiatives outlined above remain integral to achieving CDI's strategic aims and objectives.

Advice, Rights & Advocacy
Jacqui Henry, our Advice, Rights & Advocacy (AR&A) Manager, continues to provide vital support to children, young people, and families facing challenges such as disability, learning difficulties, insecure housing, school exclusions, domestic abuse, and welfare needs.

From April 2024 to March 2025, the service provided 521 consultations. Referrals came from self, social care, schools, GPs, online sources, and other CDI projects. The caseload remained strongly representative of BME communities (88%) and young women (92%).

The AR&A Service remains a trusted support for vulnerable families, adapting to community needs and delivering person-centred assistance.

Counselling in the Community for 10-25 year olds
In 2024/25, the service received 491 referrals, reflecting a sustained high demand for community counselling support. Waiting times for young people to begin counselling after assessment now average around six months. This is due to rising demand in the system for support and we remain committed to working with our partners in the VCSE (Voluntary, Community and Social Enterprise) and Statutory sectors to address the needs of young people, ensuring they receive help at the earliest opportunity.

Our team provided a total of 2,970 sessions, with 84% of those in counselling under the age of 18. Of these, 72% identified as female, 23% as male, and 4% as non-binary and/or transgender, while more than half came from BAME backgrounds. Community counselling continued to be delivered through a dedicated mix of volunteer counsellors, paid staff, and clinical supervisors.

The Community Counselling Service is experiencing a marked rise in the complexity and risk profile of young people accessing support. Presenting issues have shifted significantly, with anxiety now the most common concern, overtaking previously dominant sleep-related difficulties. There is a growing cohort of neurodiverse clients—now nearly half of all assessments—and a notable increase in young people choosing not to disclose their sexuality, reflecting deeper issues of identity and safety. The service is also seeing older youth (up to age 23) accessing support at rates equal to younger cohorts, suggesting extended vulnerability into early adulthood. These trends are compounded by external pressures such as rising hate crime, social media-driven bullying, and serious youth violence, all of which contribute to a heightened sense of insecurity and emotional distress among service users.

Croydon Youth Information & Counselling Service Limited

Trustees' Report
for the year ended
31st March 2025

Counselling in Educational Settings

Our colleagues in educational settings continued to recognise the value of our work in supporting their students' wellbeing and continued their counselling services at Elmwood Junior School, Harris Croydon Primary, Harris Academy South Norwood, Harris Academy Beulah Hill, St Nicolas School, Oasis Academy Shirley Park and Forest Academy.

In our schools' services we counselled 210 children and young people in Primary, Secondary and Special Schools with 65% from a BAME heritage, offering a total of 1,517 sessions. The feedback we receive from young people indicates they continue to appreciate being able to access an independent, therapeutic service that is on-site. The main presenting concerns for these children were anxiety, family and peer relationships, bereavement & loss, self-harm, low mood, anger and school-related issues.

The Mental Health Support Team

Our Mental Health Support Team (MHST) provides early intervention for children and young people experiencing mild-to-moderate mental health challenges. We deliver evidence-based support through our Education Wellbeing Practitioners (EWPs), Children's Wellbeing Practitioners (CWPs) and Counsellors working in schools to address anxiety, low mood, and behavioural concerns. Our team supports whole-school approaches to mental health, offers strategic input to senior leads, and liaises with external services to ensure timely, appropriate care. This year, Wave 6 continued to strengthen its presence across multiple educational sites, including primary and secondary schools and academies.

In January, we launched Wave 12 in partnership with Off the Record and expanded our team by four additional practitioners, taking our total MHST to 8 staff. Through our ongoing partnership with Off the Record, we engaged with 45 schools in Croydon, reaching a potential school population of 24,000 children and young people.

Outreach & Talkbus

In 2024/25, the Outreach Team made a significant impact across Croydon, engaging 3,715 young people through 419 sessions delivered in over 60 locations from our TalkBus. Our work spanned schools, colleges, and over 60 community venues, offering informal education and support on topics such as gender identity, healthy relationships, personal safety, and substance misuse.

We delivered targeted projects including Safe Space and a Custody Suite Scheme and launched a Pre and Post Autism Diagnosis Service.

The Safe Space delivered last year has left a legacy with young people continuing to seek early intervention support for suicidal thoughts or self-harming behaviours and the type of support offered has now become a business as usual activity for the Outreach Team. It offers a confidential and compassionate environment where young people can talk openly, access guidance, and be signposted to further help. By addressing emotional distress early, Safe Space helps reduce risk, build resilience, and connect individuals with trusted adults and appropriate services at a critical time in their lives.

The Custody Suite Project supports young people aged 10 and over following their release from police custody. The project provides timely, non-judgemental support to help individuals reflect on their experiences and reduce the risk of reoffending. Through tailored guidance and signposting to relevant services, the project aims to re-engage young people with education, community, and positive pathways, offering a crucial intervention point during a vulnerable transition.

The pre- and post-diagnosis autism service, "A for Autism," supports autistic children, young people and their families. Recognising long wait times for formal assessments, the service offers early access to emotional wellbeing support, mentoring, and practical guidance. It helps young people navigate transitions in education, employment, and social life, while also providing tailored support for parents and carers. Through creative expression and inclusive community activities, the programme fosters confidence, independence, and self-advocacy

Our flagship youth engagement project, *A Cronx Tale*, used storytelling and workshops to address gang violence and exploitation. Delivered to over 1,100 students, the programme sparked powerful conversations and was praised for its emotional resonance and authenticity. It has since gained recognition beyond Croydon and is being considered for wider rollout.

Parent & Infant Relationship Service (PAIRS)

PAIRS supported over 33 families with infants up to 24 months, addressing complex needs such as parental mental health, isolation, and safeguarding concerns. Engagements averaged 9 months per family. The team emphasised culturally sensitive practice and identified access barriers for parents with English as an additional language. Notably, 13 fathers were actively involved in relationship support.

Staff undertook Video Interaction Guidance (VIG) training and co-facilitated Mellow Parenting courses. A third keyworker role was advertised, and one member of staff began systemic practice training.

PAIRS increased visibility through presentations at internal events like the All Staff Meeting and the C4CC event, highlighting early intervention and therapeutic approaches. The team also updated promotional materials, including leaflets and banners, that were distributed to improve service awareness

Funding and Posts

The Board of Trustees remains committed to supporting the current programme and staff. Funding is systematically reviewed in line with our Fundraising Strategy, and all new applications are closely aligned with the objectives outlined in our Business Plan.

We extend our gratitude to Selina Rice for her ongoing dedication as Fundraising Consultant. Funding for 2025/26 has already been secured. Contracts approaching completion are managed proactively, with new funding applications submitted as necessary.

Staff members, working collaboratively with young people and parents/carers, continue to assess emerging needs and submit targeted funding applications to sustain and enhance support services.

This year, the charity's activities were funded by grants and service agreements with:

- London Borough of Croydon
- NHS South West London Integrated Care Board
- NHS England
- Church Tenements Trust
- National Lottery Community Fund

We are grateful to these funders and commissioners; their support makes our work possible. The Trustees also extend sincere thanks to individuals and church groups for their financial support and contributions of time and expertise.

Croydon Youth Information & Counselling Service Limited

Trustees' Report
for the year ended
31st March 2025

Staffing and Volunteers

The Trustees extend their heartfelt thanks to the staff team, whose unwavering passion, dedication, and hard work have made a real difference in the lives of children, young people, and their families. This includes a special recognition to Nicola Newman, Deputy Chief Executive Officer after 20 years of service. We wish Nicola well in her appointment as Chief Executive for another Croydon charity.

As a voluntary sector service, the importance of volunteers and their contributions to local services is recognised. The organisation aims for volunteers to gain experience that can build self-confidence and facilitate access to paid employment or other meaningful activities.

Information on impact and outcomes is detailed in Quarterly and Annual Reports, which are available on the website and distributed throughout the year to commissioners and other stakeholders.

Into The Future

As we reflect on a year marked by both growth and resilience, the Board of Trustees remains committed to ensuring that Croydon Drop In (CDI) continues to thrive as a responsive, compassionate, and forward-thinking organisation. The significant expansion of our services, staffing, and reach over the past year has been both a testament to the trust placed in us by our community and a challenge to consolidate our operations sustainably.

To support this next phase of development, we are pleased to have welcomed Shaun Polley as Chief Executive Officer in September 2024. Shaun brings a wealth of experience in youth services, safeguarding, strategic leadership, fundraising and organisational development, and has already begun to steer the charity with clarity, compassion, and a strong commitment to our values.

Entering the 2025/26 financial year, we welcomed two executive leaders: Sarah Patterson, whose background in Finance and HR will strengthen our Business Operations, and Michelle Young, who brings extensive expertise in community and youth services, coupled with mental health transformation. Their appointments mark a significant step in reinforcing our leadership capacity as we consolidate the charity's recent growth and prepare for the next chapter.

In the year ahead, we will be delivering a refreshed organisational Code of Conduct, alongside updated Values and a renewed Mission and Vision. These foundational elements will be carefully reviewed to ensure they reflect our deepening commitment to equity, inclusion, and the lived experiences of the children, young people, and families we serve. The revised Code of Conduct will set clear expectations around integrity, respect, and accountability across all levels of the organisation, while our updated Values and Vision will guide our strategic direction—anchoring us in compassion and purpose as we work toward a future where adversity is met with understanding and every individual is empowered to thrive.

As we move forward, we do so with a clear focus on our responsibilities. We are committed to balancing progress with sustainable growth and staff wellbeing, and our dedication to fairness and professionalism remains constant.

Croydon Youth Information & Counselling Service Limited

Trustees' Report
for the year ended
31st March 2025

Financial Review
The financial management of our charity is very important to us all and we have great transparency in how and where our funds are directed.

At the end of this year, our reserves totalled £1,199,168, of which £71,393 were restricted in use. The reserves comprise £815,157 held in our bank accounts, £ 121,097 invested in fixed assets and a surplus of debtors over creditors of £262,914. Our income for the year was £1,847,340, a slight reduction on last year and our expenditure was £1,772,191, 12% more than last year. However we still made a surplus for the year of £75,149. Part of this surplus arose in March 2025, when we were allocated additional funding of £30,000, for the Talkbus project, by SWL NHS. This funding was a variation clause to our 2024/25 contract. Our budget for 2025/26 predicts that we will incur a deficit for the year and, if necessary, our reserves will be used to fund this deficit.

As a charity we continue to be very efficient in the use of our funds. This is due in part to the time and commitment of our Treasurer, Jill, who assisted and supported the CEO and senior management team, during a period of change.

We record thanks to everyone involved with the management of CDI's finances for the efficient manner in which our records are maintained.

Reserves Policy
The management committee have established a policy whereby the unrestricted funds not invested in tangible fixed assets (the 'free reserves') held by the charity should be between 3 and 6 months of the resources expended, which equates to between £443,023 and £886,046. As at 31st March 2025 the accounts show general unrestricted reserves of £493,518, (£1,006,678 when designated funds are included). The figure of £493,518 represents 3.5 months of last year's expenditure. The directors have decided to allocate some of the unrestricted funds to designated projects to ensure the continued existence & expansion of the charity.

It has been recommended that if the charity's unrestricted reserves fall below £100,000 then an emergency meeting of the trustees should take place to discuss immediate action.

Our reserves are reviewed regularly, so that the trustees can decide on the appropriate use of them. The trustees and CEO examine ways of ensuring that there is appropriate 'contingency' funding to support time-bound projects.

Trustees
The Trustees for the year and up to the signing of this report are listed on page 1.

As members, trustees agree to contribute £1 if the company is wound up and cannot cover its debts from assets.

Governing Document
Croydon Youth Information and Counselling Service Ltd is a private company limited by guarantee governed by its Memorandum and Articles of Association. It is registered as a charity with the Charity Commission.

Croydon Youth Information & Counselling Service Limited

Trustees' Report
for the year ended
31st March 2025

Appointment of trustees
According to the Articles of Association, the chair of the trustees is appointed by the Board of Trustees. The trustees have authority to co-opt additional members for specialist roles. Trustees may also appoint further trustees during the year, provided that the appointees do not exceed one third of the total number of trustees. At each general meeting, all trustees retire and may be considered for reappointment. Additional trustees can be elected if recommended by current trustees and following written notice.

All members receive invitations to nominate trustees prior to the Annual General Meeting (AGM), including details of retiring trustees and a request for nominations for the AGM. When co-opting trustees, the Board considers any specific skills required.

Trustee induction and training
New trustees are recruited through a rigorous recruitment and selection process, with roles being advertised and interested candidates submitting an application and being invited to interview before any appointment decisions are made. As part of new trustees induction, they meet with the Chair and CEO for an induction covering their legal duties, conflicts of interest, public benefit guidance, key governance documents, committee roles, decision-making, business plans, and financial performance. They also meet key staff and trustees. Trustees are encouraged to attend relevant internal and external training to support their role.

Organisation
The Board of Trustees oversees the charity, meeting every two months along with a Finance & General Purposes sub-committee. The trustees appoint a Chief Executive to manage daily operations, delegating authority for functions such as finance, employment, and development as set out in approved terms. The chief executive's salary is set by the trustees using voluntary sector pay scales for guidance.

Risk Management
The trustees maintain a comprehensive risk management strategy that includes:

- From April 2025, the board have implemented a new governance cycle to take place on a quarterly basis. This involves establishing three committees; Quality, Finance, Audit and Risk and People and HR. The committees are chaired by a trustee and include staff members. Committees meet ahead of a quarterly Board meeting. This structure is designed to provide greater assurances and governance on critical areas of the charity.
- Implementation of procedures designed to minimise or manage the potential impact on the charity should these risks materialise.

Through this process, financial sustainability has been consistently identified as the primary financial risk for the charity. The London Borough of Croydon, previously a key funder of the charity's activities, continues to experience financial challenges, which remain a significant concern. In response, alternative funding sources have been sought, resulting in successful maintenance of current service delivery and support for new initiatives. This success is attributed to the submission of funding applications to a range of Trust and Grant funders and our work in representing the needs of young people to local and regional commissioners.

Addressing financial risk is an ongoing priority, with regular reviews of available funds, bank balances, and active management of debtor and creditor accounts to ensure sufficient working capital is maintained.

Additionally, climate change, energy issues, geopolitical instability, cost-of-living pressures and local socio-economic factors continue to shift focus towards non-financial risks. The charity has adapted its operational and strategic protocols in response to these developments. Furthermore, other non-financial risks—particularly concerning the health and wellbeing of staff and operational matters in external service delivery—are continuously monitored and managed appropriately.

Statement of Trustees Responsibilities

The Trustees (who are also directors of the charitable company for the purposes of company law) are responsible for preparing the trustees' and 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 that period.

In preparing those financial statements, the trustees are required to:

a) select suitable accounting policies and apply them consistently;
b) observe the methods and principles in the Charities SORP;
c) make judgements and estimates that are reasonable and prudent;
d) state whether applicable UK accounting standards have been followed, subject to any departures disclosed and explained in the financial statements;
e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company, and which 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.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Statement as to disclosure to our auditors

In so far as the Trustees are aware at the time of approving our trustees' annual report:

- there is no relevant audit information of which the company's auditor is unaware, and
- the Trustees individually have each taken steps that he/she/they are obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the company's auditor is aware of that information.

This report has been prepared in accordance with the small companies' regime under the Companies Act 2006.

Approved by the Board on 8.9.2025 and signed on its behalf by:

R. King, Chair

Croydon Youth Information & Counselling Service Limited

Independent Auditors' report to the members of
Croydon Youth Information & Counselling Service Limited
for the year ended
31 March 2025

Opinion

We have audited the financial statements of Croydon Youth Information & Counselling Service Limited (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the 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 charitable company's affairs as at 31 March 2025, and of the incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company 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 trustees' 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 charitable company'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 trustees with respect to going concern are described in the relevant sections of this report.

Independent Auditors' report to the members of
Croydon Youth Information & Counselling Service Limited
for the year ended
31 March 2025

Other information

The other information comprises the information included in the annual report of the trustees, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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 that fact.

We have nothing to report in this regard.

Opinion 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 Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the 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 Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 and Charities Act 2011 requires us to report to you if, in our opinion:

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

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities set out on page 10, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view,

Independent Auditors' report to the members of
Croydon Youth Information & Counselling Service Limited
for the year ended
31 March 2025

Responsibilities of trustees (continued)
and for such internal control as the trustees 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 charitable company'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 charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements
We have been appointed auditor under the section 144 of the Charities Act 2011 and report in accordance with that Act.

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 a Report of the Independent Auditors 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Extent to which the audit was considered capable of detecting irregularities, including fraud

The objectives of our audit, in respect to fraud, are: to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses; and to respond appropriately to fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both those charged with governance of the entity and its management.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory framework applicable to the charitable company and the sector in which it operates, through discussions with management and those charged with governance, and also from our detailed understanding of the sector. We identified the financial reporting framework including but not limited to (United Kingdom Generally Accepted Accounting Practice, The Charities Act 2011 and the Companies Act 2006), Data

Auditor's responsibilities for the audit of the financial statements (continued)

Protection Act 2018, Bribery Act 2010 as being of significance in the context of Croydon Youth Information & Counselling Service Limited and its ongoing activities.

- We made enquiries with management and those charged with governance and also reviewed board meeting minutes to confirm our understanding that the charitable company continued to comply with the applicable legal and regulatory frameworks, and also to confirm our understanding of the specific policies and procedures enlisted by the charitable company to ensure ongoing compliance.

- We assessed the susceptibility of the charitable company's financial statements to material misstatement, including how fraud may occur, and gained an understanding of the charitable company's policies and procedures on fraud risks through discussion with the charitable company's management.

- We considered the risk of material misstatement due to fraud as a result of possible management override of controls, and improper revenue recognition. To address these risks we tested the appropriateness of journal entries posted, reviewed those judgements made in making accounting estimates, and tested the application of revenue recognition and the cut-off of revenue.

- We communicated those laws and regulations considered relevant to the charitable company, and potential fraud risks to all engagement team members, and consider that the engagement team had the appropriate competence and capabilities to identify or recognise non-compliance with laws and regulations, and remained alert to any indications of fraud throughout the audit.

Due to the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://www.frc.org.uk/Our-Work/Audit/Audit-and-assurance/Standards-and-guidance/Standards-and-guidance-for-auditors/Auditors-responsibilities-for-audit/Description-of-auditors-responsibilities-for-audit.aspx. This description forms part of our auditor's report.

Croydon Youth Information & Counselling Service Limited

Independent Auditors' report to the members of
Croydon Youth Information & Counselling Service Limited
for the year ended
31 March 2025

Use of our report

This report is made solely to the charitable company'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 charitable company's members those matters we are required to state to them in an auditors' 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

.....

Alasdair Weaks (Senior Statutory Auditor)
for and on behalf of TC Group, Statutory Auditors
Suffolk House, George Street, Croydon, CR0 0YN

.....2025

Croydon Youth Information & Counselling Service Limited

Statement of Financial Activities (including income and expenditure account)

For the year ended

31 March 2025

	Note	Restricted funds	Unrestricted funds	Total funds 2025	Restricted funds	Unrestricted funds	Total funds 2024
		£	£	£	£	£	£
Income							
Income from generated funds:							
Voluntary income	3	-	21,680	21,680	32,520	27,207	59,727
Investment income		-	-	-	-	314	314
Other	4	-	2,000	2,000	-	-	-
Income from Charitable activities	5	-	1,823,660	1,823,660	-	1,862,753	1,862,753
Total income		-	1,847,340	1,847,340	32,520	1,890,274	1,922,794
Expenditure							
Charitable activities	6	40,000	1,723,639	1,763,639	72,520	1,496,115	1,568,635
Fund raising activities	6	-	8,552	8,552	-	7,551	7,551
Total expenditure		40,000	1,732,191	1,772,191	72,520	1,503,666	1,576,186
Net incoming/(expenditure) before transfers		(40,000)	115,149	75,149	(40,000)	386,608	346,608
Transfers between funds	14	-	-	-	-	-	-
Net movement in funds		(40,000)	115,149	75,149	(40,000)	386,608	346,608
Reconciliation of funds							
Total funds brought forward		111,393	1,012,626	1,124,019	151,393	626,018	777,411
Total funds carried forward	14	71,393	1,127,775	1,199,168	111,393	1,012,626	1,124,019

All income and expenditure derive from continuing activities.

The notes on pages 19 to 31 form part of these accounts

Croydon Youth Information & Counselling Service Limited

Balance Sheet
as at
31 March 2025

	Note	2025		2024	
		£	£	£	£
Fixed assets					
Tangible assets	10		121,097		135,630
Total fixed assets			121,097		135,630
Current assets					
Debtors	11	356,616		741,845	
Cash at bank and in hand		815,157		322,441	
Total current assets		1,171,773		1,064,286	
Creditors: amounts falling due within one year	12	(93,702)		(75,897)	
Net current assets			1,078,071		988,389
Total assets less current liabilities			1,199,168		1,124,019
Net assets	13		1,199,168		1,124,019
The funds of the charity:					
Restricted funds			71,393		111,393
Unrestricted funds:					
Designated		513,160		509,064	
General fund		614,615		503,562	
Total unrestricted funds			1,127,775		1,012,626
Total charity funds	14		1,199,168		1,124,019

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

Approved by the board and signed on its behalf by:

Roger King-Director
Date: 8/9/2025

Jill Keehan-Director
Date: 8/9/2025

Company Number 03092355

The notes on pages 19 to 31 form part of these accounts

Croydon Youth Information & Counselling Service Limited

Statement of Cash Flows
for the year ended
31 March 2025

	2025 £	2024 £
Cash flows from operating activities		
Net cash provided by (used in) operating activities (see below)	492,716	(136,137)
Cash flows from investing activities		
Final payment for purchase of new vehicle	-	(53,995)
Interest received	-	314
Cash provided by(used in) investing activities	-	(53,681)
Change in cash and cash equivalents in the reporting period		
Cash and cash equivalents at the beginning of the reporting period	322,441	512,259
Net movement in cash and cash equivalents	492,716	(189,818)
Cash and cash equivalents at the end of the reporting period	815,157	322,441
Net income/(expenditure) for the reporting period (as per the statement of financial activities)	75,149	346,608
Adjustments for:		
Depreciation charges	14,533	9,699
Interest received	-	(314)
(Increase)/decrease in debtors	385,229	(373,747)
Increase/(decrease) in creditors	17,805	(118,383)
Net cash provided by (used in) operating activities	492,716	(136,137)
Analysis of cash and cash equivalents		
Total cash in hand at the end of the year	815,157	322,441

Croydon Youth Information & Counselling Service Limited

Notes to the accounts
for the year ended
31 March 2025

1 Accounting policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

(i) Basis of accounting

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard in the UK and Republic of Ireland (FRS102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

The Charity meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The financial statements have been prepared on a going concern basis and are presented in sterling which is the functional currency of the charity and rounded to the nearest £1. The trustees are of the opinion that there are no material uncertainties which exist which would mean the charity's ability to continue as a going concern was in any doubt. The trustees have considered the level of funds held and the expected level of income and expenditure for twelve months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

(ii) Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

(iii) Incoming resources

All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full when receivable.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- Income relating to next year, but received in the current year, is deferred to the next year.
- Investment income is included on an accruals basis.
- Income from charitable activities includes income recognised as earned (as the related goods or services are provided) under contract.

Notes to the accounts
for the year ended
31 March 2025

(iv) Resources expended

Expenditure is accounted for on an accruals basis as a liability is incurred. Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to the expenditure. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

- Costs of generating funds comprise the costs associated with attracting voluntary income.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the auditor's fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the statement of financial activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis.

(v) Fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. The cost of minor additions or those costing below £1,500 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life. The rates used are as follows:

- motor vehicles and equipment	10 years
- computer and office equipment	4 years
- improvements to premises	8 years

(vi) 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.

(vii) Cash at bank and in hand

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

(viii) Creditors and provisions

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 and provisions are normally recognised at their settlement amount after allowing for any trade

Notes to the accounts
for the year ended
31 March 2025

(ix) Lease costs

Rentals paid under operating leases are charged to the statement of financial activities on a straight line basis over the lease term.

(x) Pension costs

Pension contributions are charged to the statement of financial activities as they fall due. Employees of CDI joined the government's work based pension scheme in 2017/18. This is a defined contribution scheme. Contributions are expensed as they become payable.

(xi) Financial Instruments

The trust only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

(xii) Judgements and key sources of estimation uncertainty

In the application of the company's accounting policies, the trustees/directors are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

Notes to the accounts
for the year ended
31 March 2025

2 Legal status of the charity

The charity is a private company limited by guarantee, incorporated in England & Wales, and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

3 Voluntary income

	Restricted funds	Unrestricted funds	Total funds 2025	Total funds 2024
	£	£	£	£
Grants				
Church Tenements Trust	-	18,000	18,000	12,000
BBC Children in Need	-	-		29,313
National Lottery	-	-	-	3,107
Garfield Weston	-	-	-	10,000
Donations and gifts	-	3,680	3,680	5,307
Total	-	21,680	21,680	59,727

The charitable company benefits greatly from the involvement and enthusiastic support of its many volunteers. In accordance with FRS102 and the Charities SORP (FRS102), the economic contribution of general volunteers is not recognised in the accounts.

4 Other income

	Restricted funds	Unrestricted funds	Total funds 2025	Total funds 2024
	£	£	£	£
Profit on sale of old vehicle	-	2,000	2,000	-

Notes to the accounts
for the year ended
31 March 2025

5 Income from charitable activities

	Restricted funds	Unrestricted funds	Total funds 2025	Total funds 2024
	£	£	£	£
Contracted services	-	199,913	199,913	145,767
LBC & NHS SWL ICB - Open Access	-	150,000	150,000	150,000
LBC Parent & Infant Relationship Service (PAIRS)	-	79,000	79,000	79,000
NHS SWL ICB – Core contract	-	222,083	222,083	156,626
Wave 6 MHST	-	428,294	428,294	413,002
Wave 12 MHST	-	51,250	51,250	-
S. London & Maudsley NHS Foundation	-	69,228	69,228	-
LBC re Delivery workshops	-	35,000	35,000	-
NHS Recruit to Train	-	247,611	247,611	182,881
NHS SWL ICB Suicide prevention funding	-	30,000	30,000	-
NHS SWL ICB Safe Space	-	-	-	91,000
NHS ICB Help is at Hand	-	50,000	50,000	50,000
NHS Mental Health Standard Investment Fund	-	30,017	30,017	84,000
NHS SWL ICB CBT Placement	-	-	-	23,726
NHS SWL ICB Talkbus funding	-	50,000	50,000	50,000
NHS SWL ICB Custody Suite funding	-	58,186	58,186	77,583
NHS SWL ICB Youth Engagement Group	-	-	-	22,000
NHS SWL ICB Neurodiversity funding	-	-	-	190,000
LVP MH One Croydon Go Further, Go Higher	-	28,056	28,056	43,163
NHS Mental Health Investment Standard Fund	-	92,251	92,251	89,045
Miscellaneous income	-	2,771	2,771	14,960
Total	-	1,823,660	1,823,660	1,862,753

Notes to the accounts
for the year ended
31 March 2025

6 Expenditure on charitable activities

	Charitable Activities	Governance costs	Fundraising costs	Total 2025	Total 2024
	£	£	£	£	£
Annual report and AGM	-	1,255	-	1,255	1,196
Bank charges and interest	129	-	-	129	156
Books and publications	16,614	-	-	16,614	2,411
Boswell Memorial fund	4,905	-	-	4,905	3,702
Catering	523	-	-	523	2,044
Computer costs, inc. telephone	39,295	-	-	39,295	38,611
External training providers	5,365	-	-	5,365	17,325
Consultancy and professional fees	36,063	-	6,188	42,251	28,877
Household Support Fund	1,161	-	-	1,161	640
Insurance	4,833	-	-	4,833	4,490
Light and heat	7,828	-	-	7,828	12,712
Database upgrade costs	195	-	-	195	1,290
Membership fees and subscriptions	3,630	-	462	4,092	6,727
Miscellaneous	4,716	-	-	4,716	3,489
Outreach team expenses	800	-	-	800	663
Payroll bureau support fees	8,729	-	-	8,729	10,654
Employee assistance programme	4,188	-	-	4,188	3,329
Audit fee	-	7,800	-	7,800	8,400
Legal fees	-	480	-	480	-
Rent, general and water rates	20,906	-	-	20,906	19,937
Premises expenses	10,374	-	-	10,374	16,666
Pensions	58,010	236	36	58,282	51.752
Salaries and employers NIC	1,432,483	7,697	1,866	1,442,046	1,254,368
Supervision	27,828	-	-	27,828	21,000
Training	16,589	-	-	16,589	22,915
Stationery and postage	7,821	-	-	7,821	5,490
Talkbus fuel	892	-	-	892	1,613
Talkbus expenses	2,617	-	-	2,617	2,772
Depreciation	14,533	-	-	14,533	9,699
Travel, accommodation & parking	8,567	-	-	8,567	8,060
Recruitment fees	6,229	-	-	6,229	6,920
Volunteer expenses	-	-	-	-	302
Website, rebranding and publicity	348	-	-	348	7,896
Young People's Team	-	-	-	-	80
	1,746,171	17,468	8,552	1,772,191	1,576,186

Expenditure on charitable activities was £1,763,639 (2024: £1,568,635) of which £1,723,639 was unrestricted (2024: £1,496,115) and £40,000 was restricted (2024: £72,520).

