

"OFF THE RECORD" YOUTH COUNSELLING CROYDON

England & Wales · Charity number 1051144

Details

Other names	DNA DRUGS AND ALCOHOL SERVICE, DNA DRUGS N ALCOHOL PROJECT, THE COUNSELLING SERVICE, THE YOUNG CARERS SUPPORT PROJECT
Status	Registered
Legal form	Charitable company
Company number	02987817
Registered	1995-12-01
Register	View on the Charity Commission register

Contact

Address	Off The Record Youth Counselling 72 Queens Road Croydon CR0 2PR
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Website	www.talkofftherecord.org
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Activities

Objects: (A)TO PROMOTE THE PRESERVATION AND PROTECTION OF GOOD HEALTH. (B)TO UNDERTAKE ANY OTHER CHARITABLE ACTIVITY.

Activities: The agency provides a range of support services to children, young people and young adults who live, work or study in the boroughs of Croydon, Sutton and Merton.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Other Charitable Activities
- **What:** General Charitable Purposes, The Advancement Of Health Or Saving Of Lives, Human Rights/religious Or Racial Harmony/equality Or Diversity
- **Who:** Children/young People, People Of A Particular Ethnic Or Racial Origin

Geography

- Croydon
- Merton
- Sutton

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£3,028,391	£2,712,797	£1,445,147	73
2024-03-31	£2,694,844	£2,610,087	£1,129,553	67
2023-03-31	£2,483,441	£2,591,672	£1,044,796	69
2022-03-31	£2,328,321	£1,960,057	£1,153,027	44
2021-03-31	£1,748,888	£1,743,947	£784,763	62

Trustees

Name	Role	Appointed
Amy Hsiao Han Lee		2024-11-30
Benjamin Randall		2023-05-20
Clement Amankwah		2024-03-23
Emily Birch		2025-11-29
Grainne Maria Beeney		2024-07-13
Patricia Davies Nearn		2015-06-27
Rebecca Sarson		2025-11-29
Samantha Griggs		2024-07-13

Accounts

“OFF THE RECORD” YOUTH COUNSELLING CROYDON

(A Company Limited by Guarantee)

ANNUAL REPORT AND FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2025

Charity Registration Number 1051144

Registered Company Number 02987817

AZETS AUDIT SERVICES

Chartered Accountants

1st Floor

River House

1 Maidstone Road

Sidcup

Kent

DA14 5RH

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

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“OFF THE RECORD” YOUTH COUNSELLING CROYDON
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REFERENCE AND ADMINISTRATIVE DETAILS

**Charity Trustees and
Company Directors**

Patricia Nearn
Ben Randall
Clement Amankwah
Samantha Griggs
Grainne Beeney
Amy Lee

Key Management

Geoff Jones – Chief Executive - from 01/09/24
Karen Stott – Chief Executive – left 24/08/24
Emily Collinsbeare
Caroline Dwan
Geneen Gray
Michelle Handley
Gosia Pawlowska
Elizabeth Conway

Principal Address

72 Queens Road
Croydon
Surrey
CR0 2PR

Statutory Auditor

Azets Audit Services
1st Floor
River House
1 Maidstone Road
Sidcup, DA14 5RH

Bankers

Santander UK plc
BBAM
Bridle Road
Bootle
Merseyside
GIR 0AA

Virgin Money plc
Jubilee House
Gosforth
Newcastle upon Tyne
NE3 4PL

HSBC
9 Wellesley Road
Croydon
CR9 2AA

“OFF THE RECORD” YOUTH COUNSELLING CROYDON **(A company Limited by Guarantee)**

TRUSTEES’ REPORT **FOR THE YEAR ENDED 31 MARCH 2025**

The Trustee Board has pleasure in presenting their Annual Report and Financial Statements for the year ended 31 March 2025.

“Off the Record” Youth Counselling Croydon is a registered charity (Charity Number 1051144) and a company limited by guarantee (Company Number 2987817)..

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charities trustee deed, the Charities Act 2011 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 published on 16 the July 2014.

STRATEGIC REPORT

Our Overall, Vision

Big, beautiful, brilliant and better mental health for all.

Our Mission

“Showing Up” for all children and young people's mental health in South London and Southwest London.

OBJECTIVES, ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE

Off the Record’s legal objects are stated in our Articles of Association as:

To promote the preservation of good health

To undertake any other charitable activity

These objects are met through the Charity’s strategic aim – to provide a broad range of high quality safe, accessible, fast and effective (SAFE) mental health support services for children and young people. The objects are further supported through our strategic objectives:

- To ensure safety, quality and effectiveness
- To increase service choice and relevance and performance and clinical excellence
- To make services fast and accessible
- To strengthen Charity integration and development
- To ensure sustainability for the Charity and our services

Throughout 2024/25 the Charity continued to deliver its core activities and services – Counselling / Mental Health Services (including on-line counselling) in the Boroughs of Croydon, Sutton and Merton; Outreach work (including our Black Minority Ethnic Community Development work) and our CHRIS youth violence work); Refugee and Asylum Seeker Counselling Service and the Croydon Carers Service. In January 2025 the Charity added a new Wave 12 team to its mental health delivery in schools and now hosts one schools team in Merton and three in Croydon (hosted jointly with Croydon Drop In – our trusted local partner).

Our founder and CEO Karen Stott retired in August 2024 after thirty years of leading Off the Record. Karen's vision determined the direction and development of our charity over the during this period and always stayed true to the original conception of a humanistic free offer of talking therapies for as many children and young people as possible. Initially the charity operated in the borough of Croydon, but in recent years extended into Merton and Sutton.

At the heart of Karen’s vision and day-to-day work as a CEO was a depth of compassion and kindness and a humanistic model that all young people given the right conditions would be able to make choices and decisions about their own lives. This belief remains in our DNA as Charity as we move forward. Geoff Jones, the assistant CEO, stepped into the role after 23 years working alongside Karen.

Off the Records Vision remains vibrant and luminous in these challenging times for many young people; Big, Beautiful, Brilliant and Better mental health for all. Our mission remains “Showing up “for all children and young people's mental health in South London and Southwest London.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
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TRUSTEES’ REPORT
FOR THE YEAR ENDED 31 MARCH 2025

OBJECTIVES, ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE (continued)

Throughout this period our aim has always been to deliver a wide menu of high-quality humanistic support services to children and young people in Southwest London. Demand remains high following the pandemic with young people presenting increased complexity. These are challenging times for young people, and Off the Record is determined to respond appropriately to meet the ever-changing mental health needs of young people. This has meant that we have continued with the modernisation of our therapeutic offer and ensure that our work forces “looks and sounds like” the local demographic. We place a high store on relatability, effectiveness, engagement, and brilliant and compassionate communication skills delivered by a talented and diverse workforce.

Another aspect of our strategic approach remains our partnership work with a wide range of voluntary sector groups, statutory partners and community groups in the three boroughs that we work in. We believe that our mental health work and messaging is strengthened and enriched if it takes place within the groups and activities that local people know engage and trust. We are continuing to renew, strengthen and refresh our partnerships in order that they remain ethical, meaningful and bring increased added value to ourselves and the wider voluntary sector.

We continue to operate from the freehold property at 72 Queens Rd, Croydon, which the charity purchased in 1995 by means of a central grant of £138,672 from the South Thames Regional Health Authority. The Queens Road offices serve as a base for the Croydon Counselling service, the outreach and Community Development service and the Refugee Counselling Service.

The Sutton counselling service operates from rented premises at 172 Croydon Road, Beddington and our Merton counselling services is based in rented rooms at Vestry Hall in Mitcham. In addition to our existing premises, the charity moved its central administration and management to a newly rented property at Portland House at 678 London Rd near our Queens Road building.

With limited exceptions, all our staff are now back in our offices for their working hours. We made the strategic decision to have a higher profile in our local communities and ensure that the bulk of our mental health offers to young people are relational and face to face in response to what young people were asking us.

We saw a continuing increase in the numbers of young people accessing our services and we prioritised seeing young people as quickly as possible – support at the point of need rather than availability.

The Trustee Board wishes to express its appreciation for the challenging work undertaken by all the staff within the charity, in delivering and developing the charities services to children and young people. We are also appreciative of our local commissioners and external funders who have fully maintained and extended their financial support for our work throughout 2024/2025.

Plans For Future Periods

We recognise that the world, the country and our local communities are in an increased state of flux and heightened alert and our local demographic of children and young people particularly so.

We are fully committed to accompanying and supporting young people with their mental health throughout this time of change. We have recognised that while many children and young people live predominantly online lives, we are committed to being in the “real world” and offering relational help and support at the point of need. We are 100% committed to maintaining low waiting and no waiting times throughout the expansion of our First Contact Team. We are committed to agility, energy, and movement in our offers to young people and plan to run regular drop-ins for young people in the short-term future. The development of our First Contact Team and our new peer support workers are both examples of energising our support package and keeping young people's needs, wishes and demands at the centre of everything that we do.

Over the last year we have built and piloted a new database from which we can collect session by session feedback and data from young people themselves. We believe that we are one of the biggest voluntary sector suppliers of data to the NHS. The collection and scrutiny of our data will continue to drive our strategic development alongside the amplification and celebration of a strong “Youth Voice.” Alongside our data – young people's stories will continue to inspire and drive our work throughout 2025 /26.

We will continue to respond with agility to the “call out” for help at the point of need rather than availability and will increase the number of mental health open access drop-ins that we provide in our local communities.

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TRUSTEES’ REPORT
FOR THE YEAR ENDED 31 MARCH 2025

OBJECTIVES, ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE (continued)

We will continue to consolidate our internal restructuring – ensuring that we have an integrated and consistent management structure that can respond to mental health needs quickly and effectively.

We will continue to develop innovative and creative responses to the mental health needs of boys and young men, tackle the needs that flow from the increase in violence to girls and young women, and ensure that we are supporting young people who identify as trans with their mental health. We will continue to work with our partners in Manchester; 42nd Street in developing our national online platform Breathe.

From the accumulated reserves we will be designating funds for our online work and refurbishment of several of our premises.

Our central team

As the Charity has grown since the Pandemic and following on from the development of the First contact assessment team, it was agreed to centralise our service administration team. This is in line with our ‘one front door’ vision for young people, making it easier and more user-friendly to access our services with one phone number, one point of contact and a central team of administrators able and ready to support and process referrals with high levels of friendliness and competence.

Previously our service administrators worked from the building in the borough, they provided admin support for and were managed by the Service Lead/Manager in that borough. We wanted to bring them together, under one manager, to create a team and to centralise and streamline our service administration processes across the whole organisation, creating a more collaborative way of working and in turn and most importantly providing a quicker more efficient service to the young people accessing our services.

And having agreed that The Hub wasn’t a suitable space for our needs, we searched for suitable properties to accommodate our service administration team (along with our CEO, Senior Management team, and core operations team).

In July 2024 we signed the lease on Portland House, 678 London Road, Croydon. A full renovation took place, led by our Office and Facilities Manager, supported by our Operations Manager.

In September 2024 we opened Portland House, and the team of service administrators came together to function as one team under one line manager.

We have centralised the main OTR telephone number (rather than having a different number per borough), making the ‘journey’ for those young people phoning in more straight forward. We have started bi-monthly planning meetings, meeting off site for a dedicated day, as a team to look at cross training and processes with a goal that the administrators will be agile and able to provide administration support across each of the different services within Off The Record. We will continue to have these planning meetings to work towards that goal.

With a more focused and joined up approach to the service administration team we have streamlined the processes which, along with the new database, has proved more time efficient, in turn we have been able to spend more time contacting young people and booking them in for appointments. This has meant that the waiting time for young people waiting for initial appointments has already been reduced considerably, meaning we are starting to really meet the young people at the point of need.

As the service administrators are often the first point of contact having one team means we are able to maintain a high level of service standards to the young people, parents, carers and professionals who we are in contact with, it also means we can quickly and efficiently identify and manage any risk or safeguarding issues that may become apparent to us.

It also allows us to identify any training or development needs within the team, one administrator will be signing up for being the first point of contact often means the team are exposed to some difficult information, therefore we have implemented group supervision for the team on a monthly basis in order for them to have a space to unpack this and between sessions being a collective, they also support each other as a team if the need arises.

There is still more work to do, but so far, it’s been a great success.

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TRUSTEES’ REPORT
FOR THE YEAR ENDED 31 MARCH 2025

OBJECTIVES, ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE (continued)

Our Croydon Counselling Service

Objectives and Activities

The Croydon Counselling Service is the oldest service within Off The Record and was established in October 1994. We offer free and confidential counselling and mental health support to young people aged 14-25 who either live, study, work or have a GP in the borough of Croydon. Young people predominantly self-refer to the service via a short form on the OTR website. We are also part of a formal referral pathway through the CAMHS Single Point of Contact and across the last 3 years have received an increasing number of direct referrals of young people under 18.

In the summer of 2022, Off the Record’s First Contact Team took over responsibility for initial appointments of all new self-referrals to the service with the goal of increasing fast access to initial assessment and short-term support. The First Contact team have aimed to make contact with young people at the point of need rather than availability and this has had a huge impact on our waiting lists and, despite the number of referrals increasing year on year, the First Contact Team has meant that the waiting list for an initial appointment and longer term sessions has decreased.

Since January 2024, CAMHS SPOC referrals are now seen within the First Contact Team and we have seen more engagement due to young people being picked up more quickly for initial appointments and short-term support.

All young people who sign up with the Croydon service whether self-referral or SPOC are sent a text/email with our support line details and our central administration number to contact us if they are struggling. The support line offers immediate access to a mental health practitioner and offers resources should a young person need this. We have had practitioners available to listen and offer emotional support, provide details of our services and if risk is identified in any of the calls, will provide safety planning and book the young person in for an immediate initial appointment.

Although we have not offered a regular drop-in service since the start of the Covid period, our First Contact Team have offered initial weeks and drop-in’s where we have seen an increase in sign-ups and also over Exam weeks and the Christmas period.

Off the Record also co-hosts two of Croydon’s Mental Health Support teams (alongside Croydon Drop-In). These teams provide early intervention and whole school support for a designated cluster of primary and secondary schools in the borough (more details below).

Achievements and Performance

As per previous years, the most prominent aspect of the last year has been the great demand for our services, both from those who self-refer, and those who have been signposted by Croydon Council’s Single Point of Contact (SPOC) via CAMHS.

We continue to work closely with CAMHS, with regular meetings with the CAMHS lead for SPOC, where we can raise the possibility of referring on or referring back young people who appear to be in need of CAMHS services, as well as keeping in touch with each service’s practices and waiting times. In addition, we attended the strategic Croydon meeting hosted by the local authority where all the stakeholders including the NHS commissioner is present. This provides more of an overview of how services function and interlink and the level of overall demand in the borough.

Our Croydon Service is accredited with the BACP and we have completed and met the Annual Rolling Review. The service is accredited until January 2028.

In total, including self-referrals and SPOC referrals, we had 1,272 new contacts from young people between April 2024 – March 2025, which is a substantial increase from last year of 906. During this period, the service offered 3,725 sessions.

We have continued to offer counselling through in-person and remote options (telephone/video) depending on the young person’s preference. There continues to be an increase in the number of young people requesting in-person sessions and a much smaller number through video. This year, our online service have introduced an offer of telephone/video sessions through the online platform which has meant that we have been able to move young people who have presented with low risk to this medium where they have been offered sessions within a few weeks, and has created a further reduction in our waiting times. Young people tell us that remote options make it easier for them to commit to sessions without the added pressure of travelling to our buildings. However, they also value in-person sessions, particularly after the forced isolation of Covid.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON (A company Limited by Guarantee)

TRUSTEES’ REPORT FOR THE YEAR ENDED 31 MARCH 2025

OBJECTIVES, ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE (continued)

Across the year around 21% of our clients were male and 69% female. The remaining 10% were young people who defined themselves as transgender or non-binary which is becoming an increasing feature of our work and an increase from last year. As with the previous year, we have seen that more young women access our Croydon service compared to young men. We continue in our efforts to engage young men and diverse gender identities through our outreach work.

Splits between age groups are relatively consistent with previous years with 46% aged 14-17, 27% aged 18-21 and 27% aged 22-25.

Croydon is a very diverse borough, and this is reflected in the ethnicity of young people approaching the Croydon service. 49% of new contacts described themselves as from Black African, Black Caribbean, Black British or Black other backgrounds. 18% identified as being from a range of Asian backgrounds, 26% as White British and the remaining 7% described themselves as being of dual and other heritage.

The main presenting issues brought to counselling continue to be anxiety (246 clients), family related issues (226), school/work difficulties (217), interpersonal/friendship issues (isolation/loneliness (105), trauma/PTSD (94), suicidal ideation/attempts (89)176), depression (131), anger (127), identity (74) and self-harm (64). (Note: young people usually present with more than one issue).

Examples of feedback from young people using the Croydon service include:

“5 star services, kind and down to earth people, highly understanding and patient”.

“I have spread the word about Off the Record to friends that may be in need. I want to commend the service for being super beneficial to people like me and how accommodating it is. I feel very strongly that your service has and always will be able to help young people like me”

“I felt incredibly safe, looked after and listened to and taken seriously”.

“I felt understood and validated. They listened and didn’t judge me. Everyone is so nice and understanding”.

“I was taken care of. There are not enough words to describe how impactful my journey has been from start to finish”.

CHRIS & Custody Suite

Our CHRIS work provides 1:1 therapeutic support to young people aged 14-25. This support has been available at our Croydon service, over the phone/zoom or in the community at a space that is safe and confidential for the young people who have been affected by escalating incidents of serious youth violence or sudden death. Our CHRIS practitioners have also attended spaces where there have been reports of youth violence or sudden death to ensure that we are available to speak with young people and in some cases lay flowers and leave our service cards.

Young people contacting CHRIS are fast-tracked to a BAME counsellor who are able to respond flexibly to their needs.

From April 2023, our CHRIS work expanded to offer support to young people passing through the Croydon custody suite and this year we were successful in our bid to continue the custody suite work. Support is offered to young people aged 10-25 who have been arrested and includes counselling and support/advice on housing, welfare benefits and engagement with sports and other positive activities. We have also attended several events to speak about this work and engage with professionals and young people so they are aware of this service.

Young Refugee Service

The Refugee Service provides individual counselling and group work to young refugees, asylum seekers or forced migrants aged 11-25yrs in Croydon. Counselling is generally short-term and delivered through a mixture of sessions offered in outreach locations and at Off the Record’s offices as this maximises our accessibility for this vulnerable group of young people.

We had 132 referrals in 24-25, this has stayed relatively stable across the year, young people from Afghanistan continue to be our biggest cultural group at almost 30%. Young men represent more than 80% of our client group. 56% of the client group are currently looked after by a local authority (social care/leaving care team) but a significantly higher number have lived care experience and now live independently but in isolated and complex situations in a hostile environment in England.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON (A company Limited by Guarantee)

TRUSTEES’ REPORT FOR THE YEAR ENDED 31 MARCH 2025

OBJECTIVES, ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE (continued)

We have strong working relationships and partnerships with a range of refugee supporting organisations, we are an active part of the Croydon Young Refugees Network.

We facilitate a wellbeing and mental health afternoon at the Croydon Virtual School during term time every Friday. The relationships here between staff and pupils is strong and young people find the activities (mainly creative based) a good way to explore mental health language and wellbeing tools, particularly through metaphors. Young people will attend the Virtual School for at least one term at a time so there is space for them to develop themselves and explore their feelings over time.

We provide art and craft sessions at Crystal Palace hotel for children, young people and parents once a week. There isn't a private counselling space at the hotel, so group sessions are a way to promote the work of the Young Refugee Service in Off the Record and encourage some play and safe space for children and young people to be themselves for a few hours. Parents often sit with their children and young people which creates a community and intergenerational experience.

A mental health practitioner attends Young Roots youth club once a week, they provide 1:1 sessions as mental health check-in's and also engage with young people in a group setting to let young people feel comfortable with mental health staff and conversations. When not offering 1:1's the colleague is part of the wider staff team and activities that happen for young people.

Young people's voices:

“Young person said he likes coming here and thinks OTR is a very good place. He said before he came here, nobody asked him how he was on a deeper level and that felt really bad. But here, he feels he can open up because he is asked how he 'really' feels and that encourages him that he can share his real feelings. He said he used to have headaches lasting very long but now he comes here his headaches are less frequent.”

“Young person said he came to Off the Record as a boy and has finished as a man, he said he has grown and matured through this process, learned to be more present and calmer and leave the past in the past and not worry about the future. Young person said he is so thankful for the support and that he is willing to share his experiences of OTR because it might help someone else. Young person said 'you have really been there for me through everything.’”

Young Carers Service

The Young Carers Service is a free and friendly service, offering support to young people aged 7-25, caring for someone with a physical disability, mental health issue, long-term physical illness, learning difficulty or for drug and alcohol dependency. The service offers assessment, respite, and educational, emotional and social support to children and young people. The team provides casework aimed at reducing the effects of harmful caring and enabling young carers to build their aspirations, to have positive mental health and healthy minds and fulfil their potential beyond their caring role. The Young Carers Service is staffed by a multidisciplinary team and is based at Portland House.

We had 265 referrals into the service this year, this continues to rise quarter by quarter, this is positive that young people and their support structures know there is a service for them but increases our pressure to do the best for them. The two largest referral pathways are from Croydon social care and Education setting; this makes up more than 60% of our professional referrals.

We have 984 young carers and young adult carers registered with the service attending 183 different education settings, with a breakdown of 58% young women and 41% young men. Mothers and brothers are the most cared for, being 79% of those recorded, over 80% of families report that the young carer care for one person in their family/home, we believe that this is an under-reporting in multi person caring based on anecdotal discussions with young people.

The biggest success of 2024-25 has been the fantastic news that we were awarded the new Young Carers contract from Croydon Council and SWL ICB. There was a huge amount of work put into this procurement process and how we could offer a new service specification after delivering the service for 20+ years. We have suggested a faster engaging, more responsive and holistic approach which will be a change of some processes and roles in team but still keeps young carers and young adult carers at the centre.

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TRUSTEES’ REPORT FOR THE YEAR ENDED 31 MARCH 2025

OBJECTIVES, ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE (continued)

We have had excellent respite engagement this year, as an example during the winter break, we hosted 5 activities with 207 individual young people attending. Particularly popular was the Stanley Arts, South Norwood panto on 21st Dec, we had 44 young people attending and many parents/guardians commented on how positive it was for the festive feelings and for young people to see live creative theatre in a community setting. Young carers continue to ask for respite that includes food, both as a treat and because during the school holidays they often don’t have a hot meal or can’t afford to eat in restaurants.

This year we refreshed our connection with Sutton Young Carers Service at a Sutton community partnership event in December 24. It was helpful to exchange thoughts about young carers needs across both boroughs and to hear about their processes of referral, registration and their data around wait times/numbers in service etc.

We continue to engage with colleagues in Croydon Council and SLAM, delivering training/workshops for them and sharing data and information about the cohort of young carers in the borough.

In November 24 the Young Carers Service staff team, Off the Record CEO and a group of young carers attended the Croydon Carers Strategy Launch at Bernard Weatherill House. The YCS had submitted two recordings of young adult carers speaking about their lives and caring roles which were played at the event and one young carer spoke ‘live’ about their caring role and how the YCS has supported them. These two examples of young people’s voices were very poignant, and many professionals spoke to us about the impact they had.

Community Team and CDW

The Community Team based within Off the Record delivers community development work focused on addressing mental health inequalities for racialised communities alongside community and outreach work with the aim to meet the needs of marginalised young people who struggle for a range of reasons to access mental health, wellbeing and counselling support.

Our work as part of the ‘Life House’ project funded by the Suicide Prevention Grant (DHSC) has been strong, delivering six ‘residencies’ in three boroughs across the year. The ‘Youth Caff’ residency in Croydon with youth charity Reaching Higher was launched in September, and practitioners continued ongoing residencies at Champz Youth Zone (Sutton), Pollard’s Hill youth club (Merton) and Stanley Arts (Croydon) while The Quad (Sutton YOS) and High St Detached Team (Sutton) residencies have ended. In addition to providing direct support and signposting to young people, a diverse range of mental health interventions were carried out by practitioners, including:

- Supporting with cooking classes
- Leading football training sessions
- Boxing/MMA-style sessions
- Printmaking
- Collaborations with performers and artists
- Support with CV and job hunting
- Anger management coping skills
- Relationship and family difficulties coping skills

Practitioners worked in collaboration with other non-mental health professionals to design and implement new interventions and services and worked together to manage risk and safeguarding. Positive feedback was received from all service providers.

We regularly attend the Suicide Prevention and Self Harm steering group in Croydon that is facilitated by Croydon Public Health.

Legacy Onside Youth Zone sessions continue fortnightly during term time, we have continued with the same member of staff so there is consistency in the relationship building. Young people have started to self-refer into Off the Record from check in sessions with the practitioner and feeling comfortable about the support they might get. Young people have a space to talk about their weeks and the feelings that is comfortable and safe.

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**TRUSTEES’ REPORT
FOR THE YEAR ENDED 31 MARCH 2025**

OBJECTIVES, ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE (continued)

Feedback from Inclusion Co-ordinator:

“At the beginning we saw slow progress as young people adjusted to having Off the Record practitioners in the building, but a solid, respectful relationships has since developed. Practitioners have been valuable assets to Legacy and the Wellbeing Room, bringing a welcoming atmosphere where young people regularly engage. The Trim n Grin session was particularly successful, providing haircuts/trims for young people who cannot afford them and creating a vibrant atmosphere. The grin was really grinning, which has also increased engagement from young people who previously did not enter the Wellbeing Room. Participation in Off the Record's Charity Day allowed young people to meet staff and better understand Off the Record's services and values.”

Off the Record practitioners attended the annual Preparing for Adulthood event held by Sutton Council at the Sutton Life Centre on 14th November. The event was attended by a wide range of organisations providing opportunities and support to young people with SEND in the borough. As well as giving out flyers, business cards and small kits with stress toys, Off the Record hosted a participatory art activity in which young people were invited to write a positive message on a small square of fabric to be attached to a ‘wellbeing quilt’. 50 young people with SEND age 16-18 were engaged in mental health conversations around the following subjects:

- What we can do when we're feeling low to help us feel better
- Different types of support networks
- Encouraging friends and loved ones to reach out
- Exam stress
- Worries about the future
- Friendship/relationship difficulties

We had a small pot of funding to deliver some Trim n Grin's in Merton this year, they have been well attended (particularly at Pollard's Hill youth club). We have a great relationship with Krish the Barber who uses a mobile van for his barbering. We also had a Trim n Grin for Young Refugees Service over the summer holiday, although not as well attended it had a big impact on the young people, practitioners and barber.

Practitioners self-reported interventions which reflect the variety of mental health conversations:

“We talked about the importance of having someone safe, trustworthy and with good knowledge to speak to about mental health”

“We spoke about how we can be ‘in tune’ with our emotions”

“This session I spoke for 30 minutes with two neurodiverse young people who spoke about their struggles in school and fitting in. I supported them and heard their stories whilst offering emotional support and the option of 1:1s”

“A group of girls talked about the struggles of people being judgmental in school after one of the girls had some arguments that day. They initially were very angry, however myself and a youth club worker managed to regulate and calm them down and spoke to them a little bit about the unfortunate judgements that go on in school, and other places too.”

“Young people were feeling down about cost of living crisis and events that are happening across the world. I supported them in this time and we thought about how an individual can allow their life to be positive in times where there is a lot of negative around.”

We continue to attend and have good partnerships with community organisations in all three boroughs as well as Public Health, SWL ICB and Local Authorities and get invited to a range of partnership/network/strategy meetings as well as community events. We have worked closely this year with Be Inspired, Reaching Higher, Sutton Uplift, Merton Uplift Croydon CVA. We have refreshed our relationships with Croydon College and John Ruskin College and were present with student stalls at their freshers' fairs in Sep and well as London South Bank University.

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OBJECTIVES, ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE (continued)

Croydon’s Mental Health in Schools Team

Off the Record, have been part of the national mental health in schools' initiative since January 2020 with the initiation of the Wave 2 Croydon team. In January 2025, in collaboration with CDI, Off the Record were offered the opportunity to co-host the Croydon Wave 12 Mental Health Support Team. Off The Record's Mental Health Support Team offer meets a combined student population of around 12,000 students across 21 primary and secondary schools in Croydon. The teams are staffed by Education Wellbeing Practitioners working alongside school counsellors and have three core functions, to deliver evidence-based interventions for mild-to-moderate mental health issues, to support the school's senior mental health lead to develop whole school approach and to give timely advice to school and college staff and liaise with external services to help children and young people to get the right support.

In 2024-2025 Off the Record's Schools teams received 330 referrals for 1-1 and targeted small group interventions. In addition to this, they have supported over 1000 contacts under Function 2 and 3 whole school approach support. These have consisted of coffee mornings, assemblies, psychoeducational workshops for children, staff and parents, supporting school's Wellbeing Champions staff training and wellbeing, consultations and attending parent's evenings.

Function 1 – Targeted 1-1 and group work

We received 330 Referrals for 1-1 and targeted group work. 129 young people were referred for anxiety, 89 for behavioural related difficulties, 59 for other, 46 for low mood and 7 for trauma. Other is defined as loss, bereavement, relationship issues, eating issues, family issues, anger etc.

1,174 young people attended sessions over this period. 49% were female, 49% male and 2% identified as other.

We use goal based outcomes to set client-led goals as a tool to measure growth and improvement towards their therapy goal. They score this goal on a scale of 0-10 throughout their intervention. An increase of 2.45 from beginning to end of intervention is deemed a reliable improvement.

88% of young people showed a reliable improvement, 8% as no reliable change and 4% as showing a deterioration.

Feedback: For client-led interventions:

"The support I received was really beneficial not only for now but for future too. I have gained a lot of information and where to go in future if I or any of my friends need help."

"It helped me because I could tell about my feelings, it released stress and made me feel happy. I've opened up more at home and less shy with friends. And it feels good."

"I got to say things that I'd not tell anyone else. I got them out of my head. I don't feel stressed anymore."

"It helped me chill out and feel happy. I was feeling stressed before. I can focus more in lessons. I play more with friends. "

"It feels nice to open up, I usually stay quiet. It feels nice to have somebody to talk to about your feelings...once I start to open to people, you see a different side of me. It makes me feel happier, makes me want to come to school and have a good day. "

For parent-led interventions:

"My practitioner listened to all my concerns, and she was able to direct me on the right path. E.g. how to improve my relations with my daughter, what to do when she is upset."

"I could talk about things outside of my child, but also connected to him, it was the bigger picture"

"We have been given really good techniques to help with anxiety flares and we have noticed a very visible change in our son since we started this course."

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OBJECTIVES, ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE (continued)

For targeted group interventions:

"I learnt in this cool connections group empathy, how to be a good friend and not cross people's boundaries."

"I learnt how to express myself."

"I learnt to try to talk to new people and getting out my comfort zone."

Function 2 and 3

Function 2: Supporting with Senior Mental Health Lead in implementing a Whole School and College Approach to Wellbeing.

Function 3: Offering consultation and sign posting

We reached over 1000 individuals with function 2 and 3 work. This consisted of universal group work, such as psychoeducational workshops on transitions, online safety and emotional regulation, staff trainings, parent webinars, coffee mornings, assemblies, training and supporting school's wellbeing champions, consultations, attending parents' evenings and other school events.

We had 336 attendees join our online parent/carers webinars which covered topics on transitions, anxiety, low mood, common behaviour challenges, emotionally base school non-attendance, ASC, ADHD and self-care for parent/carers.

Sutton Counselling Service

Objectives and Activities

Off the Record's Sutton counselling service has been providing free, confidential one-to-one counselling support to young people aged 11-25 in Sutton since May 2013. Since October 2016, the service has been located at Off The Record's offices in Beddington.

The service has two referral routes: through the Sutton CAMHS Single Point of Access (for ages 11-17) as part of Sutton Alliance contract delivered in partnership with South West London and St George's Mental Health Trust and Jigsaw4u; and through self-referrals (for ages 11-25) funded through SWL ICB. We have regular monitoring meetings with CAMHS and the Sutton Commissioner and also attend regular meetings with our Sutton partners.

As part of our Sutton Alliance contract we also offer support to parents and carers of young people who are struggling with self-harm in the form of a two-part workshop. This is completely separate from the work we do with young people, whose confidentiality is assured. From February we have paused our self-harm workshop to refresh its content.

We have continued to offer two creative based groups for young people run by our qualified art therapists. One is an art therapy group for young survivors of abuse, domestic violence and trauma. The other is an art therapy group targeting younger adolescents who struggle to engage in a 1:1 setting or have had a short-term intervention of 1:1 support but feel would benefit from being in a group. Both these groups have proved popular and provide a medium for young people to express their feelings and concerns using art rather than words. We have also continued to offer individual 1:1 art therapy sessions to both SPA and self-referrals.

Art therapy has been particularly helpful and popular for young people who struggle to communicate their feelings and thoughts as it uses images and the art making process as a means of self-discovery and expression. Art in a therapeutic context can act as a form of non-verbal, symbolic communication which can be helpful for young people who find it difficult to find words for their experiences.

Our Sutton services also include two posts specifically delivering mental health support to young adults aged 18-25 through our partnership with Sutton Talking Therapies (previously known as Sutton Uplift). One post is a Wellbeing Navigator working within the Wellbeing Team at Sutton Talking Therapies and the other is a Peer Support Worker, part of a new mental health transformation programme in SWL.

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All new Sutton referrals, whether self-referral or SPA are offered an initial assessment through our First Contact Team which offers immediate support through short-term interventions, at the point of need rather than the point of availability. Young people who come in for an initial appointment are offered a choice of practitioner either male or female and are risk assessed and an opportunity to discuss their presenting issues and what type of support they would like going forward. A follow-up email is sent with appropriate resources, details of our workshops and a plan going forward. For some young people, one initial appointment with a follow-up check-in is all that has been needed, in other cases, we offered 3 immediate sessions.

For those where the level or risk/complexity means short-term interventions would not be appropriate, they are placed directly onto the counselling pathway within the Sutton counselling service but are still provided with details of our current support options, resources and an intervention to ‘hold’ them whilst they wait. They also receive regular check-in calls and the offer of holding sessions if needed. The result of the first contact team initiative has been that our waiting list for counselling has reduced, and feedback has been that young people have been pleased to have been offered immediate support and have felt satisfied with the support they have been given.

Achievements and Performance

During this year, there were 851 new contacts to the Sutton service, the highest figures since the service began and an increase from last year when the figure was 790. There were 568 referrals came via our self-referral pathway and 282 were via SPA (Single Point of Access).

Our First Contact team continues to work in the Sutton service, seeing both SPA and self-referrals for an initial appointment and offering short-term focused early interventions, which means our waiting list for longer-term intervention has reduced.

The age profile of young people using the Sutton services was 36% aged 11-13, 45% aged 14-17, 13% aged 18-21 and 6% aged 22-25. The largest increase has been for those age 11-13 where last year we saw 31%.

Of the young people who accessed ongoing counselling, 257 presented with anxiety, 233 with school/work issues, 198 presented with friendship issues, 197 with family issues, 122 with anger, 99 with self-harm, 91 with depression, 74 with isolation/loneliness, 74 with suicidal ideation/attempts, 64 with trauma/PTSD, 55 with identity, 34 with loss/bereavement. Other issues presented include: 31 neurodiversity/diagnosis, 29 abuse of client and 28 with other abuse related issues, 24 eating, 21 domestic violent/abuse, 12 with sexuality/gender, 8 with racism/discrimination/cultural issues, 7 with financial/welfare difficulties, 5 with gang related issues and 3 with immigration. Young people normally present with more than one related difficulty.

Feedback from young people who accessed the service indicated that they felt listened to, that the support was of benefit and many were appreciative of the provision and were well treated by the practitioner.

"The loveliest person ever, really made a massive positive impact in my life even in the short period we got sessions."

"I am very grateful and would definitely recommend this. I feel listened to extremely well and has changed a lot and made my situation easier."

"It helped me to feel its ok to talk to people about how I am feeling. I was pleased my mum learned about risks I was taking, because mum understands it better now and we can try and work through things together moving forward."

"The service was kind and understanding of my emotions. I feel ready to take on the next stage of my journey from the help of this stage here."

"My counsellor was really friendly and kind. He was extremely helpful and understanding to my issues and always made me feel heard. He offered insight with ideas and suggestions and always made me feel comfortable. He had a way about him that made me feel I was just talking to a really wise old friend rather than a professional which was lovely and comfortable."

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OBJECTIVES, ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE (continued)

Merton Counselling Report

Objectives and Activities

Off the Record’s Merton Counselling Service started in April 2019 and launched a further expanded service supporting 17 schools via Merton Schools Wellbeing Team (MSWT) in April 2021. These services are complemented by community wellbeing and outreach support with schools, local youth clubs and other community organisations, as well as delivering workshops for the parents and carers of young people struggling with self-harm.

The counselling service is open to young people ages 11 to 25 who live in the London borough of Merton, are registered with a Merton GP or attend a Merton school. Young people may access support by self-referral or referral by a professional (e.g., GP, social worker, teacher), in addition to a referral route through Merton CAMHS SPA. Emotional support and counselling are offered in-person and via video and telephone.

The Merton School’s Wellbeing Team (MSWT) provides mental health support to 17 primary and secondary schools in Merton offering direct support to children, young people, and their families. Following the successful recruitment of 4 Educational Mental Health Practitioner trainees, our team became an official MHST in January. The team offers both a flexible ‘counselling-based’ model and EMHP CBT-based intervention with emphasis on a whole school approach, universal and targeted group work and short-term one-to-one interventions suited to school delivery. In addition to clinical support, MSWT has been actively engaged in setting up an EPEC (Empowering Parents Empowering Families), a well-evidenced program designed to improve access to parenting support within the local community. In collaboration with EPEC Coordinator and practitioners from other MHST teams, the first parent group has been successfully launched. The counselling, schools and outreach support services were funded this year through SWL ICB. The service provides a safe space where young people can receive support and encouragement to deal with whatever challenges or difficulties they are facing.

Our outreach team has continued to offer themed weekly psychoeducation online workshops to young people across our Croydon, Sutton and Merton boroughs and a weekly peer support group “Keeping Connected”. Online workshops have continued for parents and carers of young people who struggle with self-harm, alongside workshops for parents and carers of young people struggling with emotion-based school avoidance. Our service hub is based in Vestry Hall, a local authority owned building, in the east of the borough (Mitcham). Counselling and emotional support sessions are also offered at The Nelson Medical Practice and within 17 local schools in the borough. Young people may choose whether they engage with our support in-person, via video, or telephone.

In Merton we introduced a new Peer Support Worker delivering mental health support to young adults aged 18-25 as part of a new mental health transformation programme in SWL and working in partnership with the SWLSTG Trust.

Achievements and Performance

We are in the 6th year of our ICB contract and have continued to have a consistent, multidisciplinary team within Merton including two part-time Peer Support workers, two MH practitioners, one Manager and an administrator. We have been asked for input in a range of borough initiatives around children and young people’s mental health and continue to work closely with our ICB, LA and community colleagues. During this period, we have introduced a series of group sessions within the counselling service focusing on using creativity and CBT to support young people, particularly those who present with difficulties such as ASD or ADHD. Also in 2024, we mobilised a service offering PSW to young adults 18-25y

This year we received 854 referrals, which is a similar number to the previous year. The service offered 1:1 support to 808 young people across 3,702 sessions. Our group work and workshops across the counselling, MSWT and community outreach parts of the service engaged over 2,100 children, young people, parents and professionals in the borough. Of those that accessed our services for emotional support 56% self-referred, 36% were referred by a professional (often educational establishments) and 8% were referred by Merton CAMHS. This data reflects sustained numbers of referrals and levels of need within Merton.

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OBJECTIVES, ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE (continued)

Whilst we continue to aim to provide support at the point of need, in line with the i-Thrive model, this has not always been possible this year due to increased referral numbers, staff sickness or absences for other reasons. The demographics of young people receiving support in the service indicated that 65% of clients identified as female 31% identified as male and 4% identified as non-binary or transgender. Of these young people: 19% were aged 4-10; 22% were aged 11 to 13; 30% were aged between 14 and 17, and 30% of clients in the 18 to 25 age group. Data indicates that 53% identified as being from diverse BAME backgrounds, with 37% identifying as coming from a White British background and 10% identifying as having a White ‘other’ background. Young people presented most with the following issues: anxiety, which is by far the most common (13%); school (11%); peer relationship difficulties (9%); family issues (9%); low mood/depression (7%). Nearly half of young people seen experienced suicidal ideation (45%) and just under a quarter disclosed the experience of self-harm (23%); this reflects the ongoing need for an increased level of safeguarding support in response to higher levels of risk experienced by young people which emerged from the lockdowns. These figures describe a population of young people who are struggling with anxiety and stresses in both school and family environments alongside peer relationship difficulties, low mood as well as symptoms including sleep problems and a risk to their own safety. Young people accessing support presented on average with levels of psychological distress in the “moderate” range (average score 19) and, at the end of interventions, on average scored within the “mild” range for psychological distress (average score 15), as measured using the YP-CORE and CORE-10 measures. Feedback shared with the service demonstrated repeatedly that young people appreciated that they were listened to and treated with patience and respect with 100% of young people who gave feedback said that the help they had received with OTR Merton was good. In answer to the question “what was really good about your care”, examples of answers from young people are:

"Epic and super helpful"

"I felt listened to and understood. Could be myself with no judgement"

"Having space to talk about what I needed too, and my issues were spoke about in really an appropriate way which I appreciated"

"I felt listened to. Gave me a third person perspective with good ideas that help."

