

**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**

<b>Status:</b>	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.
<b>Secretary and Registered Office:</b>	Nicola Newman 132 Church Street CR0 1RF
<b>Trustees:</b>	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)
<b>Chief Executive Officer:</b>	Mr. Gordon Knott
<b>Independent Examiner:</b>	Sargent & Co Chartered Accountants 219 Croydon Road Caterham Surrey CR3 6PH
<b>Bankers:</b>	The Co-operative Bank Plc 91 George Street Croydon CR9 3QT
<b>Solicitors:</b>	Streeter Marshall 74 High Street Croydon CR9 2U

# **Croydon Youth Information & Counselling Service Limited**

## **Trustees' Report for the year ended 31<sup>st</sup> 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 31<sup>st</sup> 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 31<sup>st</sup> 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 is 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.

## **Croydon Youth Information & Counselling Service Limited**

### **Trustees' Report for the year ended 31<sup>st</sup> March 2022**

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

## **Croydon Youth Information & Counselling Service Limited**

### **Trustees' Report for the year ended 31<sup>st</sup> March 2022**

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 3<sup>rd</sup> year Psychology Undergraduate, who completed her placement with us, and Sonia Garnett moved into Lead Worker role for Go Further Go Higher, a new

# **Croydon Youth Information & Counselling Service Limited**

## **Trustees' Report for the year ended 31<sup>st</sup> March 2022**

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."*

# **Croydon Youth Information & Counselling Service Limited**

## **Trustees' Report for the year ended 31<sup>st</sup> March 2022**

### **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 31<sup>st</sup> 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



## **Croydon Youth Information & Counselling Service Limited**

### **Trustees' Report for the year ended 31<sup>st</sup> March 2022**

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

## **Croydon Youth Information & Counselling Service Limited**

### **Trustees' Report for the year ended 31<sup>st</sup> March 2022**

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 31<sup>st</sup> 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 31<sup>st</sup> 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.

## **Croydon Youth Information & Counselling Service Limited**

### **Independent Auditor's Report for the year ended 31<sup>st</sup> March 2022**

#### **Other information**

The other information comprises the information included in the trustees annual report<sup>2</sup>, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report<sup>2</sup>. 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.

# **Croydon Youth Information & Counselling Service Limited**

## **Independent Auditor's Report for the year ended 31<sup>st</sup> March 2022**

### **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.

## **Croydon Youth Information & Counselling Service Limited**

### **Independent Auditor's Report for the year ended 31<sup>st</sup> 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

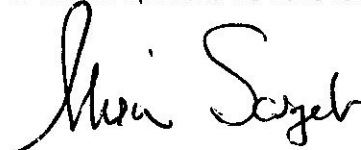
A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

#### **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

	<u>Note</u>	<u>Restricted funds</u> £	<u>Unrestricted funds</u> £	<u>Total funds 2022</u> £	<u>Restricted funds</u> £	<u>Unrestricted funds</u> £	<u>Total funds 2021</u> £
<b>Income</b>							
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	-	-	-
<b>Total income</b>		<u>55,495</u>	<u>1,302,532</u>	<u>1,358,027</u>	<u>31,575</u>	<u>922,013</u>	<u>953,588</u>
<b>Expenditure</b>							
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	-	-	-
<b>Total expenditure</b>		<u>58,187</u>	<u>1,158,053</u>	<u>1,216,240</u>	<u>35,019</u>	<u>846,699</u>	<u>881,718</u>
<b>Net incoming/(expenditure) before transfers</b>		(2,692)	144,479	141,787	(3,444)	75,314	71,870
Transfers between funds	13	2,692	(2,692)	-	137	(137)	-
<b>Net movement in funds</b>		-	141,787	141,787	(3,307)	75,177	71,870
<b>Reconciliation of funds</b>							
Total funds brought forward		1,379	453,919	455,298	4,686	378,742	383,428
<b>Total funds carried forward</b>	13	<u>1,379</u>	<u>595,706</u>	<u>597,085</u>	<u>1,379</u>	<u>453,919</u>	<u>455,298</u>

All income and expenditure derive from continuing activities.

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

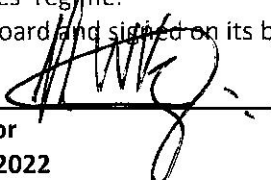
# Croydon Youth Information & Counselling Service Limited