Notes to the accounts
for the year ended
31 March 2025

7 Net income/(expenditure) for the year

This is stated after charging:

	2025	2024
	£	£
Depreciation	14,533	9,699
Operating leases - property	18,500	18,500
Auditors fees for audit services – current year	7,800	7,800
Auditors fees for audit services – previous year	-	600

8 Staff costs and numbers

Staff costs were as follows:

	2025	2024
	£	£
Salaries and wages	1,308,825	1,149,513
Employers NIC	120,381	105,215
Pensions – Defined contribution scheme	58,282	51,752
Total	1,487,488	1,306,120

No employees received emoluments of more than £60,000 (2024:Nil)

The average number of full-time and part-time employees was as follows:

	2025	2024
	No.	No.
Central	9	7
Counselling	19	18
Outreach	10	8
MHST	8	8
CYP - AIPT	2	4
Advocacy	1	1
PIP	2	2
Total	51	48

9 Trustee remuneration and related parties

No trustees received any remuneration for their services, as a trustee, during the year (2024: Nil). One trustee received expenses of £277. One of the trustees, Mr Basil Morris is employed by the charity, working as a counsellor. The Board of Trustees believe that it is important to have a staff member acting as a trustee. He is remunerated for his work for the charity. His remuneration for 2024/25 was £16,729 (2023/24 £9,773). The Board review his appointment as a trustee on a regular basis to ensure that the arrangement continues to be in the best interest of the charity and its beneficiaries.

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year (2024: None).

Key management personnel of the charity, received total remuneration, including pension contributions and employers NI of £76,062 (2024 - £70,616.)

10 Tangible fixed assets

	Improvements to Premises	Vehicle	Computer and office equipment	Total
	£	£	£	£
Cost				
At 1 April 2024	27,948	218,379	16,024	262,351
Disposals	-	(73,050)	-	(73,050)
At 31 March 2025	27,948	145,329	16,024	189,301
Accumulated depreciation				
At 1 April 2024	27,948	82,749	16,024	126,721
Adjustment on disposal	-	(73,050)	-	(73,050)
Charge for the year	-	14,533	-	14,533
At 31 March 2025	27,948	24,232	16,024	68,204
Net book value				
At 31 March 2025	-	121,097	-	121,097
At 31 March 2024	-	135,630	-	135,630

Tangible fixed assets are used for direct charitable purposes

Notes to the accounts
for the year ended
31 March 2025

11 Debtors

	2025	2024
	£	£
Trade debtors	106,442	397,527
Prepayments and accrued income	250,174	344,318
Total	356,616	741,845

Within accrued income is an amount of £30,014 (2024: £70,014) which is due after more than one year.

12 Creditors: amounts falling due within one year

	2025	2024
	£	£
Taxation and social security	34,433	28,427
Accruals and other creditors	59,269	47,470
Deferred income	-	-
Total	93,702	75,897
Deferred income brought forward	-	101,000
Amount released in year to income from charitable activities	-	(101,000)
Amount deferred in year	-	-
Balance as at 31.03.2025	-	-

Deferred funds relate to services not yet provided.

13 Analysis of net assets between funds

	General funds	Designated funds	Restricted funds	Total funds
	£	£	£	£
Tangible fixed assets	121,097	-	-	121,097
Net current assets	493,518	513,160	71,393	1,078,071
Net assets at 31 March 2025	614,615	513,160	71,393	1,199,168

Croydon Youth Information & Counselling Service Limited

Notes to the accounts
for the year ended
31 March 2025

14 Analysis of charitable funds

	At 1 April 2024	Incoming resources	Outgoing resources	Transfers	At 31 March 2025
	£	£	£	£	£
Restricted funds:					
Buy a Brick	1,379	-	-	-	1,379
National Lottery	110,014	-	(40,000)	-	70,014
Nicola Boswell Memorial fund	-	-	-	-	-
Total restricted funds	111,393	-	(40,000)	-	71,393
Unrestricted funds					
Designated funds					
Agency contingency fund, to ensure continuation of services, when replacement funding is not immediately available	200,000	-	-	-	200,000
Building and repairs fund (including possible future relocation costs)	30,000	-	-	-	30,000
Replacement asset fund re Talkbus	-	-	-	5,000	5,000
Training services development and staff training	10,000	-	(5,365)	-	4,635
Website & database upgrade fund	45,000	-	-	20,000	65,000
Inclusion and Diversity Action fund	12,064	-	(4,905)	-	7,159
Custody suite project	-	58,186	(58,186)	-	-
Neurodiversity funding	190,000	-	(31,779)	-	158,221
Youth Engagement group	22,000	-	(8,855)	-	13,145
Suicide prevention funding	-	30,000	-	-	30,000
LBC PAIRS project	-	79,000	(79,000)	-	-
General reserves	503,562	1,680,154	(1,544,101)	(25,000)	614,615
Total unrestricted funds	1,012,626	1,847,340	(1,732,191)	-	1,127,775
Total funds	1,124,019	1,847,340	(1,772,191)	-	1,199,168

14 Analysis of funds (continued)

will be used to maintain the buildings where necessary and to look for and fund any relocation, which has to be undertaken.

Talkbus - The charity has now received the new Talkbus, ordered in February 2022. The fund was reduced to Nil, but will be rebuilt over the next ten years.

Agency contingency fund is monies set aside to continue to employ frontline staff in the event that there is a cessation of funding from existing sources, so that there is time to approach new sources of funding.

Website and database upgrade fund – this has been increased to £65,000 to reflect the budgeted work being undertaken in 25/26 to access resources to fund the essential operational development of our databases.

Transfers represent changes in designation approved by the trustees.

15 Lease commitments

Minimum lease payments under non-cancellable operating leases fall due as follows:

	Land and buildings	
	2025	2024
	£	£
Within 1 year from 31 March 2025	8,750	8,750
Within 2 to 5 years	15,750	22,750
	24,500	31,500

CROYDON YOUTH INFORMATION AND COUNSELLING SERVICE LIMITED

England & Wales - Charity number 1049307

Accounts

CROYDON YOUTH INFORMATION & COUNSELLING SERVICE LIMITED

(Limited by guarantee)

Known as

CROYDON DROP IN (CDI)

COMPANY NO: 03092355

CHARITY NO: 1049307

REPORT AND AUDITED ACCOUNTS

for the year ended

31st March 2024

SIMPSON WREFORD & PARTNERS

CHARTERED ACCOUNTANTS AND STATUTORY AUDITORS

Suffolk House

George Street

Croydon CR0 0YN

Croydon Youth Information & Counselling Service Limited

Status:	Company Limited by Guarantee No. 03092355 incorporated on 17 August 1995 Charity registration No. 1049307 The Company's governing document is its Memorandum and Articles of Association incorporated 17 August 1995.
Secretary and Registered Office:	Nicola Newman 132 Church Street Croydon CR0 1RF
Trustees:	Mr. Roger King (Chair) Mrs. Anne Smith (Vice Chair) Mrs. Jill Keehan (Treasurer) Mrs. Janet Austin Ms. Queenie Chizea (resigned Sept 2023) Ms. Shannen Doherty (resigned Sept 2023) Ms. Rhianne Elleston Mr. Basil Morris Ms. Carolyn Osbourne (resigned Feb 2024) Mr. Alkan Shenyuz (resigned Sept 2023)
Chief Executive Officer:	Mr Shaun Polley (appointed Sept 2024) (previously Mr. Gordon Knott resigned August 2024)
Auditor:	Simpson Wreford & Partners Chartered Accountants and Statutory Auditors Suffolk House George Street Croydon CR0 0YN
Bankers:	The Co-operative Bank Plc 91 George Street Croydon CR9 3QT
Solicitors:	Streeter Marshall 74 High Street Croydon CR9 2U

Croydon Youth Information & Counselling Service Limited

Trustees' Report
for the year ended
31st March 2024

The members of the Board of Trustees of the charitable company, present their annual report together with the audited accounts for the year ended 31st March 2024. The reference and administrative information is set out on page 1.

Our purpose and activities

The objects of the charitable company are the advancement of education, the furtherance of health and relief of poverty, distress and sickness of young people in the community of Croydon and the surrounding areas in accordance with its Memorandum and Articles of Association.
The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on Public Benefit when reviewing their objectives and activities and in the planning of future activities. They have also considered the guidance 'Public Benefit: Running a Charity (PB2)'. It is the judgement of the trustees that activities in pursuit of the above objectives fully meet the Public Benefit test, which they have kept in mind in planning programmes for the charity. In delivering services and in the appointment of staff, volunteers and trustees, the charity operates a strict policy of no discrimination on any grounds.

Review for the year: Activities, Achievements and Performance

A reminder from the individuals with whom we have worked this year of why we do what we do...

"I am stronger than I thought, I didn't feel worthy or valuable and I felt weak. I have learnt that when it is dark there is always light and I can get through. I strive for that. I am feeling better about myself."

"I had the opportunity to talk about my emotional state of mind with the counsellor and to others outside of counselling."

"I didn't realise how much I had to deal with and how much was on my shoulders. I am overwhelmed by my thoughts sometimes."

"I think you should be in our school more often. You're amazing and very comforting, I also love how you are so understanding. Overall, I love Outreach."

"You came to my school before and the work you do is really good. I know I can come on the bus if I need to talk."

"I was at a stage where I really needed a leg up in life, I feel like you and your service have really given me the support to reach goals I didn't think I could achieve."

"At the beginning talking about my Nan, because I was scared of how I might react (cry) and not knowing how to keep it in, but I realised I don't need to keep my tears in but to show my emotions and not feel bad. Counselling has truly made things a lot easier and understandable for me thank you."

Review for the year: Activities, Achievements and Performance (continued)
As a self-respecting Charity and independent Voluntary Sector organisation, CDI continues to live large and breathe deep in response to meet the fluctuating needs of local children, young people and families. This year's activities continue to be influenced by the post-pandemic fallout, the tough economic landscape and the realities of sustaining self, family and community in 2024 Britain. The Trustees extend our sincerest thanks and deepest regard for the work in which our staff are engaged.

Principles for our work
We continue to believe in a compassionate, creative and person-centred approach to our work where the offer of a genuine, helping relationship is central to a successful outcome. We look for the bigger picture, are less interested in a single 'diagnosis' or a judgement on a presenting issue. We are committed to a big-hearted, holistic response to individuals that takes into account socio-economics, politics, systemic inequalities and historic discrimination that hugely impact on our beneficiaries. We still believe in 'doing with' not 'doing to' meaning we encourage our committed workforce of paid and volunteer colleagues to make sure we offer honest and stability presence and to respond the best we can to the fluctuating needs of the local community.

Our charity's stated (utopic) Vision...
One day there will be no requirement for our services; there will be no adverse childhood experiences, we will have neutralised climate change and everyone in the community has the means to survive, has shelter, food, education, employment and many healthy relationships.
And our Value statement...
We safeguard the welfare of Children, Young People & Families • We have a shared purpose and a positive intent • We are willing to change • We are opinionated but adaptable • We encourage courage over comfort • We believe innovation comes from being different and being creative • We treasure participation, involvement and feedback • We use evidence-based practice using the evaluation to know what's working & what isn't • We work in lots of partnerships because we know we can't do this alone • If the CDI team can't help, then we will try to find someone who can

Children and Young People remain at the centre of the picture
We live and work with a backdrop of austerity measures imposed on the community since 2008, dismantling of youth services, embedded discrimination, welfare benefit reform, a narrow educational curriculum, insufficient housing stock and no true parity of investment in Children's Mental Health. Individuals continue to come through our front door wishing (and needing) to explore their circumstances, their thoughts, feelings and the options open to them in order to live as best as possible given the circumstances that surround them.
We remain committed at CDI to come alongside the community for as long as it takes to help make a difference.

Our services:
- Advice, Rights & Advocacy
- Care For Croydon Collective
- Counselling in the Community
- Counselling in Educational Settings
- Mental Health Support Team in schools and academies
- Outreach & Talkbus
- Parent & Infant Relationship Service
- The Young People's Team

Working with Children, Young People and Families
All the data and feedback from our activities continues to be published in our quarterly Whole Service Monitoring Reports with a summary provided in our Annual Review. The activities detailed below remain central to the achievement of CDI's aims and objectives.

Advice & Rights Advocacy
Jacqui Henry, our Advice, Rights & Advocacy (A&RA) Manager works with children, young people and families who present with issues such as Disability, Learning Difficulties, insecure Housing, School Exclusions, Domestic Abuse, Sourcing Food, Welfare Benefits & applications for EHCPlans. We continue to evidence that every individual, without exception, brings with them connected concerns around their emotional well-being and mental health.

The number of consultations offered rose again on last year to 583 with 100% of appointments attended, no cancellations. The main sources of referral were Self, Social Care, Schools, GPs, via the internet and from other CDI projects. 90% accessing AR&A were female whilst our BME communities were represented by an average of 90% of clients in the caseload.

We were successfully reaccredited this year by Advice Quality Standard and we used the accreditation to consolidate our local voluntary sector Advice Services Alliance with Citizens Advice, MIND, South West London Legal and Age UK to come together in the effort to try to maintain everyone's service provision and funding levels. We still have funds from the original £5k grant from the Council's Household Support Fund which we have carefully used over the year to purchase school uniforms, children's clothing, a gym membership and essential white goods for families. In January the Church Tenements Trust agreed to give us £750 per year to keep this Fund sustained.

Care For Croydon Collective
Tanya Wallis leads this bi-monthly online forum which was born in the pandemic and continues to flourish as a unique offer that has now gone national with its audience. Set up initially for the workforce we invite parents, carers, foster carers and adoptive parents to join us. The purpose being to share good practice, opinions and experiences. This year we had presentations that included 'Behaviour That Challenges' with Tim Richards, showed 'A Cronx Tale' film with Chardine Makaveli-Singh, Mick Cooper 'Psychology at the Heart of Social Challenge', Lou Moultrie focusing on Domestic Abuse 'We Have A Voice' and Robyn Steward leading a session on 'A For Autism'.

Counselling in the Community for 10-25 year olds
For the 3rd year running, referrals increased, to 547 young people and our waiting time for counselling to begin post-assessment is currently at 18-20 weeks. 2,970 sessions were offered with 84% of young people in counselling aged under 18, 72% identified as female, 23% male and 4% identified as non-binary and/or transgender whilst over 50% were from a BAME heritage. We delivered our community counselling services with a team of volunteer counsellors, paid counsellors and clinical supervisors.

Counselling in the Community for 10-25 year olds (continued)
The number of children referred to us from CAMHS still accounts for 60% of our total referrals whilst other referral sources include self, GPs, families & friends, Social Care, Schools and Adult Mental Health Services. 10% of young people assessed for counselling are Children Looked After or Care Leavers, 10% have issues around autism whilst the main presenting issues this year were anxiety, depression, bullying, eating issues, family relationships, identity, isolation, bereavement, friendships, school, self harm, suicidal ideation, anger, discrimination, neglect, panic attacks, sleeping difficulty, gang related, parental mental health, impact of social media & self-esteem.

Counselling in Educational Settings
Our colleagues in educational settings continued to accommodate us on site and we maintained counselling services at Elmwood Junior School, Harris Croydon Primary, Harris Academy South Norwood, Harris Academy Beulah Hill, St Nicolas School, Oasis Academy Shirley Park and Forest Academy.

In our schools' services we counselled 210 children and young people in Primary, Secondary and Special Schools with 65% from a BAME heritage, offering a total of 1,517 sessions. The feedback we receive from young people indicates they continue to appreciate being able to access an independent, therapeutic service that is on-site. The main presenting concerns for these children were anxiety, family and peer relationships, bereavement & loss, self-harm, low mood, anger and school-related issues.

The Mental Health Support Team
This year Wave 6 consolidated its delivery in All Saints Primary, Archbishop Tenison's CofE High School, Beulah Nursery & Infant School, Cypress Primary School, Forest Academy Primary School, Harris Academy South Norwood, Harris Invictus Academy, John Wood Nursery & Infant School, Norbury Manor Primary, Oasis Academy Arena, Robert Fitzroy Secondary School, Rockmount Primary, The Minster Junior School, The Minster Nursery & Infant School.

Our new Children's Wellbeing Practitioner (CWP) trainee, two Emotional Mental Health Practitioners, one EMHP trainee and two Counsellors received 344 referrals and offered 2,102 sessions to 230 young people whilst the partnership with Off The Record overall engaged with 28 Croydon schools with a remit to reach a school population of 16,000 children and young people.

56% of young people (53% female, 47% male) were from BME communities whilst the main presenting issues for all genders were anxiety, behavioural issues, low mood and self-harm.
Our partnership with Off The Record was awarded the commission to deliver the new Wave 12 and we will be recruiting for this in September with a remit to service delivery commencing in January 2025.

Trustees' Report
for the year ended
31st March 2024

Outreach & Talkbus

We took delivery of Lorn, our new Talkbus in July 2023 and continued to deliver the service across 50+ sites in the Borough.

We completed the Young Londoners project and focused on the other components of Outreach which include Go Further Go Higher, Safe Space, Help Is At Hand (our parent/carer helpline) and commenced work on a pilot funded by the NHS in partnership with Off The Record in Croydon Custody Suite

This year Talkbus delivered over 490 sessions out and about in the Borough and supported over 4,256 individuals, 60% of whom were under 16's, with 55% identifying as male/45% female and the proportion of young people accessing Talkbus from BME communities this year being 53% on average. The remaining balance of the footfall was made up by parents, carers and professionals who access the Talkbus looking for support for young people with whom they live, support or work. The main issues presented this year were Low Mood, Stress, Suicidal Ideation, Self Harm, Relationships, Personal Safety, Healthy Living, Sexual Health, School, Careers/Education, Bullying, Housing, Self Esteem and looking for General Information, Advice & Guidance.

Due to funding expiring Clinton Waller, Outreach Manager, and therapist Durim Dogani, were obliged to finish working with Shpresa, a charity supporting young Albanians, although we continue to make funding bids to support our work with this great organisation.

In April 2024 we are launching 2 new projects. Firstly, one funded by the Maudsley Charity which will see us hosting CAMHS workers aboard the Talkbus in the community for the first time and secondly we will be launching The A (for Autism) Team who will operate from under the Outreach umbrella.

Sonia Garnett and Jess Walker continued to grow the Young People's Team and we used a commission from the NHS to lead on a Borough-wide project to bring together all the Croydon Young People's Participation Groups into a Mental Health Alliance. The group were involved in a number of focus & consultation groups, recruitment panels and had a trip out to Streatham Ice Rink.

Parent & Infant Relationship Service

PAIRS works in partnership with the Local Authority's Family Hub Start For Life service to deliver early interventions and support services to expectant families, and parents/carers who have babies/children up to 2 years old. During this financial period our team has actively worked with over 33 families with good outcomes and feedback from the families. Due to the intensity of the work we are alongside families for, on average, 9 months.

We successfully recruited a new therapist Maria Zahedi to the team this year. Charlotte, one of our keyworkers, commenced Systemic Practice training and the PAIRS team started Video Interaction Guidance (VIG) training as part of the SFL Family Hubs offer. They also undertook Mellow Parenting co-facilitation. We have just advertised for a third keyworker.

This year saw a rise in referrals with complex mental health concerns whilst other presenting issues included Parental Confidence, Parental Mental Health, Isolation, Low Mood, Emotional Social & Behavioural issues, Anxiety and Domestic Abuse with an ever present significant number of safeguarding concerns.
The sources of referrals came from Adult Mental Health, Midwifery, Social Care, Health Visitors, the Police and the Local Authority's Early Help services.

Trustees' Report
for the year ended
31st March 2024

Funding and Posts

The Board of Trustees will support the current programme of delivery and staff team; funding reviews are undertaken regularly following the Fundraising Strategy and new applications will be made in accordance with the charity's Business Plan. The Trustees express their thanks to Selina Rice who continues to work with us as Fundraising Consultant. Funds for the year 2024/25 have been identified and contracts that are due to conclude are addressed appropriately with new funding applications written wherever and whenever possible. Delay in securing these new funds will be met, as far as is possible, from the charity's unrestricted reserves.

Needs will continue to be identified by the staff delivering the distinct services in consultation with the young people and parent/carers, and targeted applications will continue to be made to support all our services.

During this year the charity's activities were funded by grants from and service level agreements with:

- London Borough of Croydon (LA)
- LA & SWLICB Joint Commission of Counselling & IAG (Open Access)
- NHS South West London ICB (Children's & Adult Services)
- NHS Mental Health Investment Standard
- NHS England/CYP Workforce
- Children in Need
- Church Tenements Trust
- Garfield Weston
- National Lottery Community Fund

We are ongoingly grateful for the support that has been provided from these funders and their commissioners because without their support absolutely none of this is possible. The Trustees would also like to sincerely thank the individuals and church groups for their financial contributions in supporting us with financial donations and with their time and sharing of experience.

Staffing and Volunteers

The Trustees welcome this opportunity to absolutely thank our dedicated workforce whose shared purpose and intent is to support our local community to the best of our abilities, whilst consistently going above and beyond and carrying out duties with integrity and creativity.

As a voluntary sector service, we understand the key role that volunteers have and how much you contribute to the support of local services. In return we hope to see volunteers gaining experience which can helps them gain self-confidence in their capabilities and empower them to access paid employment or engage in meaningful activity.

Our impact and outcomes are documented in our Quarterly and Annual Reports that are available on our website and distributed throughout the year to commissioners and other interested parties.

Trustees' Report
for the year ended
31st March 2024

Into The Future

This year we have redesigned our website, created new publicity materials, built up the Staff Handbook, invested in MeLearning online professional development and delivered 5 Learning & Development Days (Level 3 Safeguarding/Queer Mental Health for Young People/Disability Awareness/Conflict Resolution/Learning & Learning Styles).

We are very proud of the fact that the Nicola Boswell Memorial Fund has now helped support 35 individuals pursue their career and entrepreneurial ambitions.

Although we were striving for a year of consolidation, we have increased the number of staff on the payroll to 52, at the end of the year and again increased the yearly turnover. We recognise that our efforts come with a cost attached and we have recognised this by continuing to commission an Employee Assistance Programme, were able to offer a salary increment to paid staff, held the yearly Residential Retreat and delivered two six-monthly We Thrive staff wellbeing surveys, the most recent of which achieved a 100% staff completion rate.

In practical terms we have continued to embed better awareness and practice around Equality, Diversity & Inclusion, recruited more IAPT Recruit To Train trainees, published and promoted 'A For Autism' and sustained all our delivery. We need to maintain our current financial position, move towards better marketing and promotion of the charity, recruit more Trustees, procure a new Client Relationship Management database, promote our new workshop/film 'A Cronx Tale' and initiate our new A (for Autism) Team service.

We are a naturally 'can-do' charity brimming with curiosity and creativity however we have to be realistic about matching capacity to ongoing demand on us whilst maintaining our self-care. We will continue to promote kindness and compassion in pursuit of our professional and socially-just service delivery.

In the Annual Report this year our CEO used the quote 'Fail we may, but sail we must' and it is towards that ambition we continue to aspire.

Trustees' Report
for the year ended
31ST March 2024

Financial Review

The financial management of our charity is very important to us all and we have great transparency in how and where our funds are directed.

At the end of this year, our reserves totalled £1,124,019, of which £111,393 were restricted in use. The reserves comprise £322,441 held in our bank accounts, £ 135,630 invested in fixed assets and a surplus of debtors over creditors of £665,948. Our income for the year was £1,922,794, a 25% increase over last year and our expenditure was £1,576,186, 2% more than last year. As a result, we made a surplus for the year of £346,608. Much of this surplus arose in March 2024, when we were allocated additional funding by SWL NHS. Our budget for 2024/25 predicts that we will incur a deficit for the year and the surplus we made this year will be used to fund this deficit and also to expand our activities in 2024/25, particularly in the support of young people facing neurodiverse conditions.

As a charity we continue to be very efficient in the use of our funds. This is due in part to the time and commitment of our Treasurer, Jill Keehan, who assisted and supported the CEO and our Deputy CEO, Nicola Newman. Jill's overview of our financial capabilities and risks continues to be invaluable to the senior management team and trustees.

We record thanks to Jill, and to Nicola, our Company Secretary for the efficient manner in which our records are maintained.

Reserves Policy

The management committee have established a policy whereby the unrestricted funds not invested in tangible fixed assets (the 'free reserves') held by the charity should be between 3 and 6 months of the resources expended, which equates to between £394,046 and £788,092. As at 31st March 2024 the accounts show general unrestricted reserves of £503,562, (£1,012,626 when designated funds are included). The figure of £503,562 represents 3.8 months of last year's expenditure. The directors have decided to allocate some of the unrestricted funds to designated projects to ensure the continued existence & expansion of the charity. It has been recommended that if the charity's unrestricted reserves fall below £100,000 then an emergency meeting of the trustees should take place to discuss immediate action.

Our reserves are reviewed regularly, so that the trustees can decide on the appropriate use of them. The trustees and CEO examine ways of ensuring that there is appropriate 'contingency' funding to support time-bound projects.

Trustees

The Trustees of the charitable company during the year and up to the date of signing this report are listed on page 1

The trustees, as members of the charitable company, undertake to contribute to the company £1 in the event of the company being wound up and having debts and liabilities which it cannot meet from its assets.