"Felt listened to and able to speak about anything".

Online Service

Objectives and Activities

Through our dedicated secure website (www.talkofftherecordonline.org), we provide free online services to young people aged 11-25 in the London boroughs of Croydon, Sutton and Merton. Our online services include the delivery of individual ongoing counselling (3-12 sessions) and a range of online psycho-educational workshops for young people and parents/carers on a variety of wellbeing topics.

The online counselling service allows young people to access support in a range of ways, including writing, phone and video. Our written counselling offer has been established since 2016 and enables young people to write about their problems rather than talking, meaning they can have their counselling and support in a format of exchanging messages. This can either be through a weekly live chat session with a designated counsellor (where the young person and counsellor meet in real time and exchange messages on the counselling platform); or through the exchange of weekly messages (when the young person can send messages throughout the week at the point of need and receive a weekly therapeutic response at an agreed time).

This year we have also introduced the options of phone and video sessions to our site. We can call young people direct from the site or meet them via our website via an embedded video in the chat space. It gives young people a wider choice of ways to access remote counselling. We have found that it has been very helpful for clients to be able to move seamlessly between different mediums when they have wanted to change, and to be able to stay with the same counsellor rather than wait to be referred to a different service.

To complement this one-to-one support, we have also delivered targeted workshops, providing practical help and information about key issues young people might be struggling with (for example: exam stress, results day, sleep solutions, managing low mood and anxiety), as well as supporting parents and carers with a child who self-harms or is struggling to attend school.

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OBJECTIVES, ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE (continued)

Achievements and Performance

This year we have seen a consistent number of new registrations to the online platform (239 new registrations, compared with 232 in 2024-25), and 155 returning clients, who have signed up for further support.

1527 counselling sessions were delivered, including initial assessments and ongoing counselling sessions. All clients are offered assessment sessions, either ‘live’ phone or chat sessions, or asynchronous message-based communication, which provide a rapid response (initial contact within 72 hours) to all young people who register for our service. During the assessment process, each young person is given one-to-one contact from an experienced online counselling practitioner who explains how online counselling works, signposts to any relevant services and assesses any risk or considerations around the young person’s suitability for online work.

Our targets to respond to young people in a timely, accessible and effective way were fully met over the year, with 99% of new registrations responding within 72 hours. We continue to comfortably meet our target timeframes for allocating clients to a counsellor following registration and assessment, with 99% of young people completing the assessment process within 4 weeks and 100% being allocated for ongoing counselling within 8 weeks from assessment.

Service satisfaction remains high, with 98% of young people agreeing (true or partially true) that the help they received via the service had been good and 100% stating that they would recommend the service to a friend or family member. 98% said that their ‘views and worries were taken seriously’, and 100% felt that ‘the people providing the online support service read and understood what I wrote’.

Outcome data shows that the levels of distress young people were experiencing upon entering the service were aligned with previous years, falling at the very top of the ‘moderate to severe’ range. Improvement rates have remained consistent and in line with previous years, with 77% of clients showing improvement.

A key objective of the online counselling service is to enable young people to access mental health services who might otherwise not receive any support or may struggle to attend face-to-face services. The service therefore particularly targets young people from a Black, Asian or Minority Ethnic (BAME) background, LGBTQ+ young people, young people with disabilities, young carers and looked after children. Accordingly, 58% of online clients come from a background where they do not identify as white British, and 35% identified as LGBTQ+. These percentages remain consistent with previous years. Over recent years we have noticed a significant increase in young people who describe themselves as having a disability (from 3% in 2022/23 to 11% this year). This will include a range of different types of disability, as defined by the young person themselves, and may reflect an increasing awareness and widening acceptance of a wide range of disabilities. For example, neurodiverse clients can value the option to connect in a range of ways, not just face to face; those with physical disabilities may appreciate the ease of accessing online support.

Some feedback from clients:

“A lot of time and care was clearly put into all responses which made me feel seen/heard.”

“I felt listened to and encouraged and I for a lot of positive affirmation to help me on the right track”

“They genuinely were concerned about my worries/concerns. They gave me very unique advice from an incredibly positive perspective. They took all my concerns seriously no matter how small.”

“All of my issues and thoughts are all taken into consideration. Nothing is ignored or left out. I am not given any empty responses, and the counsellor always tries to understand how I feel from my point of view being able to give sufficient input and advice”

“My thoughts, feelings and problems are fully listened to and in my responses, nothing is ignored - everything I say is considered. I am given questions and responses that make me reflect on how I feel and what I’ve been through which is quite helpful.”

Alongside our online counselling offer, the online workshops provide an accessible and approachable way for young people to access psychoeducation and peer support. The webinars are delivered through our safe and secure platform, where 74 workshops were hosted.

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OBJECTIVES, ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE (continued)

Over 400 registrations to the workshops were received and 220 attendances were recorded to both our weekly ‘Keeping Connected’ support group and our themed workshops which included ‘Managing Anxiety’, ‘Managing Low Mood’, ‘Managing Exam Stress’, and ‘Sleep Solutions’. In addition to workshops for young people we also run workshops for parents and carers including ‘Self harm support for parents/carers’ a two-part workshop, and ‘Support for parents/carers of young people who struggle to get to school’. Alongside our work within the Mental Health Schools Teams, our webinars for parents provide an important layer of support to the young people’s mental health community across Croydon, Sutton and Merton.

STATEMENT ON PUBLIC INTENT

The objectives, activities and performance sections of this report clearly set out the activities which the charity undertakes for the public benefit. The Trustees confirm that they have complied with the duty in section 4 of the Charities Act 2011 to have due regard to public benefit guidance published by the Commission in determining the activities undertaken by the company.

RISK MANAGEMENT

The Trustee Board actively review the major risks which the charity faces on a day-to-day basis and has established systems to mitigate those risks including timely reports to the Trustee Board against an agreed risk register. The risk register was expanded in 2020. Risks include:

Financial – the risk of loss of funding through non-renewal of grants/ contracts; over expenditure through lack of financial control: fraud; potential VAT /tax liability. The risk is managed through robustly implemented financial procedures overseen by the Treasurer and Finance Committee; monthly cashflow and quarterly management accounts presented to the Trustee Board; professional VAT/tax advice; fraud response plan; and by maintaining a sufficient level of reserves in accordance with our reserves policy.

Clinical – the charity works with vulnerable young people in mental health. Risks include clients harming themselves or others; deterioration in mental health; stress levels for staff; staff feeling unclear about policies and procedures. This risk is managed through regular clinical/casework supervision for staff in line with professional guidance and robust risk and safeguarding training and procedures. Strong recruitment practices target high quality clinical staff including mandatory videos whereby a mock example of a counsellor’s work is recorded and reviewed. All staff are required to attend annual safeguarding training.

Premises & Facilities – risks include Health and Safety breaches within maintained premises creating potential risks to staff or service users and risk of litigation; financial risks from costs of building maintenance and upkeep; catastrophic events e.g. fire/flood making one or more building unusable. These risks are managed by having a Health and Safety Officer in place, regular Health and Safety checks and risk assessments, routine maintenance of key facilities inc. fire safety. A business continuity plan is in place with provisions to deal with loss of building use/facilities.

FINANCIAL REVIEW

During the year Off The Record received income totalling £3,028,391 (2024: £2,694,844). Resources expended totalled £2,712,797 (2024: £2,610,087). The net movement in funds for the year is a surplus of £315,594 (2024: £84,757). This resulted in total funds at 31 March 2025 of £1,445,147 (2024: £1,129,553).

Our principal funding sources in this year were:

SWL ICB (Croydon, Sutton and Merton Place); London Borough of Croydon; London Borough of Sutton; Wimbledon Foundation; NHS England, DHSC.

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FINANCIAL REVIEW (continued)

Reserves Policy

Off the Record’s general unrestricted reserves represent funds of the charity that are freely available, excluding designated funds and restricted funds.

The Reserves Policy is reviewed by the Trustees annually. This states that Off the Record holds reserves for the following purposes:

To aid cash-flow management – To facilitate effective cash management as expenditure can sometimes precede receipt of the corresponding income. Additionally, to mitigate against delays in funding.

To cover unforeseen expenditure – To meet unexpected operational costs that may accumulate throughout the year.

To provide transitional funding – To provide transitional funding for core programmes which suffer a short-term shortfall in funds.

To facilitate programme closure – To support the orderly wind-up of one or more programmes which are being closed or for which future funds have not been secured.

For future planned expenditure – To support planned commitments or designations that cannot be met by future income alone.

The target level of reserves is reviewed by the Trustees each year as part of the annual budget process considering:

- a) The forecast income and expenditure for the coming budgetary period and any material uncertainties in those projections.
- b) The pattern of income and expenditure for the forthcoming budgetary period, with particular attention given to programmes where funding is in arrears of expenditure.
- c) Off the Record’s strategic and operational plans for the coming budgetary period and for future years. This includes an analysis of material future expenditures which cannot be met solely by future income of that period (e.g. new IT commitments).

For the 2025/26 budgetary period the charity is aiming for a target of approx. 4 months operating costs (approximately £1.05m) of unrestricted reserves. The current level of reserves is broadly on target.

Total general unrestricted funds at 31 March 2025 are £1,146,315 (2024: £921,430), designated funds were £298,827 (2024: £208,123) and restricted funds £5 (2024: £nil). This is considered adequate as the monthly expenditure of the charity is relatively stable, and we now have significant contracts with a range of funders.

Included in designated funds are the fixed asset funds. The property asset is not available to spend as the Charity operates from its premises.

STRUCTURE, GOVERNANCE AND MANAGEMENT

“Off the Record” Youth Counselling Croydon (Off the Record) is a registered charity and a company limited by guarantee, registered in England and governed by a Memorandum and Articles of Association, as amended on 19 July 2025.

The governance of the charity is the responsibility of the Trustee Board who are elected and co-opted under the terms of the Articles of Association. The Trustee Board consists of a minimum of 4 elected trustees, with no maximum, elected by the members at the Annual General Meeting (AGM). Trustees shall retire from office at the end of their third year of their term of office following their election. Retiring trustees are then eligible for re-election. The Trustees can co-opt up to 5 additional trustees during the year, and they will hold office until the next AGM.

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STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

The trustees who served during the year and up to the date of signature of the financial statements were:

Alefiyah Kapasi	<i>(resigned 30/11/24)</i>
Laura Haigh	<i>(resigned 31/03/25)</i>
Patricia Nearn	
Ben Randall	
Kerry Smith	<i>(resigned 11/6/25)</i>
Clement Amankwah	
Samantha Griggs	<i>(appointed 13/07/24)</i>
Grainne Beeney	<i>(appointed 13/07/24)</i>
Amy Lee	<i>(appointed 30/11/24)</i>

Every elected Trustee (excluding honorary officers) will retire from office at the end of the third annual general meeting following their election. Retiring Trustees may be eligible for re-election. The number of the Trustee Board shall not fall beyond five.

Induction and Training of the Trustee Board.

The charity recruits new Trustee Board members through local and national adverts and interviews potential candidates with reference to a job description and person specification. If selected from interview, Trustee Board members are provided with an induction pack and the opportunity to observe a Board meeting. The Board has developed a manual which is given to all board members.

Organisational Structure and Decision Making

The Trustee Board consider governance issues at the regular meetings. The Board meet at least 5 times a year throughout the year to ensure that governance issues are regularly addressed.

The Board continue to make decisions relating to the overall strategic development of the charity and ensure that the organisation is working in accordance with its aims and objectives and the Memorandum and Articles of Association. The Board delegate responsibility to the CEO and Senior Managers to ensure that service provision is carried out within the charity’s overarching strategy; for overseeing the charity’s progress in meeting its objectives; and ensuring that the charity meets its legal and financial obligations including compliance with laws on equalities and diversity; Information Governance and Health and Safety in the way it employs and delivers its operations.

The Trustee Board considers the board of trustees and senior staff as listed on page 1 as comprising the key management personnel of the charity in charge of directing and controlling the charity and running and operating the charity on a day-to-day basis. All trustees give their time freely and no trustee remuneration was paid in the year. Details of trustee expenses and related party transactions are disclosed in note 7 & 19 to the accounts.

Trustees are required to disclose all relevant interests and register them with the CEO and, in accordance with the Trustee Board policy, withdraw from decisions where a conflict of interest arises.

The Charity employs a team of senior managers comprising a CEO, an assistant CEO (currently vacant) and currently 3 senior managers who together oversee the delivery of the work to young people and the line management of staff. The management is currently in the process of structural transition which is likely to be completed in 25/26. Managers pay is primarily aligned to local government pay scales with pay increases mirroring nationally agreed increases to the scales.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

TRUSTEES’ REPORT
FOR THE YEAR ENDED 31 MARCH 2025

STATEMENT OF THE TRUSTEES’ RESPONSIBILITIES

The Trustee Board (who are also directors of “Off The Record” Youth Counselling Croydon for the purposes of company law) are responsible for preparing the Trustee Board ‘s Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Charity law requires the Trustee Board to prepare financial statements for each fiscal year which give a true and fair view of the financial situation of the charity and of the surplus or deficit of the charity for that period. In preparing those financial statements the Trustee board are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP 2015 (FRS 102)
- Make judgements and estimates that are reasonable and reasonable and prudent.
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- Prepare the financial statements on the ongoing concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustee Board are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006.

They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud or other irregularities.

STATEMENT AS TO DISCLOSURE OF INFORMATION TO AUDITORS

So far as the Trustee Board are aware, there is no relevant audit information of which the charitable company’s auditors are unaware, and each trustee has taken all the steps that he or she ought to have taken as a trustee in order to make himself or herself aware of any relevant audit information and to establish that the charity’s auditors are aware of that information .

Approved by the Trustee Board on 29 November 2025 and signed on their behalf by:

.....
CLEMENT AMANKWAH

.....
GRAINNE BEENEY

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF “OFF THE RECORD” YOUTH COUNSELLING CROYDON

Opinion

We have audited the financial statements of “Off the Record” Youth Counselling Croydon for the year ended 31 March 2025 which comprise the Statement of Financial Activities, Balance Sheet and Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 ‘*The Financial Reporting Standard applicable in the UK and Republic of Ireland*’ (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the 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.

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’s 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 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 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, which includes the Report of the Trustee Board prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report included within the Trustees’ Report has been prepared in accordance with applicable legal requirements.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF “OFF THE RECORD” YOUTH COUNSELLING CROYDON

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 Trustee Board.

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

- adequate accounting records have not been kept 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 the Trustees' Responsibilities, 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's responsibilities for the audit of the financial statements

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

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

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF “OFF THE RECORD” YOUTH COUNSELLING CROYDON

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the charity through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.

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 of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

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 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, for our audit work, for this report, or for the opinions we have formed.

Sarah Jennings FCA (Senior Statutory Auditor)

For and on behalf of Azets Audit Services
Statutory Auditor
1st Floor
River House
1 Maidstone Road
Sidcup
Kent DA14 5RH

Date: 16 December 2025

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025

INCOME AND EXPENDITURE ACCOUNT

	Notes	Unrestricted funds £	Restricted funds £	Total 2025 £	Total 2024 £
Income from:					
Donations		12,176	-	12,176	3,291
Interest		-	-	-	1,021
Charitable activities	2	2,859,278	146,170	3,005,448	2,690,267
Other income		10,767	-	10,767	265
Total income		<u>2,882,221</u>	<u>146,170</u>	<u>3,028,391</u>	<u>2,694,844</u>
Expenditure on:					
Charitable activities:					
Counselling services		2,065,437	29,995	2,095,432	1,941,238
Outreach Services		157,198	105,170	262,368	238,537
Young Refugees Project		100,513	1,000	101,513	139,174
Young Carers Project		243,484	10,000	253,484	291,138
Total expenditure	3	<u>2,566,632</u>	<u>146,165</u>	<u>2,712,797</u>	<u>2,610,087</u>
Net movement in funds	8	315,589	5	315,594	84,757
Funds brought forward at 1 April 2024		<u>1,129,553</u>	<u>-</u>	<u>1,129,553</u>	<u>1,044,796</u>
Total funds carried forward at 31 March 2025		<u>1,445,142</u>	<u>5</u>	<u>1,445,147</u>	<u>1,129,553</u>

All of the charity's transactions are derived from continuing activities.

The Statement of Financial Activities includes all gains and losses recognised in the year.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025

COMPARATIVE INCOME AND EXPENDITURE ACCOUNT

	Notes	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
Income from:					
Donations		3,291	-	3,291	7,705
Interest		1,021	-	1,021	269
Charitable activities	2	2,636,108	54,159	2,690,267	2,475,467
Other income		265	-	265	-
Total income		2,640,685	54,159	2,694,844	2,483,441
Expenditure on:					
Charitable activities:					
Counselling services		1,913,528	27,710	1,941,238	1,892,551
Outreach Services		221,968	16,569	238,537	214,983
Young Refugees Project		139,174	-	139,174	152,732
Young Carers Project		281,048	10,090	291,138	331,406
Total expenditure	3	2,555,718	54,369	2,610,087	2,591,672
Net movement in funds	8	84,967	(210)	84,757	(108,231)
Funds brought forward at 1 April 2023		1,044,586	210	1,044,796	1,153,027
Total funds carried forward at 31 March 2024		1,129,553	-	1,129,553	1,044,796

OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

Company number 2987817

BALANCE SHEET
AS AT 31 MARCH 2025

	Note	2025		2024	
		£	£	£	£
Fixed Assets	10		138,672		138,672
Current Assets					
Debtors	11	392,512		547,608	
Cash at bank and in hand		1,032,940		594,977	
		<u>1,425,452</u>		<u>1,142,585</u>	
Creditors: amounts falling due within one year	12	<u>(118,977)</u>		<u>(151,704)</u>	
Net Current Assets			1,306,475		990,881
Net Assets			<u>1,445,147</u>		<u>1,129,553</u>
Represented by:					
Restricted funds	13		5		-
Unrestricted funds:					
Designated funds	14	298,827		208,123	
General fund		1,146,315		921,430	
Total funds	15	<u>1,445,147</u>		<u>1,129,553</u>	

Approved by the Board of Trustees on 29 November 2025 and signed on their behalf by:

.....
 CLEMENT AMANKWAH

.....
 GRAINNE BEENY

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

CASHFLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	2024 £
Cash flow from operating activities	18	437,963	(295,739)
Net cash flow from operating activities		437,963	(295,739)
Cash flow from investing activities			
Interest received		-	1,021
Net cash flow from investing activities		-	1,021
Net increase/(decrease) in cash and cash equivalents		437,963	(294,718)
Cash and cash equivalents at beginning of the year		594,977	889,695
Cash and cash equivalents at end of the year		1,032,940	594,977
Cash and cash equivalents consists of:			
Relating to:			
Cash at bank and in hand		1,032,940	594,977

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

1 ACCOUNTING POLICIES

a. Basis of preparation

Off the Record Youth Counselling Croydon is a company limited by guarantee in England & Wales. 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. The address of the registered office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are set out on page 2.

The charity constitutes a public benefit entity as defined by FRS 102. 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 applicable in the UK and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

b. Income

All income is included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations and grants receivable, including donations and gifts, are included in full in the Statement of Financial Activities when receivable.

Investment income is accounted for when received. Tax recoverable on investment income is accounted for on a receivable basis.

Other income is included in full in the Statement of Financial Activities when receivable.

c. Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Raising funds are those costs incurred in attracting voluntary income.
- Expenditure on charitable activities include expenditure associated with the organization.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

d. Support Costs

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs and administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters. Where support costs cannot be directly attributed to particular headings they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources.

The analysis of these costs is included in note 5.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

1 ACCOUNTING POLICIES (continued)

e. Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Designated funds represent funds invested in fixed assets. The designated fund balance has been represented to ensure that fund balance stated accurately reflects the designation policy adopted by the Trustees.

f. Tangible fixed assets

All assets costing over £5,000 are capitalised. Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value, over their expected useful lives as follows:

Office Equipment - 33 1/3 % straight line

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of Financial Activities.

Further to note 10, the balance held in land and buildings in relation to 72 Queens Road, Croydon, is not depreciated despite not being held at market value to reflect that it is a donated asset. Management believe the residual value of the is equal to or in excess of its cost.

g. Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

h. Cash and cash equivalents

Cash at bank comprises balances held on the charity's current bank account.

i. Leasing commitments

Rentals payable and receivable under operating leases are charged to the SoFA on a straight line basis over the period of the lease.

j. Going concern

The Trustees have renewed the charitable company's budgets and taken into account the expected impact of Coronavirus. Whilst it is difficult to predict the potential implications on the future revenue with any certainty, on the basis of the Trustees' review, there is a reasonable expectation that the charitable company will have adequate resources to continue an operational existence for the foreseeable future and it is therefore appropriate to adapt the going concern basis of accounting for these financial statements.

k. Judgements and key sources of estimation uncertainty

The following judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies that have had the most significant effect on amounts recognised in the financial statements:

Useful economic lives of tangible assets

The annual depreciation charge for tangible assets is sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are re-assessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and the physical condition of the assets. See note 10 for the carrying amount of the tangible fixed assets, and note 1.f. for the useful economic lives for each class of assets.

There are no key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

2 GRANTS & CONTRACTS RECEIVABLE

Restricted Funds:	Total 2025 £	Total 2024 £
Counselling services		
- Wimbledon Foundation	30,000	27,500
Outreach Services		
- DHSC Suicide Prevention Fund	105,170	16,569
Young Refugee Project		
- Young Roots	1,000	3,090
- Asylum Seeker Support Fund	-	7,000
Young Carers' Services		
-Young Carers' Respite Grant	10,000	-
	<u>146,170</u>	<u>54,159</u>
Unrestricted Funds and Contracts:		
Counselling Services		
- First contact team	51,463	51,463
- NHS Croydon /LB Croydon	156,742	155,807
- CAMHS/LB Croydon	34,000	34,000
- Counselling Croydon CYP Mental Health (Data Manager)	29,654	29,477
- Counselling Croydon Transformation Fund	117,452	116,752
- Counselling Croydon Community & Crisis Support	49,802	49,802
- Mental Health in Schools	581,119	438,476
- CYP IAPT Trainee Support	101,265	88,047
- Counselling Online Croydon Transformation Fund	104,377	103,755
- Counselling Online Sutton Transformation Fund	55,000	55,000
- Counselling Sutton LBS/CCG	164,651	150,500
- Counselling Online Sutton Transformation Fund Staffing Costs	45,000	45,000
- Counselling Sutton Transformation Fund Walk In Session	25,000	25,000
- Counselling Sutton Adult Mental Health Transformation	44,947	43,260
- Counselling Merton	428,908	571,389
- Counselling Merton Mental Health in Schools	180,840	-
- Counselling Merton Adult Mental Health Transformation	43,915	-
Outreach Services		
- NHS Croydon /Outreach BME CDW	103,590	102,972
- CAMHS Transformation – BAME Manager post & BAME Outreach work	54,278	53,954
- Custody Suite Pilot	69,313	92,418
- Outreach Sutton Uplift	42,700	41,097
Young Refugee Project		
- Young Refugees Croydon CCG	77,593	77,130
- Young Refugees LBC	30,000	30,000
- Young Refugees Virtual School	12,750	12,750
Young Carers Service		
- Young Carers' IYSS	50,000	50,000
- Young Carers' CSG	62,500	62,500
- Young Adult Carers Work	45,000	45,000
- Young Adult Carers Assessments	-	13,880
- Young Carers' CCG	59,527	59,013
- Young Carers Mental Health Post	37,892	37,666
	<u>2,859,278</u>	<u>2,636,108</u>
TOTAL GRANTS AND CONTRACTS	<u>3,005,448</u>	<u>2,690,267</u>

OFF THE RECORD" YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

3 EXPENDITURE

	Staff costs £	Direct costs £	Support costs £	Total 2025 £	Total 2024 £
Charitable activities:					
Counselling Services	1,775,141	2,035	318,256	2,095,432	1,941,238
Outreach Services	203,732	2,140	56,496	262,368	238,537
Young Refugees Project	77,185	8,117	16,211	101,513	139,174
Young Carers Project	188,163	17,680	47,641	253,484	291,138
	<u>2,244,221</u>	<u>29,972</u>	<u>438,604</u>	<u>2,712,797</u>	<u>2,610,087</u>

All costs are allocated between the expenditure categories noted above 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, being, time spent.

4 CHARITABLE ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Counselling Services	2,065,437	29,995	2,095,432	1,941,238
Outreach Services	157,198	105,170	262,368	238,537
Young Refugees Project	100,513	1,000	101,513	139,174
Young Carers Project	243,484	10,000	253,484	291,138
	<u>2,566,632</u>	<u>146,165</u>	<u>2,712,797</u>	<u>2,610,087</u>

In 2024 £2,555,718 of the expenditure in relation to charitable activities was attributable to the unrestricted fund, with the remaining £54,369 being attributable to the restricted fund.

5 SUPPORT COSTS

	2025 £	2024 £
HR and Consulting	16,704	8,430
Cleaning and waste collection	23,933	16,017
Office Supplies	22,121	6,115
Telephone and Internet	29,387	16,099
Staff costs including recruitment and training	41,411	26,871
Rent, Rates and Utilities	75,334	92,012
Operating lease payments	35,571	35,000
Computer Maintenance	16,599	24,416
Office and Computer Equipment	53,398	40,750
Repairs	46,692	7,983
Insurance	10,947	11,917
Payroll	-	7,283
Printing and postage	3,152	2,764
Website and publicity	17,696	-
Other	13,875	4,121
Governance costs (note 6)	31,784	27,157
	<u>438,604</u>	<u>326,935</u>

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

6 GOVERNANCE COSTS

	2025	2024
	£	£
Auditors' remuneration	23,370	16,260
Other governance costs	-	540
Professional fees	8,414	10,357
	<u>31,784</u>	<u>27,157</u>

7 TRUSTEE REMUNERATION AND REIMBURSED EXPENSES

During the year no Trustee received remuneration (2024: None) or reimbursed expenses. In the prior year, trustee expenditure in note 6 above was primarily the cost of refreshments at Trustee meetings.

8 MOVEMENT IN FUNDS

This is stated after charging:

	2025	2024
	£	£
Auditors' remuneration – audit fees	<u>23,370</u>	<u>16,260</u>

9 STAFF COSTS

	2025	2024
	£	£
Wages and salaries	1,978,426	1,947,731
Employer's National Insurance	191,468	184,128
Pension contributions	74,327	70,385
	<u>2,244,221</u>	<u>2,202,244</u>

The average monthly number of employees by headcount during the year was:

	2025	2024
Direct charitable activities	67	61
Administration and management	6	6
	<u>73</u>	<u>67</u>

The full time equivalent number of employees amounted to 54 (2024: 54)

One employee received remuneration in excess of £60,000 (2024: none).

The total amount of employee benefits received by key management personnel is £467,081 (2024: £424,566). The charity considers its key management personnel to comprise those individuals listed on page 1.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

10 TANGIBLE FIXED ASSETS

	Land & buildings £	Office equipment £	Total £
COST			
At 1 April 2024	138,672	6,221	144,893
Disposals	-	(6,221)	(6,221)
At 31 March 2025	138,672	-	138,672
DEPRECIATION			
At 1 April 2024	-	6,221	6,221
Eliminated in respect of disposals	-	(6,221)	(6,221)
At 31 March 2025	138,672	-	138,672
NET BOOK VALUE			
At 31 March 2025	138,672	-	138,672
At 31 March 2024	138,672	-	138,672

The costs of the freehold property and other expenditure (£135,000 and £3,672 respectively) are shown gross of a £138,672 grant received from Department of Health. Under the conditions attaching to grant dated 28 April 1995 the premises are to be used for the charitable objectives of 'Off the Record' Youth Counselling Services. Should the conditions of the grant cease to be met the charitable company is duty bound to inform the Secretary of State and to refund to the Department of Health an amount equal to that portion of the open market value of the property as is attributable to the expenditure of the capital sum.

11 DEBTORS

	2025 £	2024 £
Prepayments and accrued income	290,539	44,038
Grants receivable	101,973	503,570
	392,512	547,608

12 CREDITORS

	2025 £	2024 £
Accruals and deferred income	118,977	151,704
	118,977	151,704

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

13 RESTRICTED FUNDS

	Balance at 01.04.24	Incoming Resources	Resources expended	Transfers	Balance at 31.03.25
	£	£	£		£
Counselling Services	-	30,000	(29,995)	-	5
Outreach Services	-	105,170	(105,170)	-	-
Young Refugees Project	-	1,000	(1,000)	-	-
Young Carers Project	-	10,000	(10,000)	-	-
	-	146,170	(146,165)	-	5

Counselling: These funds are for the provision of free, confidential young people's counselling services including online services.

Outreach Services: This fund is for the provision of mental health outreach work, including BAME mental health, working around serious youth violence and suicide prevention.

Young Refugees Project: These funds are for the provision of counselling and group work support for young refugees and asylum seekers.

Young Carers' Project: These funds are for the provision of information, advocacy, support and respite activities for children and young people with caring responsibilities at home.

Comparative Restricted Funds	Balance at 01.04.23	Incoming Resources	Resources expended	Transfers	Balance at 31.03.24
	£	£	£		£
Counselling Services	210	27,500	(27,710)	-	-
Outreach Services	-	16,569	(16,569)	-	-
Young Refugees Project	-	-	-	-	-
Young Carers Project	-	10,090	(10,090)	-	-
	210	54,159	(54,369)	-	-

14 DESIGNATED FUNDS

	Balance at 01.04.24	New Designations	Designations Released	Balance at 31.03.25
Property fund	138,672	-	-	138,672
Database	19,451	-	(10,656)	8,795
Online platform	10,000	-	(8,640)	1,360
Portland refurbishment	40,000	-	(40,000)	-
Online development	-	100,000	-	100,000
Premises refurbishment	-	50,000	-	50,000
	208,123	150,000	(59,296)	298,827

Purposes of designated funds:

Property fund: this represents the net book value of the property which the charity operates from and therefore the funds are not available for general purposes (see note 10)

Database: this represents monies in respect of costs to produce a new database for the charity

Online platform: this represents funds set aside for the new online database

Portland refurbishment: costs of refurbishing new leased property

Online development: funds set aside for further online development

Premises refurbishment: refurbishment of the Queens Road and Croydon Road properties

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

14 DESIGNATED FUNDS (continued)

Comparative Designated funds	Balance at 01.04.23	New Designations	Designations Released	Balance at 31.03.24
Property fund	138,672	-	-	138,672
Database	47,000	-	(27,549)	19,451
Online platform	10,000	-	-	10,000
Portland refurbishment	-	40,000	-	40,000
	<u>195,672</u>	<u>40,000</u>	<u>(27,549)</u>	<u>208,123</u>

15 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Restricted funds £	Unrestricted funds £	Total Funds £
Fixed assets	-	138,672	138,672
Current assets	5	1,425,447	1,425,452
Current liabilities	-	(118,977)	(118,977)
	<u>5</u>	<u>1,445,142</u>	<u>1,445,147</u>

Comparative analysis of net assets between funds 2024	Restricted funds £	Unrestricted funds £	Total Funds £
	-	138,672	138,672
Fixed assets	-	1,142,585	1,142,585
Current assets	-	(151,704)	(151,704)
Current liabilities	-	1,129,553	1,129,553

16 LEASE COMMITMENTS

Operating leases which expire:

	Land and Buildings	
	2025 £	2024 £
Within one year	79,340	130,794
Between one and five years	134,167	273,968
Due greater than 5 years	-	11,667

17 COMPANY LIMITED BY GUARANTEE

The Charity is limited by guarantee and accordingly has no share capital.

The liability guaranteed by each member is £1. The authorised membership of the company is unlimited.
At 31 March 2025 the membership was nine (2024: eight).

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

18. RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2025	2024
	£	£
Net (expenditure) / income for year	315,594	84,757
Bank interest	-	(1,021)
Decrease/(increase) in debtors	155,096	(450,716)
(Decrease)/increase in creditors	(32,727)	71,241
Net cash flow from operating activities	<u>437,963</u>	<u>(295,739)</u>

19. RELATED PARTY TRANSACTIONS

There were no related party transactions during the year (2024: None).

Accounts

“OFF THE RECORD” YOUTH COUNSELLING CROYDON

(A Company Limited by Guarantee)

ANNUAL REPORT AND FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2024

Charity Registration Number 1051144

Registered Company Number 02987817

AZETS AUDIT SERVICES

Chartered Accountants

1st Floor

River House

1 Maidstone Road

Sidcup

Kent

DA14 5RH

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

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“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS

Management Committee
(also Charity Trustees and
Company Directors)

Alefiyah Kapasi
Laura Haigh
Patricia Nearn
Ben Randall (appointed 20/05/23)
Ohenewaa Adu- Akyeampong (resigned 25/11/23)
Kerry Smith (appointed 25/11/23)
Clement Amankwah (appointed 23/03/24)
Samantha Griggs (appointed 13/07/24)
Grainne Beeney (appointed 13/07/24)

Key Management

Karen Stott – Chief Executive (Co-Director from 01/04/24)
(resigned 29/08/24)
Geoff Jones – Assistant Chief Executive (Co-Director from
01/04/24)
Emily Collinsbeare
Caroline Dwan
Geneen Gray
Michelle Handley
Steph Hernandez
Gosia Pawlowska
Elizabeth Conway

Principal Address

72 Queens Road
Croydon
Surrey
CR0 2PR

Statutory Auditor

Azets Audit Services
1st Floor
River House
1 Maidstone Road
Sidcup, DA14 5RH

Bankers

Santander UK plc
BBAM
Bridle Road
Bootle
Merseyside
GIR 0AA

Virgin Money plc
Jubilee House
Gosforth
Newcastle upon Tyne
NE3 4PL

HSBC
9 Wellesley Road
Croydon
CR9 2AA

“OFF THE RECORD” YOUTH COUNSELLING CROYDON **(A company Limited by Guarantee)**

REPORT OF THE MANAGEMENT COMMITTEE

The Management Committee have pleasure in presenting their Annual Report and Financial Statements for the year ended 31 March 2024

“Off the Record” Youth Counselling Croydon is a registered charity (Charity Number 1051144) and a company limited by guarantee (Company Number 2987817).

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity’s trust deed, the Charities Act 2011 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 published on 16 July 2014.

STRATEGIC REPORT

OVERALL VISION

“Showing up” for all children and young people’s mental health in Southwest London

OBJECTIVES, ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE

Off the Record’s legal objects are stated in our Memorandum and Articles of Association as:

- To promote the preservation and protection of good health
- To undertake any other charitable activity

These objects are met through the charity’s strategic aim – to provide a broad range of high quality, safe, accessible, fast and effective (SAFE) support services for children and young people. The objects are further supported through our strategic objectives:

- To ensure safety, quality and effectiveness
- To increase service choice and relevance
- To make services fast and accessible
- To strengthen agency integration and development
- To ensure sustainability for the agency and our services

Throughout 2023/24 the Charity continued to deliver its established core activities and services – Counselling/Mental Health Services (including online counselling) in the London Boroughs of Croydon, Sutton and Merton; Outreach work (including our Black Minority Ethnic Community Development work and our ‘CHRIS’ youth violence work); Refugee & Asylum Seeker Counselling Service and the Croydon Young Carers Service. In January 2020, the Charity embarked on a new area of service delivery – Mental Health in Schools Teams and Off the Record now hosts one schools’ team in Merton and two in Croydon (hosted jointly with Croydon Drop In).

Throughout this period the focus of the Charity has been to manage and respond to the ever-increasing numbers of young people who are “reaching out” for mental health support. Demand continues to remain significantly above pre-pandemic levels in all our services and we are expecting that demand to continue to rise. Young people are often presenting increased levels of hopelessness and despair alongside increased complexity which regularly appears as suicidal ideation or making suicide plans. We recognise that young people were disproportionately impacted by the pandemic and for some key “transition periods” e.g. leaving primary school and attending secondary school; leaving secondary school for University/ College were seriously disrupted. We are identifying that these interruptions are showing up in young people’s presentations latterly. Young people have also been significantly impacted by global, national and local tensions as well as the socio economic, political and environmental turbulence that is impacting all of us. The issue of safety is paramount for many young people – with hugely increased levels of fear and lack of safety within the global picture but also in the communities in which they live. Violence and threats of violence and intimidation to young woman has also been a detrimental factor impacting many young people’s mental health.

We are a transition service that works outside of the medical model providing a humanistic approach to young people as they navigate the transitions of childhood, adolescence and young adulthood. Traditional issues including body image, peer pressure, bullying, search for identity, relationships with family and friends remain alongside new challenges in the lives of young people, poverty, AI, cost of living, climate change, the influence of Andrew Tate and the influence of INCEL culture.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

REPORT OF THE MANAGEMENT COMMITTEE

Our challenge in 23/24 has been to respond to these new presenting factors and to remain innovative, creative and agile as a community based young people's mental health community. There is an imperative for us to remain relevant, contemporary, informed and resilient. We also need to be able to empathise and engage with high levels of despair and hopelessness in order that we can have insightful, engaging and meaningful conversations with young people that might be helpful for them and might even “shift the dial” in terms of their resilience, autonomy and ability to make healthy choices in their lives. As a humanistic service our focus remains one of empowering, validating, witnessing, challenging in place of “fixing” or solving young people's problems for them. We often find ourselves as the “back stop” and the place where the work must be done by the young person themselves but with a rigorously compassionate professional alongside them.

Our big learning over the last few years is that we must continue to remain dynamic, engaging relational, and be accessible and available at the point of need in the communities in which young people live. We need to help at the point of need rather than availability. We have taken the strategic decision to undertake a substantial part of our work face to face as we have found that many young people are struggling to return to the post pandemic world with all the challenges that this brings. Being in the physical world with all the inherent pressures and stresses that this entails is becoming increasingly difficult and overwhelming for some young people. Our role is to be present with young people in their distress and model a way of managing and facing challenges in order to overcome them.

We recognise that for many young people “need help now” remains their focus. Increasingly in this digital age young people are also continuing to turn to online sites like Tik Tok, for their mental health support. We have decided that our “calling card” remains the humanistic relational offer delivered by friendly compassionate mental health practitioners who can empathise and respond quickly and appropriately. Young people are reporting that they really appreciate immediate support that they can relate to, delivered by professionals who “look and sound” like themselves.

Central to all of this is the continued development of our new First Contact Team who are responsible for initial contact with young people seeking help from Off the Record, and providing fast and effective responses including short-term interventions, resources, and signposting. The team started work in the Sutton borough in early 2022 and have since moved into Croydon. Our Peer Support Workers who bring lived experience of mental health into the work with young people have continued to work across our different boroughs. This has been a hugely positive development with Peer Support Workers now based in all our borough services, and within the First Contact Team, offering shorter term interventions to those with less complex needs. We are working intensely to ensure that wherever possible young people don't sit on waiting lists.

Another important aspect of our modernising agenda is the increased amount of community work, outreach and networking that is required in our communities that have experienced trauma. Young people and their families often want to have mental health conversations in the settings that are familiar to them. We are increasingly meeting young people in the places that they go to and working with prominent levels of flexibility. We envisage that this will be the case for many years to come.

Very sadly, serious youth violence remains a recurring concern within several of our boroughs with a couple of high-profile deaths of young people. Our CHRIS service has provided support to young people impacted by serious youth violence either through familial links or friendships and has been designed to respond quickly and appropriately and reach out to young people impacted by tragic and violent events. We are currently working with all young people impacted by serious youth violence including victims and perpetrators as well as siblings and friends. We have recently been successful in extending this approach into local Custody suites for young people who have been recently arrested. We are working in partnership with Croydon Drop In on this and will develop this service throughout 24/25.

In January 2024 we were awarded a Suicide Prevention grant from DHSC and now have workers reaching out into local community venues, including youth clubs, gyms, railway stations, fitness centres to make the link between physical health and mental health and to convey relatable mental health messages to young people in despair or fear.

Another aspect of our strategic approach remains our partnership work with a wide range of voluntary sector groups, statutory partners and community groups in all three boroughs that we work in. We recognise that our mental health work and messaging is strengthened and enriched if it takes places within the groups and activities that local people already know, engage with and trust. We are currently in the process of renewing and refreshing our partnerships in order that they remain ethical, meaningful and bring added value to both organisations.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON **(A company Limited by Guarantee)**

REPORT OF THE MANAGEMENT COMMITTEE

We continue to operate from the freehold property at 72 Queens Road, Croydon, which the charity purchased in 1995 by means of a central grant of £138,672 from the South Thames Regional Health Authority. The Queens Road office serves as a base for the Croydon counselling service, the Outreach & Community Development Service and the Refugee Counselling service. The Sutton counselling service operates from rented premises at 172 Croydon Road, Beddington and our Merton counselling service is based in rented rooms at Vestry Hall in Mitcham. In addition to our existing premises, the charity currently rents office space at The Business Xchange Hub in East Croydon which serves as the office base for several of our core staff as well as the Young Carers Service. It is envisaged that in 24/25 we will be moving our core administration services, our senior managers and our Young Carers Service to a new rented property on London Rd, near our Queens Road building.