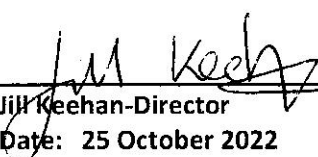
## Balance Sheet as at 31 March 2022

	Note	<u>2022</u>		<u>2021</u>	
		£	£	£	£
<b>Fixed assets</b>					
Tangible assets	9		47,659		0
<b>Total fixed assets</b>			47,659		0
<b>Current assets</b>					
Debtors	10	247,143		174,851	
Cash at bank and in hand		455,188		422,338	
<b>Total current assets</b>		702,331		597,189	
<b>Creditors: amounts falling due within one year</b>	11	(152,905)		(141,891)	
<b>Net current assets</b>			549,426		455,298
<b>Total assets less current liabilities</b>			597,085		455,298
<b>Net assets</b>	12		597,085		455,298
<b>The funds of the charity:</b>					
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
<b>Total charity funds</b>	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 Keenan-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 £
<b>Cash flows from operating activities</b>		
<i>Net cash provided by (used in) operating activities (see below)</i>	<u>80,174</u>	<u>12,610</u>
<b>Cash flows from investing activities</b>		
Deposit for purchase of new vehicle	(47,659)	-
Interest received	<u>335</u>	<u>52</u>
<i>Cash provided by(used in) investing activities</i>	<u>( 47,324)</u>	<u>52</u>
<i>Change in cash and cash equivalents in the reporting period</i>		
Cash and cash equivalents at the beginning of the reporting period	422,338	409,676
Net movement in cash and cash equivalents	<u>32,850</u>	<u>12,662</u>
<i>Cash and cash equivalents at the end of the reporting period</i>	<u>455,188</u>	<u>422,338</u>
<i>Net income/(expenditure) for the reporting period (as per the statement of financial activities)</i>	141,787	71,870
<b>Adjustments for:</b>		
Depreciation charges	-	-
Interest received	(335)	(52)
(Increase)/decrease in debtors	(72,292)	(84,868)
Increase/(decrease) in creditors	<u>11,014</u>	<u>25,660</u>
<b>Net cash provided by (used in) operating activities</b>	<u>80,174</u>	<u>12,610</u>
Analysis of cash and cash equivalents		
<b>Total cash in hand at the end of the year</b>	<u>455,188</u>	<u>422,338</u>



# **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.

# **Croydon Youth Information & Counselling Service Limited**

## **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

## **Croydon Youth Information & Counselling Service Limited**

### **Notes to the accounts for the year ended 31 March 2022**

(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.

## **Croydon Youth Information & Counselling Service Limited**

### **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**

	<b>Restricted funds</b>	<b>Unrestricted funds</b>	<b>Total funds 2022</b>	<b>Total funds 2021</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b><i>Grants</i></b>				
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	-
<b><i>Donations and gifts</i></b>	<b>260</b>	<b>6,916</b>	<b>7,176</b>	<b>10,371</b>
<b>Total</b>	<b><u>55,495</u></b>	<b><u>59,712</u></b>	<b><u>115,207</u></b>	<b><u>60,436</u></b>

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.

## Croydon Youth Information & Counselling Service Limited

### 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

## Croydon Youth Information & Counselling Service Limited

### 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	-
	<u>1,184,836</u>	<u>24,369</u>	<u>7,035</u>	<u>1,216,240</u>	<u>881,718</u>

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).

# **Croydon Youth Information & Counselling Service Limited**

## **Notes to the accounts for the year ended 31 March 2022**

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

This is stated after charging:

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

### **7 Staff costs and numbers**

Staff costs were as follows:

	<u><b>2022</b></u>	<u><b>2021</b></u>
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	<u>1,003,055</u>	<u>763,736</u>

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:

	<u><b>2022</b></u>	<u><b>2021</b></u>
	<b>No.</b>	<b>No.</b>
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	<u>46</u>	<u>36</u>

### **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.)

# Croydon Youth Information & Counselling Service Limited

## Notes to the accounts for the year ended 31 March 2022

### 9 Tangible fixed assets

	Improvements to Premises	Vehicle	Computer and office equipment	Total
	£	£	£	£
<b>Cost</b>				
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
<b>Accumulated depreciation</b>				
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
<b>Net book value</b>				
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



## Croydon Youth Information & Counselling Service Limited

### Notes to the accounts for the year ended 31 March 2022

#### 11 Creditors: amounts falling due within one year

	<u>2022</u>	<u>2021</u>
	£	£
Taxation and social security	-	-
Accruals and other creditors	38,553	37,857
Deferred income	114,352	104,034
	<hr/>	<hr/>
Total	152,905	141,891
	<hr/>	<hr/>
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
	<hr/>	<hr/>
Balance as at 31.03.2022	114,352	104,034
	<hr/>	<hr/>

#### 12 Analysis of net assets between funds

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

# Croydon Youth Information & Counselling Service Limited

## 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
	£	£	£	£	£
<b><i>Restricted funds:</i></b>					
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
<b><i>Unrestricted funds</i></b>					
<b>Designated funds</b>					
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)	-	-
<b>General reserves</b>	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
<b>Total funds</b>	455,298	1,358,027	(1,216,240)	-	597,085

## Croydon Youth Information & Counselling Service Limited

### 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
	£	£	£	£	£
<b><i>Restricted funds:</i></b>					
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	-
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Total restricted funds	4,686	31,575	35,019	137	1,379
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
<b><i>Unrestricted funds</i></b>					
<b>Designated funds</b>					
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	-	-
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
<b>General reserves</b>	104,742	768,728	721,414	(18,000)	134,056
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Total unrestricted funds	378,742	922,013	846,699	(137)	453,919
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
<b>Total funds</b>	383,428	953,588	881,718	-	455,298
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>

## **Croydon Youth Information & Counselling Service Limited**

### **Notes to the accounts for the year ended 31 March 2022**

#### **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.

## **Croydon Youth Information & Counselling Service Limited**

### **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:

	<b><u>Land and buildings</u></b>	
	<b><u>2022</u></b>	<b><u>2021</u></b>
	<b>£</b>	<b>£</b>
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