Croydon Youth Information & Counselling Service Limited

Trustees' Report
for the year ended
31ST March 2024

Structure, Governance & Management

Governing Document

Croydon Youth Information and Counselling Service Ltd is a private company limited by guarantee governed by its Memorandum and Articles of Association. It is registered as a charity with the Charity Commission.

Appointment of trustees

As set out in the Articles of Association the chair of the trustees is nominated by the membership and Board of Trustees. The trustees have the power to co-opt further members to fill specialist roles. The trustees also have the power to appoint further trustees throughout the year, which numbers should not exceed one third of the total number of trustees. At each general meeting all trustees retire and may be reappointed. Further trustees may be elected if recommended by the existing trustees, and after written notice.

All members are circulated with invitations to nominate trustees prior to the AGM, advising them of the retiring trustees and requesting nominations for the AGM. When considering co-opting trustees, the Board has regard to the requirement for any specialist skills needed.

Trustee induction and training

New trustees undergo an induction meeting with the Chair and CEO to brief them on their legal obligations under charity & company law, awareness of the potential for conflict of interest and the Charity Commission guidance on public benefit; and to inform them of the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the charity. During the induction they are invited to meet key employees and other trustees. Trustees are encouraged to attend internal and appropriate external training events where these will facilitate the undertaking of their role.

Organisation

The Board of Trustees administers the charity. The Board meets bi-monthly and there is a sub-committee covering Finance & General Purposes, which meets bi-monthly. A Chief Executive is appointed by the trustees to manage the day-to-day operations of the charity. To facilitate effective operations, the Chief Executive has delegated authority, within terms of delegation approved by the trustees, for operational matters including finance, employment and development. The salary of the chief executive is determined by the trustees, utilising voluntary sector pay scales as guidance.

Charity Governance Code

Currently the Board of Trustees oversees the charity's governance policies and procedures. All work undertaken is in line with the Charity Governance Code which although not a legal or regulatory requirement, it sets the principles and recommended practice for good governance. The charity recognises that good governance is fundamental to its success and strives to develop high standards of governance.

Trustees' Report
for the year ended
31ST March 2024

Risk management

The trustees have a risk management strategy which comprises:

- bi-monthly review of the principal risks and uncertainties that the charity currently faces, and the establishment of policies, systems and procedures to mitigate those risks identified in the annual review; and
- the implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.

This work has identified that financial sustainability continues to be the major financial risk for the charity. The London Borough of Croydon was a principal funder of the charity's activities and its current financial situation continues to be a matter of concern. This has prompted us to continue to seek funding from other sources and we have been successful, due to the fact we have written over 80 separate funding bids in the last 36 months, in maintaining our current service delivery as well as nurturing newer projects, most particularly the Mental Health In Schools Team. A key element in the management of financial risk is a regular review of available funds to settle debts as they fall due, regular review of the bank balances, and active management of debtors' and creditors' balances to ensure there is sufficient working capital.

The Covid-19 global pandemic, climate change, energy, geo-political insecurity, cost of living agendas and local socio-economic concerns continue to refocus us on non-financial risks and we have responded accordingly to reflect these events in our operational & strategic procedures and protocols. Other non-financial risks, especially the health and welfare of our workforce, and including operational concerns in our external service delivery, are monitored and addressed as appropriate.

Statement of Trustees' Responsibilities

The Trustees (who are also directors of the charitable company for the purposes of company law) are responsible for preparing the trustees' and 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 that period. In preparing those financial statements, the trustees are required to:

a) select suitable accounting policies and apply them consistently;
b) observe the methods and principles in the Charities SORP;
c) make judgements and estimates that are reasonable and prudent;
d) state whether applicable UK accounting standards have been followed, subject to any departures disclosed and explained in the financial statements;
e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company, and which 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.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Croydon Youth Information & Counselling Service Limited

Trustees' Report
for the year ended
31ST March 2024

Statement as to disclosure to our auditors

In so far as the Trustees are aware at the time of approving our trustees' annual report:

- there is no relevant audit information of which the company's auditor is unaware, and
- the Trustees individually have each taken steps that he/she/they are obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the company's auditor is aware of that information.

This report has been prepared in accordance with the small companies' regime under the Companies Act 2006.

Approved by the Board **on 09.09.2024** and signed on its behalf by:

R. King, Chair

Independent Auditors' report to the members of Croydon Youth Information & Counselling Service Limited for the year ended 31 March 2024

Opinion

We have audited the financial statements of Croydon Youth Information & Counselling Service Limited (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet and the 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 charitable company's affairs as at 31 March 2024, and of the incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company 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 trustees' 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 charitable company'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 trustees with respect to going concern are described in the relevant sections of this report.

Independent Auditors' report to the members of
Croydon Youth Information & Counselling Service Limited
for the year ended
31 March 2024

Other information

The other information comprises the information included in the annual report of the trustees, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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 that fact.

We have nothing to report in this regard.

Opinion 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 Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the 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 Report of the Trustees.

We have nothing to report in respect of the following matters where the Companies Act 2006 and Charities Act 2011 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the charitable company's financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities set out on page 11, the trustees (who are also the directors of the charitable company for the purposes of company law) 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 the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Independent Auditors' report to the members of
Croydon Youth Information & Counselling Service Limited
for the year ended
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Responsibilities of trustees (continued)

In preparing the financial statements, the trustees are responsible for assessing the charitable company'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 charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed auditor under the section 144 of the Charities Act 2011 and report in accordance with that Act.

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 a Report of the Independent Auditors 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We obtained an understanding of the legal and regulatory framework applicable to the charitable company and the sector in which it operates, through discussions with management and those charged with governance, and also from our detailed understanding of the sector. We identified the financial reporting framework including but not limited to (United Kingdom Generally Accepted Accounting Practice, The Charities Act 2011 and the Companies Act 2006), Data Protection Act 2018, Bribery Act 2010 as being of significance in the context of Croydon Youth Information & Counselling Service Limited and its ongoing activities.

- We made enquiries with management and those charged with governance and also reviewed board meeting minutes to confirm our understanding that the charitable company continued to comply with the applicable legal and regulatory frameworks, and also to confirm our understanding of the specific policies and procedures enlisted by the charitable company to ensure ongoing compliance.

- We assessed the susceptibility of the charitable company's financial statements to material misstatement, including how fraud may occur, and gained an understanding of the charitable company's policies and procedures on fraud risks through discussion with the charitable company's management.

Independent Auditors' report to the members of
Croydon Youth Information & Counselling Service Limited
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Auditor's responsibilities for the audit of the financial statements (continued)

- We considered the risk of material misstatement due to fraud as a result of possible management override of controls, and improper revenue recognition. To address these risks we tested the appropriateness of journal entries posted, reviewed those judgements made in making accounting estimates, and tested the application of revenue recognition and the cut-off of revenue.

- We communicated those laws and regulations considered relevant to the charitable company, and potential fraud risks to all engagement team members, and consider that the engagement team had the appropriate competence and capabilities to identify or recognise non-compliance with laws and regulations, and remained alert to any indications of fraud throughout the audit.

Due to the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://www.frc.org.uk/Our-Work/Audit/Audit-and-assurance/Standards-and-guidance/Standards-and-guidance-for-auditors/Auditors-responsibilities-for-audit/Description-of-auditors-responsibilities-for-audit.aspx. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company'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 charitable company's members those matters we are required to state to them in an auditors' 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Simpson Wreford & Partners

Alasdair Weaks (Senior Statutory Auditor)
for and on behalf of Simpson Wreford & Partners, Chartered Accountants & Statutory Auditors
Suffolk House, George Street, Croydon, CR0 0YN

10th September 2024

Croydon Youth Information & Counselling Service Limited

Statement of Financial Activities (including income and expenditure account)

For the year ended

31 March 2024

	Note	Restricted funds £	Unrestricted funds £	Total funds 2024 £	Restricted funds (as restated) £	Unrestricted funds £	Total funds 2023 (as restated) £
Income							
Income from generated funds:							
Voluntary income	3	32,520	27,207	59,727	31,381	39,676	71,057
Investment income		-	314	314	-	84	84
Income from Charitable activities	4	-	1,862,753	1,862,753	-	1,461,014	1,461,014
Total income		32,520	1,890,274	1,922,794	31,381	1,500,774	1,532,155
Expenditure							
Charitable activities	5	72,520	1,496,115	1,568,635	71,381	1,462,832	1,534,213
Fund raising activities	5	-	7,551	7,551	-	7,630	7,630
Total expenditure		72,520	1,503,666	1,576,186	71,381	1,470,462	1,541,843
Net incoming/(expenditure) before transfers		(40,000)	386,608	346,608	(40,000)	30,312	(9,688)
Transfers between funds -	13	-	-	-	-	-	-
Net movement in funds		(40,000)	386,608	346,608	(40,000)	30,312	(9,688)
Reconciliation of funds							
Total funds brought forward		151,393	626,018	777,411	191,393	595,706	787,099
Total funds carried forward	13	111,393	1,012,626	1,124,019	151,393	626,018	777,411

All income and expenditure derive from continuing activities.

The notes on pages 20 to 33 form part of these accounts

Croydon Youth Information & Counselling Service Limited

Balance Sheet
as at
31 March 2024

	Note	2024		2023 (as restated)	
		£	£	£	£
Fixed assets					
Tangible assets	9		135,630		91,334
Total fixed assets			135,630		91,334
Current assets					
Debtors	10	741,845		368,098	
Cash at bank and in hand		322,441		512,259	
Total current assets		1,064,286		880,357	
Creditors: amounts falling due within one year	11	(75,897)		(194,280)	
Net current assets			988,389		686,077
Total assets less current liabilities			1,124,019		777,411
Net assets	12		1,124,019		777,411
The funds of the charity:					
Restricted funds			111,393		151,393
Unrestricted funds:					
Designated		509,064		296,103	
General fund		503,562		329,915	
Total unrestricted funds			1,012,626		626,018
Total charity funds	13		1,124,019		777,411

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.
Approved by the board and signed on its behalf by:

Roger King-Director
Date: 9 September 2024
Company Number 03092355

Jill Keehan-Director
Date: 9 September 2024

The notes on pages 20 to 33 form part of these accounts

Croydon Youth Information & Counselling Service Limited

Statement of Cash Flows
for the year ended
31 March 2024

	2024 £	2023 £
Cash flows from operating activities		
Net cash provided by (used in) operating activities (see below)	(136,137)	100,662
Cash flows from investing activities		
Final payment for purchase of new vehicle	(53,995)	(43,675)
Interest received	314	84
Cash provided by(used in) investing activities	(53,681)	(43,591)
Change in cash and cash equivalents in the reporting period		
Cash and cash equivalents at the beginning of the reporting period	512,259	455,188
Net movement in cash and cash equivalents	(189,818)	57,071
Cash and cash equivalents at the end of the reporting period	322,441	512,259
Net income/(expenditure) for the reporting period (as per the statement of financial activities)	346,608	(9,688)
Adjustments for:		
Depreciation charges	9,699	-
Interest received	(314)	(84)
(Increase)/decrease in debtors	(373,747)	69,059
Increase/(decrease) in creditors	(118,383)	41,375
Net cash provided by (used in) operating activities	(136,137)	100,662
Analysis of cash and cash equivalents		
Total cash in hand at the end of the year	322,441	512,259

Notes to the accounts
for the year ended
31 March 2024

1 Accounting policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

(i) Basis of accounting

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard in the UK and Republic of Ireland (FRS102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

The Charity meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The financial statements have been prepared on a going concern basis and are presented in sterling which is the functional currency of the charity and rounded to the nearest £1. The trustees are of the opinion that there are no material uncertainties which exist which would mean the charity's ability to continue as a going concern was in any doubt. The trustees have considered the level of funds held and the expected level of income and expenditure for twelve months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

(ii) Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

(iii) Incoming resources

All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full when receivable.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- Income relating to next year, but received in the current year, is deferred to the next year.
- Investment income is included on an accruals basis.
- Income from charitable activities includes income recognised as earned (as the related goods or services are provided) under contract.

Notes to the accounts
for the year ended
31 March 2024

(iv) Resources expended

Expenditure is accounted for on an accrual basis as a liability is incurred. Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to the expenditure. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

- Costs of generating funds comprise the costs associated with attracting voluntary income
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the independent examiners fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the statement of financial activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly others are apportioned on an appropriate basis.

(v) Fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. The cost of minor additions or those costing below £1,500 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life. The rates used are as follows:

motor vehicles and equipment	10 years
computer and office equipment	4 years
improvements to premises	8 years

(vi) 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.

(vii) Cash at bank and in hand

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

(viii)Creditors and provisions

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 and provisions are normally recognised at their settlement amount after allowing for any trade

Notes to the accounts
for the year ended
31 March 2024

(ix) Lease costs

Rentals paid under operating leases are charged to the statement of financial activities on a straight line basis over the lease term.

(x) Pension costs

Pension contributions are charged to the statement of financial activities as they fall due. Employees of CDI joined the government's work based pension scheme in 2017/18. This is a defined contribution scheme. Contributions are expensed as they become payable.

(xi) Financial Instruments

The trust only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

(xii) Judgements and key sources of estimation uncertainty

In the application of the company's accounting policies, the trustees/directors are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

Notes to the accounts
for the year ended
31 March 2024

2 Legal status of the charity

The charity is a private company limited by guarantee, incorporated in England & Wales, and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

3 Voluntary income

	Restricted funds	Unrestricted funds	Total funds 2024	Total funds 2023 (as restated)
	£	£	£	£
Grants				
Church Tenements Trust	-	12,000	12,000	12,000
BBC Children in Need	29,313	-	29,313	29,379
Jack Petchey Foundation	-	-	-	1,882
Relief in Need	-	-	-	-
National Lottery	3,107	-	3,107	-
Garfield Weston	-	10,000	10,000	15,000
Miscellaneous grants	-	-	-	-
Donations and gifts	100	5,207	5,307	12,796
Total	32,520	27,207	59,727	71,057

The charitable company benefits greatly from the involvement and enthusiastic support of its many volunteers. In accordance with FRS102 and the Charities SORP (FRS102), the economic contribution of general volunteers is not recognised in the accounts.

Notes to the accounts
for the year ended
31 March 2024

4 Income from charitable activities

	Restricted funds	Unrestricted funds	Total funds 2024	Total funds 2023
	£	£	£	£
Invoiced services	-	145,767	145,767	142,044
LBC & NHS SWL ICB - Open Access	-	150,000	150,000	150,000
LBC Parent & Infant Relationship Service (PAIRS)	-	79,000	79,000	64,000
NHS SWL ICB	-	45,010	45,010	45,008
Wave 6 MHST	-	413,002	413,002	350,332
NHS SWL ICB	-	48,128	48,128	48,128
Young Londoners Fund	-	-	-	60,000
LBC Community fund	-	-	-	51,576
NHS Recruit to Train	-	182,881	182,881	195,897
Local Transformation Fund	-	63,488	63,488	63,488
NHS ICB Safe Space	-	91,000	91,000	53,083
NHS ICB Help is at Hand	-	50,000	50,000	10,971
NHS Mental Health Standard Investment fund	-	84,000	84,000	84,000
NHS SWL ICB CBT Placement	-	23,726	23,726	-
NHS SWL ICB Talkbus funding	-	50,000	50,000	-
NHS SWL ICB Custody Suite funding	-	77,583	77,583	-
NHS SWL ICB Youth Engagement Group	-	22,000	22,000	-
NHS SWL ICB Neurodiversity funding	-	190,000	190,000	-
LVP MH One Croydon Go Further, Go Higher	-	43,163	43,163	43,164
NHS Mental Health Investment Standard Fund	-	89,045	89,045	89,044
Miscellaneous income	-	14,960	14,960	10,279
Total	-	1,862,753	1,862,753	1,461,014

Notes to the accounts
for the year ended
31 March 2024

5 **Expenditure on charitable activities**

	Charitable Activities	Governance costs	Fundraising costs	Total 2024	Total 2023
	£	£	£	£	£
Annual report and AGM	-	1,196	-	1,196	1,179
Bank charges and interest	156	-	-	156	156
Books and publications	2,411	-	-	2,411	8,408
Boswell Memorial fund	3,702	-	-	3,702	10,262
Catering	2,044	-	-	2,044	3,942
Computer costs, inc. telephone	38,611	-	-	38,611	33,876
External training providers	17,325	-	-	17,325	16,640
Consultancy and professional fees	23,596	-	5,281	28,877	21,564
Household Support Fund	640	-	-	640	584
Insurance	4,490	-	-	4,490	3,924
Light and heat	12,712	-	-	12,712	7,326
Database upgrade costs	1,290	-	-	1,290	1,515
Membership fees and subscriptions	6,223	-	504	6,727	6,965
Miscellaneous	3,489	-	-	3,489	1,038
Outreach team expenses	663	-	-	663	1,913
Payroll bureau support fees	10,654	-	-	10,654	9,124
Employee assistance programme	3,329	-	-	3,329	900
Audit fee	-	8,400	-	8,400	6,250
Rent, general and water rates	19,937	-	-	19,937	19,008
Premises expenses	16,666	-	-	16,666	15,067
Pensions	51,295	381	76	51,752	54.375
Salaries and employers NIC	1,246,387	6,291	1,690	1,254,368	1,254,154
Supervision	21,000	-	-	21,000	21,434
Training	22,915	-	-	22,915	15,761
Stationery and postage	5,490	-	-	5,490	7,037
Talkbus fuel	1,613	-	-	1,613	2,265
Talkbus expenses	2,772	-	-	2,772	4,915
Depreciation	9,699	-	-	9,699	-
Travel, accommodation & parking	8,060	-	-	8,060	7,403
Recruitment fees	6,920	-	-	6,920	3,741
Volunteer expenses	302	-	-	302	797
Website, rebranding and publicity	7,896	-	-	7,896	270
Young People's Team	80	-	-	80	50
	1,552,367	16,268	7,551	1,576,186	1,541,843

Expenditure on charitable activities was £1,568,635 (2023: £1,534,213) of which £1,496,115 was unrestricted (2023: £1,462,832) and £72,520 was restricted (2023: £71,381).

Notes to the accounts
for the year ended
31 March 2024

6 Net income/(expenditure) for the year

This is stated after charging:

	2024	2023
Depreciation	9,699	-
Operating leases - property	18,500	18,500
Auditors fees for audit services – current year	7,800	5,400
Auditors fees for audit services – previous year	600	850

7 Staff costs and numbers

	2024	2023
Staff costs were as follows:		
Salaries and wages	1,149,153	1,149,116
Employers NIC	105,215	105,038
Pensions – Defined contribution scheme	51,752	54,375
Irrecoverable statutory maternity pay	-	-
Total	1,306,120	1,308,529

One employee received emoluments of more than £60,000 (2023:Nil)

The average number of full-time and part-time employees in 23/24 was as follows:

	2024 No.	2023 No.
Central	7	7
Counselling	18	16
Outreach	8	8
Young people's team	-	-
Wave 2 MHST (formerly Trailblazer)	8	9
CYP - IAPT	4	3
Advocacy	1	2
PIP	2	3
Total	48	48

Notes to the accounts
for the year ended
31 March 2024

8 Trustee remuneration and related parties

No trustees received any remuneration or expenses for their services, as a trustee, during the year (2023: Nil). One of the trustees, Mr Basil Morris is employed by the charity, working as a counsellor. The Board of Trustees believe that it is important to have a staff member acting as a trustee. He is remunerated for his work for the charity. His remuneration for 2024 was £9,773 (2023 £8,011). The Board review his appointment as a trustee on a regular basis to ensure that the arrangement continues to be in the best interest of the charity and its beneficiaries.

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year (2023: None).

Key management personnel of the charity, received total remuneration, including pension contributions and employers NI of £70,616 (2023 - £69,052.)

9 Tangible fixed assets

	Improvements to Premises	Vehicle	Computer and office equipment	Total
	£	£	£	£
Cost				
At 1 April 2023	27,948	164,384	16,024	208,356
Additions	-	53,995	-	53,995
At 31 March 2024	27,948	218,379	16,024	262,351
Accumulated depreciation				
At 1 April 2023	27,948	73,050	16,024	117,022
Charge for the year	-	9,699	-	9,699
At 31 March 2024	27,948	82,749	16,024	126,721
Net book value				
At 31 March 2024	-	135,630	-	135,630
At 31 March 2023	-	91,334	-	91,334

Tangible fixed assets are used for direct charitable purposes

Notes to the accounts
for the year ended
31 March 2024

10 Debtors

	2024	2023 (as restated)
	£	£
Trade debtors	397,527	115,751
Prepayments and accrued income	344,318	252,347
Other debtors	-	-
Total	741,845	368,098

Within other debtors is an amount of £60,014 (2023: £110,014) which is due after more than one year.

11 Creditors: amounts falling due within one year

	2024	2023
	£	£
Taxation and social security	28,427	44,567
Accruals and other creditors	47,470	48,713
Deferred income	-	101,000
Total	75,897	194,280
Deferred income brought forward	101,000	114,352
Amount released in year to income from charitable activities	(101,000)	(76,435)
Amount deferred in year	-	63,083
Balance as at 31.03.2024	-	101,000

Deferred funds relate to services not yet provided.

12 Analysis of net assets between funds

	General funds	Designated funds	Restricted funds	Total funds
	£	£	£	£
Tangible fixed assets	135,630	-	-	135,630
Net current assets	367,932	509,064	111,393	988,389
Net assets at 31 March 2024	503,562	509,064	111,393	1,124,019

Notes to the accounts
for the year ended
31 March 2024

13 Analysis of charitable funds

	At 1 April 2023(as restated)	Incoming resources	Outgoing resources	Transfers	At 31 March 2024
	£	£	£	£	£
Restricted funds:					
Buy a Brick	1,379	-	-	-	1,379
BBC Children in Need	-	29,313	(29,313)	-	-
National Lottery	150,014	3,107	(43,107)	-	110,014
Nicola Boswell Memorial fund	-	100	(100)	-	-
Total restricted funds	151,393	32,520	(72,520)	-	111,393
Unrestricted funds					
Designated funds					
Agency contingency fund, to ensure continuation of services, when replacement funding is not immediately available	150,000	-	-	50,000	200,000
Safe Space Talkbus project	-	91,000	(91,000)	-	-
Building and repairs fund (including possible future relocation costs)	20,000	-	-	10,000	30,000
Replacement asset fund re Talkbus	62,325	-	(62,325)	-	-
Training services development and staff training	11,670		(5,589)	3.919	10,000
Website & database upgrade fund	36,442	-	(7,896)	16,454	45,000
Inclusion and Diversity Action fund	15,666	-	(3,602)	-	12,064
Custody suite project	-	77,583	(77,583)	-	-
Neurodiversity funding	-	190,000	-	-	190,000
Youth Engagement group	-	22,000	-	-	22,000
LBC PAIRS project	-	79,000	(79,000)	-	-
General reserves	329,915	1,430,691	(1,176,671)	(80,373)	503,562
Total unrestricted funds	626,018	1,890,274	(1,503,666)	-	1,012,626
Total funds	777,411	1,922,794	(1,576,186)	-	1,124,019

Notes to the accounts
for the year ended
31 March 2024

13 Analysis of charitable funds (continued)

Previous year:

	At 1 April 2022 (as restated)	Incoming resources	Outgoing resources	Transfers	At 31 March 2023 (as restated)
	£	£	£	£	£
Restricted funds:					
Buy a Brick	1,379	-	-	-	1,379
BBC Children in Need	-	29,379	(29,379)	-	-
Jack Petchey		1,882	(1,882)	-	-
National Lottery	190,014	-	(40,000)	-	150,014
Nicola Boswell Memorial fund	-	120	(120)	-	-
Total restricted funds	191,393	31,381	(71,381)	-	151,393
Unrestricted funds					
Designated funds					
Agency contingency fund, to ensure continuation of services, when replacement funding is not immediately available	150,000	-	-	-	150,000
Safe Space Talkbus project	-	53,083	(53,083)	-	-
Building and repairs fund (including possible future relocation costs)	25,000	-	(7,371)	2,371	20,000
Replacement asset fund re Talkbus	100,000	-	(43,675)	6,000	62,325
Training services development and staff training	13,000		(1,330)		11,670
Website & database upgrade fund	43,227	-	(6,785)	-	36,442
Inclusion and Diversity Action Fund	17,171	-	(6,505)	5,000	15,666
Mental Health Standard Investment Fund	-	84,000	(84,000)	-	-
Mental Health Investment Standard Fund	17,511	89,044	(106,555)	-	-
Local Transformation Fund	-	63,488	(63,488)	-	-
Croydon Best Start PIP (LA)	-	64,000	(64,000)	-	-
General reserves	229,797	1,147,159	(1,033,670)	(13,371)	329,915
Total unrestricted funds	595,706	1,500,774	(1,470,462)	-	626,018
Total funds	787,099	1,532,155	(1,541,843)	-	777,411

13 Analysis of funds (continued)

Purposes of restricted funds:
Buy a Brick: comprises of small donations received towards purchase of own building.
BBC Children in Need: provided support for the Outreach team benefiting children aged 11 who will be moving to secondary schools.
National Lottery: provided funding to support the Outreach team and Talkbus
Nicola Boswell Memorial Fund: represents funds donated in memory of Nicola Boswell, a former Drop In volunteer counsellor. This fund will be used, in conjunction with the Designated: Inclusion & Diversity Action Fund, for the purposes outlined below.

Purposes of designated funds:

Inclusion and Diversity Action Fund: This fund exists to offer financial support to staff and beneficiaries of the charity, particularly those from the BAME communities, for the purpose of supporting their further education, employment opportunities and continuing personal & professional development. This fund will be used gradually over the next three to five years.
Custody Suite project: Funding to support young people, 10 years+, who have been taken in to custody by the Metropolitan Police.
PAIRS – Parent & Infant Relationship Service: Funding to support the Service Manager, Clinical Lead and Administrator posts
Safe Space Talkbus Project: The purpose of this fund is to provide a safe space close to Croydon University Hospital for young people, who have, or may be intending to visit the hospital's A&E department.
Neurodiversity funding: The purpose of this fund is to provide support and services to the young people of Croydon, with an emphasis on those with neurodiverse conditions
Youth Engagement group: The purpose of this funding is to support and expand our Young People's team
The names of the other funds provide an understanding of the nature and purpose.

In the financial year 2024/2025, the charity will be using the Training services fund to implement the training plan, which is currently placing an emphasis on Learning & Development days and buying the Me Learning online package. Building and repairs fund - all three premises which are being used by CDI are leased from LB of Croydon, whilst PAIRS House and Ramsey Court are on the Council's disposal of assets list. This fund will be used to maintain the buildings where necessary and to look for and fund any relocation, which has to be undertaken. The charity now received the new Talkbus, ordered in February 2022. The fund has now been reduced to Nil, but will be rebuilt over the next ten years. The Agency contingency fund is monies set aside to continue to employ frontline staff in the event that there is a cessation of funding from existing sources, so that there is time to approach new sources of funding. The charity is already aware that the funding for one of our projects will not be renewed. In view of the increase in income and numbers of staff, this fund has been increased by £50,000. The website and database upgrade fund was used in 2023/24 to upgrade our current website. In 2024/25 our database needs to be redesigned so we will need to access resources to fund that essential operational development.

Transfers represent changes in designation approved by the trustees.