With limited exceptions, all staff are now based back in our offices for most of their working hours.

The Management Committee have considered the Charity Commission's guidance on public benefit and our main activities are described below. All these activities are undertaken to further our charitable purposes for the public benefit in accordance with our aim to provide a broad range of high quality, safe, accessible, fast and effective (SAFE) support services for children and young people. The overall strategy within which the charity operates is set by the Management Committee and the objectives and achievements of our activities are detailed in this report. The necessary funding, in the form of grants and contracts, is in place and the risks to the charity have been listed and reviewed by both the Management Committee and senior staff of the agency.

The Management Committee wish to express their appreciation for the work, undertaken by our dedicated and diligent workforce within the Charity, in delivering and developing the charity's objectives. During the year we have said farewell to a number of long-serving staff and in August 2024 this will include a change of Chief Executive as Karen Stott steps down after 30 years with Off the Record and that role passes to Geoff Jones who has himself already worked with the Charity for 23 years. We are very fortunate to have had significant stability in our experienced staff team and we thank them all for their commitment. We are also extremely appreciative of our local commissioners and external funders who have fully maintained and extended their financial support for our work during this period.

The following reports have been written by the service leads for each of our services.

1. COUNSELLING SERVICES

a) CROYDON COUNSELLING SERVICE

Objectives and Activities

The Croydon Counselling Service is the oldest service within OTR and was established in October 1994. We offer free and confidential counselling and mental health support to young people aged 14-25 who either live, study, work or have a GP in the borough of Croydon. Young people predominantly self-refer to the service via a short form on the OTR website. We are also part of a formal referral pathway through the CAMHS Single Point of Contact and across the last 3 years have received more direct referrals from young people under 18.

In the summer 2022, Off the Record's 'First Contact Team' took over responsibility for initial assessments of all new self-referrals to the service with the goal of increasing fast access to initial assessments and short-term support. Despite the numbers of referrals having increased over 2023/2024, the introduction of the First Contact Team has meant that the waiting list for longer term sessions has decreased.

Since January 2024, CAMHS SPOC referrals are now seen within the First Contact Team, and we have seen much higher levels of engagement due to our ability to work with young people more quickly and provide initial assessments and short-term support.

Off the Record also co-hosts two of Croydon's Mental Health Support teams (alongside Croydon Drop-In). These teams provide early intervention and whole school support for a designated cluster of primary and secondary schools in the borough.

Croydon young people can access the charity's Support Line, which runs 6 days per week, offering immediate access to a mental health practitioner and our online webinars and resources. Over the past year, we have seen an increase in young people using the support line, particularly Monday-Friday, and less frequently on Saturdays.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON (A company Limited by Guarantee)

REPORT OF THE MANAGEMENT COMMITTEE

Achievements and Performance

The most prominent aspect of the last year has been the great demand for our services, both from those who self-refer, and those who have been signposted by Croydon Council's Single Point of Contact (SPOC) via CAMHS.

We continue to work closely with CAMHS, with regular meetings with the CAMHS lead for SPOC where we can raise the possibility of referring on or referring young people who appear to need CAMHS services, as well as keeping in touch with each service's practices and waiting times. In addition, we attend the strategic SPOC meeting hosted by the local authority where all the stakeholders including the NHS commissioner are present. This provides more of an overview of how services function and interlink and the level of overall demand in the borough.

Our Croydon Service is accredited with the BACP and we have completed and met the Annual Rolling Review. The service is accredited until January 2028.

In total, we had 906 new contacts from young people between April 2023-March 2024, which is an increase from last year of 790. Of the new contacts, 840 attended an initial assessment and the service offered 4,144 sessions during the period.

We have continued to offer counselling through in-person and remote options (telephone/video) depending on the young person's choice. There has been a gradual increase in the number of young people requesting in-person sessions and a much smaller number through video. Young people tell us that remote options make it easier for them to commit to sessions without the added pressure of travel to our buildings. Young people are reporting however that they value in-person sessions after the forced isolation of Covid.

Across the year around 28% of our clients were male and 70% female. The remaining 2% were young people who defined themselves as transgender or non-binary which is becoming an increasing feature of our work. The ages of young people accessing counselling are split approximately 49% aged 14-17, and 51% aged 18-25.

Croydon is a very diverse borough, and this is reflected in the ethnicity of young people approaching the Croydon service. 41% of new contacts described themselves as from Black African, Black Caribbean, Black British or Black other backgrounds; 12% identified as being from a range of Asian backgrounds; 30% as White British and the remaining 17% described themselves as being of dual and other heritage.

The main issues brought to counselling continue to be Anxiety (344 clients), School Related Difficulties (209), Interpersonal/Friendship Issues (271), Trauma (153), Identity (206) and Depression (174) and Sexuality (88). Trauma is an issue that is now being presented more frequently and has risen from 94 in the previous year, alongside suicidal ideation (120) and self-harm (100). [Note: young people usually present with more than one issue].

Examples of feedback from young people using the Croydon service include:

“It was incredibly helpful, insightful, kind and knew exactly what I needed, and I felt much better after every session”.

“Being heard and acknowledged, being able to figure stuff out about myself through the help that I received”.

“Counselling was a positive experience, it helped me to reflect on past events and get a new perspective on past experiences/events”.

“It helped give me clarity on issues that were dragging me down, I felt listened to and supported through tough times”.

“Every worrying situation that I was overthinking about was addressed and the person who helped me gave all the tools needed to be able to push through”

“OFF THE RECORD” YOUTH COUNSELLING CROYDON (A company Limited by Guarantee)

REPORT OF THE MANAGEMENT COMMITTEE

Mental Health in Schools Team

Off the Record, in partnership with Croydon Drop In, have been part of the national mental health in schools' initiative since January 2020. In January 2022, the two partners were offered the opportunity to co-host a second Mental Health Support Team, doubling the number of practitioners within the service and increasing the reach to a combined student population of around 16,000 students in Croydon primary and secondary schools. In September 2023 Off the Record and Croydon Drop In split their teams, with Off the Record running the Wave 2 MHST reaching a population of 8000. The teams are staffed by Education Wellbeing Practitioners working alongside school counsellors and have three core functions, to deliver evidence-based interventions for mild-to-moderate mental health issues, to support the school's senior mental health lead to develop whole school approach and to give timely advice to school and college staff and liaise with external services to help children and young people to get the right support.

In 2023-2024 Off the Record school practitioners delivered interventions to 273 individual children and young people alongside the group and whole schoolwork. In addition to this we had 350 parent/carers attend our online webinars to support their children.

b) SUTTON COUNSELLING SERVICE

Objectives and Activities

Off the Record's Sutton counselling service has been providing free, confidential one-to-one counselling support to young people aged 11-25 in Sutton since May 2013. Since October 2016, the service has been located at Off the Record's offices in Beddington.

The service has two referral routes: through the Sutton CAMHS Single Point of Access (for ages 11-17) as part of Sutton Alliance contract delivered in partnership with Southwest London and St George's Mental Health Trust and Jigsaw4u; and through self-referrals (for ages 11-25) funded through SWL ICB.

As part of our Sutton Alliance contract, we also offer support to parents and carers of young people who are struggling with self-harm in the form of a two-part workshop. This is separate from the work we do with young people, whose confidentiality is assured.

We have continued to offer two 'creative' based groups for young people run by our qualified art therapists. One is an art therapy group for young survivors of abuse, domestic violence and trauma, the other is a wellbeing group targeting younger adolescents who struggle to engage in a 1:1 setting. Both these groups have proved popular and provide a medium for young people to express their feelings and concerns using art rather than words.

Our Sutton services also include two posts specifically delivering mental health support to young adults aged 18-25 through our partnership with Sutton Uplift. One post is a Wellbeing Navigator working within the Wellbeing Team at Uplift and the other is a Peer Support Worker, part of a new mental health transformation programme in SWL.

Sutton young people can access the charity's Support Line, which runs 6 days per week, offering immediate access to a mental health practitioner and our online webinars and resources. Over the past year, we have seen an increase in young people using the support line, particularly Monday-Friday, and less frequently on Saturdays.

Achievements and Performance

During this year there were 790 new contacts to the Sutton service, the highest figures since the service began and an increase from last year when the figure was 711. 483 referrals came via our self-referral pathway and 307 were via SPA (Single Point of Access).

Our First Contact team continues to work in the Sutton service, seeing both SPA and self-referrals for an initial appointment and offering short-term focused early interventions, which means our waiting list for longer-term intervention has reduced. In January 2024, we saw our largest number of referrals in Sutton at 98.

The age profile of young people using the Sutton services was 31% aged under 14; 48% aged 14-17 and 21% aged 18-25. This is consistent with previous years and representative of our Sutton Alliance pathway being only open to young people under 18.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON (A company Limited by Guarantee)

REPORT OF THE MANAGEMENT COMMITTEE

Of the young people who accessed ongoing counselling, 384 presented with anxiety issues; 311 presented with school related issues which is higher than usual and could be the impact of Covid, 299 with interpersonal/friendship issues, 249 with identity, 148 with self-harm, 132 with depression, 119 with drug/alcohol related issues, 97 with suicidal ideation/attempts, 96 with trauma. Other issues presented include: eating (73); financial/welfare (56); abuse of clients (55); sexuality/gender related issues (46); neuro-diversity (39); racial/cultural issues (36) and 5 with gang related issues. Anxiety and school related issues have all shown marked increases since the pandemic, possibly partly because of the isolation caused by lockdowns.

Feedback from young people who accessed the service indicated that they felt listened to and respected, that the support was of benefit, and many were appreciative of the provision.

“Being listened to and taken seriously without being made to feel my issue was minor”.

“Very caring and thoughtful throughout every session that we had. Very considerate and not judged”.

“Care is really centered around you; this is both for how you are feeling and what you need”.

“I felt listened too, first counsellor who has really helped me”.

“Being listened to by someone who is understanding.”

c) MERTON COUNSELLING SERVICE

Objectives and Activities

Off the Record’s Merton Counselling Service started in April 2019 and launched a further expanded service supporting 17 schools via Merton Schools Wellbeing Team (MSWT) in April 2021. These services are complemented by an outreach worker who provides a range of counselling, wellbeing and outreach support with schools, local youth clubs and other community organizations, as well as delivering workshops for the parents and carers of young people struggling with self-harm.

The counselling service is open to young people ages 11 to 25 who live in the London borough of Merton, are registered with a Merton GP or attend a Merton school. Young people may access support by self-referral or being referred by a professional (e.g., GP, social worker, teacher), in addition to a referral route through Merton CAMHS SPA. Emotional support and counselling are offered in-person and via video and telephone.

The Merton School’s Wellbeing Team (MSWT) provides mental health support to 17 primary and secondary schools in Merton offering direct support to children, young people, and their families. The team offers a flexible ‘counselling-based’ model with emphasis on a whole school approach, universal and targeted group work and short-term one-to-one interventions suited to school delivery. In addition to clinical support, MSWT has been actively engaged in setting up an EPEC (Empowering Parents Empowering Families), a well-evidenced program designed to improve access to parenting support within the local community. In collaboration with EPEC Coordinator and practitioners from other MHST teams, the first parent group has been successfully launched.

The counselling, schools and outreach support services were funded this year through SWL ICB. The service provides a safe space where young people can receive support and encouragement to deal with whatever challenges or difficulties they are facing.

Our outreach worker has continued to offer themed weekly psychoeducation online workshops to young people across our Croydon, Sutton and Merton boroughs and a weekly peer support group “Keeping Connected”. Online workshops have continued for parents and carers of young people who struggle with self-harm, alongside workshops for parents and carers of young people struggling with emotion-based school avoidance.

Our service hub is based in Vestry Hall, a local authority owned building, in the east of the borough (Mitcham). Counselling and emotional support sessions are also offered at The Nelson Medical Practice and within 17 local schools in the borough. Young people may choose whether they engage with our support in-person, via video, or telephone.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON (A company Limited by Guarantee)

REPORT OF THE MANAGEMENT COMMITTEE

Achievements and Performance

We are in the 5th year of our ICB contract and have continued to have a consistent, multidisciplinary team within Merton including two part-time Peer Support workers, three MH practitioners, one Senior MH Practitioner and an administrator. We have been asked for input in a range of borough initiatives around children and young people's mental health and continue to work closely with our ICB, LA and community colleagues.

This year we received 857 referrals with a sustained increase quarter on quarter throughout the year going from 185 referrals in the first quarter to 268 referrals in the fourth quarter. The service supported 736 young people across 3938 sessions. Of those that accessed our services 57% self-referred, 32% were referred by a professional (often educational establishments) and 11% were referred by Merton CAMHS.

These numbers reflect a continuation of the increase in referrals and levels of needs alongside an increased level of provision when compared with the period preceding the Covid-19 Pandemic. Whilst we continue to aim to provide support at the point of need, in line with the i-Thrive model, this has not always been possible this year due to increased referral numbers, staff sickness or absences for other reasons.

The demographics of young people receiving support in the service indicated that 62% of clients identified as female 34% identified as male and 4% identified as other (a category which includes non-binary and transgender). Of these young people: 22% were aged 4-10; 24% were aged 11 to 13; 28% were aged between 14 and 17, and 26% of clients in the 18 to 25 age group. Data indicates that 59% identified as being from diverse BAME backgrounds, with 35% identifying as coming from a White British background.

Young people presented most with the following issues: anxiety, which is by far the most common (65%); school (47%); peer relationship difficulties (47%); family issues (44%); low mood/depression (30%). Over one-quarter of young people seen experienced suicidal ideation (28%) and just under a quarter disclosed the experience of self-harm (21%); this reflects the ongoing need for an increased level of safeguarding support in response to higher levels of risk experienced by young people which emerged from the lockdowns.

These figures describe a population of young people who are struggling with anxiety and stresses in both school and family environments alongside peer relationship difficulties, low mood as well as symptoms including sleep problems and a risk to their own safety.

Young people accessing support presented on average with levels of psychological distress in the “moderate” range (average score 19.2) and, at the end of interventions, on average scored within the “mild” range for psychological distress (average score 14.4), as measured using the YP-CORE and CORE-10 measures.

Feedback shared with the service demonstrated repeatedly that young people appreciated that they were listened to and treated with patience and respect with 100% of young people who gave feedback said that the help they had received with OTR Merton was good.

In answer to the question “what was really good about your care”, examples of answers from young people are:

“Always listened and amazing advice”

“CBT worksheets let me unpack thoughts that were so helpful. I liked being able to talk through challenges and felt listened to”

“Comfortable and safe environment to talk about things I need to”

“Easy to access, felt heard”

“Easy to talk to, relaxed atmosphere, was able to open up more than I have before”

**“OFF THE RECORD” YOUTH COUNSELLING CROYDON
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d) ONLINE SERVICES

Objectives and Activities

Through our dedicated secure website (www.talkofftherecordonline.org), we provide free online services to young people aged 11-25 in the London boroughs of Croydon, Sutton and Merton. Our online services include the delivery of individual ongoing counselling (6-12 sessions) and a range of online psycho-educational workshops for young people and parents/carers on a variety of wellbeing topics.

The online counselling service allows young people to write about their problems rather than talking, meaning they can have their counselling and support entirely online in a format of exchanging messages. This can either be through a weekly live chat session with a designated counsellor (where the young person and counsellor meet in real time and exchange messages on the counselling platform); or through the exchange of weekly messages (when the young person can send messages throughout the week at the point of need and receive a weekly therapeutic response at an agreed time).

To complement this one-to-one support, targeted workshops are also delivered, providing practical help and information about key issues young people might be struggling with (for example: exam stress, results day, sleep solutions, managing low mood and anxiety), as well as supporting parents and carers with a child who self-harms or is struggling to attend school.

Achievements and Performance

This year we have seen a consistent number of new registrations to the online platform (232 new registrations, compared with 225 in 2022-23). We have seen a significant drop in returning clients, (from 57% to 45%), and this may be due to the wider availability now of face-to-face counselling following the pandemic, so that those who prefer that and need further counselling are able to take up that option.

Approximately 1600 counselling sessions were delivered, with a slight increase in counselling sessions offered this year. 26% of the total sessions offered were assessment (or triage) sessions which focus on providing a rapid response to all young people who register for our service. During the triage process, each young person is given one-to-one contact from an experienced online counselling practitioner who explains how online counselling works, signposts to any relevant services and assesses any risk or considerations around the young person's suitability for online work.

Our targets to respond to young people in a timely, accessible and effective way were fully met over the year, with 99% of new registrations responded to within 72 hours. We continue to comfortably meet our target timeframes for allocating clients to a counsellor following registration and assessment, with approximately 50% of young people being both triaged and allocated to an ongoing counsellor within two weeks, and 90% allocated within four weeks.

Service satisfaction remains high, with 100% of young people agreeing that the help they received via the service had been good and 99% stating that they would recommend the service to a friend or family member. 99% of young people found it easy to talk to their counsellor and 100% felt that their views and worries were taken seriously.

Outcome data shows that the levels of distress young people were experiencing upon entering the service were aligned with previous years, falling at the very top of the 'moderate to severe' range. Improvement rates have remained consistent and in line with previous years, with 78% of clients showing some improvement.

A key objective of the online counselling service is to enable young people to access mental health services who might otherwise not receive any support or may struggle to attend face-to-face services. The service therefore particularly targets young people from a Black, Asian or Minority Ethnic (BAME) background, LGBTQ+ young people, young people with disabilities, young carers and looked after children. Accordingly, 53% of online clients come from a background where they do not identify as white British, and 34% identified as LGBTQ+. These percentages remain consistent with previous years. This year we have noticed an increase in young people who describe themselves as having a disability (from 3% to 6%) and an increase in Looked After Children (from 2% to 5%). These groups might find it particularly hard to access regular counselling support and are benefiting from the ease of online support.

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Some feedback from clients:

The benefit of text-based support:

“Time slots are convenient I don't have to be there to attend and can send what I need when I want or whenever it's convenient for me.”

“Having it be a text function was so good as I struggle with speaking words sometimes when talking about certain things.”

What was good about their counselling:

“My feelings felt genuinely validated”

“I didn't feel like I was getting standard textbook responses - it felt personal and directed in ways that helped me think about what we were discussing.”

“It felt like a real person was on the other side of the screen which made it much easier to open up.”

How the service has helped:

“Since I have started using the service it has helped me feel a lot calmer and more fulfilled”

“I used to feel really confused and down about myself before counselling started and now, I feel happier and more confident in myself.”

“I felt a big improvement in my ability to cope with my problems because of this counselling.”

Alongside our online counselling offer, the online workshops provide an accessible and approachable way for young people to access psychoeducation and peer support. The webinars are delivered through our safe and secure platform (where 83 workshops were hosted) alongside some delivery through zoom (where 14 workshops were hosted).

Over 700 registrations to the workshops were received across the platform and zoom workshops and more than 450 attendances were recorded to both our weekly ‘Keeping Connected’ support group our themed workshops which included ‘Managing Anxiety’, ‘Managing Low Mood’, ‘Managing Exam Stress’, and ‘Sleep Solutions’.

Over the last year we have been delivering webinars for parents of young people struggling with self-harm, behavioral challenges or emotionally based school avoidance. Alongside our work within the Mental Health Schools Teams, our webinars for parents provide an important layer of support to the young people's mental health community, with 170 parent registrations received across Croydon, Sutton and Merton.

2. OUTREACH SERVICES

COMMUNITY & OUTREACH TEAM & BAME MENTAL HEALTH COMMUNITY DEVELOPMENT WORK

Objectives and Activities

The Community Team based within Off the Record delivers community development work focussed on addressing mental health inequalities for racialised communities alongside community and outreach work focussed on meeting the needs of marginalised young people who struggle for a range of reasons to access mental health, wellbeing and counselling support. The team is comprised of community development workers, mental health practitioners, outreach counsellors and community engagement professionals.

Our CHRIS work, provides community located therapeutic and developmental support to young BAME people aged 14-25, affected by escalating incidences of serious youth violence or sudden death. Young people contacting CHRIS are fast-tracked to a BAME counsellor able to respond flexibly to their needs. From April 2023, our CHRIS work has expanded to offer support to young people passing through the Croydon custody suite.

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REPORT OF THE MANAGEMENT COMMITTEE

Achievements and Performance

2023/24 has been a productive year for the Community Team, despite some staffing challenges with colleagues moving on to new roles and an opportunity to focus on the key priorities for a community-based response to mental health.

Our young Youth Ambassadors meet monthly to discuss themes linked to mental health and current affairs. They record a monthly podcast on topics they chose, these podcasts are then posted online on the Off the Record website and shared on social media. Youth Ambassadors have also been creating content for Off the Record social media, including short Instagram video's about visiting Queens Rd and Croydon Rd if you are coming to in-person interventions. They have attended two Charity days this year, contributed to decisions about merchandising, branding for the 30th Anniversary and publicity and clothing for staff.

In summer 23 the Community Team has some really successful outreach events, attending a number of borough events and also hosting our own Summer Pop-Ups in Croydon and Merton. Off the Record attended Croydon PrideFest at Wandle Park for the second time. We engaged with over 500 people and focused on promoting Off the Record and giving space for people to talk about their own mental health journeys. We also attended PlayPlace's Croydon Play Fest in New Addington for the second time. This event is aimed at families and younger children, but the team still engaged with over 150 people, particularly promoting the services Off the Record provide across the borough and with parents.

The Community Team attended Cut It Out organised by My Ends and Palace for Life Foundation, attendance was better than last year for young people (from schools) and was a great opportunity to network and build on relationships with partners. OTR colleagues played in the adult team in the football matches and hosted a stall with Youth Ambassadors.

We have had a good commitment from other Off the Record colleagues outside of the Community Team in supporting outreach and events, several new colleagues to OTR are particularly positive about engaging in the community as well as with their individual clients/work.

We had 26 OTR Summer Pop Ups over July and August at 20 locations. We engaged with over 350 people at these events, the top three topics discussed with young people were anxiety, depression and general concerns about own mental health. Staff who ran these sessions felt the visibility of OTR in communities is key for publicising the access young people have to OTR and showing that we are a part of their community whenever they need us.

Community Team staff attend a number of partnership and networking meetings including My Ends in West Croydon/London Road and the Croydon Community Gangs meeting. Attendance at these and other meetings increases our community knowledge and promotes Off the Record's commitment to supporting young people in our three boroughs of delivery.

Barbershop work in 23/24 has been good but we want to review its functioning in 24/25. We have delivered 5 Trim n Grin sessions with Young Carers; at Pollard's Hill (x 2) and Legacy. These sessions focus on mental health conversations in a barbershop setting.

Weekly drop-in sessions at Croydon College continue as normal on a Tuesday during term time, numbers of students engaging has increased since Sep 22 and we hope to expand these sessions in the next school year to Coulsdon College, John Ruskin College and East Surrey College (35% of their students are Croydon residents) so that there is equal access for sixth form and further education students across Croydon and neighbouring boroughs. We have delivered 8 sessions for colleges in Croydon, Sutton and Surrey this year, 6 during Mental Health Awareness Week and others at the request of colleges. We always get positive feedback from these drop-in sessions from staff and students, the informality and visibility is mentioned most.

We have also attended the following events across the year hosted by partner organisation: New Addington Carnival, Community Spotlight event (CVA), Pride, Social Workers Showcase (CC/Legacy), BME Forum Wellness Event, Legacy open day, Stand Up Black Dad's and Arriva West Croydon Suicide Prevention event. We always host a stand and have some kind of activity and free merchandise. These are always good opportunities to engage with the community and ask questions about their mental health needs or publicise referral pathways and the support that OTR offers.

From Sep 23 to Jan 24 there were tragically four deaths of young people from violence in Croydon and Sutton. Off the Record offer the same consistent response to these devastating events in the community. We attend the location of the death as soon as possible (normally the next day), to lay flowers and leave contact publicity for CHRIS and the OTR Support Line and speak to any mourners or members of the public who are in attendance.

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The death of Elianne Andam got huge public recognition and media attention in September and impacted the Croydon community in a significant way. This was partly due to her being female; the manner of her death as it happened as she was on the way to school; and the amount of witnesses due to it being in a public space. OTR staff attended a number of memorial and community reassurance meetings after Elianne's death, and there was a big spike in young people requesting mental health support from OTR in the immediate aftermath. The First Contact team, Chris service and the Croydon Service all prioritised young people impacted by Elianne's death before December.

There has been significant work sustaining our pilot Custody Suite mental health support, with a number of developmental ideas to engage young people into support when in a 'learning moment' while in police custody. The partnership with Croydon Council Youth Offending Service and Croydon Drop In is key in continuing to improve this area of work going forward. From April an OTR member of staff will be based at the YOS to help colleagues there understand our role and what we can do to support young people.

We have developed a strong partnership with Be Inspired (formally Gloves Not Guns) and have placed an OTR counsellor there once a week delivering 'Box Therapy' from Jan 24. We anticipate having more evaluation about this in 24/25.

In Jan 24 we were successful in achieving national DHSC funding for a new Suicide Prevention project within the Community Team. Two new colleagues have joined OTR and are starting the development of this project with the aim of having six residencies a week in Croydon, Sutton and Merton (two per borough) and pop up's and workshops for young people most at need of connecting with support.

3. REFUGEE & ASYLUM SEEKER COUNSELLING SERVICE

Objectives and Activities

The Refugee Service provides individual counselling and group work to young refugees, asylum seekers or forced migrants aged 11-25yrs in Croydon. Counselling is generally short-term and delivered through a mixture of sessions offered in outreach locations, youth groups and at Off the Record's offices as this maximises our accessibility for this vulnerable group of young people.

The climate for asylum seekers has been particularly challenging with the Rwanda issue dominating the immigration arena alongside evictions from hotels after 7 days of having a visa. Fortunately, we have seen a large number of refugees from Afghanistan and other countries in conflict receiving leave to remain promptly after arrival in the UK which has been a huge relief to many of them. The large numbers of asylum seekers living in hotels is still an issue and we are now working in one of the hotels providing art activities to the children. This gives us the opportunity to build a relationship with the hotel, alongside the children and families that we work with, as well as providing us with exposure for our work more generally. We are now seeing more 11 year olds being referred as they live in hotels with families and this is a stressful environment for them to be living in for prolonged periods of time.

We partnered with Young Roots at the Merhaba group, a new group that caters solely for young hotel residents where we delivered an arts activity group. Both of these groups have been well-received and provided a therapeutic intervention for young people where language doesn't restrict their expression or involvement.

Achievements and Performance

The refugee service is delivered from Queens Road with the whole team providing all sessions in these offices. We have maintained our holding call system of calling young people every 3 weeks and regular check-ins before allocation to weekly counselling.

60 young people started counselling in the year and a total of 174 young people received individual counselling with the refugee service in the past year. Client ages ranged from 11 to 25 years old with 42% being aged between 14 and 17, a slight drop from last year and 52% being aged between 18 and 25 which is an increase on last year. The trend seems to be that we are seeing more over 18's than under 18's. Clients came from 12 different countries, less than last year, with the majority still typically coming from Afghanistan (29%) and Albania (14%) with Ethiopia, Eritrea Pakistan and Iran, making up the other significant percentages.

Attendance has remained high at 72%, this figure benefitting from the option for telephone sessions which makes up 61% of our contact with clients. However, we have reduced the number of telephone sessions we have offered as we feel that young people benefit more from having in person sessions.

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Our holding calls are recorded as brief interventions and pre-therapy waiting list calls. The combined total of these is 315 which is a 15% increase on last year. This includes a small number of drop-in sessions that have been offered during the year.

Referrals are increasing each year with 161 new contacts this year alongside the number for self-referrals at 27 this year. Included in this are 38 young people returning to the service for additional support. As is typical for this service, 85% of referrals were male and 15% female. 92 assessments were carried out.

Our long-standing Young Roots partnership continues to be successful with our counsellor providing drop-in counselling at the 'hub' weekly youth group. In-person sessions are fully resumed unless an established client has been unexpectedly been moved out of the area. This has been of huge benefit for the young people to see the counsellor at the hub and to develop a relationship with her. When there are no young people needing counselling, the counsellor engages with informal activities at the group to build relationships thus enabling future therapeutic interventions and to bring a mental health message into the setting. We have carried out workshops through-out the year on sleep and anxiety. The young people who participated said they benefitted from attending these sessions.

The refugee team have also delivered workshops to the Refugee Council and for CARAS (Community Action for Refugees and Asylum Seekers) also on sleep and anxiety and have received good feedback from the group leader saying "everyone said it was great".

The general feedback for the counselling we have had from clients has been:

One client, who felt unable to talk to peers about his situation and felt that his counselling was a trustworthy space said:

"You are like my family now"

Another, after being evicted from Home Office accommodation said;

"Thank you so much. Without you I would be on the street. You have helped me so much. No one has helped me as much as you."

And finally, from one young person:

"Thank you, you have helped me a lot, I have lots of problems – Home Office, solicitor, I am worried about the future, I am lonely and isolated, I am really grateful to you and for your support. This has helped a lot. I have limited access to help, and this helps my worries and tensions, it helps me mentally. I will always be grateful to you".

4. YOUNG CARERS' SERVICE

Objectives & Activities

The Young Carers Service is a free and friendly service, offering support to young people aged 7-25, caring for someone with a physical disability, mental health issue, long-term physical illness, learning difficulty or for drug and alcohol dependency. The service offers assessment, respite, and educational, emotional and social support to children and young people.

The team provides casework aimed at reducing the effects of harmful caring and enabling young carers to build their aspirations, to have positive mental health and healthy minds and fulfil their potential beyond their caring role.

The Young Carers Service is staffed by a multidisciplinary team and is based with Off the Record colleagues at TBXH, Sunley House in central Croydon having moved from being co-located with other Carers services in George St in October 2023.

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Achievements and Performance

The Young Carers Service received 198 referrals this year, the highest number of referrals we have received in a year since we started recording them. This represents a year-on-year increase since 2019 and can't now be presumed as a Covid spike but is more likely the result of ongoing increased identification of young carers in Croydon and reduction in other support services (both statutory and voluntary) due to the borough's financial situation. This increase in referrals and assessments has meant a fall in the speed of the assessments. Our current assessment worker is left at the beginning of April 23 and we have identified an internal colleague who will move over and cover this crucial role in the team so we don't have a gap. We have also reallocated our resources and will make this role four days a week instead of three in anticipation that will also help with those waiting longer for assessments.

Over a third of all young carers referrals this year have been for 10–12 year olds, there is also a large number of 14 year olds referred. This matches our assumption that the School Census, which has included young carers since Jan 2023, has triggered an increase in primary and secondary schools identifying young carers within their settings. We have significantly more primary age young people overall being referred into the service which will affect our resource usage in the team particularly around respite for the next year.

Amongst new referrals females still outnumber males but the gap is reducing which is positive (102 females and 87 males). We continue to work on supporting schools and families to identify and refer young men as young carers to our service.

Schools continue to be largest individual referrers at 77 but collectively Croydon Children's Social Care and Croydon Early Help made 71 referrals. We do not get many referrals from SLAM, CAMHS, Croydon Adult Social Care, substance misuse services or GP's. We have delivered training to SLAM in 23/24 and are building relationships with Croydon Adult Social Care but we have struggled to make a sustainable contact with GP services in Croydon apart from individual referrals very occasionally.

Issues and themes that the young carers service have highlighted over the last year include:

- Social anxiety and generalised anxiety in young carers and young adult carers
- Continuing difficulties for young adult carers transitioning to adult lives and services
- Legacy of behaviours, emotions and impact from Covid/lockdowns
- Complexity of family life on top of caring responsibilities
- More young people struggling with educational engagement or attendance
- Young carers with their own physical/health, mental health or neurodiversity/learning difficulties in addition to their caring role (including siblings caring for each other with their own needs)

We have tested out some respite ideas over the last year for young carers with neurodiversity and learning needs, these have included a pamper session, creative expression session and games/art sessions with low lighting and ambient sounds. Feedback from parents and guardians has been very positive about these options and we have built them into our school holiday respite for each break. We aim to build in more of these sorts of targeted respite for different groups of young carers and their specific needs.

We have also refreshed our respite booking system for young carers and their parents/guardians. We have created an online booking system with MS Forms to make it as easily accessible for those completing it. After receiving a response, we are now able to be quicker to book the young carer onto respite and communicate with them which particularly helps parents with mental health issues or managing multiple children in their family.

We had brilliant attendance at respite this year; we offered 42 respite sessions and had attendance of 435 young people. Especially at Christmas and Feb half term we had significantly more primary aged young carers attending respite sessions; this is in line with the increase in referral and registration of more primary aged young people into YCS. We anticipate having to weight respite sessions slightly to primary age in the next financial year, not to the detriment of other age ranges.

Croydon Council secured some additional respite funding for YCS and other carer organisations in Croydon to deliver extra respite and new projects in 24-25 financial year. We have had that confirmed and will start work on that for summer 24.

Young carers staff have been part of the Croydon Carers Strategy working group, to review and develop a new Carers Strategy for the borough. This work is a continuation of the planning and preparation from last year. CIS and YCS put a lot of effort and work into this during summer 2023 and we are keen to remain part of this crucial work. The Strategy should be published at the end of 2024. We have been making sure young carers are strongly represented in this.

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Off the Record were offered free tickets for young people to Wimbledon tennis in July 23 and we allocated six to young adult carers - two brothers together on one of their birthdays; a daughter and her mum; and two friends.

YCS also received free tickets from Zippo's circus when they came to Croydon last July who offered us 100 tickets for young carer and their families. We did a lottery for young carers to apply and allocated all tickets, it was a hugely successful visit, young people saying they loved attending something with their families that is normally too expensive for them. We were very grateful to Zippo's for giving that opportunity to Croydon young carers.

STATEMENT ON PUBLIC BENEFIT

The objectives and activities, and achievement and performance sections of this report clearly set out the activities which the charity undertakes for the public benefit. The Management Committee confirm that they have complied with the duty in section 4 of the Charities Act 2011 to have due regard to public benefit guidance published by the Commission in determining the activities undertaken by the charity.

RISK MANAGEMENT

The Management Committee actively review the major risks which the charity faces on a regular basis, and we have established systems to mitigate those risks including reports to Management Committee meetings against an agreed risk register. Some of the key risks kept under regular review are:

Financial – the risk of loss of funding through non-renewal of grants/contracts; over-expenditure through lack of financial control; fraud; potential future VAT/ tax liability. This risk is managed through robustly implemented financial procedures overseen by the Treasurer and Finance Committee; quarterly management accounts presented to the Trustee Board; professional VAT/ tax advice; fraud response plan; and by maintaining a sufficient level of reserves to safeguard the charity in the event of adverse conditions.

Clinical – the charity works with vulnerable young people in mental health. Risks include clients harming themselves or others; deterioration in mental health; stress levels for staff; staff feeling unclear about policies and procedures. This risk is managed through regular clinical/casework supervision for staff in line with professional guidance and robust risk and safeguarding training and procedures. Strong recruitment practices target high quality clinical staff including mandatory videos whereby a mock example of a counsellor's work is recorded and reviewed. All staff are required to attend annual safeguarding training.

Premises & Facilities – risks include Health & Safety breaches within maintained premises creating potential risks to staff or service users and risk of litigation; financial risks from costs of building maintenance & upkeep; catastrophic events e.g. fire/flood making one or more building unusable. These risks are managed by having a Health & Safety Officer in place, regular Health & Safety checks & risk assessments, routine maintenance of key facilities inc. fire safety. A business continuity plan is in place with provisions to deal with loss of building use/facilities.

FINANCIAL REVIEW

During the year Off the Record received income totalling £2,694,844 (2023: £2,328,441). Resources expended totalled £2,610,087 (2023: £2,591,672). The net movement in funds for the year is a surplus of £84,757 (2023: deficit of £108,231). This resulted in total funds at 31 March 2024 of £1,129,553 (2023: £1,044,796).

Our principal funding sources in this year were:

SWL ICB (Croydon, Sutton and Merton Place); London Borough of Croydon; London Borough of Sutton; Wimbledon Foundation; NHS England.

Reserves Policy

Off the Record's general unrestricted reserves represent funds of the charity that are freely available, excluding designated funds and restricted funds.

The Reserves Policy, is reviewed by the Management Committee annually. This states that Off the Record holds reserves for the following purposes:

To aid cash-flow management – To facilitate effective cash management as expenditure can sometimes precede receipt of the corresponding income. Additionally, to mitigate against delays in funding.

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To cover unforeseen expenditure – To meet unexpected operational costs that may accumulate throughout the year.

To provide transitional funding – To provide transitional funding for core programmes which suffer a short-term shortfall in funds.

To facilitate programme closure – To support the orderly wind-up of one or more programmes which are being closed down or for which future funds have not been secured.

For future planned expenditure – To support planned commitments or designations that cannot be met by future income alone.

The target level of reserves is reviewed by the Management Committee each year as part of the annual budget process taking into account:

- a) The forecast income and expenditure for the coming budgetary period and any material uncertainties in those projections.
- b) The pattern of income and expenditure for the forthcoming budgetary period, with particular attention given to programmes where funding is in arrears of expenditure.
- c) Off the Record's strategic and operational plans for the coming budgetary period and for future years. This includes an analysis of material future expenditures which cannot be met solely by future income of that period (e.g. new IT commitments).

For the 2024/25 budgetary period the charity is aiming for a target of approx. 4 months operating costs (approximately £880,000) of unrestricted reserves. The current level of reserves is broadly on target.

Total general unrestricted funds at 31 March 2024 are £1,129,553 (2023: £1,044,586), of which designated funds were £208,123 (2023: £195,672) and restricted funds £nil (2023: £210). This is considered adequate as the monthly expenditure of the charity is relatively stable, and we now have significant contracts with a range of funders.

Included in designated funds are the fixed asset funds. The property asset is not available to spend as the Charity operates from its premises.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Structure

“Off the Record” Youth Counselling Croydon (Off the Record) is a registered charity and a company limited by guarantee, registered in England and governed by a Memorandum and Articles of Association. The Memorandum and Articles of Association are currently being reviewed and updated in accordance with the current Charity Commission template and, pending any necessary statutory permissions/notifications, are expected to be operational within the next financial year.

PLANS FOR FUTURE PERIODS

Off the Record is working with the loss of hope and confusion that many young people are experiencing and expressing. Genocide is a new theme that is being presented by young people in their sessions with us as a major fear and concern – this is unprecedented and points us in the direction of a new mental health “landscape”.

Our priority is to remain agile and adapt to the new landscape that we find ourselves in. We have taken the strategic decision to return to our offices (over three years ago now) and to provide a large proportion of our work face to face. We are responding to the demand of young people – increasing numbers of whom are asking for counselling or support face to face. We are discovering that many young people are increasingly struggling with the challenges presented by the “real world”.

In 2024/25 we plan to build our partnership work wherever possible including with Be Inspired (formerly Gloves not Gunz) to deliver an innovative Box Therapy provision. We will continue to develop and strengthen our mental health maintenance provision to young people across southwest London by continuing to build our local partnership work.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

REPORT OF THE MANAGEMENT COMMITTEE

Our modernising agenda quickens apace, and we understand will never be complete. A strategic priority is to remain relevant to children and young people who increasingly acknowledge and are aware of their own mental health and are searching online for answers. Increased geopolitical instability; climate crisis; the continued cost of living crisis; violence and aggression towards young girls and the insecurities and fragilities that boys and young men face are all presenting children and young people with a unique set of existential challenges. Off The Record continues to adapt and develop creative and innovative services to remain the first “port of call” in the same way that we might have been for their parents.

We will be celebrating our 30th anniversary in October 2024 and are designing an event that opens conversations with children and young people, their families and partners and other community groups as well as showcasing some of our accomplishments over the last thirty years.

We recognize that with increased mental health demand and diminishing funding and resources we need to rationalize our approach and capacity – therefore we are increasingly offering short term mental health support while at the same time planning a wide-reaching mental health maintenance “menu” that will be in the various communities to help support young people at the point of need in the places where young people feel safe and delivered by people who “look and sound like them “. Our old model of providing mental health support at a particular point in a young person's life in a detached and contained way is no longer relevant. We need to be “out there” in local communities e.g. in the mental health marketplace, ensuring that we are carrying clear and healthy messages about mental health and resilience in 2024.

The development of our First Contact Team and our Peer Support Workers are both examples of trialling new ways of working to deliver fast, holistic, and effective responses to young people, keeping young people's needs and wishes at the centre of everything we do. These new responses are part of a broader goal to bring greater integration across our services and boroughs maximising the skills and capacity of our staff.