Notes to the accounts
for the year ended
31 March 2024

14 Lease commitments

The company's commitments for rental payments under operating leases payable during the year are as follows:

	Land and buildings	
	2024	2023
	£	£
Leases expiring:		
Within 1 year from 31 March 2024 - amount per annum	8,750	8,750
Within 2 to 5 years	22,750	29,750

15. Prior period restatement

The comparative amounts in the prior period as presented have been restated as detailed below:

	At 31 March 2023		
	Previously reported £	Adjustments £	As restated £
Current assets			
Prepayments and accrued income	102,333	150,014	252,347
Net assets	627,397	150,014	777,411
Charitable company funds			
Restricted funds	1,379	150,014	151,393
Total funds	627,397	150,014	777,411

Reconciliation of changes in funds	
Total funds as reported at 01 April 2022	597,085
Adjustment to prior periods	
Correction to restricted income recognition	190,014
Total funds as restated at 01 April 2023	787,099
Movements in funds as previously stated	30,312
Correction to restricted income recognition	(40,000)
Total funds as restated at 31 March 2024	777,411

A prior period adjustment has been made to rectify the recognition of restricted income which was previously being recognised on a receipt basis.

The overall impact of these adjustments is to increase accrued income and restricted funds by £150,014.

CROYDON YOUTH INFORMATION AND COUNSELLING SERVICE LIMITED

England & Wales - Charity number 1049307

Accounts

CROYDON YOUTH INFORMATION & COUNSELLING SERVICE LIMITED

(Limited by guarantee)

Known as

CROYDON DROP IN (CDI)

COMPANY NO: 03092355

CHARITY NO: 1049307

REPORT AND AUDITED ACCOUNTS

for the year ended

31 March 2023

SARGENT & CO

CHARTERED ACCOUNTANTS

219 Croydon Road

Caterham

Surrey CR3 6PH

Croydon Youth Information & Counselling Service Limited

Status:	Company Limited by Guarantee No. 03092355 incorporated on 17 August 1995 Charity registration No. 1049307 The Company's governing document is its Memorandum and Articles of Association incorporated 17 August 1995.
Secretary and Registered Office:	Nicola Newman 132 Church Street Croydon CR0 1RF
Trustees:	Mr. Roger King (Chair) Mrs. Anne Smith (Vice Chair) Mrs. Jill Keehan (Treasurer) Mrs. Janet Austin Ms. Rhianne Elleston Pascall Ms. Carolyn Robinson Mr. Alkan Shenyuz (resigned 12.9.2023) Mr. Basil Morris Ms. Chinela Chizea (resigned 11.9.2023) Ms. Shannen Doherty (resigned 9.8.2023) Ms. Renee Bond (resigned 1.5.2023)
Chief Executive Officer:	Mr. Gordon Knott
Independent Examiner:	Sargent & Co Chartered Accountants 219 Croydon Road Caterham Surrey CR3 6PH
Bankers:	The Co-operative Bank Plc 91 George Street Croydon CR9 3QT
Solicitors:	Streeter Marshall 74 High Street Croydon CR9 2U

Croydon Youth Information & Counselling Service Limited

Trustees' Report
for the year ended
31st March 2023

The Trustees, who are also the Directors of the charitable company, present their annual Directors' Report together with the financial statements of the charity for the year ending 31 March 2023 which are also prepared to meet the requirements for a Directors' Report and accounts for Companies Act purposes.
The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and 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 (FRS102).

Our purpose and activities
The objects of the charitable company are the advancement of education, the furtherance of health and relief of poverty, distress and sickness of young people in the community of Croydon and the surrounding areas in accordance with its Memorandum and Articles of Association.
The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on Public Benefit when reviewing their objectives and activities and in the planning of future activities. They have also considered the guidance 'Public Benefit: Running a Charity (PB2)'. It is the judgement of the trustees that activities in pursuit of the above objectives fully meet the Public Benefit test, which they have kept in mind in planning programmes for the charity. In delivering services and in the appointment of staff, volunteers and Trustees, the charity operates a strict policy of no discrimination on any grounds.

Review for the Year

Activities, Achievements and Performance

A reminder firstly from the individuals with whom we have worked this year of why we do what we do...

"It was just what I needed, someone to talk to and someone who would listen. It was very helpful."

"I have found ways to help cope with certain problems that I face, and I feel more confident about being able to share how I feel."

"I developed confidence within myself and the motivation to create the life I want for myself. I am very pleased that I secured part time employment. Thank you so much again for everything, you've changed my life for the better and made me see my inner strength."

"I have learnt to be kind to me and listen to what I say about myself, which is to take care of me. A big thank you and I really appreciate you being in my life."

"I have gained confidence. I feel a lot happier and relaxed about myself and being around other people. Thank you for helping me find a better way to understand me and my autism."

"My counsellor made me feel safe and ok to talk freely. My behaviour has changed, I stay in class, and I am not being sent out of lessons. I smile a lot more and I'm not so quick to argue."

"It made me feel better and overcome my emotions. I had someone to talk to and felt safe in the room. The counsellors are very caring so I would recommend it to a friend."

Trustees' Report
for the year ended
31st March 2023

As a proud Charity and independent Voluntary Sector Organisation, CDI continues to live and breathe in response to meet the fluctuating needs of local children, young people and families. This year's activities continue to be inextricably entwined and influenced by the post-pandemic fallout, the tough economic landscape and the realities of sustaining self, family and community in 2023 Britain. The Trustees extend our sincerest thanks and deepest respect for the work in which all our staff are engaged.

Principles for our work

We continue to believe in a compassionate, creative and person-centred approach to life where the offer of a genuine relationship is central to the success of any relationship. We are sceptical of a single 'diagnosis' or a judgement on a presenting issue. We are committed to a big-hearted, holistic response to individuals that is well aware of the socio-economic, systemic inequalities and discrimination that hugely impact on our beneficiaries. Based on a belief in 'doing with' not 'doing to' our committed workforce of paid and volunteer colleagues tries to make sure we offer an honest and stable presence which responds the best we can to the needs of the local community.

Children and Young People are Central

On ground level we are still evidencing the effects of more than a decade of austerity measures, disassembly of youth services, embedded and rising discrimination, welfare benefit reform, insufficient housing stock and still no true parity of investment in Children's Mental Health. And yet, in spite of this, and often in overt opposition to these issues, individuals continue to explore their own thoughts, feelings and the options open to them in order to live as fully as possible given the circumstances that surround them. We remain committed to come alongside them for as long as it takes to help make a difference.
Our services are delivered through the following teams:

- Advice & Rights Advocacy
- Care For Croydon Collective
- Counselling in the Community
- Counselling in Educational Settings
- Mental Health Support Team
- Outreach & Talkbus
- Parent Infant Partnership
- The Young People's Team

Working with Children, Young People and Families

All the data and feedback from our activities continues to be published in our quarterly Whole Service Monitoring Reports with a summary provided in our Annual Review. The activities detailed below remain central to the achievement of CDI's aims and objectives.

Advice & Rights Advocacy

Led by Jacqui Henry, the Advice & Rights Advocacy service (A&RA) works with children, young people and families who present with issues that on the surface are of a practical nature however we continue to evidence that every individual brings with them connected concerns around their emotional well-being.

Trustees' Report
for the year ended
31ST March 2023

The main presenting issues this year were housing insecurity, pressures on the family unit, school exclusion, learning difficulties, unemployment, disability and benefit advice with another recorded rise in anxiety, low mood, anger, bullying, domestic violence and stress. The number of consultations offered rose again on last year to over 650 with 99% of appointments attended. The main sources of referral were Self, Social Care, Schools, GPs, via the internet and from other CDI projects. 72% accessing AR&A were female, 23% male and 5% identifying as other whilst our BME communities were represented by over 87% of clients in the caseload.

We used our Advice Quality Standard accreditation to help form a local voluntary sector Advice Services Alliance with Citizens Advice, MIND, South West London Legal and Age UK to come together in the effort to try to maintain everyone's service provision and funding levels. We benefited from a £5k grant from the Council's Household Support Fund which we have carefully used over the year to purchase school uniforms, children's shoes and essential white goods for families.

Care For Croydon Collective

Tanya Wallis and Rhona Kenny lead this bi-monthly online forum which was born in the pandemic and continues to flourish as a unique offer that has now gone national with its audience. Set up initially for the workforce we invite parents, carers, foster carers and adoptive parents to join us. The purpose being to share good practice, opinions and experiences. After beginning the year with a presentation from Janice Jenner at Hunrosa entitled 'Sleeping Difficulty – a new pandemic?' we focused on 'Meet The Author' events and hosted Eugene Ellis, Aileen Alleyne, Mick Cooper and Jeanine Connor who each presented thoroughly engaging opportunities for colleagues to spend their lunch hour online with us.

Counselling in the Community for 10-25 year olds

The stark headline here is that we saw an unparalleled 77% rise in referrals which is compounded by the fact that this is the second year running this has occurred. As a result, our waiting time from initial assessment to commencement of counselling has unavoidably stayed around 18 weeks. Over 500 referrals were received, over 3500 sessions were offered with 85% of young people in counselling aged under 18, 61% identified as female, 32% male and 7% identified as non-binary or other whilst 62% were from a BAME heritage. We continue to offer a 'blended' approach of face to face, phone and online although more young people are asking for face to face meetings and we will be moving back to offer face to face appointments for initial assessments by Autumn 2023. We delivered our community counselling services with a team of volunteer counsellors, a new CBT Practitioner trainee, paid counsellors and clinical supervisors.

Following the refurnishing of one of our rooms as a Sensory Room we followed through on evidence we had collected about the need for better training and awareness of Autism so we worked with Autism specialist, Mark Wallis, to self-publish a booklet in March 2023 named 'A For Autism' which we have made freely available to young people, parents, carers and professionals.

Trustees' Report
for the year ended
31st March 2023

The number of children referred to us from CAMHS now accounts for an average of 60% of our total referrals whilst other referral sources include self, GPs, families & friends, Social Care, Schools and Adult Mental Health Services. 10% of young people assessed for counselling are Children Looked After or Care Leavers and the main presenting issues this year continue to be anxiety, anger, self-harm, suicidal ideation, low mood, sleep difficulty, panic attacks, family relationships and self-esteem.

Counselling in Educational Settings

Our colleagues in educational settings continued to accommodate us on site and we maintained counselling services at St. Nicholas, Harris Primary, Elmwood Juniors, Ravensbourne Secondary School and Oasis Academy Shirley Park. We look forward to continuing to work with these settings and with our new commission at Forest Academy in Shrublands from September 2023.

In our schools' services we counselled over 160 children and young people in Primary, Secondary and Special Schools with 72% from a BME heritage, offering over 2000 sessions. The feedback we receive from young people indicates they continue to appreciate being able to access an independent, therapeutic service that is on-site. The main presenting concerns for these children were anxiety, family and peer relationships, bereavement & loss, self-harm, low mood, anger and school-related issues.

The Mental Health Support Team

Following the successful bid to NHS South West London Clinical Commissioning Group, with our voluntary sector partner, Off The Record, in 2019 we have built on the foundations of Wave 2 to expand the delivery into Wave 6 from January 2022.

In January 2023 we added a Systemic Family Practitioner trainee and a Childrens Well-Being Practitioner trainee to the existing team of 10 CDI staff who delivered services to 14 Primary & Secondary schools whilst the partnership overall engaged with 28 Croydon schools in total with a remit to reach a school population of 16,000 children and young people.

As the threat of Covid-19 began to recede further this year we were able to get on site more frequently to work with children, young people and their parents/carers, we saw over 1000 individual young people (49% female, 50% male and 1% transgender) with 60% from BME communities whilst the main presenting issues for all genders were anxiety, behavioural issues, low mood and self-harm.

Trustees' Report
for the year ended
31st March 2023

Outreach & Talkbus

We continued to build on the freedom and less restriction in our movements since Covid as the Outreach Team sought to support the needs of the community emerging post pandemic. We were pleased to be able to recruit and confirm in post the new Outreach Manager Clinton Waller and the new Deputy Outreach Manager, Sonia Garnett – the Trustees sincerely thank the outgoing Manager Angela Ben-Arie for her incredible work over a long period of time to establish the Outreach service in Croydon. We are glad that she is re-joining the Senior Leadership Team having been successful at interview for the new post of Learning & Development Manager.

We moved into Year 3 of the Young Londoners project which saw the team on site in schools offering mentoring and life skills support for young people and directing them into diversionary activities. Our financial support from Church Tenements, Children in Need, National Lottery Reaching Communities and Garfield Weston gave the team necessary stability to enable us to successfully bid for financial support from South West London NHS Integrated Care Board and expand our repertoire.

This meant we were able to launch three significant Outreach projects this year which were Go Further Go Higher (working with emotionally vulnerable 16-25 year olds transitioning between secondary/tertiary education, apprenticeships or returning to the Borough from University) , Safe Space (working with NHS A&E Emergency Departments to come alongside 10-25 year olds who are at risk of self-harming or suicidal intent) and Help Is At Hand which is a parent/carer phone helpline open 12-6pm every day to support adults to support their children - 07592 037 042.

We are also pleased to announce that following a successful joint bid with Off The Record we will be launching a new 21 month initiative to work with the Croydon Custody Suite in April 2023.

The team settled into their new base at Ramsey Court which offered us office space, a meeting room and a space for face to face appointments.

This year Talkbus delivered over 650 sessions out and about in the Borough and supported over 4400 individuals, 82% of whom were aged between 10-25 with 50% identifying as male and 50% female and the proportion of young people accessing Talkbus from BME communities this year being 69%. The remaining balance of the footfall was made up by parents, carers and professionals who access the Talkbus looking for support for young people with whom they live, support or work. The main issues presented this year were Low Mood, Stress, Suicidal Ideation, Self-Harm, Relationships, Personal Safety, Healthy Living, Sexual Health, School, Careers/Education, Bullying, Housing, Self Esteem and looking for General Information, Advice & Guidance.
We look forward to taking delivery of the newly-built Talkbus which will be named Lorn, after the loss of our colleague in February 2022, and which we anticipate will be in action from August 2023.

A continued positive outcome this year has been the work that Clinton Waller, Outreach Manager, and therapist Durim Dogani, have done with Shpresa, a charity supporting young Albanians, and we continue to make funding bids to support our work with this great organisation.

Trustees' Report
for the year ended
31st March 2023

After commissioning the build of a new Talkbus at the end of last financial year we took delivery of the new, more eco-friendly vehicle on 28 July 2023 and this is a very positive investment in our charity as this is a very visible and active community resource.

With reinvigorated leadership from Sonia Garnett and Jess Walker the Young People's Team is on the rise and we were successful in obtaining a commission from the NHS to lead on a Borough-wide project to bring together all the Young People's Participation Groups into an umbrella partnership so we look forward to reporting on the success of that next year.

Parent Infant Partnership

PIP works in partnership with the Local Authority's Early Help & Children's Social Care service to deliver early interventions and support services to mothers who are pregnant, fathers and families who have babies/children up to 2 years old. During this financial period our team has actively worked with over 50 families with good outcomes and feedback from the families. Due to the intensity of the work we are alongside families for, on average, over 8 months.

"My PIP Keyworker has really been an amazing help and she has really helped me improve my confidence and parenting skills."

Therapeutic Services Manager, Juliet Lecointe continued to lead the team which continued to be staffed with two therapists, two keyworkers, a clinical supervisor and Nadine Blackwood, our CDI Administrator.

"I am more comfortable and confident to be a mother and able to communicate with my children and enjoy them. This service is a lifesaver."

The PIP House building was fully opened for Early Years' service delivery during the day and continued to offer counselling for 10-25 year olds in the evenings. The contract for the service delivery with the Local Authority is in place until 31.3.24.

We have recorded this year that the main presenting issues for the families accessing our service have been Parental Confidence, Parental Mental Health, Isolation, Low Mood, Emotional Social & Behavioural issues Anxiety and Domestic Abuse with a ever present, significant number of safeguarding concerns and a high number of the children being Children in Need.

The sources of referrals for both teams came from Adult Mental Health, Midwifery, Social Care, Health Visitors and the Local Authority's Early Help services.

"Very grateful to our PIP Therapist for the way they consistently sought to make support available to both parents and to take time to seek out and understand the father's perspective."

Trustees' Report
for the year ended
31st March 2023

Funding and Posts

The Board of Trustees will support the current programme of delivery and staff team; funding reviews are undertaken regularly and new applications will be made in accordance with the charity's Business Plan. Funds for the year 2023/24 have been identified and contracts that are due to conclude are addressed appropriately with new funding applications written wherever and whenever possible. Delay in securing these new funds will continue to be discussed and reviewed by the Board of Trustees with a view to using funds from the charity's unrestricted reserves.
Needs will continue to be identified by the staff delivering the distinct services in consultation with the young people and parent/carers, and targeted applications will continue to be made to support all our services.

During this year the charity's activities were funded by grants from and service level agreements with:

- London Borough of Croydon (LA)
- LA & CCG/ICB Joint Commission of Counselling & IAG (Open Access)
- NHS South West London CCG/ICB (Children's & Adult Services)
- NHS Mental Health Investment Standard
- CYPIAPT/NHS Health Education England
- Children in Need
- Church Tenements Trust
- Garfield Weston
- National Lottery Community Fund
- Croydon Relief in Need
- Greater London Authority (Young Londoners Fund)

We are extremely grateful for the support that has been provided from these funders because without the support of all our funders none of this is possible. The Trustees would also like to sincerely thank the individuals and church groups who also contribute in supporting us with financial donations and with their time and sharing of experience.

Staffing and Volunteers

The Trustees welcome this opportunity to thank its dedicated workforce who consistently go above and beyond.
As a voluntary sector service, we understand the key role that volunteers have and how much you contribute to the support of local services. In return we hope to see volunteers gaining experience which can helps them gain self-confidence in their capabilities and empower them to join the workforce, access paid employment and/or engage in meaningful activity.
Our impact and outcomes are documented in our Quarterly and Annual Reports that are distributed throughout the year to commissioners and other interested parties. We are satisfied that our staff continue to do their utmost to perform to the best of their abilities and to carry out their duties with integrity and commitment.

Trustees' Report
for the year ended
31st March 2023

Into The Future

Again this year we have 'punched above our weight' as we strive to improve service delivery and respond to gaps that frequently open up in the provision of support for the local community. However, these efforts come with a price attached and we have recognised this by commissioning an Employee Assistance Programme, our psychologically-informed staff survey WeThrive, offering a salary increment and cost of living one-off payment, bi-monthly Learning & Development Team Days and offering a yearly Residential Retreat for staff and volunteers.

In practical terms we have continued to embed better awareness and practice around Equality, Diversity & Inclusion, commissioned the build of a new Talkbus, secured income for all the projects, recruited more IAPT trainees and a new Learning & Development Manager, grown the reach of The Nicola Boswell Memorial Fund, published 'A For Autism' and sustained all our delivery with no loss of projects or staff. We now need to consolidate and retain our current position, finish the build of the new website and focus on better marketing and publicity for the charity.
Our natural optimism and creativity is frequently challenged and we have to be realistic about matching capacity to the increasing demand on us whilst maintaining our self-care. We will continue to pursue compassionate and socially-just models of delivery via our collaborations and partnerships in the pursuit of our jointly-held ambitions and aspirations.

Trustees' Report
for the year ended
31ST March 2023

Financial Review

The financial management of our agency is very important to us all and we have great transparency in how and where our funds are directed.
At the end of this year, our reserves totalled £627,397, of which £1,379 were restricted in use. The reserves comprise £512,259 held in our bank accounts, £91,334 invested in fixed assets and a surplus of debtors over creditors of £23,804. Our income for the year was £1,572,155 a 16% increase over last year and our expenditure was £1,541,843, 27% more than last year. As a result, we made a surplus for the year of £30,312. This surplus will be used to fund activities in 2023/24 and to deal with additional expenditure in direct connection to post-Covid recovery strategies.
As a charity we continue to be very efficient in the use of our funds. This is due in part to the time and commitment of our Treasurer, Jill Keehan, who assisted and supported the CEO – Gordon Knott and our Deputy Director, Nicola Newman. Jill's overview of our financial capabilities and risks continues to be invaluable to the senior management team and Board of Trustees.
We record thanks to Jill and Nicola for the efficient manner in which our records are maintained.

Reserves Policy

The management committee have established a policy whereby the unrestricted funds not invested in tangible fixed assets (the 'free reserves') held by the charity should be between 3 and 6 months of the resources expended, which equates to between £385,460 and £770,920. As at 31st March 2023 the accounts show general unrestricted reserves of £238,581 (£472,359 when designated funds, excluding £62,325 committed to the purchase of the new Talkbus, are included). The figure of £472,359 represents 3.7 months of last year's expenditure. The Board of Trustees have decided to allocate some of the unrestricted funds to designated projects to ensure the continued existence & expansion of the charity. It has been recommended that if the agency's unrestricted reserves fall below £100,000 then an emergency meeting of the funding group and the Board of Trustees should take place to discuss immediate action.
Our reserves are reviewed regularly, so that the Board of Trustees can decide on the appropriate use of our reserves. The Treasurer and CEO examine ways of ensuring that there is appropriate 'contingency' funding to support time-bound projects.

Trustees

The Trustees of the charitable company during the year and up to the date of signing this report are listed on page 1

The Trustees, as members of the charitable company, undertake to contribute to the company £1 in the event of the company being wound up and having debts and liabilities which it cannot meet from its assets.

Trustees' Report
for the year ended
31ST March 2023

Structure, Governance & Management

Governing Document

Croydon Youth Information and Counselling Service Ltd is a private company limited by guarantee governed by its Memorandum and Articles of Association. It is registered as a charity with the Charity Commission.

Appointment of trustees

As set out in the Articles of Association the chair of the trustees is nominated by the membership and Board of Trustees. The trustees have the power to co-opt further members to fill specialist roles. The trustees also have the power to appoint further trustees throughout the year, which numbers should not exceed one third of the total number of trustees. At each general meeting all trustees retire and may be reappointed. Further trustees may be elected if recommended by the existing trustees, and after written notice.
All members are circulated with invitations to nominate trustees prior to the AGM, advising them of the retiring trustees and requesting nominations for the AGM. When considering co-opting trustees, the Board has regard to the requirement for any specialist skills needed.

Trustee induction and training

New Trustees undergo an induction meeting with the Chair and CEO to brief them on their legal obligations under charity & company law, awareness of the potential for conflict of interest and the Charity Commission guidance on public benefit; and to inform them of the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the charity. During the induction they are invited to meet key employees and other trustees. Trustees are encouraged to attend internal and appropriate external training events where these will facilitate the undertaking of their role.

Organisation

The Board of Trustees administers the charity. The Board meets bi-monthly and there is a sub-committee covering Finance & General Purposes, which meets bi-monthly. A Chief Executive is appointed by the trustees to manage the day-to-day operations of the charity. To facilitate effective operations, the Chief Executive has delegated authority, within terms of delegation approved by the Trustees, for operational matters including finance, employment and development. The salary of the chief executive is determined by the Trustees, utilising voluntary sector pay scales as guidance.

Risk management

The Trustees have a risk management strategy which comprises:

- bi-monthly review of the principal risks and uncertainties that the charity currently faces, and the establishment of policies, systems and procedures to mitigate those risks identified in the annual review; and
- the implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.

Trustees' Report
for the year ended
31ST March 2023

This work has identified that financial sustainability is the major financial risk for the charity. The London Borough of Croydon was a principal funder of the charity's activities and its current financial situation continues to be a matter of concern. This has prompted us to seek funding from other sources and we have been successful, in maintaining our current service delivery as well as nurturing newer projects, most particularly the Mental Health in Schools Team.

Financial sustainability is consistently the major risk for the charity. A key element in the management of financial risk is a regular review of available funds to settle debts as they fall due, regular review of the bank balances, and active management of debtors' and creditors' balances to ensure there is sufficient working capital.

The Covid-19 global pandemic, climate change, energy and cost of living agendas continue to refocus us on non-financial risks and we have responded accordingly to reflect these in our operational & strategic procedures and protocols. Other non-financial risks, especially the health and welfare of our workforce, and including operational concerns in our external service delivery, are monitored and addressed as appropriate.

Statement of Trustees Responsibilities

The Trustees (who are also directors of the charitable company for the purposes of company law) are responsible for preparing the trustees' and 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 that period. In preparing those financial statements, the trustees are required to:

a) select suitable accounting policies and apply them consistently;
b) observe the methods and principles in the Charities SORP;
c) make judgements and estimates that are reasonable and prudent;
d) state whether applicable UK accounting standards have been followed, subject to any departures disclosed and explained in the financial statements;
e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company, and which 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.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Trustees' Report
for the year ended
31ST March 2023

Statement as to disclosure to our auditors

In so far as the Trustees are aware at the time of approving our Trustees' annual report:

- there is no relevant audit information of which the company's auditor is unaware, and
- the Trustees individually have each taken steps that he/she/they are obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the company's auditor is aware of that information.

This report has been prepared in accordance with the small companies' regime under the Companies Act 2006.
Approved by the Board on 19 September 2023 and signed on its behalf by:

R. King, Chair 

Independent Auditor's Report for the year ended 31st March 2023

Opinion

We have audited the financial statements of Croydon Youth Information & Counselling Service Limited(the 'charitable company') for the year ended 31 March 2023 which comprise the statement of financial activities (including income and expenditure account), the balance sheet and notes to the financial statements, including 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 charitable company's affairs as at 31 March 2023, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- 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 on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company 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 the provisions available for small entities, 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 trustees' 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 charitable company'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 trustees with respect to going concern are described in the relevant sections of this report.

Independent Auditor's Report
for the year ended
31st March 2023

Other information

The other information comprises the information included in the trustees annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. 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.

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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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 that 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 included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the 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 included within the trustees' 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 and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for 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' exemption in preparing the trustees' report and from the requirement to prepare a strategic report.

Independent Auditor's Report
for the year ended
31st March 2023

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) 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 the trustees 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 charitable company'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 charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our sector experience through discussion with the Officers and other management (as required by auditing standards).
- We had regard to laws and regulations in areas that directly affect the financial statements including financial reporting (including related trade union legislation) and taxation legislation. We considered that extent of compliance with those laws and regulations as part of our procedures on the related financial statement items.
- With the exception of any known or possible non-compliance, and as required by auditing standards, our work in respect of these was limited to enquiry of the Officers.
- We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit.

Independent Auditor's Report
for the year ended
31st March 2023

- We addressed the risk of fraud through management override of controls, by testing the appropriateness of journal entries and other adjustments; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company'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 charitable company's members and trustees those matters we are required to state to 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 charitable company and the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Alison Sargent (Senior Statutory Auditor) 5 October 2023

For and on behalf of Sargent & Co,

Chartered Accountants and Statutory Auditor

219 Croydon Road

Caterham, Surrey

CR3 6PH

Croydon Youth Information & Counselling Service Limited

Statement of financial activities (including income and expenditure account)
for the year ended
31 March 2023

	Note	Restricted funds	Unrestricted funds	Total funds 2023	Restricted funds	Unrestricted funds	Total funds 2022
		£	£	£	£	£	£
Income							
Income from generated funds:							
Voluntary income	3	71,381	39,676	111,057	55,495	59,712	115,207
Investment income		-	84	84	-	335	335
Income from charitable activities	4	-	1,461,014	1,461,014	-	1,235,288	1,235,288
HMRC Furlough grants		-			-	7,197	7,197
Total income		71,381	1,500,774	1,572,155	55,495	1,302,532	1,358,027
Expenditure							
Charitable activities	5	71,381	1,462,832	1,534,213	58,187	1,151,018	1,209,205
Fund raising activities	5	-	7,630	7,630	-	7,035	7,035
Total expenditure		71,381	1,470,462	1,541,843	58,187	1,158,053	1,216,240
Net incoming/(expenditure) before transfers		-	30,312	30,312	(2,692)	144,479	141,787
Transfers between funds	13	-	-	-	2,692	(2,692)	-
Net movement in funds		-	30,312	30,312	-	141,787	141,787
Reconciliation of funds							
Total funds brought forward		1,379	595,706	597,085	1,379	453,919	455,298
Total funds carried forward	13	1,379	626,018	627,397	1,379	595,706	597,085

All income and expenditure derive from continuing activities.

The notes on pages 21 to 33 form part of these accounts

Croydon Youth Information & Counselling Service Limited

Balance Sheet
as at
31 March 2023

	Note	2023		2022	
		£	£	£	£
Fixed assets					
Tangible assets	9		91,334		47,659
Total fixed assets					0
Current assets					
Debtors	10	218,084		247,143	
Cash at bank and in hand		512,259		455,188	
Total current assets		730,343		702,331	
Creditors: amounts falling due within one year	11	(194,280)		(152,905)	
Net current assets			536,063		549,426
Total assets less current liabilities			627,397		597,085
Net assets	12		627,397		597,085
The funds of the charity:					
Restricted funds			1,379		1,379
Unrestricted funds:					
Designated		296,103		365,909	
General fund		329,915		229,797	
Total unrestricted funds			626,018		595,706
Total charity funds	13		627,397		597,085

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

Approved by the board and signed on its behalf by:

Roger King-Director
Date: 19 September 2023

Jill Keehan-Director
Date: 19 September 2023

Company Number 03092355

The notes on pages 21 to 33 form part of these accounts

Croydon Youth Information & Counselling Service Limited

Statement of Cash Flows
for the year ended
31 March 2023

	2023 £	2022 £
Cash flows from operating activities		
Net cash provided by (used in) operating activities (see below)	100,662	80,174
Cash flows from investing activities		
Deposit for purchase of new vehicle	(43,675)	(47,659)
Interest received	84	335
Cash provided by(used in) investing activities	(43,591)	(47,324)
Change in cash and cash equivalents in the reporting period		
Cash and cash equivalents at the beginning of the reporting period	455,188	422,338
Net movement in cash and cash equivalents	57,071	32,850
Cash and cash equivalents at the end of the reporting period	512,259	455,188
Net income/(expenditure) for the reporting period (as per the statement of financial activities)	30,312	141,787
Adjustments for:		
Depreciation charges	-	-
Interest received	(84)	(335)
(Increase)/decrease in debtors	29,059	(72,292)
Increase/(decrease) in creditors	41,375	11,014
Net cash provided by (used in) operating activities	100,662	80,174
Analysis of cash and cash equivalents		
Total cash in hand at the end of the year	512,259	455,188

Notes to the accounts
for the year ended
31 March 2023

1 Accounting policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

(i) Basis of accounting

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard in the UK and Republic of Ireland (FRS102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

The Charity meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The financial statements have been prepared on a going concern basis and are presented in sterling which is the functional currency of the charity and rounded to the nearest £1. The trustees are of the opinion that there are no material uncertainties which exist which would mean the charity's ability to continue as a going concern was in any doubt. The trustees have considered the level of funds held and the expected level of income and expenditure for twelve months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

(ii) Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

(iii) Incoming resources

All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full when receivable.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- Income relating to next year, but received in the current year, is deferred to the next year.
- Investment income is included on an accruals basis.
- Income from charitable activities includes income recognised as earned (as the related goods or services are provided) under contract.

Notes to the accounts
for the year ended
31 March 2023

(iv) Resources expended

Expenditure is accounted for on an accrual basis as a liability is incurred. Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to the expenditure. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

- Costs of generating funds comprise the costs associated with attracting voluntary income
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the independent examiners fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the statement of financial activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly others are apportioned on an appropriate basis.

(v) Fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. The cost of minor additions or those costing below £1,500 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life. The rates used are as follows:

motor vehicles and equipment	10 years
computer and office equipment	4 years
improvements to premises	8 years

(vi) 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.

(vii) Cash at bank and in hand

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

(viii)Creditors and provisions

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 and provisions are normally recognised at their settlement amount after allowing for any trade

Notes to the accounts
for the year ended
31 March 2023

(ix) Lease costs

Rentals paid under operating leases are charged to the statement of financial activities on a straight line basis over the lease term.

(x) Pension costs

Pension contributions are charged to the statement of financial activities as they fall due. Employees of CDI joined the government's work based pension scheme in 2017/18. This is a defined contribution scheme. Contributions are expensed as they become payable.

(xi) Financial Instruments

The trust only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

(xii) Judgements and key sources of estimation uncertainty

In the application of the company's accounting policies, the trustees/directors are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

Notes to the accounts
for the year ended
31 March 2023

2 Legal status of the charity

The charity is a private company limited by guarantee, incorporated in England & Wales, and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

3 Voluntary income

	Restricted funds	Unrestricted funds	Total funds 2023	Total funds 2022
	£	£	£	£
Grants				
Church Tenements Trust	-	12,000	12,000	15,800
BBC Children in Need	29,379	-	29,379	28,452
Jack Petchey Foundation	1,882	-	1,882	16,797
Relief in Need	-	-	-	12,050
National Lottery	40,000	-	40,000	9,986
Garfield Weston	-	15,000	15,000	15,000
Miscellaneous grants	-	-	-	9,946
Donations and gifts	120	12,676	12,796	7,176
Total	71,381	39,676	111,057	115,207

The charitable company benefits greatly from the involvement and enthusiastic support of its many volunteers. In accordance with FRS102 and the Charities SORP (FRS102), the economic contribution of general volunteers is not recognised in the accounts.

Notes to the accounts
for the year ended
31 March 2023

4 Income from charitable activities

	Restricted funds	Unrestricted funds	Total funds 2023	Total funds 2022
	£	£	£	£
Invoiced services	-	142,044	142,044	105,428
LBC- Open Access	-	150,000	150,000	150,000
Youth Access – Equal Access in Mind	-	-	-	(9,146)
LBC Parent Infant Partnership (PIP)	-	64,000	64,000	69,068
NHS SWL CCG	-	45,008	45,008	59,786
Wave 2 & Wave 6 MHST	-	350,332	350,332	235,694
LBC & CCG	-	48,128	48,128	48,128
Young Londoners Fund	-	60,000	60,000	60,000
LBC Community fund	-	51,576	51,576	50,472
NHS CYP – IAPT	-	195,897	195,897	133,255
Local Transformation Fund	-	63,488	63,488	63,488
NHS CCG Safe Space	-	53,083	53,083	-
NHS CCG Here to Help	-	10,971	10,971	-
Mental Health Standard Investment fund	-	84,000	84,000	84,000
NHS SWL CCG Seasonal Crisis funding	-	-	-	20,000
NHS SWL Website & database upgrade	-	-	-	43,227
LBC – Waiting List Reduction grant	-	-	-	20,000
Go Further, Go Higher	-	43,164	43,164	21,859
Mental Health Investment Standard Fund	-	89,044	89,044	70,029
Miscellaneous income	-	10,279	10,279	10,000
Total	-	1,461,014	1,461,014	1,235,288

Notes to the accounts
for the year ended
31 March 2023

5 Expenditure on charitable activities

	Charitable Activities	Governance costs	Fundraising costs	Total 2023	Total 2022
	£	£	£	£	£
Annual report and AGM	-	1,179	-	1,179	1,738
Provision for disputed invoice	-	-	-	-	8,325
Bank charges and interest	156	-	-	156	122
Books and publications	8,408	-	-	8,408	317
Boswell Memorial fund	10,262	-	-	10,262	2,952
Catering	3,942	-	-	3,942	1,025
Computer support costs	16,830	-	-	16,830	21,756
External training providers	16,640	-	-	16,640	900
Consultancy and professional fees	16,146	-	5,418	21,564	30,877
Household Support Fund	584	-	-	584	-
Insurance	3,924	-	-	3,924	3,422
Light and heat	7,326	-	-	7,326	5,229
Database upgrade costs	1,515	-	-	1,515	315
Membership fees and subscriptions	6,479	-	486	6,965	6,911
Miscellaneous	1,038	-	-	1,038	2,179
Outreach team expenses	1,913	-	-	1,913	-
Payroll bureau fees	9,124	-	-	9,124	8,229
Employee assistance programme	900	-	-	900	-
Audit fee	-	6,250	-	6,250	5,100
Rent and water rates	19,008	-	-	19,008	20,202
Premises expenses	15,067	-	-	15,067	20,252
Pensions	54,042	333	-	54,375	40,614
Salaries and employers NIC	1,243,537	8,891	1,726	1,254,154	962,441
Supervision	21,434	-	-	21,434	16,303
Training	15,761	-	-	15,761	11,731
Stationery and postage	7,037	-	-	7,037	9,514
Talkbus fuel	2,265	-	-	2,265	1,246
Talkbus expenses	4,915	-	-	4,915	2,052
Telephone	17,046	-	-	17,046	16,521
Travel, accommodation & parking	7,403	-	-	7,403	3,104
Recruitment fees	3,741	-	-	3,741	4,346
Volunteer expenses	797	-	-	797	1,099
Website, rebranding and publicity	270	-	-	270	3,685
Young People's Team	50	-	-	50	290
Legal fees	-	-	-	-	3,443
	1,517,560	16,653	7,630	1,541,843	1,216,240

Expenditure on charitable activities was £1,534,213 (2022: £1,209,205) of which £1,462,832 was unrestricted (2022: £1,151,018) and £71,381 was restricted (2022: £58,187).

Notes to the accounts
for the year ended
31 March 2023

6 Net income/(expenditure) for the year

This is stated after charging:

	2023	2022
Depreciation	-	-
Operating leases - property	18,500	14,500
Auditors fees	6,250	5,100

7 Staff costs and numbers

	2023	2022
Staff costs were as follows:		
Salaries and wages	1,149,116	891,995
Employers NIC	105,038	69,804
Pensions – Defined contribution scheme	54,375	40,614
Irrecoverable statutory maternity pay	-	642
Total	1,308,529	1,003,055

No employee received emoluments of more than £60,000 (2022: Nil)

The number of full-time and part-time employees at 31 March 23 was as follows:

	2023	2022
	No.	No.
Central	7	6
Counselling	16	16
Outreach	8	8
Young people's team	-	2
Wave 2 MHST (formerly Trailblazer)	9	7
CYP - IAPT	3	2
Advocacy	2	1
PIP	3	4
Total	48	46

8 Trustee remuneration and related parties

No trustees received any remuneration or expenses during the year (2022: Nil)
No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year (2022: None).
Key management personnel of the charity, received total remuneration, including pension contributions and employers NI of £69,052 (2022 - £64,107.)

Notes to the accounts
for the year ended
31 March 2023

9 Tangible fixed assets

	Improvements to Premises	Vehicle	Computer and office equipment	Total
	£	£	£	£
Cost				
At 1 April 2022	27,948	120,709	16,024	164,681
Additions	-	43,675	-	43,675
At 31 March 2023	27,948	164,384	16,024	208,356
Accumulated depreciation				
At 1 April 2022	27,948	73,050	16,024	117,022
Charge for the year	-	-	-	-
At 31 March 2023	27,948	73,050	16,024	117,022
Net book value				
At 31 March 2022	-	47,659	-	47,659
At 31 March 2023	-	**91,334**	-	**91,334**

Tangible fixed assets are used for direct charitable purposes
The addition to vehicles represents the second instalment deposit for a new Talkbus. As the new Talkbus was not delivered to the charity by 31.3.2023, no depreciation has been charged.

10 Debtors

	2023	2022
	£	£
Trade debtors	115,751	235,499
Prepayments and other debtors	102,333	11,644
Other debtors	-	-
Total	218,084	247,143

Notes to the accounts
for the year ended
31 March 2023

11 Creditors: amounts falling due within one year

	2023	2022
	£	£
Taxation and social security	44,567	-
Accruals and other creditors	48,713	38,553
Deferred income	101,000	114,352
Total	194,280	152,905
Deferred income brought forward	114,352	104,034
Amount released in year to income from charitable activities	(76,435)	(104,034)
Amount deferred in year	63,083	114,352
Balance as at 31.03.2023	101,000	114,352

Deferred funds relate to services not yet provided.

12 Analysis of net assets between funds

	General funds	Designated funds	Restricted funds	Total funds
	£	£	£	£
Tangible fixed assets	91,334	-	-	91,344
Net current assets	238,581	296,103	1,379	536,063
Net assets at 31 March 2023	329,915	296,103	1,379	627,397

Notes to the accounts
for the year ended
31 March 2023

13 Analysis of charitable funds

	At 1 April 2022	Incoming resources	Outgoing resources	Transfers	At 31 March 2023
	£	£	£	£	£
Restricted funds:					
Buy a Brick	1,379	-	-	-	1,379
BBC Children in Need	-	29,379	29,379	-	-
Jack Petchey	-	1,882	1,882	-	-
National Lottery	-	40,000	40,000	-	-
Nicola Boswell Memorial fund	-	120	120	-	-
Total restricted funds	1,379	71,381	71,381	-	1,379
Unrestricted funds					
Designated funds					
Agency contingency fund, to ensure continuation of services, when replacement funding is not immediately available	150,000	-	-	-	150,000
Safe Space Talkbus project	-	53,083	(53,083)	-	-
Building and repairs fund (including possible future relocation costs)	25,000	-	(7,371)	2,371	20,000
Replacement asset fund re Talkbus	100,000	-	(43,675)	6,000	62,325
Training services development and staff training	13,000		(1,330)		11,670
Website & database upgrade fund	43,227	-	(6,785)	-	36,442
Inclusion and Diversity Action Fund	17,171	-	(6,505)	5,000	15,666
Mental Health Standard Investment Fund	-	84,000	(84,000)	-	-
Mental Health Investment Standard Fund	17,511	89,044	(106,555)	-	-
Local Transformation Fund	-	63,488	(63,488)	-	-
Croydon Best Start PIP (LA)	-	64,000	(64,000)	-	-
General reserves	229,797	1,147,159	(1,033,670)	(13,371)	329,915
Total unrestricted funds	595,706	1,500,774	(1,470,462)	-	626,018
Total funds	597,085	1,572,155	(1,541,843)	-	627,397

Notes to the accounts
for the year ended
31 March 2023

13 Analysis of charitable funds (continued)

Previous year:

	At 1 April 2021	Incoming resources	Outgoing resources	Transfers	At 31 March 2022
	£	£	£	£	£
Restricted funds:					
Buy a Brick	1,379	-	-	-	1,379
BBC Children in Need	-	28,452	(28,452)	-	-
Jack Petchey	-	16,797	(16,797)	-	-
National Lottery	-	9,986	(9,986)	-	-
Nicola Boswell Memorial fund	-	260	(2,952)	2,692	-
Total restricted funds	1,379	55,495	(58,187)	2,692	1,379
Unrestricted funds					
Designated funds					
Agency contingency fund, to ensure continuation of services, when replacement funding is not immediately available	120,000	-	-	30,000	150,000
Building and repairs fund (including possible future relocation costs)	20,000	-	(10,000)	15,000	25,000
Replacement asset fund re Talkbus	120,000	-	(47,659)	27,659	100,000
Training services development and staff training	12,000	-	(4,000)	5,000	13,000
Website & database upgrade fund	-	43,227	-	-	43,227
Inclusion and Diversity Action Fund	19,863	-	-	(2,692)	17,171
Mental Health Standard Investment Fund	28,000	84,000	(112,000)	-	-
Mental Health Investment Standard Fund	-	70,029	(52,518)	-	17,511
Local Transformation Fund	-	63,488	(63,488)	-	-
Croydon Best Start PIP (LA)	-	69,068	(69,068)	-	-
General reserves	134,056	972,720	(799,320)	(77,659)	229,797
Total unrestricted funds	453,919	1,302,532	(1,158,053)	(2,692)	595,706
Total funds	455,298	1,358,027	(1,216,240)	-	597,085

13 Analysis of funds (continued)

Purposes of restricted funds:

Buy a Brick: comprises of small donations received towards purchase of own building.
BBC Children in Need: provided support for the Outreach team benefiting children aged 11 who will be moving to secondary schools.
Jack Petchey: towards the cost of Jack Petchey interns
National Lottery: provided funding to support the Outreach team and Talkbus
Nicola Boswell Memorial Fund: represents funds donated in memory of Nicola Boswell, a former Drop In volunteer counsellor. This fund will be used, in conjunction with the Designated: Inclusion & Diversity Action Fund, for the purposes outlined below.

Purposes of designated funds:

Inclusion and Diversity Action Fund: This fund exists to offer financial support to staff and beneficiaries of the charity, particularly those from the BAME communities, for the purpose of supporting their further education, employment opportunities and continuing Personal & Professional Development. This fund will be used gradually over the next three to five years.
Local transformation plan: Funding to support the maintenance and development of our IT systems linked to Information Governance, equipment, hardware over four years of the programme.
PIP - Parent Infant Partnership: Funding to support the Operational Lead, Clinical Lead and Administrator posts
Safe Space Talkbus Project: The purpose of this fund is to provide a safe space close to Croydon University Hospital for young people, who have, or may be intending to visit the hospital's A&E department.
The names of the other funds provide an understanding of the nature and purpose.

In the financial year 2023/2024, the charity will be using the Training services fund to implement the training and development plan, which is currently placing an emphasis on Learning & Development days. It will be using the Building and repairs fund to repair the three premises which are being leased from LB of Croydon. The charity has ordered a replacement for the existing Talkbus and the replacement was delivered in July 2023. The Agency contingency fund is monies set aside to continue to employ frontline staff in the event that there is a cessation of funding from existing sources, so that there is time to approach new sources of funding. The charity is already aware that the funding for one of our projects will not be renewed. The website and database upgrade fund is going to be used in 2023/24 to upgrade our current website and database and also to research other marketing opportunities.

Transfers represent changes in designation approved by the trustees.

Notes to the accounts
for the year ended
31 March 2023

14 Lease commitments

The company's commitments for rental payments under operating leases payable during the year are as follows:

	Land and buildings	
	2023	2022
	£	£
Leases expiring:		
Within 1 year from 31 March 2023 - amount per annum	18,500	18,500
Within 2 to 5 years	29,750	-
Over 5 years from 31.3.2023- total remaining cost	-	43,750

All leases can be terminated by the charity by giving a maximum of six month's notice.

15 Capital commitments

On 25 February 2022, an order for a new Talkbus was placed. The value of the order, inclusive of vat was £119,148. The charity is not vat registered and cannot reclaim the vat charged. A deposit of £47,659 was paid in February 2022 and a further deposit of £43,675 was paid in January 2023. The capital commitment at 31.3.2023 is £27,814. Delivery of the new Talkbus was made on 28 July 2023.

CROYDON YOUTH INFORMATION AND COUNSELLING SERVICE LIMITED

England & Wales - Charity number 1049307

Accounts

CROYDON YOUTH INFORMATION & COUNSELLING SERVICE LIMITED

(Limited by guarantee)

Known as

CROYDON DROP IN (CDI)

COMPANY NO: 03092355

CHARITY NO: 1049307

REPORT AND AUDITED ACCOUNTS

for the year ended

31 March 2022

SARGENT & CO

CHARTERED ACCOUNTANTS

219 Croydon Road

Caterham

Surrey CR3 6PH

Croydon Youth Information & Counselling Service Limited

Status:	Company Limited by Guarantee No. 03092355 incorporated on 17 August 1995 Charity registration No. 1049307 The Company's governing document is its Memorandum and Articles of Association incorporated 17 August 1995.
Secretary and Registered Office:	Nicola Newman 132 Church Street CR0 1RF
Trustees:	Ms. Tracy Andrews (resigned July 2021) Mr. Leon Berry (resigned August 2021) Mrs. Janet Austin Ms. Rhianne Elleston (appointed July 2021) Mr. Clive Fraser (resigned July 2021) Mrs. Jill Keehan Mr. Roger King Ms. Carolyn Robinson (appointed July 2021) Mr. Alkan Shenyuz (appointed July 2021) Mrs. Anne Smith Mr. Basil Morris Ms. Queenie Chizea (appointed September 2021) Ms. Shannen Doherty (appointed September 2021) Ms. Renee Bond (appointed September 2021)
Chief Executive Officer:	Mr. Gordon Knott
Independent Examiner:	Sargent & Co Chartered Accountants 219 Croydon Road Caterham Surrey CR3 6PH
Bankers:	The Co-operative Bank Plc 91 George Street Croydon CR9 3QT
Solicitors:	Streeter Marshall 74 High Street Croydon CR9 2U

Croydon Youth Information & Counselling Service Limited

Trustees' Report
for the year ended
31st March 2022

The trustees, who are also the Directors of the charitable company, present their annual Directors' Report together with the financial statements of the charity for the year ending 31 March 2022 which are also prepared to meet the requirements for a Directors' Report and accounts for Companies Act purposes.
The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and 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 (FRS102).

Our purpose and activities
The objects of the charitable company are the advancement of education, the furtherance of health and relief of poverty, distress and sickness of young people in the community of Croydon and the surrounding areas in accordance with its Memorandum and Articles of Association.
The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on Public Benefit when reviewing their objectives and activities and in the planning of future activities. They have also considered the guidance 'Public Benefit: Running a Charity (PB2)'. It is the judgement of the trustees that activities in pursuit of the above objectives fully meet the Public Benefit test, which they have kept in mind in planning programmes for the charity. In delivering services and in the appointment of staff, volunteers and trustees, the charity operates a strict policy of no discrimination on any grounds.

Review for the year

Activities, Achievements and Performance

Firstly, a reminder from our beneficiaries of why we do what we do...
"I felt I was able to talk to someone who would listen."

"I feel like I am a different person to who I was when I first called CDI. I now see my growth. I have healthier relationships with friends. I have more focus."

"Since my baby's birth, I've been in a very difficult place and these sessions have helped me find a helpful, safe, and positive perspective while I feel so deconstructed and lost. It's helping me to feel what I'm feeling in a more manageable way."

"What I found challenging was to think about my own challenges and finding my courage to talk about the situation in detail. It was difficult at times to say what I have now said and worked through. I was supported in every session, not feeling rushed or pressured. I thank you so much."

"I have learnt how to understand my feelings and how to deal with grief. Also, talking more openly about problems has helped me to feel less fearful because it is not that bad after all talking and sharing my thoughts and feelings. What I have learnt about myself through counselling is to continue building my confidence."

Croydon Youth Information & Counselling Service Limited

Trustees' Report
for the year ended
31st March 2022

As a Charity and independent Voluntary Sector Organisation, CDI has continued to grow and develop in response to meet the changing needs of local children, young people and families. This year's activities continued to be influenced by the global Covid-19 pandemic and post-Covid recovery became a recognised issue. Supply of, and demand for, our services continued to be impacted by rises in infections amongst staff and community and the adaptations we made around our frameworks, systems, policies and processes, which we initiated in March 2020, became better embedded and more sophisticated.

Principles for our work

We believe in a compassionate, creative and person-centred approach where the offer of a trusting relationship is central to the success of any engagement. We are interested in the whole person, in the whole story, and not just in a single diagnosis or judgement on a presenting issue. We are committed to a holistic response to individuals that includes an awareness of the socio-economic and systemic inequalities that impact on our beneficiaries. Our professional, dedicated workforce ensures our services offer a consistent and stable presence which is flexible in response to the needs of the local community. We continue to believe in 'doing with' and not 'doing to'.

Children and young people are central

Following the absolute disruption to our professional and personal lives in 2020 this financial year continued to challenge us on a number of levels.

The decade of austerity measures, dismantling of youth services, embedded discrimination, welfare benefit reform, insecure and insufficient housing stock and no parity of investment in Children's mental health that we highlighted last year continued to impact on the local community. And yet, in spite of this, and often in overt opposition to these issues, individuals continue to explore their own thoughts, feelings and the options open to them in order to live as fully as possible given the circumstances that surround them. And we remain committed to come alongside them for as long as it takes to help make a difference.

Our services are delivered through the following teams:

- Advice & Rights Advocacy
- Care For Croydon Collective
- Counselling in the Community
- Counselling in Educational Settings
- Mental Health Support Team
- Outreach & Talkbus
- Parent Infant Partnership & Infant Mental Health
- The Young People's Participation Group

Working with children, young people and families

All the data and feedback from our activities continues to be published in our quarterly Whole Service Monitoring Reports with a summary provided in our Annual Review. The activities detailed below are central to the achievement of CDI's aims and objectives.

Advice & Rights Advocacy

The Advice & Rights Advocacy service (A&RA), continues to work with children, young people and families who present with issues that are of a practical nature however we continue to evidence that every individual, without exception, brings with them issues of emotional well-being and mental health. The delivery continues to be led by and benefit from the consistent presence of Jacqui Henry and she has an average of 21 individuals on the caseload at any one time.

Croydon Youth Information & Counselling Service Limited

Trustees' Report
for the year ended
31st March 2022

The main presenting issues this year were housing insecurity, pressures on the family unit, school exclusion, learning difficulties, unemployment, disability, and benefit advice, with a recorded rise in anxiety, low mood, anger bullying, domestic violence and stress. The number of consultations offered rose again on last year by 19% with 99.5% of appointments attended – a continued high attendance rate. The main sources of referral were Self, Social Care, Schools and other professionals 70% accessing A&R were female and BME communities were represented by over 67% of clients in the caseload.

This year our A&RA service was successfully re-accredited by Advice Quality Standard and we are proud that we are one of only 6 charities in Croydon to attain this accreditation.

"I would like to say a very big thank you to my Advice & Rights Advocate and to all the members of staff at Croydon Drop In for all the help and support they have given me and my family. This organisation has changed my life and I feel love and accepted."

Care For Croydon Collective

Tanya Wallis and Rhona Kenny lead this monthly online forum which was born out of the pandemic and continued to flourish this year as a unique local offer. Set up specifically for the local workforce we also invite parents, carers, foster carers, adoptive parents and Ward councillors. The purpose ` to share good practice, opinions and experiences. The topics we covered this year included Talking about Sex & Relationships, Essential Work with Girls & Young Women, The Impact of Racial Trauma on Our Communities, Faith & Religion, Pornography & Sexting, How We Work with Parents, Carers & Guardians and The Impact of Domestic Abuse on Children.

We plan to offer themes that have local, regional and national appeal in the next year.

Counselling in the Community for 10-25 year olds

This year we started to evidence the emerging consequences of the pandemic. The headline here is that we saw an unparalleled 76% rise in referrals on last year and as a result our waiting time from initial assessment to commencement of counselling has unavoidably risen from 6 to 18 weeks. 530 referrals were received, 3569 sessions were offered 85% of young people in counselling were aged under 18, 68% identified as female and 61% were from a BAME heritage. Young people asked us to continue offering a 'blended' approach of face to face, phone and online. However we have also noted the rise of 'Zoom fatigue' and as we go into the new year more young people are asking for face to face meetings. We delivered our community counselling services with a team of 4 volunteer counsellors, 10 paid counsellors and 4 clinical supervisors. We expanded the therapeutic services team this year to employ an Emotional Freedom Practitioner, a CBT Trainee Practitioner and a full-time Data & Therapeutic Services Administrator.