Our Outreach and Community work remains a key priority for Off the Record over the next year as this was severely impacted by lockdown restrictions. In 2024/25, we want to continue to focus on re-engaging with local communities and with young people in the community. This will include re-energising the work of our ‘CHRIS’ counsellors who engage with young people in Croydon impacted by sudden or violent death; further developing our support to young refugees through joint working with local refugee organisations; and broadening our work targeting positive mental health messages to racialised communities through our barbershop work and through new partnerships with youth services in Croydon, Sutton and Merton. At the core of this work is a commitment to significantly raise our awareness and response to issues of inclusion and diversity across the whole charity. We plan to provide mental health support to more LGBTQ young people in the community in 2024/25.

To all the new staff who have joined us we extend a warm welcome; to those who have stayed with us we offer our thanks and appreciation; to those who have moved on we send our heartfelt good wishes. We take our inspiration from the young people who continue to trust us with their challenges and concerns, and, through our work, we will continue to focus on our vision of “Showing up” for all children and young people's mental health in Southwest London.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

REPORT OF THE MANAGEMENT COMMITTEE

STATEMENT OF THE MANAGEMENT COMMITTEE’S RESPONSIBILITIES

The Management Committee (who are also directors of Off The Record Youth Counselling Croydon for the purposes of company law) are responsible for preparing the Management Committee's Annual Report (including the Strategic Report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Charity law requires the Management Committee 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 surplus or deficit of the charity for that period. In preparing those financial statements the Management Committee are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2015 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

Statement as to Disclosure of Information to Auditors

So far as the Management Committee are aware, there is no relevant audit information of which the charitable company's auditors are unaware, and each trustee has taken all the steps that he or she ought to have taken as a trustee in order to make himself or herself aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Approved by the Management Committee on 10 October 2024 and signed on their behalf by:

Laura Haigh

Grainne Beeney

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF “OFF THE RECORD” YOUTH COUNSELLING CROYDON

Opinion

We have audited the financial statements of “Off the Record” Youth Counselling Croydon for the year ended 31 March 2024 which comprise the Statement of Financial Activities, Balance Sheet and Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 ‘The Financial Reporting Standard applicable in the UK and Republic of Ireland’ (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the 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.

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report 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 Report of the Management Committee, which includes the trustees’/directors’ report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report included within the Report of the Management Committee has been prepared in accordance with applicable legal requirements.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF “OFF THE RECORD” YOUTH COUNSELLING CROYDON

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 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 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's responsibilities for the audit of the financial statements

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

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

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the charity through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF “OFF THE RECORD” YOUTH
COUNSELLING CROYDON**

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 of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

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 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, for our audit work, for this report, or for the opinions we have formed.

Catherine Cooper (Senior Statutory Auditor)

For and on behalf of Azets Audit Services

Statutory Auditor

1st Floor

River House

1 Maidstone Road

Sidcup

Kent DA14 5RH

Date: 17 October 2024

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2024

INCOME AND EXPENDITURE ACCOUNT

	Notes	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
Income from:					
Donations		3,291	-	3,291	7,705
Interest		1,021	-	1,021	269
Charitable activities	2	2,636,108	54,159	2,690,267	2,475,467
Other income		265	-	265	-
Total income		<u>2,640,685</u>	<u>54,159</u>	<u>2,694,844</u>	<u>2,483,441</u>
Expenditure on:					
Charitable activities:					
Counselling services		1,913,528	27,710	1,941,238	1,892,551
Outreach Services		221,968	16,569	238,537	214,983
Young Refugees Project		139,174	0	139,174	152,732
Young Carers Project		281,048	10,090	291,138	331,406
Total expenditure	3	<u>2,555,718</u>	<u>54,369</u>	<u>2,610,087</u>	<u>2,591,672</u>
Net movement in funds	8	84,967	(210)	84,757	(108,231)
Funds brought forward at 1 April 2023		1,044,586	210	1,044,796	1,153,027
Total funds carried forward at 31 March 2024		<u>1,129,553</u>	<u>-</u>	<u>1,129,553</u>	<u>1,044,796</u>

All of the charity's transactions are derived from continuing activities.

The Statement of Financial Activities includes all gains and losses recognised in the year.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2023

COMPARATIVE INCOME AND EXPENDITURE ACCOUNT

	Notes	Unrestricted funds £	Restricted funds £	Total 2023 £
Income from:				
Donations		7,705	-	7,705
Interest		269	-	269
Charitable activities	2	2,440,467	35,000	2,475,467
Other income		-	-	-
Total income		2,448,441	35,000	2,483,441
Expenditure on:				
Charitable Activities:				
Counselling services		1,860,261	32,290	1,892,551
Outreach Services		212,483	2,500	214,983
Young Refugees Project		152,732	-	152,732
Young Carers Project		328,135	3,271	331,406
Total expenditure	3	2,553,611	38,061	2,591,672
Net movement in funds	8	(105,170)	(3,061)	(108,231)
Transfer				
Funds brought forward at 1 April 2022		1,149,756	3,271	1,153,027
Total funds carried forward at 31 March 2023		1,044,586	210	1,044,796

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

Company number 2987817

BALANCE SHEET
AS AT 31 MARCH 2024

	Note	2024		2023	
		£	£	£	£
Fixed Assets	10		138,672		138,672
Current Assets					
Debtors	11	547,608		96,892	
Cash at bank and in hand		594,977		889,695	
		<u>1,142,585</u>		<u>986,587</u>	
Creditors: amounts falling due within one year	12	<u>(151,704)</u>		<u>(80,463)</u>	
Net Current Assets			990,881		906,124
Net Assets			<u><u>1,129,553</u></u>		<u><u>1,044,796</u></u>
Represented by:					
Restricted funds	13		-		210
Unrestricted funds:					
Designated funds	14		208,123		195,672
General fund			921,430		848,914
Total funds	15		<u><u>1,129,553</u></u>		<u><u>1,044,796</u></u>

Approved by the Board of Management Committee on 10 October 2024 and signed on their behalf by:

Laura Haigh

Grainne Beeney

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

CASHFLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	2023 £
Cash flow from operating activities	18	(295,739)	(159,483)
Net cash flow from operating activities		(295,739)	(159,483)
Cash flow from investing activities			
Interest received		1,021	269
Net cash flow from investing activities		1,021	269
Net increase/(decrease) in cash and cash equivalents		(294,718)	(159,214)
Cash and cash equivalents at 01 April 2023		889,695	1,048,909
Cash and cash equivalents at 31 March 2024		594,977	889,695
Cash and cash equivalents consists of:			
Cash at bank and in hand		594,977	889,695
Cash and cash equivalents at 31 March 2024		594,977	889,695

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

1 ACCOUNTING POLICIES

a. Basis of preparation

Off the Record Youth Counselling Croydon is a company limited by guarantee in England & Wales. 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. The address of the registered office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are set out on page 2.

The charity constitutes a public benefit entity as defined by FRS 102. 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 applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

b. Income

All income is included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations and grants receivable, including donations and gifts, are included in full in the Statement of Financial Activities when receivable.

Investment income is accounted for when received. Tax recoverable on investment income is accounted for on a receivable basis.

Other income is included in full in the Statement of Financial Activities when receivable.

c. Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Raising funds are those costs incurred in attracting voluntary income.
- Expenditure on charitable activities include expenditure associated with the organization.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

d. Support Costs

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs and administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters. Where support costs cannot be directly attributed to particular headings they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources.

The analysis of these costs is included in note 5.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

1 ACCOUNTING POLICIES (continued)

e. Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Designated funds represent funds invested in fixed assets. The designated fund balance has been represented to ensure that fund balance stated accurately reflects the designation policy adopted by the Management Committee.

f. Tangible fixed assets

All assets costing over £5,000 are capitalised. Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value, over their expected useful lives as follows:

Office Equipment - 33 1/3 % straight line

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of Financial Activities.

g. Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

h. Cash and cash equivalents

Cash at bank comprises balances held on the charity's current bank account.

i. Leasing commitments

Rentals payable and receivable under operating leases are charged to the SoFA on a straight line basis over the period of the lease.

j. Going concern

The Management Committee have renewed the charitable company's budgets and taken into account the expected impact of Coronavirus. Whilst it is difficult to predict the potential implications on the future revenue with any certainty, on the basis of the Management Committee's review, there is a reasonable expectation that the charitable company will have adequate resources to continue an operational existence for the foreseeable future and it is therefore appropriate to adapt the going concern basis of accounting for these financial statements.

k. Judgements and key sources of estimation uncertainty

The following judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies that have had the most significant effect on amounts recognised in the financial statements:

Useful economic lives of tangible assets

The annual depreciation charge for tangible assets is sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are re-assessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and the physical condition of the assets. See note 10 for the carrying amount of the tangible fixed assets, and note f. for the useful economic lives for each class of assets.

There are no key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

2 GRANTS & CONTRACTS RECEIVABLE

Restricted Funds:	Total 2024 £	Total 2023 £
Counselling services		
- BME Championing Covid 19 vaccine	-	5,000
- Wimbledon Foundation	27,500	27,500
Outreach Services		
- Merton Connected Community Champions	-	2,500
- DHSC Suicide Prevention Fund	16,569	-
Young Refugee Project		
- Young Roots	3,090	-
- Asylum Seeker Support Fund	7,000	-
	<u>54,159</u>	<u>35,000</u>
Unrestricted Funds and Contracts:		
Counselling Services		
- First contact team	51,463	79,847
- NHS Croydon /LB Croydon	155,807	153,052
- CAMHS/LB Croydon	34,000	34,000
- Counselling Croydon CYP Mental Health (Data Manager)	29,477	28,956
- Counselling Croydon Transformation Fund	116,752	114,688
- Counselling Croydon Community & Crisis Support	49,802	46,676
- Mental Health in Schools	438,476	418,811
- CYP IAPT Trainee Support	88,047	-
- Counselling Online Croydon Transformation Fund	103,755	101,920
- Counselling Online Sutton Transformation Fund	55,000	55,000
- Counselling Sutton LBS/CCG	150,500	163,284
- Counselling Online Sutton Transformation Fund Staffing Costs	45,000	45,000
- Counselling Sutton Transformation Fund Walk In Session	25,000	25,000
- Counselling Sutton Adult Mental Health Transformation	43,260	41,556
- Counselling Merton	571,389	548,152
Outreach Services		
- NHS Croydon /Outreach BME CDW	102,972	101,151
- CAMHS Transformation – BAME Manager post & BAME Outreach work	53,954	53,000
- Custody Suite Pilot	92,418	-
- Outreach Sutton Uplift	41,097	38,910
Young Refugee Project		
- Young Refugees Croydon CCG	77,130	75,767
- Young Refugees LBC	30,000	30,000
- Young Refugees Virtual School	12,750	12,750
- Young Refugees Young Roots	-	6,441
Young Carers Service		
- Young Carers' IYSS	50,000	50,000
- Young Carers' CSG	62,500	62,500
- Young Adult Carers Work	45,000	45,000
- Young Adult Carers Assessments	13,880	13,880
- Young Carers' CCG	59,013	58,126
- Young Carers Mental Health Post	37,666	37,000
	<u>2,636,108</u>	<u>2,440,467</u>
TOTAL GRANTS AND CONTRACTS	<u>2,690,267</u>	<u>2,475,467</u>

OFF THE RECORD" YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

3 EXPENDITURE

	Staff costs £	Direct costs £	Support costs £	Total 2024 £	Total 2023 £
Charitable activities:					
Counselling Services	1,662,465	33,862	244,911	1,941,238	1,892,551
Outreach Services	196,709	6,445	35,383	238,537	214,983
Young Refugees Project	107,321	16,911	14,942	139,174	152,732
Young Carers Project	235,749	23,690	31,699	291,138	331,406
	<u>2,202,244</u>	<u>80,908</u>	<u>326,935</u>	<u>2,610,087</u>	<u>2,591,672</u>

All costs are allocated between the expenditure categories noted above 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, being, time spent.

4 CHARITABLE ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Counselling Services	1,913,528	27,710	1,941,238	1,892,551
Outreach Services	221,968	16,569	238,537	214,983
Young Refugees Project	139,174	-	139,174	152,732
Young Carers Project	281,048	10,090	291,138	331,406
	<u>2,555,718</u>	<u>54,369</u>	<u>2,610,087</u>	<u>2,591,672</u>

In 2023 £2,553,611 of the expenditure in relation to charitable activities was attributable to the unrestricted fund, with the remaining £38,061 being attributable to the restricted fund.

5 SUPPORT COSTS

	2024 £	2023 £
HR and Consulting	8,430	7,187
Cleaning and waste collection	16,017	14,880
Office Supplies	6,115	10,740
Telephone and Internet	16,099	14,253
Staff costs including recruitment and training	26,871	18,185
Rent, Rates and Utilities	92,012	80,461
Operating lease payments	35,000	34,429
Computer Maintenance	24,416	12,452
Office and Computer Equipment	40,750	47,260
Repairs	7,983	4,368
Insurance	11,917	6,066
Payroll	7,283	7,348
Printing and postage	2,764	912
Website and publicity	-	8,546
Other	4,121	4,675
Governance costs (note 6)	27,157	14,981
	<u>326,935</u>	<u>286,743</u>

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

6 GOVERNANCE COSTS

	2024	2023
	£	£
Auditors' remuneration	16,260	10,110
Other governance costs	540	583
Professional fees	10,357	4,288
	<u>27,157</u>	<u>14,981</u>

7 MANAGEMENT COMMITTEE REMUNERATION AND REIMBURSED EXPENSES

During the year no Management Committee member received remuneration (2023: None) or reimbursed expenses.

8 MOVEMENT IN FUNDS

This is stated after charging:

	2024	2023
	£	£
Auditors' remuneration – audit fees	<u>16,260</u>	<u>10,110</u>

9 STAFF COSTS

	2024	2023
	£	£
Wages and salaries	1,947,731	1,913,757
Employer's National Insurance	184,128	191,628
Pension contributions	70,385	73,204
	<u>2,202,244</u>	<u>2,178,589</u>

The average monthly number of employees by headcount during the year was:

	2024	2023
	£	£
Direct charitable activities	61	63
Administration and management	6	6
	<u>67</u>	<u>69</u>

The full time equivalent number of employees amounted to 54 (2023: 56)

No employee received remuneration in excess of £60,000 (2023: none).

The total amount of employee benefits received by key management personnel is £ 424,566 (2023: £549,494). The charity considers its key management personnel to comprise those individuals listed on page 1.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

10 TANGIBLE FIXED ASSETS

	Land & buildings £	Office equipment £	Total £
COST			
At 1 April 2023 and 31 March 2024	138,672	6,221	144,893
DEPRECIATION			
At 1 April 2023 and at 31 March 2024	-	(6,221)	(6,221)
NET BOOK VALUE			
At 31 March 2024	138,672	-	138,672
At 31 March 2023	138,672	-	138,672

The costs of the freehold property and other expenditure (£135,000 and £3,672 respectively) are shown gross of a £138,672 grant received from Department of Health. Under the conditions attaching to grant dated 28 April 1995 the premises are to be used for the charitable objectives of 'Off the Record' Youth Counselling Services. Should the conditions of the grant cease to be met the charitable company is duty bound to inform the Secretary of State and to refund to the Department of Health an amount equal to that portion of the open market value of the property as is attributable to the expenditure of the capital sum.

11 DEBTORS

	2024 £	2023 £
Prepayments and accrued income	44,038	55,207
Grants receivable	503,570	41,685
	<u>547,608</u>	<u>96,892</u>

12 CREDITORS

	2024 £	2023 £
Accruals and deferred income	151,704	80,463
	<u>151,704</u>	<u>80,463</u>

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

13 RESTRICTED FUNDS

	Balance at 01.04.23	Incoming Resources	Resources expended	Transfers	Balance at 31.03.24
	£	£	£		£
Counselling Services	210	27,500	(27,710)	-	-
Outreach Services	-	16,569	(16,569)	-	-
Young Refugees Project	-	-	-	-	-
Young Carers Project	-	10,090	(10,090)	-	-
	210	54,159	(54,369)	-	-

Counselling: These funds are for the provision of free, confidential young people's counselling services including online services.

Outreach Services: This fund is for the provision of mental health outreach work, including BAME mental health, working around serious youth violence and suicide prevention.

Young Refugees Project: These funds are for the provision of counselling and group work support for young refugees and asylum seekers.

Young Carers' Project: These funds are for the provision of information, advocacy, support and respite activities for children and young people with caring responsibilities at home.

Comparative Restricted Funds	Balance at 01.04.22	Incoming Resources	Resources expended	Transfers	Balance at 31.03.23
	£	£	£		£
Counselling Services	-	32,500	(32,290)	-	210
Outreach Services	-	2,500	(2,500)	-	-
Young Refugees Project	-	-	-	-	-
Young Carers Project	3,271	-	(3,271)	-	-
	3,271	35,000	(38,061)	-	210

14 DESIGNATED FUNDS

	Balance at 01.04.23	New Designations	Designations Released	Balance at 31.03.24
Property fund	138,672	-	-	138,672
Database	47,000	-	(27,549)	19,451
Online platform	10,000	-	-	10,000
Portland refurbishment	-	40,000	-	40,000
	195,672	40,000	(27,549)	208,123

Purposes of designated funds:

Property fund – this represents the net book value of the property which the charity operates from and therefore the funds are not available for general purposes (see note 10)

Database – this represents monies in respect of costs to produce a new database for the charity

Online platform – this represents funds set aside for the new online database

Portland refurbishment - costs of refurbishing new leased property

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

14 DESIGNATED FUNDS (continued)

Comparative Designated funds	Balance at 01.04.22	New Designations	Designations Released	Balance at 31.03.23
Property fund	138,672	-	-	138,672
Database	75,000	-	(28,000)	47,000
Online platform	15,000	10,000	(15,000)	10,000
	<u>228,672</u>	<u>10,000</u>	<u>(43,000)</u>	<u>195,672</u>

15 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Restricted funds £	Unrestricted funds £	Total Funds £
Fixed assets	-	138,672	138,672
Current assets	-	1,142,585	1,142,585
Current liabilities	-	(151,704)	(151,704)
	<u>-</u>	<u>1,129,553</u>	<u>1,129,553</u>

Comparative analysis of net assets between funds 2023	Restricted funds £	Unrestricted funds £	Total Funds £
Fixed assets	-	138,672	138,672
Current assets	210	986,377	986,587
Current liabilities	-	(80,463)	(80,463)
	<u>210</u>	<u>1,044,586</u>	<u>1,044,796</u>

16 LEASE COMMITMENTS

Operating leases which expire:

	Land and Buildings	
	2024 £	2023 £
Within one year	130,794	54,561
Between one and five years	273,968	99,019
Due greater than 5 years	<u>11,667</u>	<u>-</u>

17 COMPANY LIMITED BY GUARANTEE

The Charity is limited by guarantee and accordingly has no share capital.

The liability guaranteed by each member is £1. The authorised membership of the company is unlimited.
At 31 March 2024 the membership was eight (2023: five).

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

18. RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2024	2023
	£	£
Net (expenditure) / income for 31 March 2023	84,757	(108,231)
Bank interest	(1,021)	(269)
Decrease/(increase) in debtors	(450,716)	(19,091)
(Decrease)/increase in creditors	71,241	(31,892)
Net cash flow from operating activities	(295,739)	(159,483)

19. RELATED PARTY TRANSACTIONS

There were no related party transactions during the year (2023: None).

Accounts

“OFF THE RECORD” YOUTH COUNSELLING CROYDON

(A Company Limited by Guarantee)

ANNUAL REPORT AND FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2023

Charity Registration Number 1051144

Registered Company Number 02987817

AZETS AUDIT SERVICES

Chartered Accountants

1st Floor

River House

1 Maidstone Road

Sidcup

Kent

DA14 5RH

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

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“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS

Management Committee

Ohenewaa Adu-Akyeampong
Alefiyah Kapasi (nee Bharmal)
Laura Haigh
Brij Kalia (resigned 07/11/2022)
Patricia Nearn
Mark Penlington (resigned 07/05/2022)
Ben Randall (appointed 20/05/2023)
Nicola Shoults (resigned 07/11/2022)

Key Management

Karen Stott – Chief Executive
Geoff Jones – Assistant Chief Executive
Allie Cairnie
Emily Collinsbeare
Caroline Dwan
Geneen Gray
Michelle Handley
Steph Hernandez
Lisa Malangone (left July 2022)
Gosia Pawlowska
Bodhakari Kirsti Rand (left May 2023)
Roz Turner-Drage (left August 2023)

Principal Address

72 Queens Road
Croydon
Surrey
CR0 2PR

Statutory Auditor

Azets Audit Services
1st Floor
River House
1 Maidstone Road
Sidcup, DA14 5RH

Bankers

Santander UK plc
BBAM
Bridle Road
Bootle
Merseyside
GIR 0AA

Virgin Money plc
Jubilee House
Gosforth
Newcastle upon Tyne
NE3 4PL

HSBC
9 Wellesley Road
Croydon
CR9 2AA

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

REPORT OF THE MANAGEMENT COMMITTEE

The Management Committee have pleasure in presenting their Annual Report and Financial Statements for the year ended 31 March 2023.

“Off the Record” Youth Counselling Croydon is a registered charity (Charity Number 1051144) and a company limited by guarantee (Company Number 2987817).

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's trust deed, 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 (FRS 102)” (effective 1 January 2019).

STRATEGIC REPORT

OVERALL VISION

“Building a compassionate mental health community for children and young people”

OBJECTIVES, ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE

Off the Record's legal objects are stated in our Memorandum and Articles of Association as:

- To promote the preservation and protection of good health
- To undertake any other charitable activity

These objects are met through the charity's strategic aim – to provide a broad range of high quality, safe, accessible, fast and effective (SAFE) support services for children and young people. The objects are further supported through our strategic objectives:

- To ensure safety, quality and effectiveness
- To increase service choice and relevance
- To make services fast and accessible
- To strengthen agency integration and development
- To ensure sustainability for the agency and our services

Throughout 2022/23 the Charity continued to deliver its established core activities and services – Counselling/Mental Health Services (including online counselling) in the London Boroughs of Croydon, Sutton and Merton; Outreach work (including our Black Minority Ethnic Community Development work and our ‘CHRIS’ youth violence work); Refugee & Asylum Seeker Counselling Service and the Croydon Young Carers Service. In January 2020, the Charity embarked on a new area of service delivery – Mental Health in Schools Teams and Off the Record now hosts one schools’ team in Merton and two in Croydon (hosted jointly with Croydon Drop In).

Throughout this period The Charity continued to manage the transition of our work back into our buildings and our local communities. We took the strategic decision to run a substantial proportion of our work face to face. We identified that we needed to continue to integrate the virtual work that we had developed out of necessity during successive lock downs but that we also needed to sustain a substantive presence in “the real world” for children and young people. We recognise that for some young people their lives have moved increasingly “online” and that communication, navigating day to day social situations, developing social skills, all represent a substantial challenge for increased numbers of young people – particularly some boys/young men – and therefore our work needs to address some of these problems- by facing them “head on.”

Young people have been particularly impacted by the pandemic with disruption to education; family stress and bereavement; increased levels of isolation and anxiety. We recognise that Covid represents a ‘generational trauma’ for children and young people and the mental health implications of these challenges will undoubtedly be evident for many years to come. We are currently working within, what is commonly seen as, a mental health emergency for many young people. Demand for mental health support continues to remain significantly above pre-pandemic levels in all our services

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
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REPORT OF THE MANAGEMENT COMMITTEE

and that demand is expected to continue to rise. We are also finding increased levels of complexity and elevated levels of suicidal ideation.

Responding to high demand is particularly difficult when many in our own workforce have faced personal and professional challenges over the last three years. In many ways we recognise that we currently have a vulnerable work force working with substantial amounts of vulnerable young people. This situation represented a unique challenge in 2022/23. We have therefore seen a much higher than usual level of staff turnover this year with many staff making decisions about new life directions in the wake of their pandemic experiences. This represents a “watershed” moment for many of our workforce as they make important professional life decisions. The challenge for the Charity is navigating these “choppy” human resources waters while at the same time continuing to provide a consistent quality mental health service.

To build on our Covid learning and to meet the increased demand, the Charity remains focussed on dynamic and innovative new ways of working that offer immediate and meaningful short-term interventions to young people at the point of need. We recognise that for many young people - “need help now” remains their focus. Increasingly in this digital age young people are also turning online to sites like Tik Tok, for their mental health support. We have decided that our “calling card” remains the humanistic relational offer delivered by friendly compassionate mental health practitioners who can empathise and respond quickly and appropriately. Young people are reporting that they really appreciate immediate support that they can relate to, delivered by professionals who “look and sound” like themselves.

Central to all of this is the continued development of our new First Contact Team who will be responsible for initial contact with all young people seeking help from Off the Record, and providing fast and effective responses including short-term interventions, resources, and signposting. The team started work in the Sutton borough in early 2022 and have since moved into Croydon. Our Peer Support Workers who bring lived experience of mental health into the work with young people have continued to work across our different boroughs. This has been a hugely positive development with Peer Support Workers now based in all our borough services and within the First Contact Team offering shorter term interventions to those with less complex needs.

Another important aspect of our modernising agenda is the increased amount of community work, outreach and networking that is required in our traumatised local communities. Young people and their families often want to have mental health conversations in the settings that are familiar to them. We are increasingly meeting young people in the places that they go and working with prominent levels of flexibility. We envisage that this will be the case for many years to come.

Very sadly serious youth violence remains a recurring concern within a couple of our boroughs. Our CHRIS service has been designed to respond quickly and appropriately and reach out to young people impacted by tragic and violent events. We have recently been successful in extending this approach into local Custody suites for young people who have been recently arrested. We are working in partnership with Croydon Drop In on this.

Another aspect of our strategic approach remains our partnership work with a wide range of voluntary sector groups, statutory partners and community groups in all three boroughs that we work in. We recognise that our mental health work and messaging is strengthened if it takes place within the groups and activities that local people already know, engage with and trust.

Despite the temporary closure of buildings during lockdown periods, the charity has maintained all its existing office premises. We continue to operate from the freehold property at 72 Queens Road, Croydon, which the charity purchased in 1995 by means of a central grant of £138,672 from the South Thames Regional Health Authority. The Queens Road office serves as a base for the Croydon counselling service, the Outreach & Community Development Service and Refugee Counselling service. The Young Carers Service has maintained a base in rented offices in the Carers Support Centre in Central Croydon, whilst the Sutton counselling service operates from rented premises at 172 Croydon Road, Beddington and our Merton counselling service is based in rented rooms at Vestry Hall in Mitcham. In addition to our existing premises, the charity has recently started renting three offices at The Business Xchange Hub in East Croydon to accommodate increased staff numbers post-Covid. With limited exceptions, all staff are now based back in our offices for the majority of their working hours.

The Management Committee have considered the Charity Commission’s guidance on public benefit and our main activities are described below. All these activities are undertaken to further our charitable purposes for the public benefit in accordance with our aim to provide a broad range of high quality, safe, accessible, fast and effective (SAFE) support services for children and young people. The overall strategy within which the charity operates is set by the Management

“OFF THE RECORD” YOUTH COUNSELLING CROYDON (A company Limited by Guarantee)

REPORT OF THE MANAGEMENT COMMITTEE

Committee and the objectives and achievements of our activities are detailed in this report. The necessary funding, in the form of grants and contracts, is in place and the risks to the charity have been listed and reviewed by both the Management Committee and senior staff of the agency.

The Management Committee wish to express their appreciation for the challenging work, undertaken by all staff within the agency, in delivering and developing the agency's services to children and young people particularly considering the recent unprecedented pressures arising from Covid-19. We are also appreciative of our local commissioners and external funders who have fully maintained and extended their financial support for our work during this period.

The following reports have been written by the service leads for each of our services.

1. COUNSELLING SERVICES

a) CROYDON COUNSELLING SERVICE

Objectives and Activities

The Croydon Counselling Service offers free and confidential counselling & mental health support to young people aged 14-25 who either live, study, work or have a GP in the borough of Croydon. Young people predominantly self-refer to the service via a short enquiry form on the OTR website. We are also part of a formal referral pathway through the CAMHS Single Point of Contact and across the last 2 years have received an increasing number of direct referrals of young people under 18 through this pathway.

In summer 2022, Off the Record's 'First Contact Team' took over responsibility for initial assessments of all new self-referrals to the service with the goal of increasing fast access to initial assessments and short-term support. CAMHS SPOC referrals continue to be assessed directly by the Croydon service.

We have been working to broaden the mental health support offer within the Croydon service and in 2022 added a CBT practitioner and a Peer Support Worker to the team.

Off the Record also co-hosts two of Croydon's Mental Health Support teams (alongside Croydon Drop-In). These teams provide early intervention and whole school support for a designated cluster of primary and secondary schools in the borough.

Achievements and Performance

The most prominent aspect of the last year has been the great demand for our services, both from those who self-refer, and those who have been signposted by Croydon Council's Single Point of Contact (SPOC) via CAMHS.

We continue to work closely with CAMHS, with regular meetings with the CAMHS lead for SPOC where we can raise the possibility of referring on or referring back young people who appear to be in need of CAMHS services, as well as keeping in touch with each service's practices and waiting times. In addition, we attend the strategic SPOC meeting hosted by the local authority where all the stakeholders including the NHS commissioner is present. This provides more of an overview of how services function and interlink and the level of overall demand in the borough.

In total, we had 704 new contacts from young people April 2022-March 2023, very similar to the previous two years. Of the new contacts, 686 were offered assessments with 92% being accepted for counselling and the majority of the others being referred onto another Off the Record service. The service offered 3,323 counselling sessions to 676 young people during the period.

We have continued to offer counselling through in-person and remote options (telephone/video) depending on the young person's choice. There has been a gradual increase in the number of young people requesting in-person sessions but in 2022-23, 48% of sessions were still delivered through the telephone and a much smaller 4% through video. Young people tell us that remote options make it easier for them to commit to sessions without the added pressure of travel to our buildings. However increasing numbers of young people are also telling us that they value in-person sessions after the forced isolation of Covid.

Across the year around 25% of our clients were male and 73% female. The remaining 2% were young people who defined themselves as trans or non-binary which is becoming an increasing feature of our work. The ages of young people accessing counselling is split approximately 54% aged 14-17, and 46% aged 18-25. The proportion of young people under 18 has been gradually increasing across the last 3 years due to the increasing number of clients from the

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REPORT OF THE MANAGEMENT COMMITTEE

younger age group being signposted from our partnership within the Single Point of Contact (SPOC), as well as many being signposted by other sources.

Croydon is a very diverse borough and this is reflected in the ethnicity of young people approaching the Croydon service. 33% of new contacts described themselves as from Black African, Black Caribbean, Black British or Black other backgrounds; 10% identified as being from a range of Asian backgrounds; 33% as White British and the remaining 24% described themselves as being of dual and other heritage.

The main issues brought to counselling continue to be Anxiety (303 clients), Family Issues (193), Self Esteem (168), Peer Relationships (146) and Depression (132). These are the same issues as have been most frequently presented over a number of years. Trauma is an issue that is now being presented more frequently (94), alongside intrusive thoughts (82). [Note: young people usually present with more than one issue].

Levels of risk in the service remain high with approximately 13% (1 in 8 young people) presenting with self-harming behaviour or suicidal ideation.

Examples of feedback from young people using the Croydon service include:

“It really helped me with my toxic situations that was causing me to have anxiety I feel more happier and at peace.”

“I felt as though I was always listened to and my therapist made me feel proud of the things that she helped me realise I have accomplished.”

“The highly competent, kind and absolutely amazing staff. The service is 5 stars and has made a significant impact on my life.”

“She listened to me, never felt judged, I would come out of a session with less of a weight in my heart.”

“My feelings were validated and I learned a lot about myself and I received so much kindness.”

Mental Health in Schools Team

Off the Record, in partnership with Croydon Drop In, have been part of the national mental health in schools' initiative since January 2020. In January 2022, the two partners were offered the opportunity to co-host a second Mental Health Support Team, doubling the number of practitioners within the service and increasing the reach to a combined student population of around 16,000 students in Croydon primary and secondary schools. The teams are staffed by Education Wellbeing Practitioners working alongside school counsellors and have three core functions, to deliver evidence-based interventions for mild-to-moderate mental health issues, to support the school's senior mental health lead to develop whole school approach and to give timely advice to school and college staff and liaise with external services to help children and young people to get the right support.

In 2022-23 Off the Record school practitioners delivered interventions to 218 individual children and young people alongside the group and whole school work.

b) SUTTON COUNSELLING SERVICE

Objectives and Activities

Off the Record's Sutton counselling service has been providing free, confidential one-to-one counselling support to young people aged 11-25 in Sutton since May 2013. Since October 2016, the service has been located at Off The Record's offices in Beddington.

The service has two referral routes: through the Sutton CAMHS Single Point of Access (for ages 11-17) as part of Sutton Alliance contract delivered in partnership with South West London and St George's Mental Health Trust and Jigsaw4u; and through self-referrals (for ages 11-25) funded through SWL ICB.

As part of our Sutton Alliance contract we also offer support to parents and carers of young people who are struggling with self-harm in the form of a two-part workshop. This is completely separate from the work we do with young people, whose confidentiality is assured.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON (A company Limited by Guarantee)

REPORT OF THE MANAGEMENT COMMITTEE

Over the last year, we have been offering two ‘creative’ based groups for young people run by our qualified art therapists. One is a formal art therapy group for young survivors of abuse, the other is a wellbeing group targeting younger adolescents. Both these groups have proved popular and provide a medium for young people to express their feelings and concerns using art rather than words.

Our Sutton services also include two posts specifically delivering mental health support to young adults aged 18-25 through our partnership with Sutton Uplift. One post is a Wellbeing Navigator working within the Wellbeing Team at Uplift and the other is a Peer Support Worker, part of a new mental health transformation programme in SWL.

Sutton young people have access to the charity’s Support Line which runs 6 days p.w. offering immediate access to a mental health practitioner as well as our online webinars and resources.

Achievements and Performance

During this year there were 711 new contacts to the Sutton service, the highest figures since the service began. 586 young people received ongoing counselling, again the highest number seen through the service and up from 432 the previous year. Access via the self-referral pathway has increased slightly to 52% (2022 - 49.5%).

We offered 3,129 ongoing counselling sessions and 407 assessments (over 50% increase on the previous year). The increase has been possible through the implementation of our new ‘First Contact Team’ who are focussed on making fast initial responses to young people who contact the charity and offering short-term focussed early interventions. We also had good rates of ongoing counselling engagement, with almost 90% of young people reaching a planned ending and only 8% DNA rate.

One of the changes accelerated by the pandemic, has been the increase in the number of young people requesting support through remote means (online, telephone, video). Although there has been a gradual move back towards face-to-face sessions, 24% of sessions in the year were still delivered through telephone support and a much smaller 3% through video.

The age profile of young people using the Sutton services was 31% aged under 14; 49% aged 14-17 and 20% aged 18-25. This is consistent with previous years and representative of the fact that our Sutton Alliance pathway is only open to young people under 18.

Of the young people who accessed ongoing counselling, 70% presented with anxiety issues; 25% with depression symptoms; 55% with school issues; 43% with worries around self-esteem and over 50% with family or peer relationship issues. Other issues presented include: self-harm (27%); sleep problems (23%); intrusive thoughts (22%); panic attacks (21%); anger (21%); suicidal ideation (17%). Anxiety, sleep problems, intrusive thoughts, panic attacks and anger have all shown marked increases since the pandemic possibly partly as a result of the isolation caused by lockdowns.

The Sutton service uses the YP CORE & CORE-10 outcome measures. 381 young people had paired measures in the year with 51% showing statistically significant improvement in their scores. The average score at the start of counselling was in the moderate-severe range and the average score at ending was in the mild-moderate range.

Feedback from young people who accessed the service indicated that they felt listened to and respected, that the support was of benefit, and many were appreciative of the provision.

“Care is really centred around you, this is both for how you are feeling / what you need from the sessions, and also the timing, location etc. They do everything they can to cater for you and your needs.”

“I felt listened to and respected. I really enjoyed being part of the group and making art instead of just talking.

“I felt that the techniques were given to help me and managed my anxiety and felt the sessions really helped me.”

“The way I was treated; the strength and knowledge I have learnt; what I have learnt to overcome”

**“OFF THE RECORD” YOUTH COUNSELLING CROYDON
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REPORT OF THE MANAGEMENT COMMITTEE

c) MERTON COUNSELLING SERVICE

Objectives and Activities

Off the Record's Merton Counselling Service started in April 2019 and launched a further expanded service supporting 17 schools via Merton Schools Wellbeing Team (MSWT) in April 2021. These services are complemented by an outreach worker who provides a range of counselling, wellbeing and outreach support with schools, local youth clubs and other community organisations, as well as delivering workshops for the parents and carers of young people struggling with self-harm.

The counselling service is open to young people ages 11 to 25 who live in the London borough of Merton, are registered with a Merton GP or attend a Merton school. Young people may access support by self-referral or being referred by a professional (e.g., GP, social worker, teacher), in addition to a referral route through Merton CAMHS SPA. Emotional support and counselling are offered in-person and via video and telephone.

The Merton School's Wellbeing Team (MSWT) provides mental health support to a cluster of 17 primary and secondary schools in Merton offering direct support to children and young people as well as their families. The team offers a flexible 'counselling-based' model with emphasis on a whole school approach, universal and targeted group work and short-term one-to-one interventions suited to school delivery. The team has also been running a very successful parent group focused on addressing and helping families to manage children's challenging behaviour, and workshops for parents of children with an ADHD diagnosis, supporting emotional regulation, coping with diagnosis and learning ways of supporting their children and improving their own self-care.

The counselling, schools and outreach support services were funded this year through SWL ICB. The service provides a safe space where young people can receive support and encouragement to deal with whatever challenges or difficulties they are facing.

In conjunction with staff in OTR Croydon's schools' team, our outreach worker has continued to offer themed weekly psychoeducation online workshops to young people across our Croydon, Sutton and Merton boroughs and a weekly peer support group "Keeping Connected". Online workshops have continued for parents and carers of young people who struggle with self-harm, alongside workshops for parents and carers of young people struggling with emotion-based school avoidance.

Our service hub is based in Vestry Hall, a local authority owned building, in the east of the borough (Mitcham). Counselling and emotional support sessions are also offered at The Nelson Medical Practice and within 17 local schools in the borough. Young people may choose whether they engage with our support in-person, via video, or telephone.

Achievements and Performance

We are in the 4th year of our ICB contract and have continued to build capacity within our team; we have been joined by two Peer Support Workers who are each working with us part-time. Our Peer Support Workers have lived experience of mental health challenges themselves and use their experience to empathically support young people. Their support is offered to young people who present as low risk and with low complexity and includes work focusing on understanding their experiences and developing strategies to cope with the challenges they are experiencing. We have been asked for input in a range of borough initiatives around children and young people's mental health and continue to work closely with our ICB, LA and community colleagues.

This year we received 806 referrals with a sustained increase quarter on quarter throughout the year going from 164 referrals in the first quarter to 208 referrals in the fourth quarter. The service supported a total of 763 young people across 4250 sessions. Of those that accessed our services 45% self-referred, 42% were referred by a professional (often educational establishments) and 19% were referred by Merton CAMHS.

These numbers reflect a continuation of the increase in referrals and levels of needs alongside an increased level of provision when compared with the period preceding the Covid-19 Pandemic. Whilst we continue to aim to provide support at the point of need, in line with the i-Thrive model, this has not always been possible this year due to increased referral numbers, staff sickness or absences for other reasons.

The demographics of young people receiving support in the service indicated that 63% of clients identified as female 32% identified as male and less than 1% identified as other (a category which includes non-binary and transgender). Of these young people: 18% were aged 4-10; 27% were aged 11 to 13; 39% were aged between 14 and 18, and 15% of clients in the 19 to 25 age group. Data indicates that 60% identified as being from diverse BAME backgrounds, with the

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remaining 40% identifying as coming from a White British background. The majority of young people accessing the services in Merton came from the CR4 (38%) postcode.

Young people presented most with the following issues: anxiety, which is by far the most common (77%); issues around family (53%); school (46%); peer relationship difficulties (44%); self-esteem (40%); issues related to anger (28%). Over one-quarter of young people seen experienced self-harm and suicidal ideation (26%); this reflects the ongoing need for an increased level of safeguarding support in response to higher levels of risk as young people which emerged from the lockdowns.

These figures paint a picture of young people who are struggling with anxiety and stresses in both school and family environments alongside peer relationships difficulties, low self-esteem and anger as well as symptoms including sleep problems and a risk to their own safety.

Young people accessing support presented on average with levels of psychological distress in the “moderate” range (average score 17.3) and, at the end of interventions, on average scored within the “mild” range for psychological distress (average score 14.8), as measured using the YP-CORE and CORE-10 measures.

Feedback shared with the service demonstrated repeatedly that young people appreciated that they were listened to and treated with patience and respect with 100% of young people who gave feedback said that the help they had received with OTR Merton was good.

- *I felt listened to. I enjoyed having face to face counselling. If I couldn't make an appointment, it was rearranged rather than cancelled which I'm grateful for. My counsellor was mindful of my wellbeing at all times*
- *My practitioner listens to me carefully when I am talking and provides great feedback while ensuring to be careful talking about sensitive topics*
- *My counsellor is so understanding and actually listens. I can tell that she cares.*
- *The people are extremely friendly and understanding and are easy to work with.*

d) ONLINE SERVICES

Objectives and Activities

Through our dedicated secure website (www.talkofftherecordonline.org), we provide free online services to young people aged 11-25 in the London boroughs of Croydon, Sutton and Merton. Our online services include the delivery of individual ongoing counselling (6-12 sessions) and a range of online psycho-educational workshops for young people and parents/carers on a variety of wellbeing topics.

The online counselling service allows young people to write about their problems rather than talking, meaning they can have their counselling and support entirely online in a format of exchanging messages. This can either be through a weekly live chat session with a designated counsellor (where the young person and counsellor meet in real time and exchange messages on the counselling platform); or through the exchange of weekly messages (when the young person can send messages throughout the week at the point of need and receive a weekly therapeutic response at an agreed time).

To complement this one-to-one support, targeted workshops are also delivered, providing practical help and information about key issues young people might be struggling with (for example: exam stress, results day, sleep solutions, managing low mood and anxiety), as well as supporting parents and carers with a child who self-harms or is struggling to attend school.

Achievements and Performance

In the last year 522 young people accessed the online platform for online counselling support, in line with the previous year (2021-22: 554) suggesting that demand for the online service has stabilised after significant fluctuations during the COVID-19 pandemic. Approximately 1700 ongoing counselling sessions were delivered and a significant number of additional ‘assessment’ (or triage) sessions were also completed. This high number of assessment sessions is a result of our new triage system, which aims to provide a rapid response to all young people who register for our service. During the triage process, each young person is given one-to-one contact from an experienced online counselling practitioner who explains how online counselling works, signposts to any relevant services and also assesses any risk or considerations around the young person’s suitability for online work.

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Our targets to respond to young people in a timely, accessible and effective way were fully met over the year, with 97% of new registrations responded to within 72 hours. The triage process has enabled young people to accelerate through the assessment and allocation processes, with approximately 50% of young people being both triaged and allocated to an ongoing counsellor within two weeks, and a further 80% allocated within four weeks.

Service satisfaction remains high, with 99% of young people agreeing that the help they received via the service had been good and 90% stating that they would recommend the service to a friend or family member. 100% of young people found it easy to talk to their counsellor and felt that their views and worries were taken seriously.

Outcome data shows that the levels of distress young people were experiencing upon entering the service were aligned with previous years, falling at the very top of the ‘moderate to severe’ range. Improvement rates remained in line with the previous year and the number of young people returning to Off the Record for additional support had slightly increased (up to 55%). We recognise that the online service has a high number of returning clients as it is succeeding in both being quick to respond, easy to access and effective in offering ‘therapy at your fingertips’ to young people.

A key objective of the online counselling service is to enable young people to access mental health services who might otherwise not receive any support or may struggle to attend face-to-face services. The service therefore particularly targets young people from a Black, Asian or Minority Ethnic (BAME) background, LGBTQ+ young people, young people with disabilities, young carers and looked after children. Accordingly, 56% of online clients come from a background where they do not identify as white British, 37% identify as LGBTQ+ (including 5% identifying as trans), 4% identify as having a disability, 4 were young carers and 14 were Looked After Children. These statistical demographics are highly consistent with those reported last year and demonstrates that the online service is continue to widen access to talking therapies.

“It is great how flexible the service is (and) you can find a way of communicating that best suits you.”

“Lots has changed (since I started) - I am now signed up with young carers and have been able to speak with my mum, particularly about my self harm which she has helped me with and I have not self harmed since which is great.”

“I’ve had a boost in confidence and self esteem. Talking to people is much easier and comfortable. I feel more braver to reach out for any help.”

Alongside our online counselling offer, the online workshops provide an accessible and approachable way for young people to access psychoeducation and peer support. The webinars are delivered through our safe and secure platform (where 98 workshops were hosted) alongside some delivery through zoom (where 18 workshops were hosted).

Over 600 registrations to the workshops were received across the platform and zoom workshops and in excess of 350 attendances were recorded to both our weekly ‘Keeping Connected’ support group our themed workshops which included ‘Managing Anxiety’, ‘Managing Low Mood’, ‘Managing Stress’, and ‘Sleep Solutions’.

Finally, during 2021-2022 the online services were successfully transferred to a new digital supplier and are now supported by WEB. As we look to the year ahead, the platform will be launching video capability which will enable the provision of counselling on the platform via phone and video as well as through written formats (such as live chat and message-based support). The focus will therefore be on integrating this offer across Off the Record’s other provision, whilst ensuring the service maintains it’s reaching young people who might otherwise not access or engage in therapy.

2. OUTREACH SERVICES

COMMUNITY & OUTREACH TEAM & BAME MENTAL HEALTH COMMUNITY DEVELOPMENT WORK

Objectives and Activities

The Community Team based within Off the Record delivers community development work focussed on addressing mental health inequalities for BAME communities alongside community and outreach work focussed on meeting the needs of marginalised young people who struggle for a range of reasons to access mental health, wellbeing and counselling support. The team is comprised of community development workers, mental health practitioners, outreach counsellors and community engagement professionals.

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Our CHRIS work, provides community located therapeutic and developmental support to young BAME people aged 14-25, affected by escalating incidences of serious youth violence or sudden death. Young people contacting CHRIS are fast-tracked to a BAME counsellor able to respond flexibly to their needs. From April 2022, our CHRIS work has expanded to offer support to young people passing through the Croydon custody suite.

Achievements and Performance

2022/23 has been a productive year for the Community Team, despite some staffing challenges with colleagues moving on to new roles and sickness.

Our Youth Ambassadors meet monthly to discuss themes linked to mental health and current affairs. They record a monthly podcast on topics they chose, which have ranged from ‘social media and TV portrayals of mental health’ (both positive and negative) to ‘grief and loss of friends in school’, these podcasts are then posted online on the Off the Record website and shared on social media. Youth Ambassadors have also been creating content for Off the Record social media, including short Instagram and Tik Tok video’s about visiting Queens Rd and Croydon Rd if you are coming to in-person mental health support. The Youth Ambassadors have met with key staff to discuss service developments and have attended the Off the Record Innovations meeting, thinking about new ways of working and ideas for innovative projects in the community. Two of the Youth Ambassadors go to University in Sep 23 so we will look to recruit new Youth Ambassadors during summer 23. Youth Ambassadors also have their own Off the Record branded t-shirts and hoodies, in different colours to staff clothing.

In summer 22 the Community Team has some really successful outreach events, Off the Record attended Croydon PrideFest at Wandle Park for the first time. We engaged with over 500 people and focused on promoting Off the Record and giving space for people to talk about their own mental health journeys, many people spoke about how they had engaged and used OTR when younger and the resilience and benefits it had given them. We created a post-it notes artwork with people who felt comfortable writing and drawing their opinions. The Community Team also attended PlayPlace’s Croydon Play Fest in New Addington for the first time, this event was aimed at families and younger children, but the team still engaged with over 200 people, particularly promoting the services Off the Record provide across the borough and with schools.

The Community Team attended Cut It Out organised by My Ends and Palace for Life Foundation, attendance was good and was a great opportunity to network and build on relationships with partners. A couple of OTR colleagues played in the adult team in the football matches (OTR were in the winning team).

In May 22 Off the Record invested in a selection of merchandise for use at outreach events; pens, pencils, keyrings, stress balls and wallets were branded with our logo and contact information. The feedback from using these to engage with young people has been very positive, it often sparks conversations and opens up people to talking to us. Merch is also a great way to promote OTR and create brand/organisational awareness among communities and young people.

The Comms and Proms practitioner in OTR has been reviewing the website and our social media, involving the Youth Ambassadors in content creation and meeting with service leads to update specific pages and relevant information.

We have had a good commitment from other Off the Record colleagues outside of the Community Team in supporting outreach and events, several new colleagues to OTR are particularly positive about engaging in the community as well as with their individual clients/work.

Community Team staff attend a number of partnership and networking meetings including My Ends in West Croydon/London Road and the Croydon Community Gangs meeting. Attendance at these and other meetings increases our community knowledge and promotes Off the Record’s commitment to supporting young people in our three boroughs of delivery. We are open to further partnerships in 23/24, and would like to focus on smaller grassroots organisations and groups that represent marginalised groups of young people who don’t normally access mental health support.

Barbershop work in 22/23 has been good, we have delivered 6 Trim n Grin sessions at P4YE, a Merton pupil referral unit, a Merton school and in the community at Croydon and Merton barbers shops. These sessions focus on mental health conversations in a barbershop setting. We developed a new logo and some merchandise for barbers who take part in Trim n Grin sessions, we have also had new OTR staff supporting the sessions.

The Community Team are adding LGBTQ+ support and accessibility for Neurodiverse young people to their plans for 23/24, particularly as Metro Charity have faced a funding cut for their Croydon work. Service leads have reported increased numbers of young people exploring identity and sexuality and discussing their opinions and needs around Neurodiversity diagnosis’. There is also more media coverage and open discussions in the community and from parents, carers and borough residents about individual needs on these themes.

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Work with refugees has continued in 22/23 with a CDW working closely with Injera Club and Da'aro Youth weekly to ensure there is a good relationship with young people and they feel comfortable engaging in mental health support with Off the Record. In the summer we ran a wellbeing session for young people who attend Da'aro Youth, this included wellbeing and self-care gift bags. In Autumn we attended art and creative sessions with Injera Club for young people to access an exhibition about trauma and migration, this was an emotional experience for the young people and staff and triggered signposting to counselling and group workshops on stress and anxiety and sleep hygiene.

Additionally for refugees the Community Team has worked with Croydon College to develop workshops, targeted at new students to the college, around 'wellbeing' and 'understanding your own mental health'. Community Team colleagues trained Croydon College staff to deliver these workshops and feedback from staff was very positive. They have since signposted a number of students to additional therapeutic support with OTR.

Weekly drop-in sessions at Croydon College continue as normal on a Tuesday in term time, numbers of students engaging has increased since Sep 22 and we hope to expand these sessions in the next school year to Coulsdon College, John Ruskin College and East Surrey College (35% of their students are Croydon residents) so that there is equal access for sixth form and further education students across Croydon and neighbouring boroughs. While these sessions are in the planning stages, we have offered one off sessions during Mental Health Week 2023 at all colleges to highlight our presence and self-referral process for students.

3. REFUGEE & ASYLUM SEEKER COUNSELLING SERVICE

Objectives and Activities

The Refugee Service provides individual counselling and group work to young refugees, asylum seekers or forced migrants aged 11-25yrs in Croydon. Counselling is generally short-term and delivered through a mixture of sessions offered in colleges, youth groups and at Off the Record's offices as this maximises our accessibility for this vulnerable group of young people.

Following the Covid pandemic, the Refugee Service has resumed normal operations. We are offering in-person sessions alongside the telephone work we had been doing and our group work continues in the Young Roots Youth Group. We have also maintained the holding call system so that our young people have regular contact while they are waiting for ongoing counselling.

We are still seeing the effects of Afghan crisis in August 2021 which saw the withdrawal of the US troops and seizure of power by the Taliban. Large numbers of Afghans who escaped the situation have been living in hotels since that time and we are working with many who are suffering as a result of the conditions. We are partnering with Young Roots for a new group that caters solely for young hotel residents. We will be providing therapeutic interventions using a photography and art group.

Achievements and Performance

Our service is now fully running from the Queens Road building bringing back the face-to-face work and connecting with each other. In addition to our system of calling young people every 3 weeks for holding calls and regular check-ins before allocation to weekly counselling, we have added drop-in sessions. These sessions are a progression from holding calls in that a young person can request to be seen in person rather than have phone calls. We find this works well to see clients who present with risk and also to build a relationship. Clients have appreciated being contacted regularly, to feel connected and thought about, and it has also been invaluable for us to maintain contact with those who frequently get moved to other areas or change their phone number. Many young people have found telephone counselling to be more convenient and fits into their life better while others like to meet face to face.

Attendance has remained high at 72%, this figure benefitting from the option for telephone sessions which makes up 61% of our contact with clients. Our holding calls are recorded as brief interventions and pre-therapy waiting list calls. The brief interventions have totalled 186 and are carried out by the whole team. These can total between 10- 20 calls per week. Pre-therapy waiting list calls are often longer than the brief interventions. These total 88 over the year. We have started the drop-in face-to-face sessions only recently and so far have had 4 clients take up the offer in 1 month.

Referrals are now returning to pre-Covid levels with 146 new contacts. The self-referral numbers seem to be increasing with 22 this year. These are included within the 41 young people returning to the service for additional support. As is typical for this service, 84% of referrals were male and 15% female.

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A total of 120 young people received individual counselling with the refugee service in the past year. Client ages ranged from 12 to 25 years old with 48% being aged between 14 and 18, a drop from last year and 44% being aged between 19 and 25 which is an increase on last year. 64 of the 120 clients were looked after children. Clients came from 17 reported different countries, 5 more than last year, with the majority still typically coming from Afghanistan (29%) and Albania (14%) with Eritrea and now Sudan and Iran, making up the other significant percentages.

We are working with more young people who get suddenly moved out of the area by the Home Office. This is happening frequently with our young people and can have a devastating effect on their mental health after they have built up relationships not only with our counsellors but also with friends and other local professionals. This is especially significant for those who have experienced traumatic separation from family and culture. As this is a point of crisis for these clients, ending the counselling feels it would add to the impact. Therefore, we can sometimes work for a number of weeks with these young people to manage the transition while being mindful of our remit and referring on to other local services.

124 assessments were carried out with 22% waiting up to 6 weeks, 30% waiting 6-12 weeks and 35% waiting 12-16 weeks. We now have one team member carrying out assessments, managing the waiting list and holding calls and this enables dedicated time to these tasks. We are hoping to see a reduction in wait time for assessments.

Our long-standing Young Roots partnership continues to be successful with our counsellor providing drop-in counselling at the ‘hub’ weekly youth group. In-person sessions are fully resumed unless an established client has unexpectedly been moved out of the area. This has been of huge benefit for the young people to see the counsellor at the hub and to develop a relationship with her. When there are no young people needing counselling, the counsellor engages with informal activities with the group to build relationships thus enabling future therapeutic interventions and to bring a mental health message into the setting.

The feedback we have had from young people regarding the holding calls has been good with one client saying;

“Thank you for not forgetting me”

And another saying;

“Since you have started helping, I feel a bit happier, a bit less low”.

More generally, young people and their carers have commented on the benefits that the counselling has given;

‘G is talking and opening up for the first time in his life and had never spoken to anyone about this stuff before. He feels like a big weight has been lifted each session and that he feels proud of himself for doing the counselling. G said that counselling has been “a safe place for me” and that he really appreciated the time and felt encouraged to share things, as opposed to feeling like a burden.’

And finally, one young man said;

“When I came to the UK, you changed my life. I will never forget you, thank you so much.”

4. YOUNG CARERS’ SERVICE

Objectives & Activities

The Young Carers Service is a free and friendly service, offering support to young people aged 7-25, caring for someone with a physical disability, mental health issue, long-term physical illness, learning difficulty or for drug and alcohol dependency. The service offers assessment, respite, and educational, emotional and social support to children and young people.

The team offer casework aimed at reducing the effects of harmful caring and enabling young carers to build their aspirations, to have positive mental health and healthy minds and fulfil their potential beyond their caring role.

The Young Carers Service is staffed by a multidisciplinary team and is co-located with other carers services in the Carers Support Centre in central Croydon.

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Achievements and Performance

The Young Carers Service received 183 referrals this year, the highest number of referrals we have received in a year since we started recording them. This represents a year-on-year increase since 2019 and can't now be presumed as a Covid spike but is more likely the result of ongoing increased identification of young carers in Croydon. Our current assessment worker capacity is not able to cover the amount of work involved in processing referrals and assessments and signing young carers into the service. We are reviewing other ways of supporting this work, including the possibility of other case workers supporting assessments as needed or taking on additional resources for a day a week in the next financial year. This increase in referrals and assessments has meant a slight fall in the speed of the assessments, although 87% are still completed within the 8-week period.

Our largest group of young carers referred over the last year have been age 9, followed by 11-year-olds and 8-year-olds, this matches our assumption that the School Census including young carers has triggered an increase in primary and secondary schools identifying young carers within their settings.

Amongst new referrals females still outnumber males but the gap is reducing which is positive (111 females and 72 males). We continue to work on supporting schools and families to identify and refer young men as young carers to our service.

Schools continue to be largest individual referrers at 47 but collectively Croydon Children's Social Care and Croydon Early Help made 79 referrals. We do not get many referrals from SLAM, CAMHS, Croydon Adult Social Care, substance misuse services or GP's. We have delivered training to SLAM and Croydon Children's Social Care in 22/23 and are building relationships with Croydon Adult Social Care but we have struggled to make a sustainable contact in GP services, this will be an aim for 23/24.

Cost of living has been one of the biggest issues affecting families since Sep 2022. We have frequent requests for food and directly for money to pay for food and household bills. This also impacts on the mental health of staff as these calls and discussions can be disturbing when the reality of a young carer's situation is recognised. We also understand the impact of adults having to overcome shame of asking YCS for support. Young carers are often aware of the family finances because of their role and responsibilities which is likely different from other families where the children and young people may not realise what is going on for their parents and household finances. We have increased the number of referrals we make to foodbanks and make sure to signpost to food banks and the cost of living page on OTR's website. We think the increase in young carers signing up to respite that provides food is also linked to this issue so we also try to provide healthy snacks at all respite just in case there are families and young carers who aren't able to tell us about their situations.

Other issues and themes that the young carers team have highlighted over the last year include:

- Social anxiety in young carers and young adult carers, including in some cases the inability to physically leave their homes
- Young adult carers transitioning to adult lives and services; lack of access to careers and supported training, limited independence (particularly since Covid), lack of adult services to signpost to
- Legacy of behaviours, emotions and impact from Covid/lockdowns

In addition to our direct work with young carers and their families, the service delivered several workshops for professionals including to Redgate School, SLAM, Croydon College, John Ruskin and East Surrey College and Croydon Council Schools Network. The team's outreach work with schools and colleges is helpful in raising awareness, how to refer young carers, the School Census for young carers (Dec 2022), and how to support young carers in the respective settings.

We have tested out some workshop ideas for young carers to engage with in 22/23, these have included a selection on the theme of 'anxiety' and a young adult carers project on bereavement and grief. Both these pilot projects are something we would like to continue into 23/24 and expand on the range and themes, potentially around school/education transitions for those in Yr. 6 and Yr. 11. The anxiety sessions got good sign-up, young carers felt they benefited from their time with the staff team and the tools they learned in the session to try and manage their anxiety in their lives.

In 2022 we designed and implemented sessions for newly registered young carers to support them forming a good relationship with the staff team and therefore more able to engage in respite and support. These are happening three times a year and have so far proved helpful in getting to know newly registered young carers and their families and to build a positive connection with the Carers Information Service, who have also attended these sessions with Sendias (a partner organisation based in CIS).

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In 2022 Croydon Young Carers Service joined the newly formed Young Carers Alliance, facilitated by the Carers Trust. This has been a valuable connection for networking, attending training and gaining insights into young carers' services and experiences in other areas. We have made a small submission to the APPG on Young Carers and the team have attended a range of training hosted by the Alliance.

In July 2022 we completed a detailed survey and report of young carers voices during Covid, this was a reflective piece of work to build on a large review that was completed by the YCS team in summer 2020 and held valuable information about the lived experience of young carers and their views and needs in relation to education, wellbeing and home life. This report was circulated widely in Croydon and Off the Record networks.

48 young adult carers have been signed out of the service either through choice, age or due to their caring status changing. All those who are still carers but over 25 are signposted and supported to access support from the Carers Information Service.

In January 2023 the 2021 Census data was released and we were able to review the numbers of people who self-identified as carers in Croydon. There will be some discrepancies with our registered young carers data as the Census was completed during a national Covid lockdown by people in the household who are over 18. However, the stated numbers of young carers aged 18 and under was broadly comparable with our own data. This was less true in terms of young adults self-identifying as carers possibly because the majority of these carers feel they are coping with their home situations or are unaware of specific support for their age range. We aim to do more work, in partnership with Carers Information Service, around the data and publicity in 23/24.

In January 2023 the Department for Education introduced an amendment to the compulsory annual Schools Census, to include identification of young carers. Many schools struggled with this transition, and we believe the influx of new referrals received in December and January may have been from schools who had started planning for their census submission and identified new young carers.

In this year the YCS has been part of the Croydon Carers Strategy working group, to review and develop a new Carers Strategy for the borough. This work will continue into 2023/24 with the aim to have strong voice of young carers and young adult carers in the strategy.

STATEMENT ON PUBLIC BENEFIT

The objectives and activities, and achievement and performance sections of this report clearly set out the activities which the charity undertakes for the public benefit. The Management Committee confirm that they have complied with the duty in section 4 of the Charities Act 2011 to have due regard to public benefit guidance published by the Commission in determining the activities undertaken by the charity.

RISK MANAGEMENT

The Management Committee actively review the major risks which the charity faces on a regular basis and has established systems to mitigate those risks including reports to Management Committee meetings against an agreed risk register. The risk register was substantially expanded in 2020 to include consideration of risks arising from Covid-19 pandemic. Following the ending of Covid regulations, these risks have largely now been removed from the register. Some of the key risks kept under regular review are:

Financial – the risk of loss of funding through non-renewal of grants/contracts; over-expenditure through lack of financial control; fraud; potential future VAT/ tax liability. This risk is managed through robustly implemented financial procedures overseen by the Treasurer and Finance Committee; monthly cashflow and quarterly management accounts presented to the Trustee Board; professional VAT/ tax advice; fraud response plan; and by maintaining a sufficient level of reserves to safeguard the charity in the event of adverse conditions.

Clinical – the charity works with vulnerable young people in the area of mental health. Risks include clients harming themselves or others; deterioration in mental health; stress levels for staff; staff feeling unclear about policies and procedures. This risk is managed through regular clinical/casework supervision for staff in line with professional guidance and robust risk and safeguarding training and procedures. Additional training and guidance was produced to equip staff for delivering clinical work through telephone and/or video as a response to remote working initiated during Covid lockdowns. Strong recruitment practices target high quality clinical staff including mandatory videos whereby a mock example of a counsellor's work is recorded and reviewed. All staff are required to attend annual safeguarding training.

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Premises & Facilities – risks include Health & Safety breaches within maintained premises creating potential risks to staff or service users and risk of litigation; financial risks from costs of building maintenance & upkeep; catastrophic events e.g. fire/flood making one or more building unusable. These risks are managed by having a Health & Safety Officer in place, regular Health & Safety checks & risk assessments, routine maintenance of key facilities inc. fire safety. A business continuity plan is in place with provisions to deal with loss of building use/facilities.

FINANCIAL REVIEW

During the year Off the Record received income totalling £2,483,441 (2022: £2,328,321). Resources expended totalled £2,591,672 (2022: £1,960,057). The net movement in funds for the year is a deficit of £108,231 (2022: a surplus of £368,264). This resulted in total funds at 31 March 2023 of £1,044,796 (2022: £1,153,027).

Our principal funding sources in this year were:

SWL ICB (Croydon, Sutton and Merton Place); London Borough of Croydon; London Borough of Sutton; Wimbledon Foundation; Health Education England.

Reserves Policy

Off the Record's general unrestricted reserves represent funds of the charity that are freely available, excluding designated funds and restricted funds.

The Reserves Policy, is reviewed by the Management Committee annually. This states that Off the Record holds reserves for the following purposes:

- a) *To aid cash-flow management* – To facilitate effective cash management as expenditure can sometimes precede receipt of the corresponding income. Additionally, to mitigate against delays in funding.
- b) *To cover unforeseen expenditure* – To meet unexpected operational costs that may accumulate throughout the year.
- c) *To provide transitional funding* – To provide transitional funding for core programmes which suffer a short-term shortfall in funds.
- d) *To facilitate programme closure* – To support the orderly wind-up of one or more programmes which are being closed down or for which future funds have not been secured.
- e) *For future planned expenditure* – To support planned commitments or designations that cannot be met by future income alone.

The target level of reserves is reviewed by the Management Committee each year as part of the annual budget process taking into account:

- a) The forecast income and expenditure for the forthcoming budgetary period and any material uncertainties in those projections.
- b) The pattern of income and expenditure for the forthcoming budgetary period, with particular attention given to programmes where funding is in arrears of expenditure.
- c) Off the Record's strategic and operational plans for the coming budgetary period and for future years. This includes an analysis of material future expenditures which cannot be met solely by future income of that period (e.g. new IT commitments).

For the 2023/24 budgetary period the charity is aiming for a target of approx. 4 months operating costs (approximately £880,000) of unrestricted reserves. The current level of reserves is broadly on target.

Total general unrestricted funds at 31 March 2023 are £848,914 (2022: £921,085), designated funds were £195,672 (2022: £228,672) and restricted funds £210 (2022: £3,271). This is considered adequate as the monthly expenditure of the charity is relatively stable, and we now have significant contracts with a range of funders.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON (A company Limited by Guarantee)

REPORT OF THE MANAGEMENT COMMITTEE

Included in designated funds are the fixed asset funds. The property asset is not available to spend as the Charity operates from its premises.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Structure

“Off the Record” Youth Counselling Croydon (Off the Record) is a registered charity and a company limited by guarantee, registered in England and governed by a Memorandum and Articles of Association. The Memorandum and Articles of Association are currently being reviewed and updated in accordance with the current Charity Commission template and, pending any necessary statutory permissions/notifications, are expected to be operational within the next financial year.

PLANS FOR FUTURE PERIODS

We recognise that the Charity is operating in a transition period – in many ways “between worlds” i.e. the pre-pandemic reality for many young people and a post-pandemic world that is yet to emerge clearly.

As Jung wrote: Every transformation demands as its precondition “the ending of a world”- the collapse of an old philosophy of life.

Young people increasingly acknowledge and are aware of their own mental health - they are increasingly searching online for support and answers to the complexities that life is presenting. Increased geopolitical instability, climate crisis and the continued cost of living crisis are all presenting children and young people with a unique set of existential challenges. Off The Record needs to be alongside them as they navigate their way through these unprecedented times.

Our old model of providing mental health support at a particular point in a young person's life in a detached and contained way is no longer relevant. We need to be “out there” in local communities e.g. in the mental health marketplace, ensuring that we are carrying clear and healthy messages about mental health and resilience in 2023.

As already acknowledged, the way in which we have delivered our services over the last three years has been fundamentally impacted by the pandemic and the major challenges that have been faced by young people and our own staff team. The post-pandemic levels of demand have been heralded as a ‘tsunami’ of need which will have huge impacts on all mental health services for years to come. Off the Record staff and all our services have risen to the challenge. We are now working with more young people every week than ever in our history but at the same time are looking to keep innovating and building on the learning that Covid demanded.

The development of our First Contact Team and our Peer Support Workers are both examples of trialling new ways of working to deliver fast, holistic, and effective responses to young people, keeping young people’s needs and wishes at the centre of everything we do. These new responses are part of a broader goal to bring greater integration across our services and boroughs maximising the skills and capacity of our staff.

At the same time, we recognise the burden our staff have faced over the pandemic and with the continued cost of living crisis. All have continued to work across the whole period with extraordinary commitment and flexibility and we are committed to making sure that we also pay attention to their needs.

Our Outreach and Community work is a key priority for Off the Record over the next year as this was severely impacted by lockdown restrictions. In 2023/24, we want to continue to focus on re-engaging with local communities and with young people in the community. This will include re-energising the work of our ‘CHRIS’ counsellors who engage with young people in Croydon impacted by sudden or violent death; further developing our support to young refugees through joint working with local refugee organisations; and broadening our work targeting positive mental health messages to BAME young men through our barbershop work and through new partnerships with youth services in Croydon, Sutton and Merton. At the core of this work is a commitment to significantly raise our awareness and response to issues of inclusion and diversity across the whole charity.

Whilst it is important that we don’t underestimate the significant challenges and uncertainties that lie ahead, we have witnessed extraordinary resilience and determination over the last three years amongst both young people and our staff. To all the new staff who have joined us we extend a warm welcome; to those who have stayed with us we offer our thanks and appreciation; to those who have moved on we send our heartfelt good wishes. We take our inspiration from the young people who continue to trust us with their challenges and concerns and, through our work, we will continue to focus on our vision of building a compassionate mental health community for all children and young people.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

REPORT OF THE MANAGEMENT COMMITTEE

Governance and Management

The governance of the charity is the responsibility of the Management Committee who are elected and co-opted under the terms of the Articles of Association. The Management Committee consists of up to 12 elected trustees, elected by the members at the Annual General Meeting (AGM), up to 5 co-opted members, a representative from any body which the Management Committee certifies is providing substantial funding to the company (non-voting members of the Committee) and the honorary officers.

Every elected Trustee (excluding honorary officers) will retire from office at the end of the third annual general meeting following their election. Retiring Trustees may be eligible for re-election. The number of the Management Committee shall not fall below five. The Management Committee who served during the year were as follows:

Ohenewaa Adu-Akyeampong	
Alefiyah Kapasi (nee Bharmal)	
Laura Haigh	
Brij Kalia	(Resigned 07/11/22)
Patricia Nearn	
Mark Penlington	(Resigned 07/05/22)
Ben Randall	(Appointed 20/05/23)
Nicola Shoults	(Resigned 07/11/22)

Induction and Training of Management Committee

The charity recruits new Management Committee members through local and national adverts and interviews potential members with reference to a job description and person specification. If selected from interview, Management Committee members are offered an induction process including an induction pack and the opportunity to observe a Management Committee meeting. The Management Committee has created a Governance Manual which is provided to all new Trustees.

Organisational Structure and Decision Making

The Management Committee consider governance issues at their regular meetings. The Committee meet at least quarterly throughout the year to ensure all governance issues are regularly addressed.

The Management Committee continue to make decisions relating to the overall strategic direction of the charity and ensure that the organisation is working in accordance with its aims and objectives and Memorandum and Articles of Association. The Management Committee delegate responsibility to senior staff for ensuring that service provision is carried out within the charity's overall strategy; for overseeing the charity's progress in meeting its objectives; and ensuring that the charity meets its legal and financial obligations including compliance with laws on equalities and diversity; Information Governance and Health and Safety in the way it employs and delivers services.

Key management personnel remuneration

The Management Committee consider the board of trustees and staff listed on page 1 as comprising the key management personnel of the charity in charge of directing and controlling the charity and running and operating the charity on a day-to-day basis. All trustees give of their time freely and no trustee remuneration was paid in the year. Details of trustee expenses and related party transactions are disclosed in note 7 & 19 to the accounts.

Trustees are required to disclose all relevant interests and register them with the Director and, in accordance with Management Committee policy, withdraw from decisions where a conflict of interest arises.

The charity employs a team of senior managers comprised of a Director, Assistant Director and ten service managers who together oversee the delivery of work to young people and the line management of paid staff and volunteers. Most managers also undertake a level of direct service delivery. Managers' pay is primarily aligned to local government pay scales with pay increases mirroring nationally agreed increases to the scales. One long-serving manager left during the year and another has left since the year end with existing managers stepping up to cover those services.

**“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)**

REPORT OF THE MANAGEMENT COMMITTEE

STATEMENT OF THE MANAGEMENT COMMITTEE’S RESPONSIBILITIES

The Management Committee (who are also directors of Off The Record Youth Counselling Croydon for the purposes of company law) are responsible for preparing the Management Committee’s Annual Report (including the Strategic Report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Charity law requires the Management Committee 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 surplus or deficit of the charity for that period. In preparing those financial statements the Management Committee are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2015 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

Statement as to Disclosure of Information to Auditors

So far as the Management Committee are aware, there is no relevant audit information of which the charitable company’s auditors are unaware, and each trustee has taken all the steps that he or she ought to have taken as a trustee in order to make himself or herself aware of any relevant audit information and to establish that the charity’s auditors are aware of that information.

Approved by the Management Committee on 25 November 2023 and signed on their behalf by:

Laura Haigh

Alefiyah Kapasi

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF “OFF THE RECORD” YOUTH COUNSELLING CROYDON

Opinion

We have audited the financial statements of “Off the Record” Youth Counselling Croydon for the year ended 31 March 2023 which comprise the Statement of Financial Activities, Balance Sheet and Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 ‘The Financial Reporting Standard applicable in the UK and Republic of Ireland’ (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company’s affairs as at 31 March 2023 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.

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report 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, which includes the directors’ report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report included within the Management Committee” report has been prepared in accordance with applicable legal requirements.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF “OFF THE RECORD” YOUTH COUNSELLING CROYDON

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 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 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's responsibilities for the audit of the financial statements

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

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

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the charity through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF “OFF THE RECORD” YOUTH COUNSELLING CROYDON

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 of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

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 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, for our audit work, for this report, or for the opinions we have formed.

Catherine Cooper (Senior Statutory Auditor)

For and on behalf of Azets Audit Services

Statutory Auditor

1st Floor

River House

1 Maidstone Road

Sidcup

Kent DA14 5RH

Date: 29 November 2023

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2023**

INCOME AND EXPENDITURE ACCOUNT

	Notes	Unrestricted funds £	Restricted funds £	Total 2023 £	Total 2022 £
Income from:					
Donations		7,705	-	7,705	10,159
Interest		269	-	269	136
Charitable activities	2	2,440,467	35,000	2,475,467	2,313,094
Other income		-	-	-	4,932
Total income		<u>2,448,441</u>	<u>35,000</u>	<u>2,483,441</u>	<u>2,328,321</u>
Expenditure on:					
Charitable activities:					
Counselling services		1,860,261	32,290	1,892,551	1,337,188
Outreach Services		212,483	2,500	214,983	216,466
Young Refugees Project		152,732	-	152,732	146,522
Young Carers Project		328,135	3,271	331,406	259,881
Total expenditure	3	<u>2,553,611</u>	<u>38,061</u>	<u>2,591,672</u>	<u>1,960,057</u>
Net movement in funds	8	(105,170)	(3,061)	(108,231)	368,264
Funds brought forward at 1 April 2022		<u>1,149,756</u>	<u>3,271</u>	<u>1,153,027</u>	<u>784,763</u>
Total funds carried forward at 31 March 2023		<u>1,044,586</u>	<u>210</u>	<u>1,044,796</u>	<u>1,153,027</u>

All of the charity's transactions are derived from continuing activities.

The Statement of Financial Activities includes all gains and losses recognised in the year.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
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STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2023

COMPARATIVE INCOME AND EXPENDITURE ACCOUNT

	Notes	Unrestricted funds £	Restricted funds £	Total 2022 £
Income from:				
Donations		9,809	350	10,159
Interest		136	-	136
Charitable activities	2	2,274,536	38,558	2,313,094
Other income		4,932	-	4,932
Total income		2,289,413	38,908	2,328,321
Expenditure on:				
Charitable Activities:				
Counselling services		1,310,838	26,350	1,337,188
Outreach Services		202,637	13,829	216,466
Young Refugees Project		146,522	-	146,522
Young Carers Project		258,895	986	259,881
Total expenditure	3	1,918,892	41,165	1,960,057
Net movement in funds	8	370,521	(2,257)	368,264
Transfer		(1,621)	1,621	-
Funds brought forward at 1 April 2021		780,856	3,907	784,763
Total funds carried forward at 31 March 2022		1,149,756	3,271	1,153,027

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
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Company number 2987817

BALANCE SHEET
AS AT 31 MARCH 2023

	Note	2023		2022	
		£	£	£	£
Fixed Assets	10		138,672		138,672
Current Assets					
Debtors	11	96,892		77,801	
Cash at bank and in hand		889,695		1,048,909	
		<u>986,587</u>		<u>1,126,710</u>	
Creditors: amounts falling due within one year	12	<u>(80,463)</u>		<u>(112,355)</u>	
Net Current Assets			906,124		1,014,355
Net Assets			<u>1,044,796</u>		<u>1,153,027</u>
Represented by:					
Restricted funds	13		210		3,271
Unrestricted funds:					
Designated funds	14		195,672		228,672
General fund			848,914		921,084
Total funds	15		<u>1,044,796</u>		<u>1,153,027</u>

Approved by the Board of Management Committee on 25 November 2023 and signed on their behalf by:

Laura Haigh

Alefiyah Kapasi

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
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CASHFLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 £	2022 £
Cash flow from operating activities	18	(159,483)	455,507
Net cash flow from operating activities		(159,483)	455,507
Cash flow from investing activities			
Interest received		269	136
Net cash flow from investing activities		269	136
Net increase/(decrease) in cash and cash equivalents		(159,214)	455,643
Cash and cash equivalents at 01 April 2022		1,048,909	593,266
Cash and cash equivalents at 31 March 2023		889,695	1,048,909
Cash and cash equivalents consists of:			
Cash at bank and in hand		889,695	1,048,909
Cash and cash equivalents at 31 March 2023		889,695	1,048,909

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

1 ACCOUNTING POLICIES

a. Basis of preparation

Off the Record Youth Counselling Croydon is a company limited by guarantee in England & Wales. 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. The address of the registered office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are set out on page 2.

The charity constitutes a public benefit entity as defined by FRS 102. 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 applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

b. Income

All income is included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations and grants receivable, including donations and gifts, are included in full in the Statement of Financial Activities when receivable.

Investment income is accounted for when received. Tax recoverable on investment income is accounted for on a receivable basis.

Other income is included in full in the Statement of Financial Activities when receivable.

c. Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Raising funds are those costs incurred in attracting voluntary income.
- Expenditure on charitable activities include expenditure associated with the organization.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

d. Support Costs

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs and administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters. Where support costs cannot be directly attributed to particular headings they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources.

The analysis of these costs is included in note 5.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

1 ACCOUNTING POLICIES (continued)

e. Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Designated funds represent funds invested in fixed assets. The designated fund balance has been represented to ensure that fund balance stated accurately reflects the designation policy adopted by the Management Committee.

f. Tangible fixed assets

All assets costing over £5,000 are capitalised. Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value, over their expected useful lives as follows:

Office Equipment - 33 1/3 % straight line

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of Financial Activities.

g. Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

h. Cash and cash equivalents

Cash at bank comprises balances held on the charity's current bank account.

i. Leasing commitments

Rentals payable and receivable under operating leases are charged to the SoFA on a straight line basis over the period of the lease.

j. Going concern

The Management Committee have renewed the charitable company's budgets and taken into account the expected impact of Coronavirus. Whilst it is difficult to predict the potential implications on the future revenue with any certainty, on the basis of the Management Committee's review, there is a reasonable expectation that the charitable company will have adequate resources to continue an operational existence for the foreseeable future and it is therefore appropriate to adapt the going concern basis of accounting for these financial statements.

k. Judgements and key sources of estimation uncertainty

The following judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies that have had the most significant effect on amounts recognised in the financial statements:

Useful economic lives of tangible assets

The annual depreciation charge for tangible assets is sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are re-assessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and the physical condition of the assets. See note 10 for the carrying amount of the tangible fixed assets, and note f. for the useful economic lives for each class of assets.

There are no key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

2 GRANTS & CONTRACTS RECEIVABLE

Restricted Funds:	Total 2023 £	Total 2022 £
Counselling services		
- BME Championing Covid 19 vaccine	5,000	-
- Wimbledon Foundation	27,500	25,087
- Merton Connected Community Champions	2,500	-
Outreach Services		
- Comic Relief BAME Outreach	-	13,471
	<u>35,000</u>	<u>38,558</u>
Unrestricted Funds and Contracts:		
- Counselling Croydon Community & Crisis Support	46,676	39,399
- Counselling Sutton Adult Mental Health Transformation	41,556	40,000
- First Contact Team	79,847	32,807
- NHS Croydon/LB Croydon	153,052	203,052
- Counselling Sutton LBS/CCG	163,284	220,500
- Young Carers' LBC	-	112,500
- Young Refugees Croydon CCG	75,767	75,767
- Counselling Online Croydon Transformation Fund	101,920	101,920
- Counselling Croydon Transformation Fund	114,688	114,688
- Counselling Croydon CYP Mental Health	28,956	28,956
- Outreach Sutton Uplift	38,910	38,000
- Young Refugees LBC	30,000	30,000
- Young Carers' IYSS	50,000	-
- Young Carers' CSG	62,500	-
- Young Carers' CCG	58,126	58,126
- Young Carers Mental Health Post	37,000	37,000
- Young Adult Carers Assessments	13,880	13,880
- Counselling Online Sutton Transformation Fund	55,000	55,000
- Counselling Online Sutton Transformation Fund Staffing Cost	45,000	-
- Counselling Sutton Transformation Fund Walk in Session	25,000	-
- Counselling Merton	548,152	548,151
- NHS SWL CCG Workforce Transformation Agenda	-	2,417
- Young Adult Carers Work	45,000	45,000
- CAMHS/LB Croydon	34,000	34,000
- CAMHS Transformation – BAME Manager & BAME Outreach work	53,000	53,000
- NHS Croydon/Outreach BME CDW	101,151	101,151
- Mental Health in Schools	418,811	244,736
- Counselling NHS England Wait Times	-	15,000
- Young Refugees DfE (Dept for Education) project	-	13,118
- Young Refugees Young Roots	6,441	6,835
- Young Refugees Unrestricted	12,750	12,750
- BBC Children in Need	-	(3,217)
	<u>2,440,467</u>	<u>2,274,536</u>
TOTAL GRANTS AND CONTRACTS	<u>2,475,467</u>	<u>2,313,094</u>

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

3 EXPENDITURE

	Staff costs £	Direct costs £	Support costs £	Total 2023 £	Total 2022 £
Charitable activities:					
Counselling Services	1,601,263	80,532	210,756	1,892,551	1,337,188
Outreach Services	185,180	5,430	24,373	214,983	216,466
Young Refugees Project	119,822	17,139	15,771	152,732	146,522
Young Carers Project	272,324	23,239	35,843	331,406	259,881
	<u>2,178,589</u>	<u>126,340</u>	<u>286,743</u>	<u>2,591,672</u>	<u>1,960,057</u>

All costs are allocated between the expenditure categories noted above 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, being, time spent.