Having evidenced an ongoing rise in presentations around neurodiversity we made a successful bid to the National Lottery that enabled us to re decorate all our counselling rooms, and we refurnished one as a Sensory Room. When this space is not being used for therapy, it has started to be used by young people who come in and chill out after school or do their homework.

The number of children referred to us from CAMHS rose by 60% and now accounts for 48% of our total referrals whilst 17% of young people were signposted to CDI by their GP with 10% self-referring. 10% of young people assessed for counselling are Children Looked After or Care Leavers and the main presenting issues this year are anxiety, anger, low mood, sleep difficulty, panic attacks, family relationships and self-esteem.

Continuing to concern us are the recurrently high levels of children and young people (40%+) who are self-harming and/or ideating about suicide.

"I was really blown away by my counsellor as we had an instant connection and she managed to realise things about me that I never saw in myself. I got seen quickly and the sessions were regular and thorough. These sessions changed my life."

"Remote working has been really convenient despite Covid restrictions, and I'm grateful that we could still work together."

Counselling in Educational Settings

Another challenging year for education and the communities of children, staff and parents/carers.Our colleagues in educational settings continued to accommodate us on site as we all sought the best ways to work within reconstituted landscapes. We maintained counselling services at St. Nicholas, Harris Primary and Elmwood Juniors and gained a new commission on site at Oasis Shirley Park Academy. We look forward to continuing to work with these settings and with our new commission at Ravensbourne Secondary School in Bromley from September 2022.

In our schools' services we counselled a total of 164 children and young people in Primary, Secondary and Special Schools with 84% from a BAME heritage, offering a total of 2173 sessions. The feedback we receive from young people indicates they continue to appreciate being able to access an independent, therapeutic service. The main presenting concerns for these children were anxiety, family and peer relationships, self-harm, low mood, anger and school-related issues.

"It was really helpful, a good place to talk freely and trust. I would tell the whole world to have counselling, it makes a big difference to your life especially being young and at school."

"My counsellor is reassuring and compassionate allowing me to feel safe and finally have the courage to openly and comfortably discuss my feelings."

The Mental Health Support Team

Following a successful bid to NHS South West London Clinical Commissioning Group, with our voluntary sector partners, Off The Record, in 2019 we began delivery of Croydon MHST Wave 2 from January 2020 and have continued throughout 21/22. A team of 8 staff delivered services to 12 Primary & Secondary schools.

We are pleased to feedback that during this reporting period our partnership submitted another successful bid and we were commissioned to deliver Croydon MHST Wave 6 which began in January

2022. CDI have a total team of 10 staff and this is matched by OTR with a similar number of practitioners and together we are now delivering services in 28 Croydon schools.

Covid-19 curtailed our frontline activity less and less although the team is very occupied with post-Covid recovery in the community and are commissioned to work with parents/carers as well as children and young people. 326 young people were supported by the MHST this year; 47% identified as male and the main presenting issues for all genders were anxiety, behavioural issues, low mood and self-harm.

Outreach & Talkbus

The pandemic continued to impact on our Outreach delivery as we worked in and around community settings and our work on sites across the Borough was restored into the schedule. The team had been offering a helpline and a 'virtual' Talkbus since March 2020 and this year we continued that offer as well as enjoying being less restricted in our movements.

We moved into Year 2 of the Young Londoners project which saw the team on site in schools offering mentoring and life skills support for young people and directing them into diversionary activities. Successful bids to Children in Need, National Lottery Reaching Communities and Garfield Weston offered financial stability to the service, as commissioners and funders understand the benefits of community engagement where children, young people and families do not have to travel across the Borough. We will come to their places of work, study and residence.

Having moved out of Goldcrest Youth Centre the team found a temporary home in the Croydon Minster Church Hall this year and then we secured a 7 year lease on premises in Ramsey Court, just across the road from the Hall and very close to our building in Church Street. This new location offers us office space, a meeting room and a space for face to face appointments.

This year Talkbus delivered 580 sessions out and about in the Borough and supported 2655 individuals, 86% of whom were aged between 10-25 young people (48% identifying as male and 52% female) with the proportion of young people accessing Talkbus from BME communities this year being 63%. The other 14% of the footfall was made up by parents, carers and professionals who often access the Talkbus looking for support for young people with whom they live or work. The main issues presented this year were Low Mood, Stress, Relationships, Personal Safety, Healthy Living, Sexual Health, School, Careers/Education, Bullying, Housing, Self Esteem and looking for General Information, Advice & Guidance.

A continued positive outcome this year has been the work that Clinton Waller, Outreach Deputy Manager, has done with Shpresa, a charity supporting young Albanians, and we have managed to support this Outreach work via two successful funding bids with Croydon Relief in Need and Rocket Science UK.

Just after Xmas we realised another milestone and commissioned the build of a new Talkbus hoping to bring that into full operation by Spring 2023. Worldwide economic issues have disrupted the global supply chain so we must be patient. However the new Talkbus is as eco-friendly as we can make it and we look forward to taking delivery.

This year the team benefited from the arrival of a 3rd year Psychology Undergraduate, who completed her placement with us, and Sonia Garnett moved into Lead Worker role for Go Further Go Higher, a new

project funded by NHS SWL Adult Mental Health. Targeted towards 16-25 year olds struggling with their emotional well-being at key transition points as they move into apprenticeships, further education or in and out of University this project quickly found its feet with 23 referrals. The purpose is to help young people develop independence and decision-making skills whilst also improving their mental health and ability to move forward in life with confidence.

This year we were recognised with three Jack Petchey Foundation Awards, one for Angela Ben-Arie in recognition of her leadership of the Young People's Participation Group and two Awards for young people from the group in acknowledgement of the personal work they had achieved with themselves and for their significant contributions to the group.

Parent Infant Partnership & Infant Mental Health

PIP works in partnership with the Local Authority's Early Help & Children's Social Care service to deliver early interventions and support services to mothers who are pregnant, fathers and families who have babies/children up to 2 years old. During this financial period PIP has actively worked with 39 families with good outcomes and feedback from the families.

"I used to feel sad and very distant from my baby. Now I feel closer to him. We have bonded and we communicate with each other. I'm very happy because you gave me the chance to change my life."

Following the restructure last year Therapeutic Services Manager, Juliet Lecointe, and Clinical Supervisor, Laura Clark, settled in to lead the team which continued to be staffed with two therapists, two keyworkers and Nadine Blackwood, our CDI Administrator.

Having taken on a 7 year lease this year from the Local Authority we are pleased to say that from July 2021 the building reopened fully for Early Years' service delivery during the day and counselling for 10-25 year olds in the evenings. The contract for the service delivery with the LA was renegotiated and renewed until 31.3.24.

The Infant Mental Health Team (working with 0-5 year olds) continued to deliver services as Jenny Greenwood graduated from KCL and left the service at Xmas as we were joined by Alison Elliot and Preye O'Nigel as new IMH workers for this calendar year.

We have recorded this year that the main presenting issues for the families accessing our service have been Parental Confidence, Parental Mental Health, Isolation, Low Mood, Emotional Social & Behavioural issues Anxiety and Domestic Abuse with a significant number of safeguarding concerns and a high number of the children being Children in Need.

The sources of referrals for both teams came from Adult Mental Health, Midwifery, Social Care, Health Visitors and the Local Authority's Early Help services.

"Since my baby's birth, I've been in a very difficult place and these sessions have helped me find a helpful, safe, and positive perspective while I feel so deconstructed and lost. It's helping me to feel what I'm feeling in a more manageable way."

The Young People's Participation Group

CDI's Young People's Participation Group is a long-running open access opportunity for 13-19 year olds and they continued to meet weekly, facilitated by Angela Ben-Arie and Sonia Garnett from the Outreach Team until Xmas 2020. This group of young people decided to come to end their participation at Xmas which they did with a socially-distanced gathering.

The baton was passed and picked up by Lorn Hunt, the Equal Access in Mind Manager, who worked with the new full-time EAIM Advocate and a second 3rd Year Psychology Undergraduate from April 2021.

We are very sad to report that Lorn passed away unexpectedly in February 2022 and this naturally curtailed all EAIM activities. Lorn dedicated her career to improving the lives of children and young people and we miss her tremendously.

Funding and Posts

The Board of Trustees will support the current programme of delivery and staff team; funding reviews are undertaken regularly and new applications will be made in accordance with the charity's Business Plan. Funds for the year 2022/23 have been identified and contracts that are due to conclude are addressed appropriately with new funding applications written wherever and whenever possible. Delay in securing these new funds will be met from the charity's unrestricted reserves.

Needs will continue to be identified by the staff delivering the distinct services in consultation with the young people and parent/carers, and targeted applications will continue to be made to support all our services.

During this year the company's activities were funded by grants from and service level agreements with:

- London Borough of Croydon (LA)
- LBC Community Fund (01.04.19 - 31.3.22)
- LBC Parent Infant Partnership
- LBC & CCG Joint Commission of Counselling & IAG (Open Access)
- NHS South West London CCG (Children's & Adult Services)
- NHS Mental Health Investment Standard
- CYPIAPT/NHS Health Education England
- Children in Need
- Church Tenements Trust
- Garfield Weston
- National Lottery Community Fund
- Jack Petchey Foundation
- Croydon Relief in Need
- Greater London Authority (Young Londoners Fund)

We are extremely grateful for the support that has been provided from these funders and despite the financial difficulties of Croydon Council this year our contracts with them are, so far, unaffected. Without the support of all our funders, our work would not be possible. The Trustees would also like to sincerely thank the smaller trusts and individuals who also contribute in supporting us with donations and with their time, which they freely give to us.

Croydon Youth Information & Counselling Service Limited

Trustees' Report
for the year ended
31st March 2022

Staffing and Volunteers

The Trustees welcome this opportunity to thank its dedicated workforce who frequently go above and beyond. We also thank our volunteers within the Central team, Counselling and Outreach teams, on the Board of Trustees and in The Young People's Participation Group.
As a voluntary sector service, we understand the key role that volunteers have and how much they contribute to the support of local services. In return we see volunteers gaining experience which more often than not helps them gain self-confidence in their capabilities and can empower them to access paid employment.
Our impact and outcomes are documented in our Quarterly and Annual Reports that are distributed throughout the year to commissioners and other interested parties. We are satisfied that our staff continue to do their utmost to perform to the best of their abilities and to carry out their duties with integrity and commitment.

Into The Future

As we reported last year it is testament to the strength of character of colleagues, the depth at which our services are embedded and the level of commitment to the community that has helped sustain us again this year.

In practical terms we have achieved our goals of commissioning the build of a new Talkbus, securing income for the Outreach Team, outsourcing HR and payroll, expanding the Mental Health Support Teams in partnership with Off The Record, securing funding for a specialist Self Harm & Suicidal Ideation worker and have set up to deliver five staff Learning & Development Days per year.

We are natural optimists and continue to be motivated about the opportunities that demand our attention with our main challenge being the realistic matching of capacity to increasing demand on us whilst maintaining our self-care. We are privileged to have a dedicated workforce with low turnover, high amounts of resilience, full of creativity, clear about our shared intentions and are equally ambitious in pursuing our main charitable aims. We will continue to pursue holistic and socially-just models of delivery via collaborations and partnerships as we know that being isolated neither helps us nor models a healthy way of living.

We are very relieved to be able to offer annual Staff Residentials again and this next year we will engage in delivering on a refreshed website, grow the Nicola Boswell Memorial Fund, increase our social media presence, invest in service delivery focused on Neurodiversity, continue to embed Equality, Diversity & Inclusion in all parts of the charity, develop the Talkbus/Safe Space initiative with NHS Emergency services and we look forward to the arrival of a new Talkbus which we will be naming after our dearly-missed colleague, Lorn Hunt.

Financial Review

The financial management of our agency is very important to us all and we have great transparency in how and where our funds are directed.

At the end of this year, our reserves totalled £597,085, of which £1,379 were restricted in use. The reserves comprise £455,188 held in our bank accounts, £ 47,659 invested in fixed assets and a surplus of debtors over creditors of £94,238. Our income for the year was £1,358,027 a 42% increase over last year

and our expenditure was £1,216,240, 38% more than last year. As a result, we made a surplus for the year of £141,787. This surplus will be used to fund activities in 2022/23 and to deal with additional expenditure in direct connection to post-Covid recovery strategies.
As a charity we continue to be very efficient in the use of our funds. This is due in part to the time and commitment of our Treasurer, Jill Keehan, who assisted and supported the CEO and our Interim Business Operations Manager, Medhavi Patel, with their financial responsibilities till Xmas 2021 until the return from maternity leave of our Deputy Director, Nicola Newman. Jill's overview of our financial capabilities and risks continues to be invaluable to the senior management team and trustees.
We record thanks to Jill, to Nicola (Company Secretary) and Medhavi for the efficient manner in which our records are maintained.

Reserves Policy

The management committee have established a policy whereby the unrestricted funds not invested in tangible fixed assets (the 'free reserves') held by the charity should be between 3 and 6 months of the resources expended, which equates to between £304,060 and £608,120. As at 31st March 2022 the accounts show general unrestricted reserves of £229,797, (£495,706 when designated funds, excluding £100,000 committed to the purchase of the new Talkbus, are included). The figure of £495,706 represents almost 5 months of last year's expenditure. The directors have decided to allocate some of the unrestricted funds to designated projects to ensure the continued existence & expansion of the charity. It has been recommended that if the agency's unrestricted reserves fall below £50,000 then an emergency meeting of the funding group and the trustees should take place to discuss immediate action.
Our reserves are reviewed regularly, so that the trustees can decide on the appropriate use of our reserves. The Treasurer and Director examine ways of ensuring that there is appropriate 'contingency' funding to support time-bound projects.

Trustees

The Trustees of the charitable company during the year and up to the date of signing this report are listed on page 1

The trustees, as members of the charitable company, undertake to contribute to the company £1 in the event of the company being wound up and having debts and liabilities which it cannot meet from its assets.

Structure, Governance & Management

Governing Document

Croydon Youth Information and Counselling Service Ltd is a private company limited by guarantee governed by its Memorandum and Articles of Association. It is registered as a charity with the Charity Commission.

Appointment of trustees

As set out in the Articles of Association the chair of the trustees is nominated by the membership and Board of Trustees. The trustees have the power to co-opt further members to fill specialist roles. The

trustees also have the power to appoint further trustees throughout the year, which numbers should not exceed one third of the total number of trustees. At each general meeting all trustees retire and may be reappointed. Further trustees may be elected if recommended by the existing trustees, and after written notice.
All members are circulated with invitations to nominate trustees prior to the AGM, advising them of the retiring trustees and requesting nominations for the AGM. When considering co-opting trustees, the Board has regard to the requirement for any specialist skills needed.

Trustee induction and training

New trustees undergo an induction meeting with the Chair and CEO to brief them on their legal obligations under charity & company law, awareness of the potential for conflict of interest and the Charity Commission guidance on public benefit; and to inform them of the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the charity. During the induction they are invited to meet key employees and other trustees. Trustees are encouraged to attend internal and appropriate external training events where these will facilitate the undertaking of their role.

Organisation
The Board of Trustees administers the charity. The Board meets bi-monthly and there is a sub-committee covering Finance & General Purposes, which meets bi-monthly. A Chief Executive is appointed by the trustees to manage the day-to-day operations of the charity. To facilitate effective operations, the Chief Executive has delegated authority, within terms of delegation approved by the trustees, for operational matters including finance, employment and development. The salary of the chief executive is determined by the trustees, utilising voluntary sector pay scales as guidance.

Risk management

The trustees have a risk management strategy which comprises:

- bi-monthly review of the principal risks and uncertainties that the charity currently faces, and the establishment of policies, systems and procedures to mitigate those risks identified in the annual review; and
- the implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.

This work has identified that financial sustainability is the major financial risk for the charity. The London Borough of Croydon is a principal funder of the charity's activities and its current financial situation continues to be a matter of concern. This has prompted us to seek funding from other sources and we have been successful, due to the fact we wrote 24 separate funding bids over the last 12 months, in maintaining our current service delivery as well as nurturing newer projects, most particularly the Mental Health In Schools Team.

Financial sustainability is constantly the major risk for the charity. A key element in the management of financial risk is a regular review of available funds to settle debts as they fall due, regular review of the bank balances, and active management of debtors' and creditors' balances to ensure there is sufficient working capital.

Croydon Youth Information & Counselling Service Limited

Trustees' Report
for the year ended
31st March 2022

The Covid-19 global pandemic, climate change, energy and cost of living agendas continue to refocus us on non-financial risks and we have responded accordingly to reflect these events in our operational & strategic procedures and protocols. Other non-financial risks, especially the health and welfare of our workforce, and including operational concerns in our external service delivery, are monitored and addressed as appropriate.

Statement of Trustees Responsibilities

The Trustees (who are also directors of the charitable company for the purposes of company law) are responsible for preparing the trustees' and 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 that period. In preparing those financial statements, the trustees are required to:

a) select suitable accounting policies and apply them consistently;
b) observe the methods and principles in the Charities SORP;
c) make judgements and estimates that are reasonable and prudent;
d) state whether applicable UK accounting standards have been followed, subject to any departures disclosed and explained in the financial statements;
e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

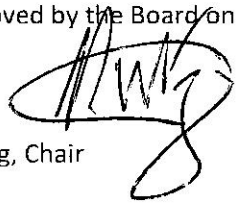
The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company, and which enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.
The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Statement as to disclosure to our auditors

In so far as the trustees are aware at the time of approving our trustees' annual report:

- there is no relevant audit information of which the company's auditor is unaware, and
- the trustees individually have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the company's auditor is aware of that information

This report has been prepared in accordance with the small companies' regime under the Companies Act 2006.
Approved by the Board on 25.10.2022 and signed on its behalf by:



R. King, Chair

Croydon Youth Information & Counselling Service Limited

Independent Auditor's Report
for the year ended
31st March 2022

Opinion

We have audited the financial statements of Croydon Youth Information & Counselling Service Limited(the 'charitable company') for the year ended 31 March 2022 which comprise the statement of financial activities (including income and expenditure account), the balance sheet and notes to the financial statements, including 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 charitable company's affairs as at 31 March 2022, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- 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 on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company 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 the provisions available for small entities, 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 trustees' 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 charitable company'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 trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the trustees annual report[2], other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report[2]. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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 that 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 included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the 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 included within the trustees' 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 and proper accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for 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' exemption in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) 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 the trustees 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 charitable company'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 charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our sector experience through discussion with the Officers and other management (as required by auditing standards).
- We had regard to laws and regulations in areas that directly affect the financial statements including financial reporting (including related trade union legislation) and taxation legislation. We considered that extent of compliance with those laws and regulations as part of our procedures on the related financial statement items.
- With the exception of any known or possible non-compliance, and as required by auditing standards, our work in respect of these was limited to enquiry of the Officers.
- We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit.
- We addressed the risk of fraud through management override of controls, by testing the appropriateness of journal entries and other adjustments; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.

Independent Auditor's Report
for the year ended
31st March 2022

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Other matters

The corresponding figures are unaudited.

Use of our report

This report is made solely to the charitable company'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 charitable company's members and trustees those matters we are required to state to 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 charitable company and the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Alison Sargent (Senior Statutory Auditor) October 2022

For and on behalf of Sargent & Co,

Chartered Accountants and Statutory Auditor

219 Croydon Road
Caterham, Surrey
CR3 6PH

Croydon Youth Information & Counselling Service Limited

Statement of financial activities (including income and expenditure account)
for the year ended
31 March 2022

	Note	Restricted funds	Unrestricted funds	Total funds 2022	Restricted funds	Unrestricted funds	Total funds 2021
		£	£	£	£	£	£
Income							
Income from generated funds:							
Voluntary income	3	55,495	59,712	115,207	31,575	28,861	60,436
Investment income		-	335	335	-	52	52
Income from charitable activities	4	-	1,235,288	1,235,288	-	893,100	893,100
HMRC Furlough grants		-	7,197	7,197	-	-	-
Total income		55,495	1,302,532	1,358,027	31,575	922,013	953,588
Expenditure							
Charitable activities	5	58,187	1,151,018	1,209,205	35,019	846,699	881,718
Fund raising activities	5	-	7,035	7,035	-	-	-
Total expenditure		58,187	1,158,053	1,216,240	35,019	846,699	881,718
Net incoming/(expenditure) before transfers		(2,692)	144,479	141,787	(3,444)	75,314	71,870
Transfers between funds	13	2,692	(2,692)	-	137	(137)	-
Net movement in funds		-	141,787	141,787	(3,307)	75,177	71,870
Reconciliation of funds							
Total funds brought forward		1,379	453,919	455,298	4,686	378,742	383,428
Total funds carried forward	13	1,379	595,706	597,085	1,379	453,919	455,298

All income and expenditure derive from continuing activities.

The notes on pages 19 to 32 form part of these accounts

Croydon Youth Information & Counselling Service Limited

Balance Sheet
as at
31 March 2022

	Note	2022		2021	
		£	£	£	£
Fixed assets					
Tangible assets	9		47,659		0
Total fixed assets			47,659		0
Current assets					
Debtors	10	247,143		174,851	
Cash at bank and in hand		455,188		422,338	
Total current assets		702,331		597,189	
Creditors: amounts falling due within one year	11	(152,905)		(141,891)	
Net current assets			549,426		455,298
Total assets less current liabilities			597,085		455,298
Net assets	12		597,085		455,298
The funds of the charity:					
Restricted funds			1,379		1,379
Unrestricted funds:					
Designated		365,909		319,863	
General fund		229,797		134,056	
Total unrestricted funds			595,706		453,919
Total charity funds	13		597,085		455,298

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.
Approved by the board and signed on its behalf by:

Roger King-Director
Date: 25 October 2022

Jill Keehan-Director
Date: 25 October 2022

Company Number 03092355

The notes on pages 19 to 32 form part of these accounts

Croydon Youth Information & Counselling Service Limited

Statement of Cash Flows
for the year ended
31 March 2022

	2022 £	2021 £
Cash flows from operating activities		
Net cash provided by (used in) operating activities (see below)	80,174	12,610
Cash flows from investing activities		
Deposit for purchase of new vehicle	(47,659)	-
Interest received	335	52
Cash provided by(used in) investing activities	(47,324)	52
Change in cash and cash equivalents in the reporting period		
Cash and cash equivalents at the beginning of the reporting period	422,338	409,676
Net movement in cash and cash equivalents	32,850	12,662
Cash and cash equivalents at the end of the reporting period	455,188	422,338
Net income/(expenditure) for the reporting period (as per the statement of financial activities)	141,787	71,870
Adjustments for:		
Depreciation charges	-	-
Interest received	(335)	(52)
(Increase)/decrease in debtors	(72,292)	(84,868)
Increase/(decrease) in creditors	11,014	25,660
Net cash provided by (used in) operating activities	80,174	12,610
Analysis of cash and cash equivalents		
Total cash in hand at the end of the year	455,188	422,338

Croydon Youth Information & Counselling Service Limited

Notes to the accounts
for the year ended
31 March 2022

1 Accounting policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

(i) Basis of accounting

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard in the UK and Republic of Ireland (FRS102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

The Charity meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The financial statements have been prepared on a going concern basis and are presented in sterling which is the functional currency of the charity and rounded to the nearest £1. The trustees are of the opinion that there are no material uncertainties which exist which would mean the charity's ability to continue as a going concern was in any doubt. The trustees have considered the level of funds held and the expected level of income and expenditure for twelve months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

(ii) Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

(iii) Incoming resources

All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full when receivable.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- Income relating to next year, but received in the current year, is deferred to the next year.
- Investment income is included on an accruals basis.
- Income from charitable activities includes income recognised as earned (as the related goods or services are provided) under contract.

Notes to the accounts
for the year ended
31 March 2022

(iv) Resources expended

Expenditure is accounted for on an accrual basis as a liability is incurred. Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to the expenditure. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

- Costs of generating funds comprise the costs associated with attracting voluntary income
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the independent examiners fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the statement of financial activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly others are apportioned on an appropriate basis.

(v) Fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. The cost of minor additions or those costing below £1,000 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life. The rates used are as follows:

motor vehicles and equipment	7 years
computer and office equipment	4 years
improvements to premises	8 years

(vi) 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.

(vii) Cash at bank and in hand

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

(viii) Creditors and provisions

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 and provisions are normally recognised at their settlement amount after allowing for any trade

(ix) Lease costs

Rentals paid under operating leases are charged to the statement of financial activities on a straight line basis over the lease term.

(x) Pension costs

Pension contributions are charged to the statement of financial activities as they fall due. Employees of CDI joined the government's work based pension scheme in 2017/18. This is a defined contribution scheme. Contributions are expensed as they become payable.

(xi) Financial Instruments

The trust only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

(xii) Judgements and key sources of estimation uncertainty

In the application of the company's accounting policies, the trustees/directors are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

Notes to the accounts
for the year ended
31 March 2022

2 Legal status of the charity

The charity is a private company limited by guarantee, incorporated in England & Wales, and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

3 Voluntary income

	Restricted funds	Unrestricted funds	Total funds 2022	Total funds 2021
	£	£	£	£
Grants				
Church Tenements Trust	-	15,800	15,800	12,800
BBC Children in Need	28,452	-	28,452	31,265
Jack Petchey Foundation	16,797	-	16,797	1,000
Relief in Need	-	12,050	12,050	-
National Lottery	9,986	-	9,986	-
Garfield Weston	-	15,000	15,000	5,000
Miscellaneous grants	-	9,946	9,946	-
Donations and gifts	260	6,916	7,176	10,371
Total	55,495	59,712	115,207	60,436

The charitable company benefits greatly from the involvement and enthusiastic support of its many volunteers. In accordance with FRS102 and the Charities SORP (FRS102), the economic contribution of general volunteers is not recognised in the accounts.