4 CHARITABLE ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Counselling Services	1,860,261	32,290	1,892,551	1,337,188
Outreach Services	212,483	2,500	214,983	216,466
Young Refugees Project	152,732	-	152,732	146,522
Young Carers Project	328,135	3,271	331,406	259,881
	<u>2,553,611</u>	<u>38,061</u>	<u>2,591,672</u>	<u>1,960,057</u>

In 2022 £1,918,892 of the expenditure in relation to charitable activities was attributable to the unrestricted fund, with the remaining £41,165 being attributable to the restricted fund.

5 SUPPORT COSTS

	2023 £	2022 £
HR and Consulting	7,187	8,828
Cleaning and waste collection	14,880	11,927
Office Supplies	10,740	2,866
Telephone and Internet	14,253	9,554
Staff costs including recruitment and training	18,185	-
Rent, Rates and Utilities	80,461	47,075
Operating lease payments	34,429	35,000
Computer Maintenance	12,452	11,279
Office and Computer Equipment	47,260	18,933
Repairs	4,368	3,404
Insurance	6,066	6,469
Payroll	7,348	6,390
Printing and postage	912	1,617
Website and publicity	8,546	-
Other	4,675	525
Governance costs (note 6)	14,981	8,220
	<u>286,743</u>	<u>172,087</u>

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

6 GOVERNANCE COSTS

	2023	2022
	£	£
Auditors' remuneration	10,110	8,172
Other governance costs	583	-
Professional fees	4,288	48
	<u>14,981</u>	<u>8,220</u>

7 MANAGEMENT COMMITTEE REMUNERATION AND REIMBURSED EXPENSES

During the year no Management Committee member received remuneration (2022: None) or reimbursed expenses.

8 MOVEMENT IN FUNDS

This is stated after charging:

	2023	2022
	£	£
Auditors' remuneration – audit fees	<u>10,110</u>	<u>8,172</u>

9 STAFF COSTS

	2023	2022
	£	£
Wages and salaries	1,913,757	1,493,157
Employer's National Insurance	191,628	127,817
Pension contributions	73,204	61,507
	<u>2,178,589</u>	<u>1,682,481</u>

The average monthly number of employees by headcount during the year was:

	2023	2022
	63	58
Direct charitable activities	6	6
Administration and management	<u>69</u>	<u>64</u>

The full time equivalent number of employees amounted to 56 (2022: 44)

No employee received remuneration in excess of £60,000 (2022: none).

The total amount of employee benefits received by key management personnel is £549,494 (2022: £403,130). The charity considers its key management personnel to comprise those individuals listed on page 1.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

10 TANGIBLE FIXED ASSETS

	Land & buildings £	Office equipment £	Total £
COST			
At 1 April 2022 and 31 March 2023	138,672	6,221	144,893
DEPRECIATION			
At 1 April 2022 and at 31 March 2023	-	6,221	6,221
NET BOOK VALUE			
At 31 March 2023	138,672	-	138,672
At 31 March 2022	138,672	-	138,672

The costs of the freehold property and other expenditure (£135,000 and £3,672 respectively) are shown gross of a £138,672 grant received from Department of Health. Under the conditions attaching to grant dated 28 April 1995 the premises are to be used for the charitable objectives of 'Off the Record' Youth Counselling Services. Should the conditions of the grant cease to be met the charitable company is duty bound to inform the Secretary of State and to refund to the Department of Health an amount equal to that portion of the open market value of the property as is attributable to the expenditure of the capital sum.

11 DEBTORS

	2023 £	2022 £
Prepayments and accrued income	55,207	40,087
Grants receivable	41,685	37,714
	<u>96,892</u>	<u>77,801</u>

12 CREDITORS

	2023 £	2022 £
Accruals and deferred income	80,463	112,355
	<u>80,463</u>	<u>112,355</u>

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

13 RESTRICTED FUNDS

	Balance at 01.04.22	Incoming Resources	Resources expended	Transfers	Balance at 31.03.22
	£	£	£		£
Counselling Services	-	32,500	(32,290)	-	210
Outreach Services	-	2,500	(2,500)	-	-
Young Refugees Project	-	-	-	-	-
Young Carers Project	3,271	-	(3,271)	-	-
	<u>3,271</u>	<u>35,000</u>	<u>(38,061)</u>	<u>-</u>	<u>210</u>

Counselling: These funds are for the provision of free, confidential young people’s counselling services including online services.

Outreach Services: This fund is the provision of BAME mental health outreach and community development work and a Mental Health Wellbeing Navigator in Sutton.

Young Refugees Project: These funds are for the provision of counselling and group work support for young refugees and asylum seekers.

Young Carers’ Project: These funds are for the provision of information, advocacy, support and respite activities for children and young people with caring responsibilities at home.

Comparative Restricted Funds	Balance at 01.04.21	Incoming Resources	Resources expended	Transfers	Balance at 31.03.22
	£	£	£		£
Counselling Services	-	25,087	(26,350)	1,263	-
Outreach Services	-	13,471	(13,829)	358	-
Young Refugees Project	-	-	-	-	-
Young Carers Project	3,907	350	(986)	-	3,271
	<u>3,907</u>	<u>38,908</u>	<u>(41,165)</u>	<u>1,621</u>	<u>3,271</u>

14 DESIGNATED FUNDS

	Balance at 01.04.22	New Designations	Designations Released	Balance at 31.03.23
Property fund	138,672	-	-	138,672
Database	75,000	-	(28,000)	47,000
Online platform	15,000	10,000	(15,000)	10,000
	<u>228,672</u>	<u>10,000</u>	<u>(43,000)</u>	<u>195,672</u>

Purposes of designated funds:

Property fund – this represents the net book value of the property which the charity operates from and therefore the funds are not available for general purposes (see note 10)

Database – this represents monies in respect of costs to produce a new database for the charity

Online platform – this represents monies in respect of costs to update the online platform for the charity

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

14 DESIGNATED FUNDS (continued)

Comparative Designated funds	Balance at 01.04.21	New Designations	Designations Released	Balance at 31.03.22
Property fund	138,672	-	-	138,672
Database	40,000	35,000	-	75,000
Online platform	-	15,000	-	15,000
	<u>178,672</u>	<u>50,000</u>	<u>-</u>	<u>228,672</u>

15 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Restricted funds £	Unrestricted funds £	Total Funds £
Fixed assets	-	138,672	138,672
Current assets	-	986,587	986,587
Current liabilities	-	(80,463)	(80,463)
	<u>-</u>	<u>1,044,796</u>	<u>1,044,796</u>

Comparative analysis of net assets between funds 2022	Restricted funds £	Unrestricted funds £	Total Funds £
Fixed assets	3,271	1,123,439	1,126,710
Current assets	-	(112,355)	(112,355)
Current liabilities	<u>3,271</u>	<u>1,149,756</u>	<u>1,153,027</u>

16 LEASE COMMITMENTS

Operating leases which expire:	Land and Buildings 2023 £	2022 £
Within one year	54,561	35,000
Between one and five years	<u>99,019</u>	<u>124,370</u>

17 COMPANY LIMITED BY GUARANTEE

The Charity is limited by guarantee and accordingly has no share capital.

The liability guaranteed by each member is £1. The authorised membership of the company is unlimited.
At 31 March 2023 the membership was five (2022: five).

18. RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

	2023	2022
	£	£
Net (expenditure) / income for 31 March 2023	(108,231)	368,264
Bank interest	(269)	(136)
Decrease/(increase) in debtors	(19,091)	102,088
(Decrease)/increase in creditors	(31,892)	(14,709)
Net cash flow from operating activities	(159,483)	455,507

19. RELATED PARTY TRANSACTIONS

There were no related party transactions during the year (2022: None).

"OFF THE RECORD" YOUTH COUNSELLING CROYDON

England & Wales - Charity number 1051144

Accounts

"OFF THE RECORD" YOUTH COUNSELLING CROYDON

(A Company Limited by Guarantee)

ANNUAL REPORT AND FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

Charity Registration Number 1051144

Registered Company Number 2987817

**AZETS AUDIT SERVICES
Chartered Accountants
Greytown House
221/227 High Street
Orpington
Kent BR6 0NZ**

OFF THE RECORD" YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

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"OFF THE RECORD" YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS

Management Committee

Ohenewaa Adu-Akyeampong
Alefiyah Kapasi (nee Bharmal)
Laura Haigh
Brij Kalia
Patricia Nearn
Nic Shoults

Key Management

Karen Stott – Chief Executive
Allie Cairnie
Emily Collinsbeare
Stephanie Hernandez
Geoff Jones
Lisa Malangone
Kirsti Rand
Roz Turner-Drage
Caroline Dawn

Principal Address

72 Queens Road
Croydon
Surrey
CR0 2PR

Statutory Auditor

Azets Audit Services
Greytown House
221/227 High Street
Orpington
Kent BR6 0NZ

Bankers

Santander UK plc
BBAM
Bridle Road
Bootle
Merseyside
GIR 0AA

Virgin Money plc
Jubilee House
Gosforth
Newcastle upon Tyne
NE3 4PL

HSBC
9 Wellesley Road
Croydon
CR9 2AA

"OFF THE RECORD" YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

REPORT OF THE MANAGEMENT COMMITTEE

The Management Committee have pleasure in presenting their Annual Report and Financial Statements for the year ended 31 March 2022.

"Off the Record" Youth Counselling Croydon is a registered charity (Charity Number 1051144) and a company limited by guarantee (Company Number 2987817).

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity's trust deed, the Charities Act 2011 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 published in October 2019.

STRATEGIC REPORT

OVERALL VISION

"Building a compassionate mental health community for children and young people"

OBJECTIVES, ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE

Off the Record's legal objects are stated in our Memorandum and Articles of Association as:

- To promote the preservation and protection of good health
- To undertake any other charitable activity

These objects are met through the charity's strategic aim – to provide a broad range of high quality, safe, accessible, fast and effective (SAFE) support services for children and young people. The objects are further supported through our strategic objectives:

- To ensure safety, quality and effectiveness
- To increase service choice and relevance
- To make services fast and accessible
- To strengthen agency integration and development
- To ensure sustainability for the agency and our services

Through 2021/22 the charity continued to deliver its established core activities and services – Counselling/Mental Health Services (including online counselling) in the London Boroughs of Croydon, Sutton and Merton; Outreach work (including our Black Minority Ethnic Community Development work and our 'CHRIS' youth violence work); Refugee & Asylum Seeker Counselling Service and the Croydon Young Carers Service. In January 2020, the charity embarked on a new area of service delivery – Mental Health in Schools Teams and Off the Record now hosts one schools' team in Merton and two in Croydon (hosted jointly with Croydon Drop In).

Throughout 2021/22, the way in which our services were delivered continued to be impacted by Covid restrictions. We managed to keep most of our buildings open throughout the year although often with fewer staff on site and with Covid precautions in place. This was very important for those young people who felt unable or unwilling to access help through remote channels. However, we've also continued to offer telephone, text-based and video support to those young people who still prefer to use those mediums and this will remain a permanent feature of our offer. During the pandemic, we saw a very strong increase in demand for online support. As restrictions eased, there was a clear return of requests for in-person contact instead – a marker of 'zoom fatigue' even amongst those who regularly spend significant time online. Throughout this period we've continued to strengthen our staff skills and understanding in remote ways of working and can see the real benefits that a 'mixed modality' approach can offer to young people.

Young people have been particularly strongly impacted by the pandemic with disruption to education; family stress and bereavement; increased levels of isolation and anxiety. It is now being recognised that Covid represents a 'generational trauma' for children and young people and the mental health implications of these challenges will undoubtedly be evident for many years to come. Demand for mental health support is significantly above pre-pandemic levels in all our services

OFF THE RECORD" YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

REPORT OF THE MANAGEMENT COMMITTEE

and that demand is expected to continue to rise. Responding to high demand is particularly difficult when many in our own workforce have faced personal and professional challenges over the last two years. We have seen a much higher than usual level of staff turnover this year with many staff making decisions about new life directions in the wake of their pandemic experiences. To build on our Covid learning and to meet the increased demand, the charity is focussed on new ways of working that offer immediate and meaningful short-term interventions to young people at the point of need. Central to these is the development of our new First Contact Team who will be responsible for initial contact with all young people seeking help from Off the Record, and providing fast and effective responses including short-term interventions, resources and signposting. The team started work in the Sutton borough in early 2022 and we have already seen very positive results with very few young people feeling the need to wait for a counselling intervention. The team are now starting to work with Croydon referrals. A further new development in early 2022 was the appointment of a team of Peer Support Workers who bring lived experience of mental health into the work with young people. This has been a hugely positive development with Peer Support Workers now based in all our borough services and within the First Contact Team offering shorter term interventions to those with less complex needs.

The staff in our direct services work together with central charity staff such as our administrators and senior managers. In addition to the paid staff team, Off the Record has a strong history of engaging volunteers to support our activities including volunteer counsellors (usually those in the final stages of their counselling training) and activity and homework club volunteers within the Young Carers Project. During the pandemic our use of volunteers was radically reduced as many activities ceased and we felt we could not provide the appropriate level of support to unqualified staff during periods of remote working. Some volunteers have now returned to working with the charity but we are using the changes brought about by Covid to review how we use volunteers in future. Nonetheless, our volunteers provide a very valuable additional resource to our work, often increasing our capacity to see young people in our popular evening times. In pre-pandemic times, volunteers contributed approximately 60 hours per week to the charity bringing an estimated equivalent added value of £60,000 per year to the work.

Despite the temporary closure of buildings during lockdown periods, the charity has maintained all its existing office premises. We continue to operate from the freehold property at 72 Queens Road, Croydon, which the charity purchased in 1995 by means of a central grant of £138,672 from the South Thames Regional Health Authority. The Queens Road office serves as a base for the Croydon counselling service, the Outreach & Community Development Service and Refugee Counselling service. The Young Carers Service has maintained a base in rented offices in the Carers Support Centre in Central Croydon, whilst the Sutton counselling service operates from rented premises at 172 Croydon Road, Beddington and our Merton counselling service is based in rented rooms at Vestry Hall in Mitcham. In addition to our existing premises, the charity has recently started renting two offices at The Business Xchange Hub in East Croydon to accommodate increased staff numbers post-Covid. With very limited exceptions, all staff are now based back in our offices for the majority of their working hours.

The Management Committee have considered the Charity Commission's guidance on public benefit and our main activities are described below. All these activities are undertaken to further our charitable purposes for the public benefit in accordance with our aim to provide a broad range of high quality, safe, accessible, fast and effective (SAFE) support services for children and young people. The overall strategy within which the charity operates is set by the Management Committee and the objectives and achievements of our activities are detailed in this report. The necessary funding, in the form of grants and contracts, is in place and the risks to the charity have been listed and reviewed by both the Management Committee and senior staff of the agency.

The Management Committee wish to express their appreciation for the hard work, undertaken by all staff within the agency, in delivering and developing the agency's services to children and young people particularly in light of the recent unprecedented pressures arising from Covid-19. We are also very grateful to our local commissioners and external funders who have fully maintained and extended their financial support for our work during this period.

The following reports have been written by the service leads for each of our services.

1. COUNSELLING SERVICES

a) CROYDON COUNSELLING SERVICE

Objectives and Activities

The Croydon Counselling Service is a free and confidential counselling service for young people aged 14-25 who either live, study, work or have a GP in the borough of Croydon. We believe that young people have a wealth of strengths,

OFF THE RECORD" YOUTH COUNSELLING CROYDON (A company Limited by Guarantee)

REPORT OF THE MANAGEMENT COMMITTEE

abilities and talents within them. We want to support them in realising and using these resources to meet life's challenges.

At full capacity, the counselling service aims to offer up to 100 clinical assessments and ongoing appointments per week through a team of paid and volunteer clinical staff. Clinicians on training placement are professionally supervised and supported.

The service is funded by grants from Croydon CCG, and funds are received both from the Adult Mental Health budget and from the Child and Adolescent Mental Health budget.

- *"It helped me speak to my Mum more freely. I felt another person was counting on me to get better"*

Achievements and Performance

The most prominent aspect of the last year has been the great demand for our services, both from those who self-refer, and those who have been signposted by Croydon Council's Single Point of Contact (SPOC) via CAMHS. Starting three months before the year reported on, we have endeavoured to use our capacity to see even more clients, moving to a 3 or 6 session counselling model for those for whom this is appropriate.

We continue to work closely with CAMHS, with regular meetings with the CAMHS lead for SPOC where we can raise the possibility of referring on or referring back clients who appear to be in need of CAMHS services, as well as keeping in touch with each service's practises and waiting times. In addition we attend the strategic SPOC meeting hosted by social services where all the stakeholders including the NHS commissioner is present. This provides more of an overview of how services function and interlink and the level of overall demand in the borough.

The Croydon counselling service has seen a 58% increase in demand from pre-pandemic levels. It has been challenging to keep pace with this increased demand and unfortunately this has resulted in some young people waiting much longer for counselling that we would wish. However, young people presenting with risk are still usually seen within 4 weeks. Covid restrictions in 2021 resulted in a necessary transition to much of our work being delivered remotely. However we have maintained an in-person offer to young people throughout the period and all staff are now delivering the majority of their hours back in our buildings although many young people are still opting to receive their support over the phone.

In April 2022, a new team of Peer Support Workers were appointed to the charity and we welcomed one worker to the Croydon team. The Peer Support Workers offer short-term interventions to young people deemed suitable and have also offered check in calls and holding sessions to young people waiting for counselling.

- *"It's not like the sessions I had before. I feel the sessions have worked around what I've said so they feel more inclusive".*

We are looking at a further transition to come with the implementation of our new First Contact team who will take over all assessments for Croydon based young people, and provide some of the short interventions needed. This is an important step in offering fast initial support at the point at which young people reach out to us and will have a big impact on the number of young people waiting for counselling.

In total, we had 788 new contacts from young people April 2021-March 2022, very similar to the previous year's 785. Of the new contacts, 670 were accepted for counselling, and 76 were still waiting for an assessment at the end of the period. 52 were referred to another OTR service. The service offered 3072 counselling sessions to 698 young people during the period.

- *Someone to speak to who listens and helps me understand. I can fix myself because (the counsellor) helped me see a different way to look at my problem*

Across the year around 22% (23% last year) of our clients were male and 77% (74% last year) female. Pre-Covid the proportions were more usually around 30% male and 70% female and we're continue to consider the possible explanations for this change.

The ages of young people accessing counselling is split approximately 48% aged 14-17, which shows an increase from last year's 40%. Approximately 52% of ongoing clients were aged 18-25. This again points to the increasing number of clients from the younger age group being signposted from our partnership within the Single Point of Contact (SPOC), as well as many being signposted by other sources.

OFF THE RECORD" YOUTH COUNSELLING CROYDON (A company Limited by Guarantee)

REPORT OF THE MANAGEMENT COMMITTEE

This year we saw only 31% (231) of new contacts describing themselves as White British, while 30% (225) described themselves as Black African, Black Caribbean, Black British or Black other. Around 10% described themselves as being from a range of Asian backgrounds. The remaining 29% described themselves as being of mixed and other heritage.

The main issues brought to counselling continue to be Anxiety (238 clients), Family Issues (153), Self Esteem (145) and Depression (116). These are the same issues as have been most frequently presented over a number of years. Trauma has been an issue that is now being presented more frequently (89), and the number of clients presenting with suicidal thoughts (87) remains alarmingly high. There is also a high incidence of intrusive thoughts (77 clients). [Note: young people usually present with more than one issue].

As a charity we feel that the issues of trauma have come more to the fore after the pandemic. Many young people have experienced bereavements, perhaps most frequently having lost grandparents, but many more have been affected by issues related to being confined in small spaces grappling with remote learning, isolation in the absence of friends and difficult family dynamics.

The team has worked hard and have needed to continually adjust to the latest twists and turns of the pandemic in the period related to the report. There will be more adjustments in the near future, as we move to our new First Contact Team model and I am grateful to everyone for their commitment and flexibility.

- *(The counsellor) was the best part of my care; I have experienced several counsellors and honestly, she has been the most effective I have met. She made the experience so much easier for me.*

Mental Health in Schools Team – as part of the national mental health in schools' initiative, and in partnership with Croydon Drop In and SWL CCG, Off the Record has continued to co-host a Croydon Mental Health Support Team (MHST) and expanded to offer an additional MHST replicating this structure. We now have two new trainee Education Wellbeing Practitioners (EWPs) alongside our qualified EWPs. We are also recruiting for a further qualified practitioner to complete the team. Our MHST team has three core functions, to deliver evidence-based interventions for mild-to-moderate mental health issues, to support the school's senior mental health lead to develop whole school approach and to give timely advice to school and college staff and liaise with external services to help children and young people to get the right support.

Alongside the group and whole school work the combined services have supported 273 individual children and young people (50% male, 50% female) over 1,595 sessions.

b) SUTTON COUNSELLING SERVICE

Objectives and Activities

Off the Record's Sutton counselling service has been providing free, confidential one-to-one counselling support to young people aged 11-25 in Sutton since May 2013. Since October 2016, the service has been located at Off The Record's offices in Beddington.

We currently have two referral routes: through the Sutton CAMHS Single Point of Access (for ages 11-17) as part of Sutton Alliance contract delivered in partnership with South West London and St George's Mental Health Trust and Jigsaw4u; and through self-referrals (for ages 11-25) funded through SWL CCG. We previously held a weekly Drop-In service, which operated for three hours on Tuesday afternoons and provided access to immediate support without the need for an appointment. When the buildings closed due to Covid-19 in March 2020 this face-to-face Drop-In service was replaced by the Saturday Support telephone service and the Monday online Drop-In service. The Saturday Support Service is still in operation and we continue to signpost young people for immediate support while they wait for individual counselling; if they need extra support during counselling or when a counsellor is on leave; or if they need a 'top-up' once counselling has finished.

As part of our Sutton Alliance contract we also offer support to parents and carers of young people who are struggling with self-harm in the form of a two-part workshop. This is completely separate from the work we do with young people, whose confidentiality is assured.

Achievements and Performance

Last year we successfully moved from a predominantly paper-based service to a fully electronic one when Covid forced building closures towards the end of March 2020. This year we have continued to modify and improve our remote

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processes and documents. Young people continue to benefit from the increased access options that remote working allowed, such as telephone and Zoom sessions.

During this year there were 546 young people who received support in the Sutton Service. 432 young people received ongoing counselling, a 2% increase on last year's figure (which was a 19.5% increase the year before). Access via the self-referral pathway has stayed fairly consistent at 49.5%.

We offered 2,384 ongoing counselling sessions and 218 assessments (up 22% on last year's figure). We had good rates of ongoing counselling engagement, with 82% of young people reaching a planned ending and a 79% session attendance rate.

Of the young people who accessed ongoing counselling, 72% presented with anxiety issues; 46% with depression symptoms; 46% with family issues; 44.5% with self-esteem issues; 42% with school issues; and 41% with peer relationship issues. Other issues presented include: intrusive thoughts (34%); self-harm (26.75%); sleep problems (25%); suicidal ideation (22%). Sadly, and likely a result of the pandemic, these figures are all up on last year, particularly anxiety and intrusive thoughts.

Feedback from young people who accessed the service indicated that they felt listened to and respected, that the support was of benefit, and many were grateful for the provision.

- *"I was given lots of strategies that would help me, if I found some strategies hard they would offer alternative strategies."*
- *"I was listened to and not judged. I had the support when I really needed it and my counsellor was very supportive."*
- *"I felt that the people that I talked to knew how to help and were listening to what I had to say."*
- *"I felt understood and not alone. As if it was always here and a second home with no judgement in the building."*
- *"They were extremely supportive and caring whilst being able to understand what I was going through. They also gave me the chance to be heard and listened to."*

Our parent/carer self-harm workshops offer a supportive space for parents/carers where they can develop their understanding of self-harm; explore why young people might hurt themselves; discuss common myths and misconceptions about self-harm; and look at coping strategies and ways to support. Previously these groups were run in person but we took them onto our online platform due to the pandemic. 39 parents attended 5 workshop programmes in the year. Online, parents still report that these workshops help them feel more confident to support their young person with self-harm through increasing their understanding and providing them with resources to support their child. And while they still value the space to 'chat' with and 'hear' the experiences of others in a similar situation via the chat box function, we hope to soon be able to offer in person groups again to deepen this part of the experience.

- *"This has been so helpful and wish we could continue as a group so we can help and share and support one another."*
- *"Just want to say thank you the sessions were really good i plan to implement some of the strategies and defo the soothing box and app"*
- *"Nice to be able to verbalise some of the horrors that occupy the wee hours with others who understand.."*

Towards the end of 2020 we started a small support group for young women (from any of our three boroughs) who have suffered abuse. We recognised the need for ongoing support that we felt was better suited to group work than offering additional one-to-one support. The group space fosters a culture of cohesiveness, support, and integration and the interaction between group members provides an engine for change. The group has been well attended and huge progress has been made by attendees. Feedback is also incredibly positive:

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- *"I have really enjoyed the group counselling I have had this year from Off the Record. It has allowed me to feel safe, loved and protected. It has given me hope that I can eventually work through all my trauma. To be understood in a close-knit group and to have that support and the group being able to offer the right kind of information when I am struggling with a particular situation relating to my trauma is something I appreciate so much. Over time, we have developed a deep bond with each other. I have learnt a lot more about myself than I ever thought I would in this group as I was expecting it to be bad like my last experience in group therapy was. I feel so grateful that I still gave it a go as I am not sure if I would be as far in my recovery journey as I am right now. Thanks."*
- *"This is a safe space, an all-female safe space. There's no judgement, no questioning or undermining your feelings and experiences (you don't even have to talk about those!), it's simply a safe space to help collect yourself each week. Every session is fully tailored to each participant's needs, and [the facilitators] are just likewise friends who help you on your weekly journey. Whether you turn up needing some extra support or talking about what you had for dinner, you will always be warmly welcomed and appreciated here."*

c) MERTON COUNSELLING SERVICE

Objectives and Activities

Off the Record's Merton Counselling Service started in April 2019 and launched a further expanded service supporting 17 schools via Merton Schools Wellbeing Team (MSWT) in April 2021. These services are complemented by an outreach worker who provides a range of counselling, wellbeing and outreach support with schools, local youth clubs and other community organisations, as well as delivering workshops for the parents and carers of young people struggling with self-harm.

The counselling service is open to young people between the ages of 11 and 25 who live in the London borough of Merton, are registered with a Merton GP or attend a Merton school. Young people may access support by referring themselves or being referred by a professional (e.g. GP, social worker, teacher), in addition to a referral route through Merton CAMHS SPA. Emotional support and counselling is offered in-person and via video and telephone.

The Merton School's Wellbeing Team (MSWT) provides mental health support to a cluster of 17 primary and secondary schools in Merton offering direct support to children and young people as well as their families. The team offers a flexible 'counselling-based' model with emphasis on a whole school approach, universal and targeted group work and short-term one-to-one interventions suited to school delivery. The team has also been running a very successful parent group focused on addressing and helping families to manage children's challenging behaviour, and workshops for parents of children with an ADHD diagnosis, supporting emotional regulation, coping with diagnosis and learning ways of supporting their children and improving their own self-care.

The counselling, schools and outreach support services were funded this year through SWL CCG for young people aged 11-18 and by the Wimbledon Foundation for young people aged 18 to 25. The service provides a safe space where young people can receive support and encouragement to deal with whatever challenges or difficulties they are facing.

In conjunction with staff in OTR Croydon's schools team, our outreach worker has continued to offer themed weekly psychoeducation online workshops to young people across our Croydon, Sutton and Merton boroughs and a weekly peer support group "Keeping Connected". Online workshops have continued for parents and carers of young people who struggle with self-harm, and we have plans to deliver workshops for parents and carers of young people struggling with school refusal.

Our service hub is based in Vestry Hall, a local authority owned building, in the east of the borough (Mitcham). Counselling and emotional support sessions are also offered at The Nelson Medical Practice and within 19 local schools in the borough. The Covid pandemic meant that we worked through period of lockdown restrictions during 2021-22 offering in-person sessions, alongside video and telephone, whenever possible. Higher levels of need and referrals have been received this year attributable to the pandemic and the impact on the children and young people whom we support.

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Achievements and Performance

We are in the 3rd year of our 4-year CCG contract, and this has been expanded to include our 18-25 work going forward alongside the Merton schools work and outreach work that we have been delivering. We have been asked for input in a range of borough initiatives around children and young people's mental health and continue to work closely with our CCG, LA and community colleagues.

This year we received 832 referrals with a sustained increase quarter on quarter throughout the year going from 182 referrals in the first quarter to 283 referrals in the 4th quarter. The service supported a total of 706 young people across 2832 sessions. Of those that accessed our services 40% self-referred, 37% were referred by a professional (often educational establishments) and 23% were referred by Merton CAMHS.

These numbers reflect a sharp increase in referrals and levels of needs alongside an increased level of provision. Whilst we continue to aim to provide support at the point of need, in line with the i-Thrive model, this has not always been possible this year due to increased referral numbers, staff sickness and recruitment challenges.

The demographics of young people receiving support in the service indicated that 66% of clients identified as female, 32% identified as male and 2% identified as other (a category which includes non-binary and transgender). Of these young people: 9% were aged 4-10; 24% were aged 11 to 13; 51% were aged between 14 and 18, and 16% of clients in the 19 to 25 age group. Data indicates that 48% identified as being from diverse BAME backgrounds, with the remaining 52% identifying as coming from a White British background. The majority of young people accessing the services in Merton came from the CR4 (33%), SM4 (21%) SW16 (20%) postcodes.

Young people presented most with the following issues: anxiety, which is by far the most common (64%); issues around family (45%); school (39%); peer relationship difficulties (34%); self-esteem (31%); low mood/depression (25%) and sleep (26%). This year we experienced a need for an increased level of safeguarding support in response to higher levels of risk as young people emerged from the lockdowns. Over one-fifth of young people seen experienced suicidal ideation (22%) and over one-fifth of young people were struggling with self-harm (21%).

These figures paint a picture of young people who are struggling with anxiety and stresses in both school and family environments alongside peer relationships difficulties, low self-esteem and low mood symptoms including sleep problems and a risk to their own safety.

Young people accessing support presented on average with levels of psychological distress in the "moderate" range (average score 19.7) and, at the end of interventions, on average scored within the "mild" range for psychological distress (average score 15), as measured using the YP-CORE and CORE-10 measures.

Feedback shared with the service demonstrated repeatedly that young people appreciated that they were listened to and treated with patience and respect with 100% of young people who gave feedback said that the help they had received with OTR Merton was good.

- *All of my problems were listened to attentively and relevant suggestions were brought up and discussed helping me to fix/cope better with them.*
- *It was helpful to share emotions without someone judging me.*
- *I felt very listened to and valued from start to finish.*
- *Felt I gained a sense of knowledge. Good to speak to someone who is professional in understanding anxiety. I felt a good rapport where I was safe to speak about anything without being judged and given space to do so, no pressure to speak.*

d) ONLINE SERVICES

Objectives and Activities

Through our dedicated secure website (www.talkofftherecordonline.org), we provide free online services to young people aged 11-25 in the London boroughs of Croydon, Sutton and Merton. Our online services include online individual ongoing counselling (6-12 sessions) and a range of online psycho-educational workshops for young people and parents/carers on a variety of wellbeing topics.

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The online counselling service allows young people to write about their problems rather than talking face-to-face, meaning they can have their counselling and support entirely online. To compliment this one-to-one support, targeted workshops are delivered, providing practical help and information about key issues young people might be struggling with (for example, exam stress, sleep, managing through lockdown and supporting parents and carers with a child who self-harms).

Achievements and Performance

Following the unprecedented demand for online services during the Covid pandemic, the number of young people registering for Off the Record's online service over the course of 2021-22 has returned to pre-pandemic levels. In the last year 554 young people accessed the online platform, up from the year prior to the pandemic (2019-20: 508) but decreasing from 'the Covid year' of 2020-21 (830). Similarly the number of sessions offered to young people (2285) was above pre-pandemic levels (1932) but below 2021-22's peak numbers (2765).

With the rapid rise of young people accessing OTR's online support during the pandemic, a new 'triage' system was introduced on 1st April 2021. This ensures that all young people registering for the service get a rapid response to their request for help, in line with what young people are expecting when approaching an online service. During triage, each young person is given one-to-one contact from an experienced online counselling practitioner who explains how online counselling works, signposts to any relevant services and also assesses any risk or considerations around the young person's suitability for online work, ensuring clients are not waiting for a service which isn't suitable for them.

Our targets to respond to young people in a timely, accessible and effective way were fully met over the year and service satisfaction remains high, with 96% of young people agreeing that the help they received via the service had been good and that they would recommend the service to a friend or family member. Furthermore whilst slightly less counselling contracts and sessions were delivered in this reporting year, outcome data shows that the levels of distress young people were experiencing upon entering the service were more severe, although the number of young people making improvements in their mental health outcomes had increased by 5%.

A key objective of the online counselling service is to enable young people to access mental health services who might otherwise not receive any support or may struggle to attend face-to-face services. The service therefore particularly targets young people from a Black, Asian or Minority Ethnic (BAME) background, LGBTQ+ young people, young people with disabilities, young carers and looked after children.

Accordingly, 59% of online clients come from a background where they do not identify as white British, 36% identify as LGBTQ+ (including 5% identifying as trans), 7% identify as having a disability, 5 were young carers and 15 were Looked After Children.

- *"I felt really listened to and received good advice to get help from young carers (service) as well. It's made me realise I think I should try and get further help with my doctor too."*
- *"The approach from my counsellor, even though it is online, (helps me to) feel very heard and understood. The chatbox has very quickly become a safe place where I can let out my thoughts without feeling judged or feeling like they won't be listened to. I also think my counsellor is very good at spotting the issues which I raise and thinking ahead a few times. I was shocked how spot on the reply was even though I wouldn't have thought that someone would pick up on this."*
- *"I have spoken about a lot of things I've kept to myself. I feel like I have someone to talk to and the fact that I'm anonymous helps me to open up more"*

Our online webinar programme has continued to be popular this year and we've incorporated both webinars via zoom as well as through our online platform. There were 212 attendances at our weekly 'Keeping Connected' online group and 125 attendances at our themed workshops which included 'Managing Anxiety', 'Managing Low Mood', 'Managing Stress', and 'Sleep Solutions'.

In the year ahead, OTR will be moving to a new technical partner to support the provision of our bespoke online counselling platform. Having worked with Aeguana since the platform's inception in 2016, our new technical partners WEB will be taking over from April 2022. Upon completion of this transfer, a significant update to the online counselling platform will be delivered in order to keep pace with the rapidly changing technology required to deliver safe and secure online services. Thereafter a series of pipeline developments, including the delivery of video and audio functionality, are planned for the year ahead.

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2. OUTREACH SERVICES

COMMUNITY & OUTREACH TEAM & BAME MENTAL HEALTH COMMUNITY DEVELOPMENT WORK

Objectives and Activities

The Community Team based within Off the Record have two community development workers and who support BAME young people aged 0-35 and work strategically in addition to delivering developmental interventions in partnership with Croydon BME Forum. Other colleagues in the Community Team are mental health professionals, counsellors and community engagement professionals. The Community Team as a whole focus on bridging the gap between BAME and marginalised young people who struggle for a range of reasons to access mental health, wellbeing and counselling support.

Our CHRIS work, provides community located therapeutic and developmental support to young BAME people aged 14-25, affected by escalating incidences of serious youth violence or sudden death. Young people contacting CHRIS are fast-tracked to a BAME counsellor able to respond flexibly to their needs.

Achievements and Performance

The Community Team has developed over the last year from April 2021, we have had new colleagues working with the team, some colleagues moving on and one colleague on maternity leave. This change has meant some fresh ideas and new pieces of work have been developed and that we are trying to work on new priorities and projects.

The Community Team wanted to focus on refreshing and reconnecting with community partners across the borough of Croydon; many grassroots organisations have been profoundly affected by Covid; some do not exist anymore or have changed significantly in their aims or support offer. There was a huge uptick in the number of face-to-face events from Sep 2021 onwards with Off the Record invited to attend and present at a lot of community events and information sharing opportunities.

We have continued to provide wellbeing gift bags at events for young people and grief boxes for young people who have been bereaved during the year (a number of young carers have been recipients) and developed with an artist grief related postcards to send to young people or trigger conversations about loss.

Face to face weekly sessions at Croydon College re-started in Sep 2021, there has been some discussion with staff at the college about the location of Off the Record, but rotating our location has seemed to increase our visibility and we have consistently engaged with 8-20 young adults each week. The aim is to provide a similar service at Coulsdon College from Sep 2022.

We have organised and hosted nine 'Have Your Say' events, where young people attend a meeting every four to six weeks to discuss all relevant topics surrounding Off the Record, including the global climate crisis and how it might impact the mental health and wellbeing of young people. The aim of this is to provide feedback to the wider organisation helping us to adapt to the needs of young people. An example of where this has been effective is with discussion around the challenges of waiting lists which has supported the creation and processes of our new First Contact Team. Young People Say is being slowly transitioned into a 'Youth Ambassadors' programme with recruitment for new Youth Ambassadors happening over summer 2022. These young people will be more integrated into Off the Record decision making and representing Off the Record at community events and in their schools, colleges and workplaces with their friends and peers.

The Community Team has worked closely with the Injera Club strengthening the relationship between OTR and Da'aro youth project, facilitating access to our counselling services and identifying how OTR can better support UASC within community spaces. Off the Record have attended 27 sessions between May 2021 and March 2022, seeing an average of 30 young people per session (lowest 9 young people in May and with the highest 51 young people in March). We organised and facilitated an event at The Wilderness (a community garden) in Summer 2021 to highlight the health benefits of being in nature and bespoke wellbeing bags were gifted to the young people who attended.

Since January 2022, the Community Team and colleagues from Off the Record and Croydon Drop In have provided support to 3 specific schools and colleges where there has been a sudden death. The loss of a student or staff member from sudden and violent death is unusual. Off the Record has been privileged to be able to respond at short notice to offer safe, confidential, open spaces for young people to start processing the shock and loss in the first days, weeks and

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months after a sudden death. This work is being reviewed and developed into a more structured offer which will be launched to schools and colleges from Sep 2022.

In collaboration with Croydon Council Youth Engagement team, we have delivered monthly workshops at Fieldway Community Centre with young people attending youth club sessions. The aims of these workshops are to increase visibility of BAME colleagues in spaces where diverse groups of young people socialise and to promote positive messages around mental health and wellbeing.

The Community Team has re-started its partnership with Legacy Onside Youth Zone that had been affected by Covid-19 and staff changes in both organisations. Legacy was very keen to re-connect and an Off the Record Mental Health Practitioner has been present weekly in Legacy weekly since Christmas 2021. We have been able to offer workshops that help young people link into available mental health services (in addition to those at Off the Record) and to join in with events and themed weeks that Legacy offer. Having a positive and accessible person at Legacy incorporates good mental health messages in their general social and leisure youth club sessions. On average there are 50 to 120 young people present at Legacy during the sessions we attend, and we normally engage with around 8-40 of those young people in more detail each week.

The team attended two wellbeing days for young adults in supported accommodation facilitated by the NHS Southwest London partnership, these two events were great opportunities to network with other health and wellbeing services in Croydon and the Southwest London region. The aspiration is that these will become regular annual events for the residents of Evolve Housing properties.

We have continued to support the work of the BAME Barbers Network in Croydon and Merton, we have employed a community worker one day a week to make sure there is strength and sustainability in this group and to make sure Off the Record can celebrate the impact that barbers have in their communities. Trim 'n Grin sessions are booked for summer June and July 2022 with refugee young people and BAME young men in community locations (including Legacy Onside Youth Zone). The barbershop work has had several excellent pieces of academic and press coverage and opportunities for the community worker to speak about the work since Jan 2022.

In response to the topics of concern that we consistently hear raised in the barbershop space such as the rising cost of living, war across the world, knife crime and bereavement, we are in the process of co-designing a barbershop podcast with the barbers and a group of young people. The podcast (for publicity in summer 2022) will feature topical discussions filmed in a local barbershop to challenge taboos and help normalise conversations about mental health while highlighting the support available to young people across Croydon, Merton, and Sutton through OTR.