Notes to the accounts
for the year ended
31 March 2022

4 Income from charitable activities

	Restricted funds	Unrestricted funds	Total funds 2022	Total funds 2021
	£	£	£	£
Invoiced services	-	105,428	105,428	107,825
LBC- Open Access	-	150,000	150,000	150,000
Youth Access – Equal Access in Mind	-	(9,146)	(9,146)	36,585
LBC Parent Infant Partnership (PIP)	-	69,068	69,068	63,285
NHS SWL CCG	-	59,786	59,786	74,255
Wave 2 & Wave 6 MHST	-	235,694	235,694	84,000
LBC & CCG	-	48,128	48,128	49,000
Young Londoners Fund	-	60,000	60,000	60,000
LBC Community fund	-	50,472	50,472	49,823
NHS CYP – IAPT	-	107,113	107,113	139,557
Local Transformation Fund	-	63,488	63,488	62,000
LBC – re Covid (2021 - Public Health)	-	-	-	5,995
HEE London – Reach to Teach	-	-	-	10,000
Mental Health Standard Investment fund	-	84,000	84,000	-
NHS SWL CCG Seasonal Crisis funding	-	20,000	20,000	-
NHS SWL Website & database upgrade	-	43,227	43,227	-
LBC – Waiting List Reduction grant	-	20,000	20,000	-
Systemic family practitioner	-	26,142	26,142	-
Go Further, Go Higher	-	21,859	21,859	-
Mental Health Investment Standard Fund	-	70,029	70,029	
Miscellaneous income	-	10,000	10,000	775
Total	-	1,235,288	1,235,288	893,100

Notes to the accounts
for the year ended
31 March 2022

5 **Expenditure on charitable activities**

	Charitable Activities	Governance costs	Fundraising costs	Total 2022	Total 2021
	£	£	£	£	£
Annual report and AGM	-	1,738	-	1,738	914
Provision for disputed invoice	8,325	-	-	8,325	500
Bank charges and interest	122	-	-	122	120
Books and publications	317	-	-	317	7,984
Boswell Memorial fund grants	2,952	-	-	2,952	447
Catering	1,025	-	-	1,025	458
Computer support costs	21,756	-	-	21,756	20,370
External training providers	900	-	-	900	-
Consultancy and professional fees	17,985	5,995	6,897	30,877	11,198
Insurance	3,422	-	-	3,422	3,504
Light and heat	5,229	-	-	5,229	2,659
Database upgrade costs	315	-	-	315	1,575
Membership fees and subscriptions	6,911	-	-	6,911	1,609
Miscellaneous	2,041	-	138	2,179	1,662
Outreach event costs	-	-	-	-	-
Payroll expenses & DBS checks	8,229	-	-	8,229	2,978
Independent examiners fee	-	-	-	-	4,000
Audit fee	-	5,100	-	5,100	-
Rent and water rates	20,202	-	-	20,202	8,025
Premises expenses	20,252	-	-	20,252	3,909
Pensions	40,266	348	-	40,614	30,557
Salaries and employers NIC	954,696	7,745	-	962,441	733,179
Supervision	16,303	-	-	16,303	14,966
Training	11,731	-	-	11,731	1,289
Stationery and postage	9,514	-	-	9,514	5,947
Talkbus fuel	1,246	-	-	1,246	688
Talkbus expenses	2,052	-	-	2,052	4,492
Telephone	16,521	-	-	16,521	9,182
Travel	3,104	-	-	3,104	1,518
Recruitment fees	4,346	-	-	4,346	3,976
Volunteer expenses	1,099	-	-	1,099	326
Website, rebranding and publicity	3,685	-	-	3,685	2,866
Young People's Team	290	-	-	290	820
Legal fees	-	3,443	-	3,443	-
	1,184,836	24,369	7,035	1,216,240	881,718

Expenditure on charitable activities was £1,209,205 (2021: £881,718) of which £1,151,018 was unrestricted (2021: £846,699) and £58,187 was restricted (2021: £35,019).

Notes to the accounts
for the year ended
31 March 2022

6 Net income/(expenditure) for the year

This is stated after charging:

	2022	2021
Depreciation	-	-
Operating leases - property	14,500	6,850
Auditors fees	5,100	-
Independent examiners fees	-	4,000

7 Staff costs and numbers

	2022	2021
Staff costs were as follows:		
Salaries and wages	891,995	682,564
Employers NIC	69,804	50,615
Pensions – Defined contribution scheme	40,614	30,557
Irrecoverable statutory maternity pay	642	-
Total	1,003,055	763,736

No employee received emoluments of more than £60,000 (2021: Nil)

The number of full-time and part-time employees at 31 March 22 was as follows:

	2022	2021
	No.	No.
Central	6	6
Counselling	16	12
Outreach	8	6
Young people's team	2	-
Wave 2 MHST (formerly Trailblazer)	7	5
CYP - IAPT	2	3
Advocacy	1	1
PIP	4	3
Total	46	36

8 Trustee remuneration and related parties

No trustees received any remuneration or expenses during the year (2021: Nil)
No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year (2021: None).
Key management personnel of the charity, received total remuneration benefits of £64,107 (2021 - £50,448.)

Notes to the accounts
for the year ended
31 March 2022

9 Tangible fixed assets

	Improvements to Premises	Vehicle	Computer and office equipment	Total
	£	£	£	£
Cost				
At 1 April 2021	27,948	73,050	16,024	117,022
Additions	-	47,659	-	47,659
At 31 March 2022	27,948	120,709	16,024	164,681
Accumulated depreciation				
At 1 April 2021	27,948	73,050	16,024	117,022
Charge for the year	-	-	-	-
At 31 March 2022	27,948	73,050	16,024	117,022
Net book value				
At 31 March 2021	-	-	-	-
At 31 March 2022	-	**47,659**	-	**47,659**

Tangible fixed assets are used for direct charitable purposes
The addition to vehicles represents the deposit for a new Talkbus

10 Debtors

	2022	2021
	£	£
Trade debtors	235,499	169,854
Prepayments and other debtors	11,644	4,997
Other debtors	-	-
Total	247,143	174,851

Notes to the accounts
for the year ended
31 March 2022

11 Creditors: amounts falling due within one year

	2022	2021
	£	£
Taxation and social security	-	-
Accruals and other creditors	38,553	37,857
Deferred income	114,352	104,034
Total	152,905	141,891
Deferred income brought forward	104,034	48,516
Amount released in year to income from charitable activities	(104,034)	(10,289)
Amount deferred in year	114,352	65,807
Balance as at 31.03.2022	114,352	104,034

12 Analysis of net assets between funds

	General funds	Designated funds	Restricted funds	Total funds
	£	£	£	£
Tangible fixed assets	47,659	-	-	47,659
Net current assets	182,138	365,909	1,379	549,426
Net assets at 31 March 2022	229,797	365,909	1,379	597,085

Notes to the accounts
for the year ended
31 March 2022

13 Analysis of charitable funds

	At 1 April 2021	Incoming resources	Outgoing resources	Transfers	At 31 March 2022
	£	£	£	£	£
Restricted funds:					
Buy a Brick	1,379	-	-	-	1,379
BBC Children in Need	-	28,452	(28,452)	-	-
Jack Petchey	-	16,797	(16,797)	-	-
National Lottery	-	9,986	(9,986)	-	-
Nicola Boswell Memorial fund	-	260	(2,952)	2,692	-
Total restricted funds	1,379	55,495	(58,187)	2,692	1,379
Unrestricted funds					
Designated funds					
Agency contingency fund, to ensure continuation of services, when replacement funding is not immediately available	120,000	-	-	30,000	150,000
Building and repairs fund (including possible future relocation costs)	20,000	-	(10,000)	15,000	25,000
Replacement asset fund re Talkbus	120,000	-	(47,659)	27,659	100,000
Training services development and staff training	12,000	-	(4,000)	5,000	13,000
Website & database upgrade fund	-	43,227	-	-	43,227
Inclusion and Diversity Action Fund	19,863	-	-	(2,692)	17,171
Mental Health Standard Investment Fund	28,000	84,000	(112,000)	-	-
Mental Health Investment Standard Fund	-	70,029	(52,518)	-	17,511
Local Transformation Fund	-	63,488	(63,488)	-	-
Croydon Best Start PIP (LA)	-	69,068	(69,068)	-	-
General reserves	134,056	972,720	(799,320)	(77,659)	229,797
Total unrestricted funds	453,919	1,302,532	(1,158,053)	(2,692)	595,706
Total funds	455,298	1,358,027	(1,216,240)	-	597,085

Notes to the accounts
for the year ended
31 March 2022

13 Analysis of charitable funds (continued)

Previous year:

	At 1 April 2020	Incoming resources	Outgoing resources	Transfers	At 31 March 2021
	£	£	£	£	£
Restricted funds:					
Buy a Brick	1,379	-	-	-	1,379
BBC Children in Need	-	31,265	31,265	-	-
Croydon NHS – CYP IAPT	1,897	-	1,897	-	-
Single Point of Access (SPA) fund	1,410	-	1,410	-	-
Nicola Boswell Memorial fund	-	310	447	137	-
Total restricted funds	4,686	31,575	35,019	137	1,379
Unrestricted funds					
Designated funds					
Agency contingency fund, to ensure continuation of services, when replacement funding is not immediately available	110,000	-	-	10,000	120,000
Building and repairs fund	15,000	-	-	5,000	20,000
Replacement asset fund re Talkbus	120,000		-	-	120,000
Training services development and staff training	9,000		-	3,000	12,000
Inclusion & Diversity Action Fund	20,000	-	-	(137)	19,863
Mental Health Investment Fund	-	28,000	-	-	28,000
Local Transformation Fund	-	62,000	62,000	-	-
Croydon Best Start PIP (LA)	-	63,285	63,285	-	-
General reserves	104,742	768,728	721,414	(18,000)	134,056
Total unrestricted funds	378,742	922,013	846,699	(137)	453,919
Total funds	383,428	953,588	881,718	-	455,298

13 Analysis of funds (continued)

Purposes of restricted funds:

Buy a Brick: comprises of small donations received towards purchase of own building.
BBC Children in Need: provided support for the Outreach team benefiting children aged 11 who will be moving to secondary schools.
Jack Petchey: towards the cost of Jack Petchey interns
National Lottery: provided funding to furnish a sensory room for clients
Nicola Boswell Memorial Fund: represents funds donated in memory of Nicola Boswell, a former Drop In volunteer counsellor. This fund will be used, in conjunction with the Designated: Inclusion & Diversity Action Fund, for the purposes outlined below.

Purposes of designated funds:

Inclusion and Diversity Action Fund: This fund exists to offer financial support to staff and beneficiaries of the charity, particularly those from the BAME communities, for the purpose of supporting their further education, employment opportunities and continuing Personal & Professional Development. This fund will be used gradually over the next three to five years.
Local transformation plan: Funding to support the maintenance and development of our IT systems linked to Information Governance, equipment, hardware over four years of the programme.
PIP - Parent Infant Partnership: Funding to support the Operational Lead, Clinical Lead and Administrator posts
The names of the other funds provide an understanding of the nature and purpose.

In the financial year 2022/2023, the charity will be using the Training services fund to implement the training and development plan, which is currently placing an emphasis on Equality, Diversity & Inclusion (EDI). In April 2022, CDI contracted with an EDI consultant to assist us with this work. It will be using the Building and repairs fund to repair the three premises which are being leased from LB of Croydon. In late 2022 CDI will be engaging a Health & Safety consultant to advise us on this work. The Mental Health Investment funds will be used to employ more frontline staff to reduce waiting times for accessing support. The charity has ordered a replacement for the existing Talkbus and it is hoped that the replacement will be available to the charity by December 2022. There will be fitting out costs, so the designated fund has been increased to £100,000 to cover these. The Agency contingency fund is monies set aside to continue to employ frontline staff in the event that there is a cessation of funding from existing sources, so that there is time to approach new sources of funding. This fund has been increased, as the total income of the charity has increased by 37% this year. The charity is already aware of the cessation of two sources of funding from L B of Croydon. The website and database upgrade fund is going to be used in 2022/23 and in 2023/24 to upgrade our current website and database. This work is underway at the current time.

Transfers represent changes in designation approved by the trustees.

Notes to the accounts
for the year ended
31 March 2022

14 Lease commitments

The company's commitments for rental payments under operating leases payable during the year are as follows:

	Land and buildings	
	2022	2021
	£	£
Leases expiring:		
Within 1 year from 31 March 2022 - amount per annum	11,500	11,820
Over 5 years from 31.3.2022- total remaining cost	43,750	-

All leases can be terminated by the charity by giving a maximum of six month's notice.

15 Capital commitments

On 25 February 2022, an order for a new Talkbus was placed. The value of the order, inclusive of vat was £119,148. The charity is not vat registered and cannot reclaim the vat charged. A deposit of £47,659 was paid in February 2022. The capital commitment at 31.3.2022 is £71,489

CROYDON YOUTH INFORMATION AND COUNSELLING SERVICE LIMITED

England & Wales - Charity number 1049307

Accounts

CROYDON YOUTH INFORMATION & COUNSELLING SERVICE LIMITED

(Limited by guarantee)

Known as

CROYDON DROP IN (CDI)

COMPANY NO: 03092355

CHARITY NO: 1049307

REPORT AND UNAUDITED ACCOUNTS

for the year ended
31 March 2021

SARGENT & CO
CHARTERED ACCOUNTANTS
219 Croydon Road
Caterham
Surrey CR3 6PH

Croydon Youth Information & Counselling Service Limited

Status:	Company Limited by Guarantee No. 03092355 Incorporated on 17 August 1995 Charity registration No. 1049307 The Company's governing document is its Memorandum and Articles of Association incorporated 17 August 1995.
Secretary and Registered Office:	Nicola Newman 132 Church Street CR0 1RF
Trustees:	Ms. Tracy Andrews (resigned July 2021) Mr. Leon Berry (resigned August 2021) Mrs. Janet Austin Ms. Rhianne Elleston (appointed July 2021) Mr. Clive Fraser (resigned July 2021) Mrs. Jill Keeham Mr. Rogen King Ms. Carolyn Osbourne (appointed July 2021) Mr. Alkan Shenyuz (appointed July 2021) Mrs. Anne Smith Mr. Basil Morris Ms. Queenie Chizea (appointed September 2021) Ms. Shannen Doherty (appointed September 2021) Ms. Renee Bond (appointed September 2021)
Advisors:	Mr Oliver Lewis
Chief Executive Officer:	Mr. Gordon Knott
Independent Examiner:	Sargent & Co Chartered Accountants 219 Croydon Road Caterham Surrey CR3 6PH
Bankers:	The Co-operative Bank Plc 91 George Street Croydon CR9 3QT
Solicitors:	Streeter Marshall 74 High Street Croydon CR9 2U

Croydon Youth Information & Counselling Service Limited

Trustees' Report
for the year ended
31st March 2021

The trustees, who are also the Directors of the charitable company, present their annual Directors' Report together with the financial statements of the charity for the year ending 31 March 2021 which are also prepared to meet the requirements for a Directors' Report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and 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 (FRS102).

Our purpose and activities

The objects of the charitable company are the advancement of education, the furtherance of health and relief of poverty, distress and sickness of young people in the community of Croydon and the surrounding areas in accordance with its Memorandum and Articles of Association.

The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on Public Benefit when reviewing their objectives and activities and in the planning of future activities. They have also considered the guidance 'Public Benefit: Running a Charity (PB2)'. It is the judgement of the trustees that activities in pursuit of the above objectives fully meet the Public Benefit test, which they have kept in mind in planning programmes for the charity. In delivering services and in the appointment of staff, volunteers and trustees, the charity operates a strict policy of no discrimination on any grounds.

Review for the year
Activities, Achievements and Performance

Firstly, a reminder from our beneficiaries of why we do what we do...

"I'd 100% recommend anyone who just needs someone to talk with. The people on the Talkbus are lovely and so helpful."
"When you arrive at Drop In feeling at your worst, I felt supported in every problem I've had. My life has changed in so many ways and I feel able to do more without so much worry/negative thoughts."
"You helped me to be more confident in myself and to build a better relationship with my family. I realise that I do have a future and I changed my lifestyle in such a way that I could remain positive."
"I'm happier and have higher self esteem. I have found my sexuality and gained confidence. They gave me good advice to handle situations."
"I feel calm. You helped me because I could talk to you and not feel embarrassed. Don't wanna die anymore. I feel more secure within myself. It's ok."
"I have learnt it is ok to be different. I have learnt I am not worthless. Helped me think of ways to carry on."
"Really good service. Feel so comfortable when on the Talkbus."
"I still miss my mum but we made a memory box and I can use it whenever I miss her and want to feel close to her. I am less angry and I am now enjoying school!"

Croydon Youth Information & Counselling Service Limited

Trustees' Report
for the year ended
31st March 2021

As an independent Voluntary Sector Organisation, CDI has continued to grow and develop in order to meet the changing needs of local children, young people and families. This year's activities were dominated by the global Covid-19 pandemic which impacted us from March 17th 2020 when our first lockdown began. Demand for our services fluctuated and followed the patterns of lockdown however we never closed our services, we adapted them to deliver more online and via telephone. All our frameworks, systems, policies and processes remained in place and as you will read in this report were adapted in response to the changing environment. Even considering the unprecedented challenges faced by the charity this year we have continued to deliver services, expand provision and grow the workforce.

Principles for our work

CDI offers an integrated pathway of support. We believe in a compassionate, creative and person-centred approach where the offer of a trusting relationship is central to the success of any engagement. We are interested in the whole story not just in a diagnosis or judgement on a presenting issue. We are interested in our holistic response to individuals that includes an awareness of the numerous societal and systemic inequalities that impact on our beneficiaries. We continue to benefit from a professional, dedicated workforce and our services continue to change in response to the needs of the local community. We still believe in 'doing with' and not 'doing to'.

Young people need to be central to all we do

The significant disruption to professional and personal lives this year challenged us to keep delivering services and within 24 hours of our premises at Church Street going into lockdown we had started offering counselling sessions via phone or Zoom.
This year particularly has shone the light on the cracks (a decade of austerity measures, dismantling of youth services, embedded discrimination, welfare benefit reform, insufficient housing of quality, no parity of investment in Children's Mental Health) that we already knew existed. Even before the pandemic, young people were one of the disproportionately affected groups. We know one-size does not fit all so we will support individuals in exploring their own thoughts, feelings, and the options open to them, in order to help them make healthier, informed choices in their lives whilst understanding the wider challenges that may hinder them. We respect the individual's right to self-determination and the right to choose or not to choose.

Our services are delivered through the following teams:

- Advice & Rights Advocacy
- Care For Croydon Collective
- Counselling in the Community
- Counselling in Educational Settings
- Equal Access in Mind
- Mental Health Support Team
- Outreach & Talkbus
- Parent Infant Partnership & Infant Mental Health
- The Young People's Participation Group

Trustees' Report
for the year ended
31st March 2021

Working with children, young people and families

All the data and feedback from our activities continues to be published in our quarterly Whole Service Monitoring Reports with a summary provided in our Annual Review. The activities detailed below are central to the achievement of CDI's aims and objectives.

Advice & Rights Advocacy

The Advice & Rights Advocacy service (A&R), continues to work with children, young people and families who generally present with issues that are of a practical nature however every client, without exception, brings with them issues of emotional well-being and mental health. The delivery is totally dependent on the honest and the transparent relationships on offer from Jacqui Henry.

The main pressing issues this year were housing, school exclusion, learning difficulties, disability, family relationships and benefit advice. The caseload rose again this year and the number of consultations offered increased by 16% with 99.86% of appointments attended – a very high attendance rate. The main sources of referral were self, Social Care, School and other professionals. 70% accessing A&R were female and BME communities were represented by over 67% of clients in the caseload.

An average of 24 members of the community per quarter received support from Jacqui.

Care for Croydon Collective

Led by Tanya Wallis and Rhona Kenny this monthly online forum was a new initiative this year set up specifically for the local workforce, which also included, parents, carers, and foster carers. The purpose was to come together online on a Wednesday lunchtime and share good practice, opinions and experiences. The topics we covered this year included Domestic Abuse, LGBTQ+ Young People, Neurodiversity, Secondary Trauma & Secondary Resilience, Sex & Relationships and Supporting Each Other through Bereavement & loss.

Counselling in the Community for 10-25 year olds

This year our referrals ebbed and flowed mirroring the lockdowns imposed on communities so 301 referrals were received, 3326 sessions were offered, 83% of young people in counselling were aged under 18 and 60% were female with numbers of transgendered and non-binary young people continuing to increase. Having switched our delivery to phone and online very rapidly in March we continued to use these methods with the overwhelming majority of young people continuing to engage with us this way. As lockdowns eased, we became more accustomed to working around PPE and the restrictions and vaccinations started to be offered to frontline staff, we invited a restricted number of young people to come back to Church Street for face-to-face sessions. Parents/carers and visitors were prohibited from entering the premises however this allowed us to meet with the children & young people who were most struggling with being locked down. We delivered our community counselling services with a team of 6 volunteer counsellors and 9 paid counsellors. On average children and young people waited 7 weeks for counselling to commence after their assessment and on average engaged in counselling for 18 weeks.

Over 30% of children are referred to us by CAMHS whilst 10% of older young people were signposted to CDI by Adult Mental Health Services, 9% of young people assessed for counselling are Children Looked After or Care Leavers and the main presenting issues are anxiety, anger, low mood, sleep difficulty,

panic attacks, family relationships and self-esteem. Equally concerning are the recurrently high levels of children and young people (40%+) who are self-harming and/or ideating about suicide.
"My counsellor made me feel heard and understood, something I hadn't experienced to this extent beforehand."
"The impact my counsellor has had on me will remain with me for the rest of my life."
"I am able to manage my stress, irrational thoughts and I am able to cope better now."

Counselling in Educational Settings

As is widely known, this has been an extremely challenging year for educational settings, for the children, staff and parents/carers. Our colleagues in schools have been exceptionally accommodating as we have all sought the best ways to work within a very volatile and changeable landscape. We maintained counselling services at Riddlesdown Collegiate, St Nicholas, Kingsley (Harris Primary) and Elmwood Juniors.

In our school's services we counselled a total of 81 children and young people in Primary, Secondary and II Special Schools offering a total of 1710 sessions. The feedback we receive from young people indicates they continue to appreciate being able to access an independent, voluntary sector service and much of our delivery was on-site as settings endeavoured to stay open, particularly for vulnerable children and children of frontline & emergency services staff. The main presenting concerns for these children were anxiety, family relationships, self-harm and school-related issues.
We are sorry to see our contracted work with Riddlesdown come to a close at the end of this academic year and are looking forward to our new relationship to provide an on-site counselling service for Oasis Academy, Shirley Park from September.

Equal Access In Mind

EAIM began in April 2019 and was a 2-year national project funded by the Tampon Tax Fund to deliver support to 16-25 year old females who were at risk of violence, experiencing housing insecurity and/or identified as LGBTQ+. We are part of a national consortium headed up by Youth Access and CDI's output was led and delivered solely by Lorn Hunt.
CDI and all VCS partners successfully achieved their targets in both years. Face to face and group work was delivered online and we set up The Sexuality and Gender Identity (SGI) Group in response to need. Over 24 months 492 young females received support from Lorn through a multi-disciplinary approach that included outreach, group work and/or counselling with 65% being from BME backgrounds.
In the Final Evaluation Report written by Youth Access: • Partners provided support to 6,995 young people (3,336 in Year 1 and 3,259 in Year 2). • The partnership provided: 5,549 counselling assessments (target of 5,240), and 11,098 advice sessions (target of 4,091). Partners reached: 859 young people through group work (target of 545); and 1,278 young people through outreach activities (target of 880). On average in Year 1, the partnership supported 20% of young people from BAME communities, 23% were experiencing violence, and 28% experienced insecure housing. In Year 2, 14.5% of young people were from BAME communities, 21% were experiencing violence and 29% of young people experienced insecure housing.
And this is what young women said about their experience of CDI:
"Made me realise my life is worth living, That I have people around me to support me. Helped me think about different coping mechanisms. I have been two months and nine days free of self-harm".
"I took 3 leaps in my life; starting a degree, starting a new job (out of my usual comfort zone) and starting to learn to skate, which made me happy".

Trustees' Report
for the year ended
31st March 2021

"It has helped me deal with a lot of unexpected stress and made me realise how much stress I was holding. My domestic abuse was a traumatic experience, the most traumatic I have experienced".
"It was good, my counsellor was calm and fun to talk to, it made it all less stressful and less intense. I appreciate that my counsellor was LGBT+ aware, and knew what I was talking about, the language I used didn't need to be explained".
"My mental health is better. I am a bit more relaxed. I have not self-harmed for over a month".

The Mental Health Support Team

Following a successful bid with NHS South West London Clinical Commissioning Group, CDI and Off The Record became delivery partners for Croydon Wave 2 in January 2020. 12 schools were identified and 4 Education Well-Being Practitioners began their training at Kings College London, spending half a week at University and half a week in placement. We are pleased to report that all four practitioners, Alison, Pete, Peace and Liz all attained their qualification at Xmas and moved into full-time practice in schools in January 2021. By this time, we had also recruited a Clinical Lead, Administrator and 6 counsellors so by Summer 2020 we were up to full strength.
The impact of Covid-19 at the end of the last financial year continued to curtail our frontline activity however by Spring 2021 we were fully functioning as a service and looking forward to embedding further in the school settings.
At the time of writing, we heard that CDI and Off The Record have been commissioned to co-deliver Wave 6 in Croydon so we will begin recruiting in Autumn in preparation to deliver the service in a further 14 schools.

Outreach & Talkbus

The impact of the pandemic and the lockdowns was keenly felt by the Outreach Team this year as they are usually out and about in various locations across the Borough eight times per week. On 18th March 2020 the team set up a daily phoneline for local young people that ran throughout the year, engaging young people on line and outreaching whenever lockdown restrictions allowed for more freer movement. Thursday afternoon sessions outside McDonalds in North End were restored to the schedule as a priority, as were other prime locations in the community.
We secured a 3-year contract to deliver services in four schools under the Young Londoners Fund alongside The Write Time and Palace For Life from April 2020 and the team were instrumental in getting onto school sites to set up and start supporting pupils. We also learnt that our bid to Children in Need was successful in March 2021 and this will help support the Outreach Team for another 3 years.
In August 2020 the team was given notice by the Local Authority on our offices at Goldcrest Youth Centre as the Council put it on their list of properties to sell so we were happy to move closer to CDI Central and the team found a home in the Croydon Minster Church Hall.

We delivered 361 sessions and supported 1626 young people (55% male and 45% female) and the proportion of young people accessing Talkbus from BME communities this year was 65%. The main issues presented this year were Low Mood, Stress, Relationships, Healthy Living, Sexual Health, School, Cyber Bullying, Housing, Self Esteem and looking for General Information, Advice & Guidance.
A continued positive outcome this year has been the ongoing work that Clinton Waller, Outreach Deputy Manager, has done with Shpresa, a charity supporting young Albanians and we have managed to support this work via two successful funding bids.
Looking forward, we continue with our plans to commission the build of a new electric Talkbus hoping to bring that into operation by Summer 2022 and we are intending to increase our team with the

addition of an Outreach Counsellor by summer, a 3rd year Psychology Undergraduate on placement by Autumn and an Outreach CBT Therapist in January 2022. As the new financial year begins Outreach have successfully bid to SWL NHS for a 2-year post: Go Further Go Higher, staffed by Sonia Garnett and aimed at 16+ year olds struggling with their emotional well-being at key transition points as they move into apprenticeships, further education or in and out of University.

The Young People's Participation Group

CDI's Young People's Participation Group is a long-running open access opportunity for 13-19 year olds and they continued to meet weekly via Zoom, facilitated by Angela Ben-Arie, Outreach Manager. During the year there were several false starts when lockdowns were ending and restrictions were easing however the plans to go bowling and go camping couldn't materialise. Although this means we have a new set of camping equipment ready in stock for when we can proceed with this activity.
This particular group of young people had been a group for a long time and they decided to come to a natural end at Xmas which they did with a socially-distanced gathering. All the young people remain in touch with CDI and we will support them in their future activities and careers.
The YP Team will now sit under the Equal Access In Mind banner and it's rebirth is being developed by Sydney Felder, our new EAIM Advocate, (recruited under the Jack Petchey paid internship scheme), Lily Howard, EAIM Worker and EAIM Manager, Lorn Hunt.

Parent Infant Partnership & Infant Mental Health

PIP works in partnership with the Local Authority's Early Help & Children's Social Care service to deliver early interventions and support services to mothers who are pregnant, fathers and families who have babies/children up to 2 years old. During this financial period PIP has actively worked with 61 families with good outcomes and feedback from the families.
"I know that I'm not perfect, but if I mess things up I now know how to create a space where my son can let me know and we can repair it".

Following the restructure we mentioned last year, this year we bade farewell to Operations Manager, Karen Lacey and to Yvonne Osafo, our Clinical Lead. And We said hello to Therapeutic Services Manager Juliet Iacointe and Clinical Supervisor, Laura Clark. The team continued with two therapists and two keyworkers (employed by the Local Authority) and Nadine Blackwood, our CDI Administrator.