Aspirations for 2022-2023:

- Focus on the cost-of-living crisis and the impact of finances on wellbeing and mental health
- Continue to find new ways to engage young people from diverse and marginalised communities to be able to access mental health support
- Develop new interventions to support young people around health and wellbeing, with a focus on groupwork
- Highlight the importance of intersectionality for young people and how that can help us develop targeted or new services and support for young people
- Finalise our work on how OTR can support schools in responding to Sudden Loss

3. REFUGEE & ASYLUM SEEKER COUNSELLING SERVICE

Objectives and Activities

The Refugee Service provides individual counselling and group work to young refugees, asylum seekers or forced migrants aged 11-25yrs in Croydon. Counselling is generally short-term and delivered through a mixture of sessions offered in schools and colleges and at Off the Record's offices as this maximises our accessibility for this vulnerable group of young people.

Following the lockdowns of the recent Covid pandemic, the Refugee Service has resumed normal operations. We are offering in-person sessions alongside the telephone work we had been doing and our group work continues in the Young

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Roots Youth Group, Injera Club and the Hillsong Football club. We have also maintained the holding call system so that our young people have regular contact while they are on the waiting list.

The Afghan crisis took place in August of 2021 which saw the withdrawal of the US troops and seize of power by the Taliban. The influx of Afghans to the UK escaping the situation had an impact on our service in addition to the immense concern this caused for those in the UK fearing for their families or fearing deportation to Afghanistan. We were able to temporarily increase our offer to young people both in Croydon and across London through the willingness of Off The Record staff in other departments.

We maintained our support for new arrivals, age disputed young people and refused or destitute asylum seekers in our specialist provision within Off the Record. We have focused on adapting our approach to how we offer a culturally sensitive mental health provision, addressing the physical, cultural and psychological barriers for young migrants in accessing support. We have done this by extending our service into community groups to bring a mental health message into non-stigmatised settings.

Achievements and Performance

This year has been a time of re-establishing our service to run in the Queens Road building by gradually bringing counsellors back into face-to-face work and connecting with each other. The system brought in to accommodate our work from home has remained in place; calling young people every 3 weeks for holding calls and regular check-ins before being allocated to weekly counselling. Clients have appreciated being contacted regularly to be kept informed of their place on the waiting list and also it has been invaluable for us to keep up with a cohort that regularly gets moved to different parts of the country or changes their phone number. Many young people have found telephone counselling to be more convenient and fits into their life better.

Attendance has remained high at 72%, this figure being boosted by young people who would find it difficult to attend in person, taking advantage of phone sessions. Our system of holding calls enabled us to reach more young people and reduce waiting times by providing a short counselling intervention. These have been recorded as brief interventions and pre-therapy waiting list calls. The brief interventions have totalled 120 which, having started in January with a new member of staff and carried out for two hours a week until the year end in March 2022, works out to be 8 calls per week. Pre-therapy waiting list calls are the holding calls we make and are often longer than the brief interventions. These total 91 over the year which works out as 2 per week.

Referrals are now returning to the level that we would expect before the lockdowns with 141 new contacts. A total of 146 young people received individual counselling with the refugee service in the past year. Client ages ranged from 12 to 25 years old with 63% being aged between 14 and 18 and 36% being aged between 19 and 25. Clients came from 12 reported different countries with the majority still typically coming from Afghanistan (29%) and Albania (14%) and also Eritrea and Vietnam making up the other significant percentages.

67% of young people seen for an assessment were accepted for counselling and 67% of those seen waited less than 6 weeks after assessment for counselling. Unfortunately, the wait for initial assessment was longer with 21% waiting over 18 weeks, often due to faulty information at referral and the young person not always being aware of the referral to counselling. Other hindrances to starting or engaging a young person in counselling are language issues, other pressing appointments in the client's life such as solicitors and social workers and hesitation in discussing emotional or traumatic material. We have adapted our sessions to be flexible to the needs of the young person and therefore we offer fortnightly or ad-hoc sessions where appropriate.

The contract with Croydon Council that catered for Croydon Care Leavers completed in September 2021, so the additional counselling sessions and our involvement in 3 of the 5 groups came to an end. We were able to maintain our mental health worker in the Injera Club and Hillsong Football group. We intend to take this model forward into other settings, where the mental health worker builds relationships with the young people in a non-stigmatised environment to facilitate engagement with counselling or enable greater awareness of mental well-being.

Following the merger of John Ruskin College with Reigate College, there was an extended pause in the delivery of our on-site counselling offer. Fortunately, in the last couple of months, John Ruskin College have been in contact with OTR to begin discussions for resuming services.

Our long-standing Young Roots partnership continues to be successful with our counsellor providing drop-in counselling at the 'hub' weekly youth group. The counsellor continued to deliver telephone sessions for some months until the end of

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2021 but then in-person sessions were resumed at the start of 2022 and have been in place ever since. This has been of huge benefit for the young people to see the counsellor at the hub and to develop a relationship with her.

Clients have commented that the counselling service is of huge value to them.

- One young man said that he really felt understood and it was; *"Nice to find someone to talk to, who listens to me."*
- Another spoke of his counsellor, saying *"You are a good person. You have helped me."*
- And a young man's comments following his counselling were; *"I'm doing great, I've got a job and working full time. I want to thank you for all your support, I really do appreciate it."*

4. YOUNG CARERS' SERVICE

Objectives & Activities

The Young Carers Service is a free and friendly service, offering support to young people aged 7-25, caring for someone with a physical disability, mental health issue, long-term physical illness, learning difficulty or for drug and alcohol dependency. The service offers assessment, respite, and educational, emotional and social support to children and young people.

The team offer casework aimed at reducing the effects of harmful caring and enabling young carers to build their aspirations, to have positive mental health and healthy minds and fulfil their potential beyond their caring role.

The Young Carers Service is staffed by a multidisciplinary team and is co-located with other carers services in the Carers Support Centre in central Croydon.

Achievements & Performance

At the end of March 2022 there were 792 young carers and young adult carers registered with the service.

There were 164 referrals in this period, this is a huge increase from 2020-21. Referrals began to increase once schools were back more substantially post-Covid and particularly from the middle of March 2021. 120 young carers were accepted into the service compared to 78 in 2020-21 which is another huge increase, we also signed out a significant number of young adult carers during the same period who reached the age of 26. All were either signed out without additional support (at their request) or signposted to Carers Information Service for adult carers assessments.

89% of assessments were completed within the 8-week period, this is a positive increase from last year and is likely because the assessment worker has over the last year been working three days a week instead of two. This means we have also streamlined and edited the referral and assessment process to improve communication with families and other professionals involved with the families.

Particular issues and themes that the young carers team have highlighted over the last year include:

- Young carers struggling to return to education following learning from home during lockdowns
- Mental health deterioration because of the impact of Covid and isolation over the past two plus years
- The inability to celebrate important transition points of childhood and adolescence and lack of opportunity to be independent as a young adult carer
- Difficulty in picturing the future as an adolescent or adult
- Financial struggles within families and the stress that young carers can see for their parents/carers/themselves
- Young carers freedom in identity, expressing their need to be named and identified with other monikers or genders

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The Service offers a number of different ways for young carers and their family members to engage:

1:1 support: individual support sessions offer dedicated time for young carers to raise concerns and gain support from young carers staff. There are 1:1 workers with specialisms in mental health and wellbeing, education and young adult carers (18-25 yrs old). Interventions moved back to face to face gradually from May 2021 after schools went back to in person from April 2021. Face to face interventions at the beginning of the financial year were a process of working out how they could be managed safely and in line with government guidance at the time to protect young carers and staff but these gradually became the norm and what young carers expect from our service. We now only offer online or phone appointments when specifically requested by young people or when colleagues/young people are unable to be in school due to isolation. There have been 464 education interventions with 177 young people; 578 mental health interventions with 209 young people; 110 art and play therapy sessions with 38 young people; and 896 young adult carers interventions with 433 young adults.

Respite: our extensive respite program is a key component of our work. Trips and activities take place throughout school holidays, there are also ad hoc group sessions for young carers and young adult carers facilitated by partner organisations or the young carers team. In July and Aug 2021, we offered a full in-person summer holiday programme and committed to that over the Oct half term, Christmas, Feb half term and Easter. In total over the four holidays there were 344 individuals who attended 106 respite activities (626 attendances). This is a fantastic turnaround in families feeling confident that it is safe for young carers to attend face-to-face trips as the respite is so important for them. In partnership with Stanley Arts London (South Norwood) and Petite Panto we were also able to offer 39 free Panto tickets to a specifically adapted and accessible Panto which got rave reviews from families, particularly as young carers families frequently struggle financially to attend such seasonal events as a family.

Therapeutic support: our art & play therapist provides sessions to primary aged young carers in schools. These sessions are crucial to young carers who may find it difficult to put their emotions into words. From April-July 2021 the art and play therapist continued to work online providing phone and zoom therapeutic interventions. From September 2021 all art and play therapy sessions have returned to face to face, focused on primary aged young carers. Schools have welcomed this return and we have had excellent take-up from families for this method of working with young carers.

Training & awareness raising: in addition to our direct work with young carers and their families, the service delivered several workshops for professionals. These sessions have started to be requested more frequently again and we have delivered to New Addington Pathfinders; My Ends (CVA) partnership; Oasis Coulsdon; Reigate College; and Coulsdon College. The outreach that the team do with schools and colleges is helpful in raising awareness, particularly as young carers have been less likely to return to schools following lockdowns as evidenced in the Children's Commissioner for England statement in Jan 2022.

Aspirations for 2022-23:

- More variety of partnerships and group work opportunities for young carers
- Continue to improve the review and evaluation process with young carers
- Contribute to and influence the Carers Strategy review with partner organisations and Croydon Council
- Publish the 'Covid Voices' report on young carers experiences during lockdown

STATEMENT ON PUBLIC BENEFIT

The objectives and activities, and achievement and performance sections of this report clearly set out the activities which the charity undertakes for the public benefit. The Management Committee confirm that they have complied with the duty in section 4 of the Charities Act 2011 to have due regard to public benefit guidance published by the Commission in determining the activities undertaken by the charity.

RISK MANAGEMENT

The Management Committee actively review the major risks which the charity faces on a regular basis and has established systems to mitigate those risks including reports to Management Committee meetings against an agreed risk register. The risk register was substantially expanded in 2020 to include consideration of risks arising from Covid-19 pandemic. Following the ending of Covid regulations, these risks have largely now been removed from the register. Some of the key risks kept under regular review are:

OFF THE RECORD" YOUTH COUNSELLING CROYDON
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REPORT OF THE MANAGEMENT COMMITTEE

Financial – the risk of loss of funding through non-renewal of grants/contracts; over-expenditure through lack of financial control; fraud; potential future VAT/ tax liability. This risk is managed through robustly implemented financial procedures overseen by the Treasurer and Finance Committee; monthly cashflow and quarterly management accounts presented to the Trustee Board; professional VAT/ tax advice; fraud response plan; and by maintaining a sufficient level of reserves to safeguard the charity in the event of adverse conditions.

Clinical – the charity works with vulnerable young people in the area of mental health. Risks include clients harming themselves or others; deterioration in mental health; stress levels for staff; staff feeling unclear about policies and procedures. This risk is managed through regular clinical/casework supervision for staff in line with professional guidance and robust risk and safeguarding training and procedures. Additional training and guidance was produced during the Covid pandemic to equip staff for delivering clinical work through telephone and/or video as a response to remote working. Strong recruitment practices target high quality clinical staff including mandatory videos whereby a mock example of a counsellor's work is recorded and reviewed. All staff are required to attend annual safeguarding training.

Premises & Facilities – risks include Health & Safety breaches within maintained premises creating potential risks to staff or service users and risk of litigation; financial risks from costs of building maintenance & upkeep; catastrophic events e.g. fire/flood making one or more building unusable. These risks are managed by having a Health & Safety Officer in place, regular Health & Safety checks & risk assessments, routine maintenance of key facilities inc. fire safety. A business continuity plan is in place with provisions to deal with loss of building use/facilities which was activated when Covid-19 caused the closure of all offices.

FINANCIAL REVIEW

During the year Off the Record received income totalling £2,328,321 (2021: £1,748,888). Expenditure totalled £1,960,057 (2021: £1,743,947). The net movement in funds for the year is a surplus of £368,264 (2021: £4,941). This resulted in total funds at 31 March 2022 of £1,153,027 (2021: £784,763).

Our principal funding sources in this year were:

SWL CCG (Croydon, Sutton and Merton Place); London Borough of Croydon; London Borough of Sutton; Comic Relief; Wimbledon Foundation; Health Education England.

Reserves Policy

Off the Record's general unrestricted reserves represent funds of the charity that are freely available, excluding designated funds and restricted funds.

The Reserves Policy, is reviewed by the Management Committee annually. This states that Off the Record holds reserves for the following purposes:

- a) *To aid cash-flow management* – To facilitate effective cash management as expenditure can sometimes precede receipt of the corresponding income. Additionally, to mitigate against delays in funding.
- b) *To cover unforeseen expenditure* – To meet unexpected operational costs that may accumulate throughout the year.
- c) *To provide transitional funding* – To provide transitional funding for core programmes which suffer a short-term shortfall in funds.
- d) *To facilitate programme closure* – To support the orderly wind-up of one or more programmes which are being closed down or for which future funds have not been secured.
- e) *For future planned expenditure* – To support planned commitments or designations that cannot be met by future income alone.

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REPORT OF THE MANAGEMENT COMMITTEE

The target level of reserves is reviewed by the Management Committee each year as part of the annual budget process taking into account:

- a) The forecast income and expenditure for the coming budgetary period and any material uncertainties in those projections.
- b) The pattern of income and expenditure for the forthcoming budgetary period, with particular attention given to programmes where funding is in arrears of expenditure.
- c) Off the Record's strategic and operational plans for the coming budgetary period and for future years. This should include an analysis of material future expenditures which cannot be met solely by future income of that period (e.g. new IT commitments).

For the 2022/23 budgetary period the charity is aiming for a target range of 4-5 months operating costs (currently approximately £845,000 - £1,055,000) of unrestricted reserves. The current level of reserves is broadly on target with the stated range.

Total general unrestricted funds at 31 March 2022 are £921,085 (2021: £602,184), designated funds were £228,672 (2021: £178,672) and restricted funds £3,271 (2021: £3,907). This is considered adequate as the monthly expenditure of the charity is relatively stable, and we now have significant contracts with a range of funders.

Included in designated funds are the fixed asset funds. The property asset is not available to spend as the Charity operates from its premises.

PLANS FOR FUTURE PERIODS

As already acknowledged, the way in which we have delivered our services over the last two years has been fundamentally impacted by Covid restrictions and the major challenges that have been faced by young people and our own staff team. The post-pandemic levels of demand have been heralded as a 'tsunami' of need which will have huge impacts on all mental health services for years to come. Off the Record staff and services have risen to the challenge. We're now working with more young people every week than ever in our history but at the same time are looking to keep innovating and building on the learning that Covid demanded.

The development of our First Contact Team and our Peer Support Workers are both examples of trialling new ways of working to deliver fast, holistic and effective responses to young people, keeping young people's needs and wishes at the centre of all we do. These new responses are part of a broader goal to bring greater integration across our services and boroughs maximising the skills and capacity of our staff. At the same time, we recognise the burden our staff have faced over the pandemic. All have continued to work across the whole period with extraordinary commitment and flexibility and we're committed to making sure that we also pay attention to their needs. We held a staff party in June and a whole charity event in July which incorporated opportunities to socialise, re-connect and have access to wellbeing treatments. Staff leave is essential to re-charge batteries and we're also mindful of the emerging pressures from the cost of living crisis.

Our Outreach and Community work is a key priority for Off the Record over the next year as this was severely impacted by lockdown restrictions. In 2022/23, we want to focus on re-engaging with local communities and with young people in the community. This will include re-energising the work of our 'CHRIS' counsellors who engage with young people in Croydon impacted by sudden or violent death; further developing our support to young refugees through joint working with local refugee organisations; and broadening our work targeting positive mental health messages to BAME young men through our barbershop work and through new partnerships with youth services in Croydon and Merton. At the core of this work is a commitment to significantly raise our awareness and response to issues of inclusion and diversity across the whole charity.

Whilst it is important that we don't underestimate the significant challenges and uncertainties that lie ahead, we have witnessed extraordinary resilience and determination over the last two years amongst both young people and our staff. To staff who have joined us we extend a warm welcome; to those who have stayed with us we offer our thanks and appreciation; to those who have moved on we send our warm good wishes. We take our inspiration from the young people who continue to trust us with their challenges and concerns and, through our work, we will continue to focus on our vision of building a compassionate mental health community for all children and young people.

OFF THE RECORD" YOUTH COUNSELLING CROYDON (A company Limited by Guarantee)

REPORT OF THE MANAGEMENT COMMITTEE

STRUCTURE, GOVERNANCE AND MANAGEMENT

Structure

"Off the Record" Youth Counselling Croydon (Off the Record) is a registered charity and a company limited by guarantee, registered in England and governed by a Memorandum and Articles of Association.

Governance and Management

The governance of the charity is the responsibility of the Management Committee who are elected and co-opted under the terms of the Articles of Association. The Management Committee consists of up to 12 elected trustees, elected by the members at the Annual General Meeting (AGM), up to 5 co-opted members, a representative from any body which the Management Committee certifies is providing substantial funding to the company (non-voting members of the Committee) and the honorary officers.

Every elected Trustee (excluding honorary officers) will retire from office at the end of the third annual general meeting following their election. Retiring Trustees may be eligible for re-election. The number of the Management Committee shall not fall below five. The Management Committee who served during the year were as follows:

Obeneewaa Adu-Akyeampong	
Alice Barley	(Resigned 11/12/21)
Alefiyah Kapasi (nee Bharmal)	
John Denham	(Resigned 11/12/21)
Laura Haigh	
Brij Kalia	
Johnathan Keating	(Resigned 19/02/22)
Patricia Nearn	
Mark Penlington	(Resigned 07/05/22)
Nicola Shoults	

Induction and Training of Management Committee

The charity recruits new Management Committee members through local and national adverts and interviews potential members with reference to a job description and person specification. If selected from interview, Management Committee members are offered an induction process including an induction pack and the opportunity to observe a Management Committee meeting. The Management Committee has created a Governance Manual which is provided to all new Trustees.

Organisational Structure and Decision Making

The Management Committee consider governance issues at their regular meetings. The Committee meet at least quarterly throughout the year to ensure all governance issues are regularly addressed.

The Management Committee continue to make decisions relating to the overall strategic direction of the charity and ensure that the organisation is working in accordance with its aims and objectives and Memorandum and Articles of Association. The Management Committee delegate responsibility to senior staff for ensuring that service provision is carried out within the charity's overall strategy; for overseeing the charity's progress in meeting its objectives; and ensuring that the charity meets its legal and financial obligations including compliance with laws on equalities and diversity; Information Governance and Health and Safety in the way it employs and delivers services.

OFF THE RECORD" YOUTH COUNSELLING CROYDON
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REPORT OF THE MANAGEMENT COMMITTEE

Key management personnel remuneration

The Management Committee consider the board of trustees and staff listed on page 1 as comprising the key management personnel of the charity in charge of directing and controlling the charity and running and operating the charity on a day to day basis. All trustees give of their time freely and no trustee remuneration was paid in the year. Details of trustee expenses and related party transactions are disclosed in note 7 & 19 to the accounts.

Trustees are required to disclose all relevant interests and register them with the Director and, in accordance with Management Committee policy, withdraw from decisions where a conflict of interest arises.

The charity employs a team of senior managers comprised of a Director, Assistant Director and ten service managers who together oversee the delivery of work to young people and the line management of paid staff and volunteers. Most senior managers also undertake a level of direct service delivery. Senior managers' pay is primarily aligned to local government pay scales with pay increases mirroring nationally agreed increases to the scales. There were no changes to the management team during the reporting period although two managers have left the charity since 31 March 2022.

OFF THE RECORD" YOUTH COUNSELLING CROYDON
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REPORT OF THE MANAGEMENT COMMITTEE

STATEMENT OF THE MANAGEMENT COMMITTEE'S RESPONSIBILITIES

The Management Committee (who are also directors of Off The Record Youth Counselling Croydon for the purposes of company law) are responsible for preparing the Management Committee's Annual Report (including the Strategic Report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Management Committee to prepare financial statements for each financial year. Under company law the Management Committee must not approve the financial statements unless they are satisfied that they 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 these financial statements, the trustees are required to:

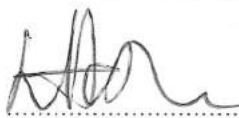
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

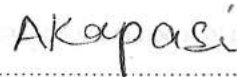
Statement as to Disclosure of Information to Auditors

So far as the Management Committee are aware, there is no relevant audit information of which the charitable company's auditors are unaware, and each trustee has taken all the steps that he or she ought to have taken as a trustee in order to make himself or herself aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Approved by the Management Committee on 7/11/2022 and signed on their behalf by:



Laura Haigh



Alefiyah Kapasi

"OFF THE RECORD" YOUTH COUNSELLING CROYDON
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REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF "OFF THE RECORD" YOUTH COUNSELLING CROYDON

Opinion

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

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 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.

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report 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, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report included within the Management Committee report has been prepared in accordance with applicable legal requirements.

"OFF THE RECORD" YOUTH COUNSELLING CROYDON
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REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF "OFF THE RECORD" YOUTH COUNSELLING CROYDON

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the 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 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 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 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

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.

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

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the charity through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.

OFF THE RECORD" YOUTH COUNSELLING CROYDON
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REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF "OFF THE RECORD" YOUTH COUNSELLING CROYDON

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 of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

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 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, for our audit work, for this report, or for the opinions we have formed.

Azets Audit Services

Catherine Cooper (Senior Statutory Auditor)

For and on behalf of Azets Audit Services

Statutory Auditor

Greytown House

221-227 High Street

Orpington

Kent

BR6 0NZ

Date: **11 November 2022**

"OFF THE RECORD" YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022

INCOME AND EXPENDITURE ACCOUNT

	Notes	Unrestricted funds £	Restricted funds £	Total 2022 £	Total 2021 £
Income from:					
Donations		9,809	350	10,159	11,612
Interest		136	-	136	529
Charitable activities	2	2,274,536	38,558	2,313,094	1,730,233
Other income		4,932	-	4,932	6,514
Total income		2,289,413	38,908	2,328,321	1,748,888
Expenditure on:					
Charitable activities:					
Counselling services		1,310,838	26,350	1,337,188	1,100,331
Outreach Services		202,637	13,829	216,466	211,669
Young Refugees Project		146,522	-	146,522	163,449
Young Carers Project		258,895	986	259,881	268,498
Total expenditure	3	1,918,892	41,165	1,960,057	1,743,947
Net movement in funds	8	370,521	2,257	368,264	4,941
Transfer	13	(1,621)	1,621	-	-
Funds brought forward at 1 April 2021		780,856	3,907	784,763	779,822
Total funds carried forward at 31 March 2022		1,149,756	3,271	1,153,027	784,763

All of the charity's transactions are derived from continuing activities.

The Statement of Financial Activities includes all gains and losses recognised in the year.

"OFF THE RECORD" YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022

COMPARATIVE INCOME AND EXPENDITURE ACCOUNT

	Notes	Unrestricted funds £	Restricted funds £	Total 2021 £
Income from:				
Donations		7,512	4,100	11,612
Charitable activities	2	1,614,013	116,220	1,730,233
Interest		529	-	529
Other income		6,514	-	6,514
Total income		1,628,568	120,320	1,748,888
Expenditure on:				
Charitable Activities:				
Counselling services		1,056,906	43,426	1,100,331
Outreach Services		130,192	81,477	211,669
Young Refugees Project		160,730	2,719	163,449
Young Carers Project		237,955	30,543	268,498
Total expenditure	3	1,585,783	158,165	1,743,947
Net movement in funds	8	42,786	(37,845)	4,941
Transfer		(52)	52	-
Funds brought forward at 1 April 2020		738,122	41,700	779,822
Total funds carried forward at 31 March 2021		780,856	3,907	784,763

"OFF THE RECORD" YOUTH COUNSELLING CROYDON
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Company number 2987817

BALANCE SHEET
AS AT 31 MARCH 2022

	Note	2022	2021
		£	£
Fixed Assets	10	138,672	138,672
Current Assets			
Debtors	11	77,801	179,889
Cash at bank and in hand		1,048,909	593,266
		<u>1,126,710</u>	<u>773,155</u>
Creditors: amounts falling due within one year	12	(112,355)	(127,064)
Net Current Assets		1,014,355	646,091
Net Assets		<u>1,153,027</u>	<u>784,763</u>
Represented by:			
Restricted funds	13	3,271	3,907
Unrestricted funds:			
Designated funds	14	228,672	178,672
General fund		921,084	602,184
Total funds	15	<u>1,153,027</u>	<u>784,763</u>

Approved by the Board of Management Committee on 7/11/2022 and signed on their behalf by:


Laura Haigh


Alefiyah Kapasi

"OFF THE RECORD" YOUTH COUNSELLING CROYDON
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CASHFLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	2022 £	2021 £
Cash flow from operating activities	18	455,507	(10,990)
Net cash flow from operating activities		455,507	(10,990)
Cash flow from investing activities			
Interest received		136	529
Net cash flow from investing activities		136	529
Net increase/(decrease) in cash and cash equivalents		455,643	(10,461)
Cash and cash equivalents at 01 April 2021		593,266	603,727
Cash and cash equivalents at 31 March 2022		1,048,909	593,266
Cash and cash equivalents consists of:			
Cash at bank and in hand		1,048,909	593,266
Cash and cash equivalents at 31 March 2022		1,048,909	593,266

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

1 ACCOUNTING POLICIES

a. Basis of preparation

Off the Record Youth Counselling Croydon is a company limited by guarantee in England & Wales. 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. The address of the registered office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are set out on page 2.

The charity constitutes a public benefit entity as defined by FRS 102. 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 applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019, the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

b. Income

All income is included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations and grants receivable, including donations and gifts, are included in full in the Statement of Financial Activities when receivable.

Investment income is accounted for when received. Tax recoverable on investment income is accounted for on a receivable basis.

Other income is included in full in the Statement of Financial Activities when receivable.

c. Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Raising funds are those costs incurred in attracting voluntary income.
- Expenditure on charitable activities include expenditure associated with the organization.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

d. Support Costs

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs and administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters. Where support costs cannot be directly attributed to particular headings they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources.

The analysis of these costs is included in note 5

"OFF THE RECORD" YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

1 ACCOUNTING POLICIES (continued)

e. Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Designated funds represent funds invested in fixed assets. The designated fund balance has been represented to ensure that fund balance stated accurately reflects the designation policy adopted by the Management Committee.

f. Tangible fixed assets

All assets costing over £5,000 are capitalised. Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value, over their expected useful lives as follows:

Office Equipment - 33 1/3 % straight line

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of Financial Activities.

g. Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

h. Cash and cash equivalents

Cash at bank comprises balances held on the charity's current bank account.

i. Leasing commitments

Rentals payable and receivable under operating leases are charged to the SoFA on a straight line basis over the period of the lease.

j. Going concern

The Management Committee have renewed the charitable company's budgets and taken into account the expected impact of Coronavirus. Whilst it is difficult to predict the potential implications on the future revenue with any certainty, on the basis of the Management Committee's review, there is a reasonable expectation that the charitable company will have adequate resources to continue an operational existence for the foreseeable future and it is therefore appropriate to adapt the going concern basis of accounting for these financial statements.

k. Judgements and key sources of estimation uncertainty

The following judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies that have had the most significant effect on amounts recognised in the financial statements:

Useful economic lives of tangible assets

The annual depreciation charge for tangible assets is sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are re-assessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and the physical condition of the assets. See note 10 for the carrying amount of the tangible fixed assets, and note e. for the useful economic lives for each class of assets.

There are no key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

"OFF THE RECORD" YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

2 GRANTS & CONTRACTS RECEIVABLE

Restricted Funds:	Total 2022	Total 2021
	£	£
Counselling services		
- Wimbledon Foundation	25,087	37,057
Outreach Services		
- Comic Relief BAME Outreach	13,471	53,123
Young Carer's Project		
- BBC Children in Need	-	26,040
	38,558	116,220
Unrestricted Funds and Contracts :		
- Counselling Croydon Community & Crisis Support	39,399	-
- Counselling Sutton Adult Mental Health Transformation	40,000	-
- First Contact Team	32,807	-
- NHS Croydon/LB Croydon	203,052	153,052
- Counselling Sutton LBS/CCG	220,500	149,000
- Young Carers' LBC	112,500	112,500
- Young Refugees Croydon CCG	75,767	75,767
- Counselling Online Croydon Transformation Fund	101,920	90,498
- Counselling Croydon Transformation Fund	114,688	114,688
- Counselling Croydon CYP Mental Health	28,956	23,530
- Outreach Sutton Uplift	38,000	38,000
- Young Refugees LBC	30,000	30,000
- Young Carers' CCG	58,126	58,126
- Young Carers Mental Health Post	37,000	15,868
- Young Adult Carers Assessments	13,880	13,880
- Counselling Online Sutton Transformation Fund	55,000	55,000
- Counselling Merton	548,151	260,000
- NHS SWL CCG Workforce Transformation Agenda	2,417	12,083
- Young Adult Carers Work	45,000	45,000
- CAMHS/LB Croydon	34,000	34,000
- CAMHS Transformation – BAME Manager & BAME Outreach work	53,000	22,730
- NHS Croydon/Outreach BME CDW	101,151	101,151
- Mental Health in Schools	244,736	131,010
- Counselling NHS England Wait Times	15,000	20,000
- Young Refugees DfE (Dept for Education) project	13,118	39,353
- Young Refugees Young Roots	6,835	6,027
- Young Refugees Unrestricted	12,750	12,750
- BBC Children in Need	(3,216)	-
	2,274,536	1,614,013
TOTAL GRANTS AND CONTRACTS	2,313,094	1,730,233

"OFF THE RECORD" YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

3 EXPENDITURE

	Staff costs £	Direct costs £	Support costs £	Total 2022 £	Total 2021 £
Charitable activities:					
Counselling Services	1,172,758	50,799	113,631	1,337,188	1,100,331
Outreach Services	180,871	14,490	21,105	216,466	211,669
Young Refugees Project	111,996	21,892	12,634	146,522	163,449
Young Carers Project	216,857	18,307	24,717	259,881	268,498
	<u>1,682,481</u>	<u>105,489</u>	<u>172,087</u>	<u>1,960,057</u>	<u>1,743,947</u>

All costs are allocated between the expenditure categories noted above 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, being, time spent.

4 CHARITABLE ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Counselling Services	1,310,838	26,350	1,337,188	1,100,331
Outreach Services	202,637	13,829	216,466	211,669
Young Refugees Project	146,522	-	146,522	163,449
Young Carers Project	258,895	986	259,881	268,498
	<u>1,918,891</u>	<u>41,165</u>	<u>1,960,057</u>	<u>1,743,947</u>

In 2021 £1,585,783 of the expenditure in relation to charitable activities was attributable to the unrestricted fund, with the remaining £158,165 being attributable to the restricted fund.

5 SUPPORT COSTS

	2022 £	2021 £
HR and Consulting	8,828	6,176
Cleaning and waste collection	11,927	11,516
Office Supplies	2,866	2,704
Telephone and Internet	9,554	6,280
Rent, Rates and Utilities	47,075	43,063
Operating lease payments	35,000	35,000
Computer Maintenance	11,279	12,152
Office and Computer Equipment	18,933	19,613
Repairs	3,404	1,249
Insurance	6,469	5,834
Payroll	6,390	6,243
Printing and postage	1,617	8,109
Other	525	2,928
Governance costs (note 6)	8,220	8,418
	<u>172,087</u>	<u>169,285</u>

"OFF THE RECORD" YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

6 GOVERNANCE COSTS

	2022	2021
	£	£
Auditors' remuneration - Current year	8,172	8,370
Professional fees	48	48
	<u>8,220</u>	<u>8,418</u>

7 MANAGEMENT COMMITTEE REMUNERATION AND REIMBURSED EXPENSES

During the year no Management Committee member received remuneration (2021: None) or reimbursed expenses.

8 MOVEMENT IN FUNDS

This is stated after charging:

	2022	2021
	£	£
Auditors' remuneration – audit fees	<u>8,172</u>	<u>8,370</u>

9 STAFF COSTS

	2022	2021
	£	£
Wages and salaries	1,493,157	1,307,577
Employer's National Insurance	127,817	105,645
Pension contributions	61,507	55,626
	<u>1,682,481</u>	<u>1,468,848</u>

The average monthly number of employees by headcount during the year was:

	2022	2021
Direct charitable activities	58	57
Administration and management	6	5
	<u>64</u>	<u>62</u>

The full time equivalent number of employees amounted to 44 (2021: 39)

No employee received remuneration amounting to more than £60,000 in the year (2021: none).

The total amount of employee benefits received by key management personnel is £403,130 (2021: £341,812). The Trust considers its key management personnel to comprise those individuals listed on page 1.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

10 TANGIBLE FIXED ASSETS

	Land & buildings £	Office equipment £	Total £
COST			
At 1 April 2021 and 31 March 2022	138,672	6,221	144,893
DEPRECIATION			
At 1 April 2021 and at 31 March 2022	-	6,221	6,221
NET BOOK VALUE			
At 31 March 2022	138,672	-	138,672
At 31 March 2021	138,672	-	138,672

The costs of the freehold property and other expenditure (£135,000 and £3,672 respectively) are shown gross of a £138,672 grant received from Department of Health. Under the conditions attaching to grant dated 28 April 1995 the premises are to be used for the charitable objectives of 'Off the Record' Youth Counselling Services. Should the conditions of the grant cease to be met the charitable company is duty bound to inform the Secretary of State and to refund to the Department of Health an amount equal to that portion of the open market value of the property as is attributable to the expenditure of the capital sum.

11 DEBTORS

	2022 £	2021 £
Other debtors and prepayments	40,087	29,882
Grants receivable and accrued income	37,714	150,007
	<u>77,801</u>	<u>179,889</u>

At the end of the year grants were due from multiple providers for projects dating from January 2022, the majority of the balance was received in April 2022.

12 CREDITORS

	2022 £	2021 £
Accruals and deferred income	112,355	127,064
	<u>112,355</u>	<u>127,064</u>

"OFF THE RECORD" YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

13 RESTRICTED FUNDS

	Balance at 01.04.21	Incoming Resources	Resources expended	Transfers	Balance at 31.03.22
	£	£	£		£
Counselling Services	-	25,087	(26,350)	1,263	-
Outreach Services	-	13,471	(13,829)	358	-
Young Refugees Project	-	-	-	-	-
Young Carers Project	3,907	350	(986)	-	3,271
	<u>41,700</u>	<u>38,908</u>	<u>(41,165)</u>	<u>1,621</u>	<u>3,271</u>

Counselling: These funds are for the provision of free, confidential young people's counselling services including online services.

Outreach Services: This fund is the provision of BAME mental health outreach and community development work and a Mental Health Wellbeing Navigator in Sutton.

Young Refugees Project: These funds are for the provision of counselling and group work support for young refugees and asylum seekers.

Young Carers' Project: These funds are for the provision of information, advocacy, support and respite activities for children and young people with caring responsibilities at home.

Comparative Restricted Funds	Balance at 01.04.20	Incoming Resources	Resources expended	Transfers	Balance at 31.03.21
	£	£	£		£
Counselling Services	6,369	37,057	(43,426)	-	-
Outreach Services	28,302	53,123	(81,477)	52	-
Young Refugees Project	2,719	-	(2,719)	-	-
Young Carers Project	4,310	30,140	(30,543)	-	3,907
	<u>41,700</u>	<u>120,320</u>	<u>(158,165)</u>	<u>52</u>	<u>3,907</u>

14 DESIGNATED FUNDS

	Balance at 31.03.21	New Designations	Designations Released	Balance at 31.03.22
Property fund	138,672	-	-	138,672
Database	40,000	35,000	-	75,000
Online platform	-	15,000	-	15,000
	<u>178,672</u>	<u>50,000</u>	<u>-</u>	<u>228,672</u>

Purposes of designated funds:

Property fund – this represents the net book value of the property which the charity operates from and therefore the funds are not available for general purposes (see note 10)

Database – this represents monies in respect of costs to produce a new database for the charity

Online platform – this represents monies in respect of costs to produce a new online platform for the charity

"OFF THE RECORD" YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

14 DESIGNATED FUNDS (continued)

Comparative Designated funds	Balance at 31.03.20	New Designations	Designations Released	Balance at 31.03.21
Property fund	138,672	-	-	138,672
Staff training	6,651	-	(6,651)	-
Database	-	40,000	-	40,000
	<u>145,323</u>	<u>40,000</u>	<u>(6,651)</u>	<u>178,672</u>

15 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Restricted funds £	Unrestricted funds £	Total Funds £
Fixed assets	-	138,672	138,672
Current assets	3,271	11,234,439	1,126,710
Current liabilities	-	112,355	112,355
	<u>3,271</u>	<u>1,149,756</u>	<u>1,153,027</u>

Comparative analysis of net assets between funds 2021	Restricted funds £	Unrestricted funds £	Total Funds £
Fixed assets	-	138,672	138,672
Current assets	3,907	769,248	773,155
Current liabilities	-	(127,064)	(127,064)
	<u>3,907</u>	<u>780,856</u>	<u>784,763</u>

16 LEASE COMMITMENTS

Operating leases which expire:

	Land and Buildings	
	2022 £	2021 £
Within one year	35,000	35,000
Between one and five years	<u>124,370</u>	<u>159,370</u>

Subsequent to the financial year end, the company entered into an operating lease for 1 year for their premises in Croydon valued at a commitment of £18,600 pa from 19th April 2022 to 18 April 2023.

17 COMPANY LIMITED BY GUARANTEE

The Charity is limited by guarantee and accordingly has no share capital.

The liability guaranteed by each member is £1. The authorised membership of the company is unlimited.
 At 31 March 2022 the membership was five (2021: five).

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

18. RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2022	2021
	£	£
Net income / (expenditure) for 31 March 2022	368,264	4,941
Bank interest	(136)	(529)
Decrease/(increase) in debtors	102,088	(82,129)
(Decrease)/increase in creditors	(14,709)	66,727
Net cash flow from operating activities	455,507	(10,990)

19. RELATED PARTY TRANSACTIONS

There were no related party transactions during the year (2021: None).

"OFF THE RECORD" YOUTH COUNSELLING CROYDON

England & Wales - Charity number 1051144

Accounts

“OFF THE RECORD” YOUTH COUNSELLING CROYDON

(A Company Limited by Guarantee)

ANNUAL REPORT AND FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2021

Charity Registration Number 1051144

Registered Company Number 2987817

AZETS AUDIT SERVICES

Chartered Accountants

Greytown House

221/227 High Street

Orpington

Kent BR6 0NZ

OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

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“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS

Management Committee

Ohenewaa Adu-Akyeampong
Alice Barley
Alefiyah Bharmal
John Denham
Laura Haigh
Brij Kalia
Johnathan Keating
Patricia Nearn
Mark Penlington
Nic Shoults

Key Management

Karen Stott – Chief Executive
Allie Cairnie
Mubin Choudhury
Emily Collinsbeare
Stephanie Hernandez
Geoff Jones
Lisa Malangone
Kirsti Rand
Roz Turner-Drage
Lalage Harries

Principal Address

72 Queens Road
Croydon
Surrey
CR0 2PR

Statutory Auditor

Azets Audit Services
Greytown House
221/227 High Street
Orpington
Kent BR6 0NZ

Bankers

Santander UK plc
BBAM
Bridle Road
Bootle
Merseyside
GIR 0AA

Virgin Money plc
Jubilee House
Gosforth
Newcastle upon Tyne
NE3 4PL

HSBC
9 Wellesley Road
Croydon
CR9 2AA

“OFF THE RECORD” YOUTH COUNSELLING CROYDON (A company Limited by Guarantee)

REPORT OF THE MANAGEMENT COMMITTEE

The Management Committee have pleasure in presenting their Annual Report and Financial Statements for the year ended 31 March 2021.

“Off the Record” Youth Counselling Croydon is a registered charity (Charity Number 1051144) and a company limited by guarantee (Company Number 2987817).

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the charity’s trust deed, the Charities Act 2011 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 published on 16 July 2014, updated for bulletin1&2.

STRATEGIC REPORT

OVERALL VISION

“Bringing an end to mental health misery for children and young people”

OBJECTIVES, ACTIVITIES, ACHIEVEMENTS AND PERFORMANCE

Off the Record’s legal objects are stated in our Memorandum and Articles of Association as:

- To promote the preservation and protection of good health
- To undertake any other charitable activity

These objects are met through the charity’s strategic aim – to provide a broad range of high quality, safe, accessible, fast and effective (SAFE) support services for children and young people. The objects are further supported through our strategic objectives:

- To ensure safety, quality and effectiveness
- To increase service choice and relevance
- To make services fast and accessible
- To strengthen agency integration and development
- To ensure sustainability for the agency and our services

Through 2020/21 the charity continued to deliver its established core activities and services - Counselling Services (including online counselling) in the London Boroughs of Croydon, Sutton and Merton; Outreach work (including our Black Minority Ethnic Community Development work); Refugee & Asylum Seeker Counselling Service and the Croydon Young Carers Service. We have also further expanded our delivery of mental health support services to young people in schools.