As PIP House is a Local Authority building it remained closed all year and practitioners were delivering their sessions by phone or online. With a desire to see the building return to use for the community CDI proposed to the LA that we take on a 7-year lease and take over the day to day running. We are pleased to say that from July 2021 the building will reopen for Early Years' service delivery during the day and counselling for 10-25 year olds in the evenings. The contract for the service delivery with the LA was renegotiated until 31.12.21

The Infant Mental Health Team is literally, still in its infancy. Managed by Juliet and Laura we currently have two trainees, Annemarie Bos and Jenny Greenwood in post until December 2021. We would like to properly develop this service within CDI and are seeking longer term funding to grow it and have successfully applied to Anna Freud/Health Education England for a further two training placements to come work with us from January 2022. We have recorded that the main presenting issues for the families accessing this service have been Child Behaviour, Parental Confidence, Parental Mental Health, Isolation, Low Mood, Anxiety and Domestic Abuse.

Trustees' Report
for the year ended
31st March 2021

Funding and Posts

The Board of Trustees will support the current programme of delivery and staff team; funding reviews are undertaken regularly and new applications will be made in accordance with the charity's Business Plan. Funds for the year 2021/22 have been identified and contracts that are due to conclude are addressed appropriately with new funding applications written whenever and whenever possible. Delay in securing these new funds will be met from the charity's unrestricted reserves.

Needs will continue to be identified by the staff delivering the distinct services in consultation with the young people and parent/carers, and targeted applications will continue to be made to support all our services.

During the year the company's activities were funded by grants from and service level agreements with:

- London Borough of Croydon (LA)
- LA Community Fund (01.04.19 - 31.3.22)
- LA Parent Infant Partnership (PIP)
- LA & CCG Joint Commission of Counselling & IAG (Open Access)
- NHS South West London CCG
- NHS Mental Health Investment Standard
- CYPIAPT/NHS Health Education England
- Children in Need (CIN)
- Church Tenements Trust
- Off The Record (Shpresa Group)

We are extremely grateful for the support that has been provided from these funders and despite the financial difficulties of Croydon Council this year our contracts with them are, so far, unaffected. Without the support of all our funders, our work would not be possible. The Trustees would also like to sincerely thank the smaller trusts and individuals who also contribute in supporting us with donations and with their time, which they freely give to us.

Staffing and Volunteers

The Trustees welcome this opportunity to thank its dedicated workforce who frequently go above and beyond. We also thank our volunteers within the Central team, Counselling and Outreach teams, on the Board of Trustees and in the Young People's Participation Group.

As a voluntary sector service, we understand the key role that volunteers have and how much they contribute to the support of local services. In return we see volunteers gaining experience which more often than not helps them gain self-confidence in their capabilities and can empower them to access paid employment.

Our impact and outcomes are documented in our Quarterly and Annual Reports that are distributed throughout the year to commissioners and other interested parties. We are satisfied that our staff continue to do their utmost to perform to the best of their abilities and to carry out their duties with integrity and commitment.

Trustees' Report
for the year ended
31st March 2021

Into The Future

As the financial year was ending last year the global pandemic had arrived and we submitted our Report based on the early months of the experience. The pandemic has dominated our professional and personal lives over the last 12 months and we offer sincerest condolences to friends, acquaintances, family members and all those whom we did not know who lost their lives during this time. It is testament to the strength of character of colleagues, the depth at which our services are embedded and the level of commitment to the community that has helped carry us forward this year.

In practical terms the key targets for the coming year will be to commission a new Talkbus, secure income for the Outreach Team, build on Wave 2 & co-deliver Wave 6 of the Mental Health Support Team in partnership with Off The Record, to look for funding beyond the 2nd year of the Infant Mental Health service, to deliver on a new website, to publicise and grow the Nicola Boswell Memorial Fund, to increase our social media presence and to refocus our internal Continuing Professional Development programme.

The future for our charity continues to be challenging however we are optimists and motivated about the opportunities that demand our attention. Our main challenge continues to be that of matching capacity to increasing demand and we will be vigilant in our pursuit of resources. Our dedicated workforce and low staff turnover bring stability and continuity of service delivery. We will remain creative, clear and opportunistic in pursuing our main charitable aims and we will rely on our range of collaborations and partnerships with statutory institutions and voluntary sector colleagues, all of whom we are continually proud to be associated with and dedicated to actively play our part in the thriving local and national networks.

We will continue to deliver a 'wraparound' service that utilises all our resources as we believe in a holistic, socially just model of service delivery where good quality relationships and nurturing a sense of purpose and belonging for individuals is fundamental for all of us to live well.

Trustees' Report
for the year ended
31st March 2021

Financial Review

The financial management of our agency is very important to us all and we have great transparency in how and where our funds are directed.

At the end of this year, our reserves totalled £455,298, of which £1,379 were restricted in use. The reserves comprise £422,338 held in our bank accounts, £ Nil invested in fixed assets and a surplus of debtors over creditors of £32,960. Our income for the year was £953,588 a 33% increase over last year and our expenditure was £881,718, 31% more than last year. As a result, we made a surplus for the year of £71,870. This surplus will be used to fund activities in 2021/22 and to deal with additional expenditure as a result of Covid-19.

As a charity we continue to be very efficient in the use of our funds. This is due in part to the time and commitment of our Treasurer, Jill Keehan, who assists and supports our Interim Business Operations Manager, Medhavi Patel, and the CEO with their financial responsibilities. Jill's overview of our financial capabilities and risks continues to be invaluable to the senior management team and trustees.

We record thanks to Jill, to Nicola (Company Secretary) and Medhavi for the efficient manner in which our records are maintained.

Reserves Policy

The management committee have established a policy whereby the unrestricted funds not invested in tangible fixed assets (the 'free reserves') held by the charity should be between 3 and 6 months of the resources expended, which equates to between £220,430 and £440,859. As at 31st March 2021 the accounts show general unrestricted reserves of £134,055, (£453,919 when designated funds are included). The directors have decided to allocate some of the unrestricted funds to designated projects to ensure the continued existence & expansion of the charity. It has been recommended that if the agency's unrestricted reserves fall below £50,000 then an emergency meeting of the funding group and the trustees should take place to discuss immediate action.

Our reserves are reviewed regularly, so that the trustees can decide on the appropriate use of our reserves. The Treasurer and Director examine ways of ensuring that there is appropriate 'contingency' funding to support time-bound projects.

Trustees

The Trustees of the charitable company during the year and up to the date of signing this report are listed on page 1

Our advisor is Councillor Mr Oliver Lewis. Before becoming trustees, Renee Bond, Queenie Chirea and Shannen Dolherty were advisors to the charity.

The trustees, as members of the charitable company, undertake to contribute to the company £1 in the event of the company being wound up and having debts and liabilities which it cannot meet from its assets.

Trustees' Report
for the year ended
31st March 2021

Structure, Governance & Management

Governing Document

Croydon Youth Information and Counselling Service Ltd is a private company limited by guarantee governed by its Memorandum and Articles of Association. It is registered as a charity with the Charity Commission.

Appointment of trustees

As set out in the Articles of Association the chair of the trustees is nominated by the membership and Board of Trustees. The trustees have the power to co-opt further members to fill specialist roles. The trustees also have the power to appoint further trustees throughout the year, which numbers should not exceed one third of the total number of trustees. At each general meeting all trustees retire and may be reappointed. Further trustees may be elected if recommended by the existing trustees, and after written notice.
All members are circulated with invitations to nominate trustees prior to the AGM advising them of the retiring trustees and requesting nominations for the AGM. When considering co-opting trustees, the Board has regard to the requirement for any specialist skills needed.

Trustee induction and training

New trustees undergo an orientation meeting with the Chair and CEO to brief them on their legal obligations under charity & company law, awareness of the potential for conflict of interest and the Charity Commission guidance on public benefit; and to inform them of the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the charity. During the induction they are invited to meet key employees and other trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role.

Organisation

The Board of Trustees administers the charity. The board meets bi-monthly and there is a sub-committees covering Finance & General Purpose, which meets bi-monthly. A Chief Executive is appointed by the trustees to manage the day-to-day operations of the charity. To facilitate effective operations, the Chief Executive has delegated authority, within terms of delegation approved by the trustees, for operational matters including finance, employment and development. The salary of the chief executive is determined by the trustees, utilising local authority pay scales as guidance.

Risk management

The trustees have a risk management strategy which comprises:

- bi-monthly review of the principal risks and uncertainties that the charity currently faces. the establishment of policies, systems and procedures to mitigate those risks identified in the annual review; and
- the implementation of procedures designed to minimise or manage any potential impact on the charity should those risks materialise.

Trustees' Report
for the year ended
31st March 2021

This work has identified that financial sustainability is the major financial risk for the charity. The London Borough of Croydon is a principal funder of the charity's activities and their current financial situation is a matter of concern. We have received assurances from the LB of Croydon that funding in several key areas will be maintained and we are also looking at trying to find funding from other sources.
Financial sustainability is constantly the major risk for the charity. A key element in the management of financial risk is a regular review of available funds to settle debts as they fall due; regular review of the bank balances, and active management of debtors and creditors balances to ensure there is sufficient working capital.

The Covid-19 global pandemic and the ongoing aftermath has refocused us on non-financial risks and we have responded accordingly to reflect his event in our operational & strategic procedures and protocols. Other non-financial risks, especially the health and welfare of our workforce, and including operational concerns in our external service delivery are monitored and addressed as appropriate.

Statement of Trustees Responsibilities.

The Trustees (who are also directors of the charitable company for the purposes of company law) are responsible for the preparing the trustees' and 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 that period. In preparing those financial statements, the trustees are required to:

a) select suitable accounting policies and apply them consistently;
b) observe the methods and principles in the Charities SORP;
c) make judgements and estimates that are reasonable and prudent;
d) state whether applicable UK accounting standards have been followed, subject to any departures disclosed and explained in the financial statements;
e) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company, and which 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.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Trustees' Report
for the year ended
31st March 2021

This report has been prepared in accordance with the small companies' regime under the Companies Act 2006.

Approved by the Board on 27.9.2021 and signed on its behalf by:



R. King, Chair

Independent Examiner's Report
for the year ended
31st March 2021

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2021 which are set out on pages 16 to 30.

Responsibilities and basis of report:

As the charity's trustees (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the company's accounts carried out under section 145 of the Charities Act 2011 ("the 2011 Act") and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement:

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Independent Examiner's Report
for the year ended
31ST March 2021 (cont)

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Alison Sargent FCA
Sargent & Co
Chartered Accountants & Registered Auditors
219 Croydon Road
Caterham
Surrey
CR3 6PH

Date: September 2021

Croydon Youth Information & Counselling Service Limited

Statement of financial activities (including income and expenditure account)
for the year ended
31 March 2021

	Note	Restricted funds	Unrestricted funds	Total funds 2021	Restricted funds	Unrestricted funds	Total funds 2020
		£	£	£	£	£	£
Income							
Income from generated funds:							
Voluntary income	3	31,579	28,861	60,440	27,612	16,878	44,490
Investment income		-	52	52	-	310	310
Income from charitable activities	4	-	893,100	893,100	25,075	648,079	673,154
Total income		31,575	922,013	953,588	52,687	665,267	717,954
Expenditure							
Charitable activities	5	35,019	846,699	881,718	57,622	616,306	673,928
Total expenditure		35,019	846,699	881,718	57,622	616,306	673,928
Net incoming/(expenditure) before transfers		(3,444)	75,314	71,870	(4,935)	48,961	44,026
Transfers between funds	13	137	(137)	-	-	-	-
Net movement in funds		(3,307)	75,177	71,870	(4,935)	48,961	44,026
Reconciliation of funds							
Total funds brought forward		4,686	378,742	383,428	9,621	329,781	339,402
Total funds carried forward	13	1,379	453,919	455,298	4,686	378,742	383,428

All income and expenditure derive from continuing activities.

The notes on pages 19 to 30 form part of these accounts.

Croydon Youth Information & Counselling Service Limited

Balance Sheet as at 31 March 2021

	Note	2021		2020	
		£	£	£	£
Fixed assets					
Tangible assets	9		0		0
Total fixed assets			0		0
Current assets					
Debtors	10	174,851		89,983	
Cash at bank and in hand		422,338		409,676	
Total current assets		597,189		499,659	
Creditors: amounts falling due within one year	11	(141,891)		(116,231)	
Net current assets			455,298		383,428
Total assets less current liabilities			455,298		383,428
Net assets	12		455,298		383,428
The funds of the charity:					
Restricted funds			1,379		4,686
Unrestricted funds:					
Designated		319,863		274,000	
General fund		134,056		104,742	
Total unrestricted funds			453,919		378,742
Total charity funds	18		455,298		383,428

For the financial year ended 31 March 2021, the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

Approved by the board and signed on its behalf by:

Roger King-Director
Date: 27 September 2021

Jill Keehan-Director
Date: 27 September 2021

Company Number 03092355

The notes on pages 19 to 30 form part of these accounts

Croydon Youth Information & Counselling Service Limited

Statement of Cash flows for the year ended 31 March 2021

	2021 £	2020 £
Cash flows from operating activities		
Net cash provided by (used in) operating activities (see below)	12,610	79,601
Cash flows from investing activities		
Interest received	52	310
Cash provided by investing activities	52	310
Change in cash and cash equivalents in the reporting period		
Cash and cash equivalents at the beginning of the reporting period	409,876	329,765
Net movement in cash and cash equivalents	12,662	79,911
Cash and cash equivalents at the end of the reporting period	422,338	409,676
Net income/(expenditure) for the reporting period (as per the statement of financial activities)	71,870	44,026
Adjustments for:		
Depreciation charges	-	-
Interest received	(52)	(310)
(Increase)/decrease in debtors	(84,868)	(19,429)
Increase/(decrease) in creditors	25,660	55,314
Net cash provided by (used in) operating activities	12,610	79,601
Analysis of cash and cash equivalents		
Total cash in hand at the end of the year	422,338	409,676

Notes to the accounts
for the year ended
31 March 2021

1 Accounting policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

(i) Basis of accounting

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard in the UK and Republic of Ireland (FRS102) (effective 1 January 2020), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

The Charity meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The financial statements have been prepared on a going concern basis and are presented in sterling which is the functional currency of the charity and rounded to the nearest £1. The trustees are of the opinion that there are no material uncertainties which exist which would mean the charity's ability to continue as a going concern was in any doubt. The trustees have considered the level of funds held and the expected level of income and expenditure for twelve months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

(ii) Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Restricted funds are subject to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

(iii) Incoming resources

All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full when receivable.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- Income relating to next year, but received in the current year, is deferred to the next year.
- Investment income is included on an accruals basis.
- Income from charitable activities includes income recognised as earned (as the related goods or services are provided) under contract.

Notes to the accounts
for the year ended
31 March 2021

(iv) Resources expended

Expenditure is accounted for on an accrual basis as a liability is incurred. Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to the expenditure. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

- Costs of generating funds comprise the costs associated with attracting voluntary income
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the independent examiners fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the statement of financial activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly others are apportioned on an appropriate basis.

(v) Fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. The cost of minor additions or those costing below £1,000 are not capitalised. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life. The rates used are as follows:

motor vehicles and equipment	7 years
computer and office equipment	4 years
improvements to premises	8 years

(vi) 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.

(vii) Cash at bank and in hand

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

(viii) Creditors and provisions

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 and provisions are normally recognised at their settlement amount after allowing for any trade

(ix) Lease costs

Rentals paid under operating leases are charged to the statement of financial activities on a straight line basis over the lease term.

(x) Pension costs

Pension contributions are charged to the statement of financial activities as they fall due. Employees of CDI joined the government's work based pension scheme in 2017/18. This is a defined contribution scheme. Contributions are expensed as they become payable.

(xi) Financial Instruments

The trust only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Notes to the accounts
for the year ended
31 March 2021

2 Legal status of the charity

The charity is a company limited by guarantee, incorporated in England & Wales, and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

3 Voluntary income

	Restricted funds	Unrestricted funds	Total funds 2021	Total funds 2020
	£	£	£	£
Grants				
Church Tenements Trust	-	12,800	12,800	12,000
BBC Children in Need	31,265	-	31,265	27,612
Jack Petchey Foundation	-	1,000	1,000	750
Garfield Weston	-	5,000	5,000	-
Donations and gifts	310	10,061	10,371	4,128
Total	31,575	28,861	60,436	44,490

The charitable company benefits greatly from the involvement and enthusiastic support of its many volunteers. In accordance with FRS102 and the Charities SORP (FRS102), the economic contribution of general volunteers is not recognised in the accounts.

4 Income from charitable activities

	Restricted funds	Unrestricted funds	Total funds 2021	Total funds 2020
	£	£	£	£
Invoiced services	-	107,825	107,825	87,819
LBC - Open Access	-	150,000	150,000	150,000
YouthAccess – Equal Access in Mind	-	36,585	36,585	36,584
LBC Parent Infant Partnership (PIP))	-	63,285	63,285	63,464
Croydon NHS	-	43,955	43,955	53,000
Wave 2 MHST (formerly Trailblazer)	-	84,000	84,000	47,628
LBC & CCG	-	49,000	49,000	43,956
Young Londoners Fund	-	60,000	60,000	-
LBC Community fund	-	49,823	49,823	60,000
NHS CYP – IAPT	-	139,557	139,557	23,133
Local Transformation Fund	-	62,000	62,000	62,001
LBC – re Covid (2020 – Public Health)	-	5,995	5,995	30,000
HEE London – Reach to Teach		10,000	10,000	-
NHS SWL CCG	-	30,300	30,300	9,000
Sundry income	-	775	775	6,569
Total	-	893,100	893,100	673,154

Notes to the accounts
for the year ended
31 March 2021

5 Expenditure on charitable activities

	Charitable Activities	Governance costs	Total 2021	Total 2020
	£	£	£	£
Annual report and AGM	-	914	914	1,509
Bad debt provision	500	-	500	-
Bank charges and interest	120	-	120	133
Books and publications	7,984	-	7,984	383
Boswell fund grants	447	-	447	-
Catering	458	-	458	1,139
Computer support costs	20,370	-	20,370	11,926
Depreciation	-	-	-	-
Consultancy and professional fees	4,838	6,360	11,198	3,411
Insurance	3,504	-	3,504	3,390
Light and heat	2,659	-	2,659	3,318
Database upgrade costs	1,575	-	1,575	-
Membership fees and subscriptions	1,609	-	1,609	3,019
Miscellaneous	1,662	-	1,662	1,997
Outreach event costs	-	-	-	234
Payroll expenses	2,978	-	2,978	1,255
Independent examination	-	4,000	4,000	3,300
Rent and water rates	8,025	-	8,025	3,756
Premises expenses	3,909	-	3,909	1,750
Pensions	30,288	269	30,557	22,689
Salaries and employers NIC	726,681	6,498	733,179	551,659
Supervision	14,966	-	14,966	13,973
Training	1,289	-	1,289	5,672
Stationery and postage	5,947	-	5,947	2,979
Talkbus fuel	688	-	688	3,130
Talkbus expenses	4,492	-	4,492	4,596
Telephone	9,182	-	9,182	3,847
Travel	1,518	-	1,518	3,387
Recruitment fees	3,976	-	3,976	-
Volunteer expenses	326	-	326	3,402
Website, rebranding and publicity	2,866	-	2,866	6,188
Young People's Team	820	-	820	3,236
Year Here placement fees	-	-	-	8,700
	863,677	18,041	881,718	673,928

Expenditure on charitable activities was £881,718 (2020: £673,928) of which £846,699 was unrestricted (2020: £616,306) and £35,019 was restricted (2020: £57,622).

Notes to the accounts
for the year ended
31 March 2021

6 **Net income/(expenditure) for the year**

This is stated after charging:

	2021	2020
Depreciation	-	-
Operating leases - property	6,850	3,500
Independent examiners fees	4,000	3,300

7 **Staff costs and numbers**

	2021	2020
Staff costs were as follows:		
Salaries and wages	682,564	511,986
Social security	50,615	39,701
Pension	30,557	22,689
Total	763,736	574,348

No employee received emoluments of more than £60,000 (2020: Nil).

The number of full-time and part-time employees at 31 March 21 was as follows:

	2021	2020
	No.	No.
Central	6	6
Counselling	12	11
Outreach	6	6
Young people's team	-	1
Wave 2 MHST (formerly Trailblazer)	5	2
CYP IAPT	3	4
Advocacy	1	1
RIP	3	3
Total	36	34

8 **Trustee remuneration and related parties**

No trustees received any remuneration or expenses during the year (2020: Nil).
No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year (2020: None).

Key management personnel of the charity, received total remuneration benefits of £50,448 (2020 - £49,305)

Notes to the accounts
for the year ended
31 March 2021

9 Tangible fixed assets

	Improvements to Premises	Vehicle	Computer and office equipment	Total
	£	£	£	£
Cost				
At 1 April 2020	27,948	73,050	16,024	117,022
Additions	-	-	-	-
At 31 March 2021	27,948	73,050	16,024	117,022
Accumulated depreciation				
At 1 April 2020	27,948	73,050	16,024	117,022
Charge for the year	-	-	-	-
At 31 March 2021	27,948	73,050	16,024	117,022
Net book value				
At 31 March 2020	-	-	-	-
At 31 March 2021	-	-	-	-

Tangible fixed assets are used for direct charitable purposes

10 Debtors

	2021	2020
	£	£
Trade debtors	169,854	78,516
Prepayments and other debtors	4,997	5,467
Accrued income	-	6,000
Total	174,851	89,983

Notes to the accounts
for the year ended
31 March 2021

11 Creditors: amounts falling due within one year

	2021	2020
	£	£
Taxation and social security	-	13,566
Accruals and other creditors	37,857	54,149
Deferred income	104,034	48,516
Total	141,891	116,231
Deferred income brought forward	48,516	11,289
Amount released in year to income from charitable activities	(10,289)	(6,000)
Amount deferred in year	65,807	43,227
Balance as at 31.03.2021	104,034	48,516

12 Analysis of net assets between funds

	General funds	Designated funds	Restricted funds	Total funds
	£	£	£	£
Tangible fixed assets	-	-	-	-
Net current assets	134,056	319,863	1,379	455,298
Net assets at 31 March 2021	134,056	319,863	1,379	455,298

Notes to the accounts
for the year ended
31 March 2021

13 Analysis of charitable funds

	At 1 April 2020	Incoming resources	Outgoing resources	Transfers	At 31 March 2021
	£	£	£	£	£
Restricted funds:					
Buy a Brick	1,379	-	-	-	1,379
BBC Children in Need	-	31,265	31,265	-	-
Croydon NHS – CYP IAPT	1,897	-	1,897	-	-
Single Point of Access (SPA) fund	1,410	-	1,410	-	-
Nicola Boswell fund	-	310	447	137	-
Total restricted funds	4,686	31,575	35,019	137	1,379
Unrestricted funds					
Designated funds					
Agency contingency fund, to ensure continuation of services, when replacement funding is not immediately available	110,000	-	-	10,000	120,000
Building and repairs fund (including possible future relocation costs)	15,000	-	-	5,000	20,000
Replacement asset fund re Talkbus	120,000	-	-	-	120,000
Training services development and staff training	9,000	-		3,000	12,000
Inclusion and Diversity Action Fund	20,000	-	-	(137)	19,863
Mental Health Investment Fund	-	28,000	-	-	28,000
Local Transformation Fund	-	62,000	62,000	-	-
Croydon Best Start PIP (LA)	-	63,285	63,285	-	-
General reserves	104,742	768,728	721,414	(18,000)	134,056
Total unrestricted funds	378,742	922,013	846,699	(137)	453,919
Total funds	383,428	953,588	881,718	-	455,298

Notes to the accounts
for the year ended
31 March 2021

13 Analysis of charitable funds (continued)

Previous year:

	At 1 April 2019	Incoming resources	Outgoing resources	Transfers	At 31 March 2020
	£	£	£	£	£
Restricted funds:					
Buy a Brick	1,379	-	-	-	1,379
BBC Children in Need	-	27,612	27,612	-	-
Croydon NHS – CYP IAPT	-	18,506	16,609	-	1,897
Young People's Team	-	6,569	6,569	-	-
Single Point of Access (SPA) fund	8,242	-	6,832	-	1,410
Fixed asset fund	-	-	-	-	-
Total restricted funds	9,621	52,687	57,622	-	4,686
Unrestricted funds					
Designated funds					
Agency contingency fund, to ensure continuation of services, when replacement funding is not immediately available	110,000	-	-	-	110,000
Building and repairs fund	10,000	-	-	5,000	15,000
Replacement asset fund re Talkbus	100,000		-	20,000	120,000
Training services development and staff training	10,000		1,192	192	9,000
Inclusion & Diversity Action Fund	-	-	-	20,000	20,000
Local Transformation Fund	-	62,001	62,001	-	-
Croydon Best Start PIP (LA)	-	63,464	63,464	-	-
General reserves	99,781	539,802	489,649	(45,192)	104,742
Total unrestricted funds	329,781	665,267	616,306	-	378,742
Total funds	339,402	717,954	673,928	-	383,428

Notes to the accounts
for the year ended
31 March 2021

18. Analysis of funds (continued)

Purposes of restricted funds:
Buy a Brick: comprises of small donations received towards purchase of own building.
BBC Children in Need: provided support for the Outreach team benefiting children aged 11 who will be moving to secondary schools.
CYP – IAPT: towards backfill for Schools/CDI Counsellors, who are on a two year IPA training course – funded by the NHS.
Single Point of Access (SPA) fund: provided funding for purchase, maintenance and delivery of IT equipment and related expenditure.
Nicola Boswell Fund: represents funds donated in memory of Nicola Boswell, a former Drop In volunteer counsellor. This fund will be used in conjunction with the Designated Inclusion & Diversity Action Fund, for the purposes outlined below.

Purposes of designated funds:

Inclusion and Diversity Action Fund: This fund exists to offer financial support to staff and beneficiaries of the charity, particularly those from the BAME communities, for the purpose of supporting their further education, employment opportunities and continuing Personal & Professional Development. This fund will be used gradually over the next three to five years.
Local transformation plan: Funding to support the maintenance and development of our IT systems linked to Information Governance, equipment, hardware over four years of the programme.
PIP – Parent Infant Partnership: Funding to support the Operational Lead, Clinical Lead and Administrator posts.
The names of the other funds provide an understanding of the nature and purpose.

Transfers represent changes in designation approved by the trustees.

In the financial year 2021/2022, the charity will be using the Training services fund to implement a new training and development plan. It will also be using the Building and repairs funds to renovate two new premises which are being leased and the Mental Health Investment fund will be used to employ more frontline staff to reduce waiting times for accessing support.
The charity is currently investigating the possibility of replacing the existing Talkbus and it is hoped that the replacement will be purchased within the next eighteen months.
The charity is hopeful that it will not be necessary to use the Agency contingency fund in the next twelve months.

14 Lease commitments

The company's commitments for rental payments under operating leases payable during the year are as follows:

	Land and buildings	
	2021	2020
	£	£
Leases expiring:		
Within 1 year from 31 March 2021 - amount per annum	11,820	3,500

The lease for £3,500 pa can be terminated by either party by giving six month's notice. The lease for £8,320 pa can be terminated by either party giving 30 day's notice