However, the way in which our services have been delivered in 2020/21 has been fundamentally impacted by the Covid pandemic. In March 2020, Off the Record closed its offices to face-to-face work with young people at the start of the first national lockdown. This was the first time that the charity has shut its doors for more than a few days in over a quarter of a century. As an NHS-funded community mental health resource for young people, we were very conscious of the need to continue to be accessible to those in emotional distress during the pandemic and therefore, after 2 weeks to re-organise, all services re-opened to young people through use of telephone, video and online work. We have not only continued supporting young people throughout the pandemic but have also created new and innovative online ways of engaging with young people, including the use of video and audio resources, challenges and competitions centred through the new ‘Coping with Covid-19’ hub on our website. All staff have continued to work throughout the period and it’s a credit to their hard work that we have continued to reach young people in need. We re-opened to limited face-to-face work in autumn 2020. As restrictions eased in spring 2021, all our buildings re-opened to young people but with fewer staff working on-site and with Covid precautions in place. We will also be continuing with many of the remote ways of reaching out to young people developed during Covid as we have seen the benefits these can bring to some young people in terms of increased accessibility.

Covid has brought significant challenges for young people in terms of disruption to education; family stress and bereavement; increased levels of isolation and anxiety. The mental health implications of these challenges will undoubtedly be evident for many years to come making it essential that Off the Record does all it can to reach out to young people in distress. After an initial drop in the number of new service users in the first Covid lockdown, numbers of new contacts rose substantially from autumn 2020 and have remained significantly above pre-lockdown levels ever since, creating additional challenges for the charity in meeting these increased demands. We are now looking at new models of working that can maintain an immediate mental health response to young people when they first make contact alongside a mixed offer of remote and in-person group and individual interventions.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON (A company Limited by Guarantee)

REPORT OF THE MANAGEMENT COMMITTEE

The staff in our direct services work together with central charity staff such as our administrators and senior managers. In addition to the paid staff team, Off the Record has a strong history of engaging volunteers to support our activities. These include volunteer counsellors (usually those in the final stages of their counselling training) and activity and homework club volunteers within the Young Carers Project. In an average year these volunteers contribute approximately 60 hours per week to the charity bringing an estimated equivalent added value of £60,000 per year to the work. However, in 2020/21, the number of volunteers working with the charity has been severely limited due to changes in activities forced by the Covid pandemic and concerns about the challenges of adequately supporting volunteers in times of remote working. We hope that 2021/22 will see a return to more active engagement of volunteers.

Despite the temporary closure of buildings during lockdown periods, the charity has maintained all its existing office premises. We continue to operate from the freehold property at 72 Queens Road, Croydon, which the charity purchased in 1995 by means of a central grant of £138,672 from the South Thames Regional Health Authority. The Queens Road office serves as a base for the Croydon counselling service, the BAME Outreach & Community Development Service and Refugee Counselling service although in the last year much of the work has been delivered remotely rather than from the office. The Young Carers Service has maintained a base in rented offices in the Carers Support Centre in Central Croydon, whilst the Sutton counselling service operates from rented premises at 172 Croydon Road, Beddington and our Merton counselling service is based in rented rooms at Vestry Hall in Mitcham. As acknowledged above, all our buildings temporarily closed to face-to-work during the full national lockdowns but all have now re-opened, operating under Covid-secure guidelines to meet the needs of those young people who due to e.g. language, privacy or technology needs, feel unable to access remote provision. From summer 2021, we have been bringing increased numbers of staff back into our buildings and from September 2021 anticipate all staff working at least 50% of their hours in our offices with the remainder of their time worked remotely in order to prevent over-crowding of office spaces.

The Management Committee have considered the Charity Commission's guidance on public benefit and our main activities are described below. All these activities are undertaken to further our charitable purposes for the public benefit in accordance with our aim to provide a broad range of SAFE services for children and young people. The overall strategy within which the charity operates is set by the Management Committee and the objectives and achievements of our activities are detailed in this report. The necessary funding, in the form of grants and contracts, is in place and the risks to the charity have been listed and reviewed by both the Management Committee and senior staff of the agency. The risk register now includes consideration of potential risks arising from the CovidCovid pandemic.

The Management Committee wish to express their appreciation for the hard work, undertaken by all staff within the agency, in delivering and developing the agency's services to children and young people particularly in light of the recent unprecedented pressures arising from Covid-19. We are also very grateful to our local commissioners and external funders who have fully maintained their financial support for our work during this period.

The following reports have been written by the service leads for each of our services.

1. COUNSELLING SERVICES

a) CROYDON COUNSELLING SERVICE

Objectives and Activities

The Croydon Counselling Service is a free and confidential counselling service for young people aged 14-25 who either live, study, work or have a GP in the borough of Croydon. We believe that young people have a wealth of strengths, abilities and talents within them. We want to support them in realising and using these resources to meet life's challenges.

The counselling service aims to offer up to 100 clinical assessments and ongoing appointments per week through a team of paid and volunteer clinical staff. Clinicians on training placement are professionally supervised and supported.

“(The counsellor) didn't make me feel like an idiot/judged for how I am feeling. Helped me understand how I feel, why, and how to help myself. Actively listened to me.”

In total, we had 500 new contacts from young people in the year April 2019 to March 2020 out of whom 489 were accepted for counselling. The service offered 3636 counselling sessions to 631 young people during the period.

“I liked the structure behind it. It's made it a lot easier and clearer to see my progress from start to finish. I feel like I really connected with my counsellor so I have been able to open up a lot more.”

OFF THE RECORD" YOUTH COUNSELLING CROYDON (A company Limited by Guarantee)

REPORT OF THE MANAGEMENT COMMITTEE

Achievements and Performance

At the beginning of the period of this report, 1st April 2020, Off the Record was in a period of rapid transition alongside the rest of the country. All our client facing premises had been closed two weeks earlier because of the Covid pandemic, and over the following weeks converted swiftly to operating a remote service conducted largely by telephone, later also by video. This involved a great number of rapid changes, in terms of new practices and procedures, policies and training for staff, all conducted online.

After a slow start with a number of ongoing clients turning down the new offers of remote counselling, demand again started increasing. As we came into summer and the school holidays, the number of new clients contacting us increased to beyond the pre-pandemic demand.

Training for staff and volunteer counsellors during this year focussed initially on new ways of working remotely. This included telephone training and new guidelines as well as training to work through video connections. These modalities have much in common with face-to-face therapy, but there are also significant differences, both therapeutically and caused by the technology itself. New guidelines provided by the British Association for Counselling and Psychotherapy (BACP), specialist training and in-house expertise was used to up skill staff and volunteers. Towards the end of the year we also stated updating the whole team's training in Safeguarding level 3, Data Protection, Mental Capacity Act and Prevent.

In total, we had 785 new contacts from young people between April 2020-March 2021, up from 500 the previous year, an increase of 57%. Of the new contacts, 745 were accepted for counselling. The service offered 4382 counselling sessions to 801 young people during the period, up from 631 young people in the previous year.

"I feel you really listen to what I say and shift my perspective to be more conscious about what I do. You have given me tools to help myself and I can use them in my life in general"

Our staff team went through a number of transitions during this year. Initially it was the transition of working remotely and undertaking the necessary training for this. Staff also had to get used to a number of new online admin processes. As our waiting lists, particularly for assessments, grew towards the end of 2020, the core staff team moved to a whole new way of working short term with a number of clients, offering an assessment followed by three sessions where this could be appropriate. We reduced the general maximum number of sessions from 12 to 6, to be able to offer an intervention to more young people. Clients were introduced to the broader agency offers for additional support at assessment including a number of online supported and self-help options such as psycho-educational webinars, support groups and physical health options as well as a Saturday helpline staffed by trained counsellors.

During this time, we have offered some social meetings in addition to our more formal team meetings. This has been an acknowledgement that the social interactions and more casual discussion of work related issues that happens in a team/office context have been missing, and these additional half an hour forums can be used for whatever arises, personally or work related.

"Was able to talk comfortably about issues that are personal and was able to feel a lot better about myself at the end of the sessions"

Across the year around 23% (31% last year) of our clients were male and 74% (66% last year) female, which is an unusually low percentage of male clients. In recent years, male clients have usually comprised over 30 per cent of the client population. Twelve clients described themselves as non-binary, which is up from three clients in the previous year.

The ages of young people accessing counselling is split approximately 40% aged 14-17 and 60% aged 18-25. In recent months we have seen the referrals from our partnership within the Single Point of Contact (SPOC) rise very significantly, showing the pressure the pandemic has brought on young people's mental health services. This year we saw 57% of clients registering as other than White British, which is slightly down from the 61% of the previous year. This may be due to the different way clients are being registered remotely as ethnicity information was not available for 11% of clients.

(What was really good about your care?) *"All of it - the pacing of it, I was listened to and the place the person who listened to me came from was one of expertise and I am seeing the positive results"*

The main issues brought to counselling continue to be Anxiety (261 clients), Family Issues (178), Self Esteem (155), Depression (152) and interpersonal/relationship (119). There is also a high incidence of issues related to intrusive thoughts (96 clients) and suicidal ideation (92 clients). Other frequently brought issues were trauma (82 clients) and abuse of the young person (65 clients). [Note: young people usually present with more than one issue].

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Although anxiety and interpersonal relationships usually feature as one of young people's most frequently presented issues, these statistics also reflect the effects of the pandemic, with families living in closer proximity to each other, often with reduced incomes and sometimes with the strain of additional health issues caused by Covid. We have also met a significant number of young people who have felt too anxious to go out because of infection risk even as the country was opening up.

“My counsellor is always talking to me. I feel like she is the only one who understands me.”

Although the pandemic has put some considerable pressure upon our staff and volunteers and our systems, there have been positives too. As we move forward, as a service and as a charity, we will now be able to offer clients a much larger 'menu' of choices. Telephone and video counselling will continue to be available for clients who prefer or are suitable for these interventions, while we will also be back to offering face to face interventions when required. New skills and substantial experience in remote modalities have been acquired by staff and volunteers. The long spoken about paperless office has more or less become a reality. I want to thank all the staff and volunteers in our team for their forbearance, flexibility and hard work during this challenging time. You are all stars!

Mental Health in Schools Team – as part of the national mental health in schools' initiative, and in partnership with Croydon Drop In and SWL CCG, Off the Record has continued to co-host a Mental Health Support Team (MHST). Our Education Wellbeing Practitioners (EWPs) have now successfully completed their training and have been joined by qualified practitioners working to provide targeted and universal mental health support within a cluster of Croydon schools. Delivery of interventions with children, young people and families, alongside school staff, has continued to be a blended approach of online support and working directly in schools where possible.

b) SUTTON COUNSELLING SERVICE

Objectives and Activities

Off the Record's Sutton counselling service has been providing free, confidential one-to-one counselling support to young people aged 11-25 in Sutton since May 2013. Since October 2016, the service has been located at Off The Record's offices in Beddington.

We currently have two referral routes: through the Sutton CAMHS Single Point of Access (for ages 11-17) as part of Sutton Alliance contract delivered in partnership with South West London and St George's Mental Health Trust and Jigsaw4u; and through self-referrals (for ages 14+) funded through Sutton CCG. We previously held a weekly Drop-In service, which operated for three hours on Tuesday afternoons and provided access to immediate support without the need for an appointment. When the buildings closed due to Covid in March 2020 this face-to-face Drop-In service was replaced by the Saturday Support telephone service and the Monday online Drop-In service. The Saturday Support Service is still in operation and we continue to signpost young people for immediate support while they wait for individual counselling, if they need extra support during counselling or when a counsellor is on leave, or if they need a 'top-up' once counselling has finished.

As part of our Sutton Alliance contract we also offer support to parents and carers of young people who are struggling with self-harm in the form of a two-part workshop. This is completely separate from the work we do with young people, whose confidentiality is assured.

Achievements and Performance

This year saw us successfully move from a predominantly paper-based service to a fully electronic one when Covid forced building closures towards the end of March 2020. With the exception of a couple of weeks for us to get our systems in place and staff trained in remote working, we continued to support clients throughout the lockdowns of this year, offering support remotely via telephone or Zoom and, when restrictions allowed, through a limited face-to-face offer reserved as a priority for high risk or complex cases, or for young people for whom working remotely was too difficult or dangerous.

During this year there were 438 young people who received support in the Sutton Service. 424 young people received ongoing counselling, a 19.5% increase on last year's figure. Access via the self-referral pathway has increased, by 1% on last year's figure, to 50%.

We offered 2,708 ongoing counselling sessions (up 14.5% on last year's figure), 208 pre-therapy sessions; and 179 assessments. We had good rates of ongoing counselling engagement, with 91% of young people reaching a planned ending and an 85% session attendance rate.

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Of the young people who accessed ongoing counselling, 60% presented with anxiety issues; 42.5% with depression symptoms; 42% with family issues; 41% with self-esteem issues; 38.5% with school issues; and 37% with interpersonal relationship issues. Other issues presented include: peer relationships (36%); intrusive thoughts (26%); sleep problems (25%); childhood (24%); anger (21%); and bullying (21%). The service works with a number of young people who present with self-harm (19.5%) and suicidal ideation (19.5%).

Feedback from young people who accessed the service indicated that they felt listened to and respected, that the support was of benefit, and many were grateful for the provision, particularly during the pandemic:

- *"The telephone sessions worked really well in a time of no contact and the help felt more accessible."*
- *"I am grateful for the help I am receiving and glad to have a space to talk openly about my emotions."*
- *"I was listened to and my worries and problems were taken seriously. The sessions I received were very helpful and put to use."*
- *"I think looking at my childhood trauma and how it affects me now really helped. Easy to talk to and felt comfortable."*
- *"It felt easy to talk to my counsellor and she was very good at listening. She helped me to understand a lot more about certain things that have happened with myself."*

Our parent/carer self-harm workshops offer a supportive space for parents/carers where they can develop their understanding of self-harm; explore why young people might hurt themselves; discuss common myths and misconceptions about self-harm; and look at coping strategies and ways to support. Previously these groups were run in person but we took them onto our online platform due to Covid. Online, parents still report that these workshops help them feel more confident to support their young person with self-harm through increasing their understanding and providing them with resources to support their child. And while they still value the space to 'chat' with and 'hear' the experiences of others in a similar situation via the chat box function, we hope to soon be able to offer in person groups again to deepen this part of the experience.

- *"Thank you. Been very helpful and a nice space to share."*
- *"Thank you so much. Feel like I'm a bit better equipped with how to go forth and more confident that not on our own."*
- *"Thank you - I have found it helpful and lots to think about."*
- *"So nice to know others are in the same situation and I'm not alone."*

c) MERTON COUNSELLING SERVICE

Objectives and Activities

Off the Record's Merton Counselling Service launched an expanded service in April 2019 building on the small pilot service which ran over the preceding two years. The service is open to young people between the ages of 11 and 25 who live in the London borough of Merton, are registered with a Merton GP or attend a Merton school. Young people may access support by referring themselves or being referred by a professional (e.g. GP, social worker, teacher), in addition to a referral route through Merton CAMHS SPA.

The service is funded through Merton CCG for young people aged 11-18 and by the Wimbledon Foundation for young people aged 18 to 25. The service provides a safe space where young people can receive support and encouragement to deal with whatever challenges or difficulties they are facing.

The Merton service operates out of Vestry Hall, a local authority owned building, in the east of the borough. Counselling and emotional support sessions are also offered at The Nelson Medical Practice and within several local secondary schools in the borough. During the Covid pandemic, due to restrictions, the majority of sessions have been offered via telephone and video call where it has not been possible to work in-person with young people.

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Since the launch of the Merton service in April 2019, in addition to offering counselling and wellbeing sessions, OTR Merton have engaged with community events and forums, building positive working relationships. Due to the pandemic, many of these relationships have been more challenging however wherever possible we have worked closely online with both community organisations, LA, CCG and schools.

During 2020-21 there were some changes and at the end of the year the service was operating with a full complement of staff (8 qualified counsellors, an outreach/schools worker and an administrator). OTR Merton work closely with Off The Record's Online Counselling Service and Community Workers to provide a comprehensive range of counselling, wellbeing and outreach support, as well as workshops for the parents and carers of young people struggling with self-harm.

During 2020-21 face-to-face services were delivered Covid-allowing, however, these were at times severely limited due lockdown restrictions and the majority of counselling has been delivered via video and telephone over this year. Higher levels of need and referrals have been received this year attributable to the pandemic and the impact on the children and young people whom we support.

Achievements and Performance

2020/21 has been a time of consolidation of the relatively new service along with continued flexibility to meet the needs of young people, the community and our team of staff in the face of a global pandemic.

Our two-year contract with the CCG was extended for a further two years and we have also been asked to extend our reach into a cluster of Merton schools. We also received positive feedback about the outcome information and report we provided, alongside additional funding from the Wimbledon Foundation.

Last year the service more than doubled its client capacity, and again this year we further expanded our offer to 519 referrals during 2020/21. We saw a big increase in self-referrals with approx. 51% of young people contacting us directly. We continued to receive just under a third of our referrals (31%) from Merton CAMHS and the remaining referrals (approx.19%) from other professional, including schools.

During the period we offered 2207 sessions (up by 15% on last year) of which 80% were attended (up 4% on last year). The service offered counselling sessions to 540 young people (up 25% on last year) but despite the increased sessions available, the sharp increase in new referrals has led to longer waiting times during the year.

The demographics of young people receiving support indicated that approx. 69% of clients identified as female, 29% identified as male and 1% identified as other (a category which includes non-binary and transgender). Of these young people: 24% were aged 11 to 13, 55% were aged between 14 and 18, and 20% of clients in the 18 to 25 age group (double that of the previous year where support for this age group was introduced. Data indicates that 57% identified as being from diverse BAME backgrounds, with the remaining 43% identifying as coming from a White British background.

Young people seek support with a wide range of presenting issues with anxiety by far the most common (60%). Young people presenting with issues around family (44%); depression (38%); self-esteem (33%) and school (31%) were also significant. Those presenting with school issues was down by approximately 10% whilst those presenting with low mood and symptoms of depression was up by approximately 10%. Other issues that were of note were suicidal ideation (23%, up by more than 10% this year); peer relationship issues (23%); self-harm (21%); isolation (21%) and anger (20%). Overall, these figures paint a picture of young people who are struggling with anxiety, low mood, alongside difficult family relationships and a sense of isolation and hopelessness. The figures also demonstrate a significant number of young people presenting a risk to their own safety.

Young people accessing support presented on average with levels of psychological distress in the "moderate-to-severe" range (average score 20.51) and at the end of interventions on average scored within the "mild" range for psychological distress (average score 14.79).

Feedback shared with the service demonstrated repeatedly that young people appreciated that they were listened to and treated with patience and respect with 100% of young people who gave feedback said that the help they had received with OTR Merton was good.

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Examples of written feedback include:

- *All of my problems were listened to attentively and relevant suggestions were brought up and discussed helping me to fix/cope better with them.*
- *It was helpful to share emotions without someone judging me.*
- *I felt very listened to and valued from start to finish.*
- *Felt I gained a sense of knowledge. Good to speak to someone who is professional in understanding anxiety. I felt a good rapport where I was safe to speak about anything without being judged and given space to do so, no pressure to speak.*

d) ONLINE SERVICES

Objectives and Activities

Through our dedicated secure website (www.talkofftherecordonline.org), we provide free online services to young people aged 11-25 in the London boroughs of Croydon, Sutton and Merton. The online services are offered in three formats:

- online individual ongoing counselling (6- 12 sessions)
- online individual drop-in sessions (one off sessions offered each week for young people to attend when they wish)
- online workshops for young people and parents/ carers on a variety of wellbeing topics.

The online counselling service allows young people to write about their problems rather than talking face-to-face, meaning they can have their counselling and support entirely online. To compliment this one-to-one support, targeted workshops are delivered, providing practical help and information about key issues young people might be struggling with (for example, exam stress, sleep, managing through lockdown and supporting parents and carers with a child who self-harms).

Achievements and Performance

Each year since Off the Record launched its online support provision in 2016 there has been a rise in the number of young people signing up for the service. However, as a result of the COVID pandemic, there has been exceptional demand for online support over 2020-21, with 830 young people registering for online counselling. The increase in young people requesting an online service (increasing from 508 in 2019-20) is perhaps unsurprising, given that 'online' was a Covid-secure way in which to access mental health support at a time when many young people were experiencing unprecedented change, uncertainty and challenge in their daily lives.

The online service aims to be responsive and accessible, offering support to young people at the point of need. Over the COVID year the online service was able to sustain a rapid response to young peoples' requests for help, with 98% of new registrations being responded to within 72 hours of first contact.

The young peoples' journey through the service has, however, needed to change in order to respond to the huge levels of demand. Interim support offers have been introduced to young people at the point of registration, drawing on our diverse offering which includes our online drop in, online workshops and a recently launched 'triage system', all of which aim to support young people into their online counselling journey. A temporary waiting list was introduced during the peak of the pandemic, although 100% of our young people were allocated to an online counsellor within 12 weeks.

Ongoing counselling provision was rapidly increased over the year, with the number of sessions being provided by the service significantly increasing from last year's total of 1932 to 2765 (an increase of over 40%). By creating this additional capacity, with 55 sessions being offered per week to young people, the waiting list has been significantly reduced and we are delighted to report that a waiting list will not be continued into 2021-22.

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A key objective of the online counselling service is to enable young people to access mental health services who might otherwise not receive any support or may struggle to attend face-to-face services. The service therefore particularly targets young people from a Black, Asian or Minority Ethnic (BAME) background, LGBTQ+ young people, young people with disabilities, young carers and looked after children. Accordingly, 55% of online clients come from a background where they do not identify as white British, 5% identify as having a disability, 5 were young carers and 30 identified as Looked After Children. Furthermore a small but growing number of young people (3%) described their gender as 'non-binary' or in 'another way' to male/female.

Engagement within the service remained on a par with the past couple of years of reporting, with 68% of sessions being attended. This continues to be higher than expected within the field of online counselling (where a 50% Did Not Attend (DNA) rate is standard). Feedback on our service remains extremely positive, with over 95% responding positively to the statement 'Overall the help I received here was good'.

"I didn't feel too pushed to talk and I was eased into (my online counselling), and as a person who finds it difficult to talk about a lot of problems, this definitely helped me. I've felt more open to talking to people. I really appreciate you all trying to help me and I want to give a big thank you."

"Overall my messages are getting shorter and shorter and its all thanks to you, so thankyou, you have made the world of a difference. I wouldn't be content or as happy as I am without your support, kindness and general helpfulness. Thankyou for listening when I thought nobody would."

"This is the most open I have ever felt talking to a counsellor and I am made to feel safe and not judged and like they care."

As this report marks the end of a complete year delivering mental health services to young people alongside the COVID pandemic, it feels important to take stock of the challenging year that has passed and what the landscape might look like in online mental health service provision moving forwards. At the start of the pandemic Off the Record was well placed, with an existing online provision, to respond to support the needs of young people needing mental health support. However, as we begin to move towards a 'post pandemic' normal, we expect online counselling to increasingly become a normal part of a mental health offer. As such, we anticipate major changes occurring in the field of digital healthcare provision; for Off the Record our key focus will be on keeping pace with these changes, bringing in video counselling capabilities on the online counselling platform and further integrating our online provision within our existing services.

2. OUTREACH SERVICES

BLACK AND MINORITY ETHNIC MENTAL HEALTH COMMUNITY DEVELOPMENT & OUTREACH WORKERS

Objectives and Activities

The Black and Minority Ethnic (BME) Mental Health Community Development Workers (CDW) act as a bridge between statutory mental health services and local BAME communities, raising awareness of mental health issues, identifying barriers to accessing services, improving service experiences and outcomes for BAME children and young people. The CDW work in Croydon, is funded by Croydon Clinical Commissioning Group and delivered through a partnership between Off the Record and Croydon BME Forum, with each partner employing CDW's supporting different age ranges from 0-60 plus. The CDW's based within OTR, support BAME young people aged 0-35 and work strategically in addition to delivering developmental interventions.

Through the *Thriving Not Just Surviving* initiative funded by Comic Relief, we run activities in the community to ensure the needs of BAME boys and young men are met. Working specifically with those aged 11-20, the initiative aims to reduce stigma, introduce innovative approaches and increase the early take up of mental health support and promote emotional wellbeing.

Our 'Chris' work, provides community located therapeutic and developmental support to young BAME people aged 14-25, affected by escalating incidences of serious youth violence or sudden death. Young people contacting 'Chris' are fast-tracked to a BAME counsellor able to respond flexibly to their needs.

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Achievements and Performance

The work of the BAME community teams' this year has understandably been impacted by the events of the Covid pandemic and the tragic death of George Floyd. During the height of this pandemic, the subsequent lockdowns and the escalation of Black Lives Matter (BLM), a rethink was needed to see how we could still provide much needed support to BAME children, young people and their families.

We have facilitated monthly 'Young People Say' events, attracting young people from diverse backgrounds, sharing their views on topics such as Black Lives Matter, Diversity and Inclusion, Covid19 self-reflections including lockdowns and vaccines, thoughts and feelings about being out from/returning to school, college or university and exam stress.

The team marked Mental Health Awareness Week, by co-hosting and facilitating two mental health workshop discussions about the impact of Covid 19 on BAME communities. The discussions attracted 32 participants, representing a wide range of Croydon's BAME community. In what proved to be a very open discussion, participants engaged in sharing a mixture of personal and second hand experiences relating to traumas faced during this uncertain time, expressing concerns over family members, being separated from loved ones, losing family or friends and wondering what comes next. Participants shared how this impacted on their anxiety and stress levels and spoke about what things they would do in attempting to cope.

The team released a video series called 'BAME Empowerment Stories' which included six, 5 minute interviews with BAME people who have overcome obstacles in their lives (such as losing a parent, becoming a teenage parent, coming out as transgender), with empowering, reflective words.

We also co-hosted mental health discussions with 13 young people from E.M.P.I.R.E, as part of mental health awareness week. The discussions proved to be thought provoking, with the young people raising issues around the lack of cultural competence/awareness of staff, challenging how a professional could really help them understand what they are experiencing when they don't understand themselves, why there are such long waiting times and why they don't get allocated a professional matched to their ethnicity, to highlight but a few.

Working in conjunction with local barbers (when restrictions permitted), we facilitated 'Trim N Grin' events. The purpose of these events were to engage with young BAME boys aged 11 to 25, to discuss their views on mental health and the services available. We offered a 'free haircut' (paid for by us), to every young person attending the sessions.

We delivered a series of 'Can we Talk?' workshop discussions, to 112 participants from the BAME community. The discussions focused on mental health wellbeing, with the aim of raising awareness, building resilience and reducing stigma of mental health.

We supported the promotion of the recruitment of 1000 residents on to the free, 2 day Mental Health First Aid (MHFA) course scheme, being championed by the local authority Mental Health Champion, Cllr Janet Campbell, through ensuring that the BAME community are aware of it.

We delivered a mental health awareness presentation to approximately 120 staff from Croydon and Coulsdon College. The aim was to support college staff in both their and their students' mental wellbeing, when preparing for students return to education after lockdown. Staff were also signposted to the MHFA training.

We have begun to work with Yemi Hughes from 'Your City Says No'. Yemi, is a community activist who is helping to supply the Borough of Croydon with Bleed Kits comprising of items like scissors, tourniquets, and special bandages made of crushed shrimp shell, which are particularly effective in clotting blood. The Kits were born due to the tragic death of Yemi's son, who was stabbed to death in Croydon. Medical practitioners have stated that had Yemi's son been administered with the contents of the Bleed Kit, his chances of survival would have been much higher. Currently there are 5 Kits around the borough in Mini Cab Stations, a Take-Away shop and in some of the BAME Barbers Network shops. We hope to also train more of the Barbers to be able to administer the kits and expand the Kits throughout Croydon and Merton.

We redesigned our long standing face-to-face cultural competence training package to an online version to enable its continuous delivery during the lockdowns. With the new format we delivered 4 sessions to 48 staff from SLAM.

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Working alongside our specialist service for Refugees and Asylum Seekers (RASS), we delivered an awareness raising session as part of Refugee week.

In collaboration with Patrick Hutchinson and his team from United To Change And Inspire (UTCAI), we offered physical activities such as Boxing, Judo, and MMA, in order to support young people's wellbeing. We also facilitated engaging the young people with talks about education, criminal justice system and parenthood. During the half-term, we met and engaged with 26 young people at one of Croydon's youth centres.

We delivered a presentation to approximately 40 staff from CAMHS, at their clinical Governance Away Day. The presentation was on how they can make their services more relevant to our local BAME community.

We have continued to develop the BAME Barbers Network in Croydon and Merton. The Network is comprised of 12 barbershops, working with Off the Record, Croydon BME Forum (BME) and other partners such as London South Bank University and local youth engagement establishments. The Network is currently working with the South Bank University on a project that trains the barbers to be able to use blood pressure machines in order to take their customers' blood pressure, when waiting for a haircut. The long term goal is that the barbers will be working alongside local medical practices, to send the data to a professional. Barbers will be trained in having those delicate conversations with the client to gently advise them to have further conversations with their GP, if any readings are concerning. Barbers, have also been supported to refer any clients they feel that are struggling with their mental health to Off the Record if the clients are between 11 and 25 years of age, or to community mental health services if older.

3. REFUGEE & ASYLUM SEEKER COUNSELLING SERVICE

Objectives and Activities

The Refugee Service provides individual counselling and group work to young refugees, asylum seekers or forced migrants aged 11-25yrs in Croydon. Counselling is generally short-term and delivered through a mixture of sessions offered in schools and colleges and at Off the Record's offices as this maximises our accessibility for this vulnerable group of young people.

During 2020-21 the Refugee Service had the normal services severely disrupted by the Covid pandemic and consequently all services - our counselling service, our work in the Virtual School and John Ruskin College, were restricted to offering online and telephone counselling. Our usual waiting list system was modified so that we added holding calls to regular weekly sessions.

We maintained our support for new arrivals, age disputed young people and refused or destitute asylum seekers in our specialist provision within Off the Record. We have focused on adapting our approach to how we offer a culturally sensitive mental health provision, addressing the physical, cultural and psychological barriers for young migrants in accessing support. We have done this by extending our service into community groups to bring a mental health message into non-stigmatised settings.

Achievements and Performance

The year 2020-21 has been a year of change for the refugee service. The Covid pandemic continued throughout the year with the service being adapted to run from our individual homes. The new system, developed to accommodate the 'new reality' became our established way of working; calling clients every 3 weeks for holding calls before being allocated to weekly counselling. Phone calls have been the regular way of contacting our clients as many of those who live independently do not have the data required for video meetings. Many other young people living in foster care tend to prefer telephone counselling as well.

'Attendance' in relation to phone calls has remained high as clients faced ongoing isolation through Covid which brought up past memories making time alone more difficult. Our system of holding calls enabled us to reach more clients and reduce waiting times. Referrals remained low for the majority of the year but started to pick up with the lifting of lockdown restrictions around January 2021.

A total of 182 clients have engaged in counselling with the refugee service in the past year. Client ages ranged from 12 to 25 years old with 59% being aged between 14 and 18 and 33% being aged between 19-24. Clients came from 20 different countries with the majority still coming from Afghanistan (26%) and Albania (14%) and Eritrea and Vietnam making up the other significant percentages.

81% of clients seen for an assessment were accepted for counselling and 60% of clients waited less than 6 weeks after assessment for counselling. Unfortunately, the wait for assessment was longer with 39% waiting up to 6 weeks although 20% were seen in the first 2 weeks. As we usually make allowances for language issues, other pressing appointments in

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the client's life such as solicitors and social workers, the boundary around time can be flexible. In these cases, we now go back to the referrer more promptly with available start dates plus a deadline to respond. They then pursue the client. This takes advantage of the already established relationship that the referrer has with the client.

The DNA rate was 19% which is lower than the previous year at 21% and is a significant decrease on previous years. Telephone counselling has brought benefits to the client, i.e. not having to attend a physical location, that are reflected in these attendance figures.

The new contract with Croydon Council catering for Croydon Care Leavers was extended, so additional counselling sessions were offered as well as offering some mental health input in weekly social groups. During the pandemic lockdowns, the community outreach work element of this project had been difficult to maintain but after the end of March restrictions were lifted and groups began to operate as normal and invite young people to meet in small numbers. We were therefore able to place a mental health worker in 5 groups: Injera Club; Young Roots/Refugee Council Girls group; Hillsong Football group; the Shpresa Albanian group (delivered through Croydon Drop In and the Virtual School at the Archbishop Tenison school. Within each of these, the counsellor or mental health worker worked to build relationships with the young people and facilitate engagement with counselling or enable greater awareness of mental well-being. As these interventions have been offered in a non-stigmatised environment, the young people have engaged well and felt able to talk openly to the mental health worker.

Our ongoing work with the Virtual School has been incorporated into the Care Leavers project above and continued to operate as smaller groups outside of the main classroom for young people covering mental health issues such as sleep problems. Additionally, individual sessions were arranged for students to discuss personal issues in order to assess whether there was a need for weekly counselling.

The face-to-face counselling at John Ruskin College was re-instated for a day a week in March and continues to work well.

Our Young Roots partnership has been successful with our counsellor providing drop-in counselling at the 'hub' weekly youth group. The work was awarded additional funding to provide one extra hour a week to accommodate the increase in isolation that was reported by the clients as a result of lockdown. The counsellor maintained the service via Zoom and also delivered additional workshops to address the difficulties presented by the isolation of lockdown.

Clients have commented that the counselling service is of huge value to them.

One young man said that he really felt understood and the counsellor *"knew what was in his head"*.

Another young man's comments on his counselling were that he was; *"Thankful for what you have done for me ... Helpful to me and my family ... When I talk to you I feel free"*.

And when receiving a 5 year visa after being homeless with no money and waiting for 9 years for a decision from the Home Office, this young man said *"Thanks for all your support, I am so, so, so thankful to you. May Allah give you long life with good health for your family"*.

4. YOUNG CARERS' SERVICE

Objectives & Activities

The Young Carers Service is a free and friendly service, offering support to young people aged 7-25, caring for someone with a physical disability, mental health issue, long-term physical illness, learning difficulty or for drug and alcohol dependency. The YCS offers assessment, respite, and educational, emotional and social support to children and young people.

The YCS casework is aimed to reduce the effects of harmful caring and enable young carers to build their aspirations, have healthy mental health and minds and fulfil their potential beyond their caring role.

The Young Carers Service is staffed by a multidisciplinary team and is co-located with other carers services in the Carers Support Centre in central Croydon. The building closed at the end of March 2020 due to the global Covid pandemic. The YCS went online at the same time to stay connected with young carers.

Achievements & Performance

At the end of March 2021 there were 833 young carers and young adult carers registered with the service. There were 110 referrals in this period, this is a slight decline from previous years but particularly in April to Oct, understandable based on the implications from the first lockdown and professionals who were in less contact with young

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people to refer. Referrals began to increase once schools were back more substantially and particularly from late Jan 2021 onwards with a spike in the middle of March 2021.

84% of assessments were completed with the 8 week period, this is a positive increase from last year and is likely because the assessment worker was able to contact families more easily as they were based at home more.

Of the new referrals 37% were male and 63% female. The most common reason for caring was physical disability (32%), learning disability (22%), physical ill health (22%) and mental ill health (21%) were all similar with an additional 2% caring for someone due to substance misuse [note - some young carers may care for a family member with more than one issue]. The average age of young carers at the point of registration with the service was 11 yrs. old.

During April to July 2020 there was a huge move to screen all young carers registered with us and offer support through the first lockdown; the aim to make sure families were connected to relevant services and could cope with the situations they were in. All registered young carers were contacted, 413 families (including multiple siblings groups) had detailed conversations with a YCS colleague and their responses recorded. This constitutes a huge amount of data about the issues going on for young carers during a difficult period, we aim to build a project or report from this data and information to help in future funding and service delivery. These conversations shaped how delivery by YCS was shaped and delivered to young carers over the rest of the financial year.

This screening process was very emotional for the staffing team but was also an amazing opportunity to hear the struggles young people were having and the different experiences of families and the openness of people about their feelings. This process reminded families of the support available and were (for most people) the only professionals who had actively contacted them to find out about their needs and how they were.

Young carers had a range of different responses to being in lockdown which ranged from relief in being together and spending time with the rest of the family to loneliness and frustration at feeling isolated from the world. Some issues were universal and some specific to being young carers; worry about shielding or being able to protect their families from covid; technology poverty and lack of access to online provision; financial and suitable housing worries and general anxiety about being in a global pandemic. We also had more referrals about young people living with parents with terminal cancer, they have been referred at a late stage and so we have ensured signposting to other services such as Winston's Wish, Duffus Cancer Foundation or local hospices.

There have been some staffing and funding changes over the last year including the YCS manager who had been in role for over 10 years and an ending of Children in Need funding, replaced by CCG funding.

The Service offers a number of different ways for young carers and their family members to engage:

1:1 support: individual support sessions offer dedicated time for young carers to raise concerns and gain support from young carers staff. There are 1:1 workers with specialisms in mental health and wellbeing, education and young adult carers (18-25 yrs. old). 1:1 interventions have been delivered entirely online or by phone since April 2020, the aim is to provide face to face interventions from April 2021 back in schools and community settings. Support has been responsive but difficult to make commitments month to month and it has been much longer away from face to face than expected. There have been 857 interventions over the year; 354 for education, 154 for mental health, 42 for art therapy/counselling, 307 for young adult carers.

Respite: our extensive respite program is a key component of our work. Trips and activities take place throughout school holidays, there are also ad hoc group sessions for young carers and young adult carers facilitated by partner organisations or the YCS team. In August and September 2020, the YCS offered face to face outdoor group sessions (in line with government guidance at the time). YCS facilitated six park days for young carers and young adult carers to meet in person, with pizza and sports/games. These were well attended considering the situation at the time, with between 2-12 attendees. Online respite was provided in October half term 2020, Christmas 2020 and February half term 2021 with good attendance by primary and secondary age children and young people, particularly for fun and creative activities such as comic drawing, dance and art workshops. Planning for respite has been more short term in response to covid restrictions and following national guidance but that has not changed the commitment to providing them as safe spaces for children and young people. Face to face park meet up days are planned for Easter 2021 and May half term 2021, there is a feeling of screen fatigue and an easing of guidance that will help with facilitating these. There have been 177 attendances at respite (both online and in person) this year.

Therapeutic support: our art & play therapist provides sessions to primary aged young carers in schools. These sessions are crucial to young carers who may find it difficult to put their emotions into words. In April 2020 there was a move entirely to online delivery of the therapeutic support and, due to the difficulties of working with primary school children online, we offered phone and zoom counselling support to young people 11-25 instead which proved helpful, particularly to the young adult carers who seemed most comfortable with digital therapy.

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Training & awareness raising: in addition to our direct work with young carers and their families, the service delivered a number of workshops for professionals. These sessions have been severely reduced over this year, the YCS have continued to offer them but the take up has been low. Two awareness raising sessions were delivered for Croydon Children's Social Care and Early Help in February and March 2021, the hope is this will increase appropriate referrals from those services.

Young Carers, Young Adult Carers, parents and professionals' quotes:

- *"Thank you for last year, such wonderful support. I feel less worried now as I know my daughter is in capable hands" (parent about education support)*
- *"I would love to have a catch up with you as there's loads to fill you in with and I'm sure you would be happy to hear as it was because of the help of you and Young Carers Service that has made me feel better than I ever have" (young adult carer)*
- *"I would like to thank you for all the help that you have given for the couple of months when I was at my lowest point. I just needed someone to listen to me and you listened" (young person who had a therapeutic intervention)*
- *"You always seem to give me hope I appreciate you" (parent of young carer)*
- *"I cannot thank you enough for the recommendations I loved them!!! I really need help on making my own room and I feel like you're the first person I would turn too" (young person after a 1:1 intervention)*
- *"The SENCO said you were amazing and that he felt like a weight has been lifted off his shoulders." (teacher to YCS caseworker)*

Aspirations for 2021-2022:

- Work face to face for the majority of our interventions with children and young people.
- Create a project from the data we collected from young people and families during covid.
- Review our model of interventions with children and young people so the offer from YCS is easier to understand and more accessible for young people, families and professionals.

STATEMENT ON PUBLIC BENEFIT

The objectives and activities, and achievement and performance sections of this report clearly set out the activities which the charity undertakes for the public benefit. The Management Committee confirm that they have complied with the duty in section 4 of the Charities Act 2011 to have due regard to public benefit guidance published by the Commission in determining the activities undertaken by the charity.

RISK MANAGEMENT

The Management Committee actively review the major risks which the charity faces on a regular basis and has established systems to mitigate those risks including reports to Management Committee meetings against an agreed risk register. The risk register was substantially expanded in 2020 to include consideration of risks arising from Covid pandemic. Some of the key risks kept under regular review are:

Financial – the risk of loss of funding through non-renewal of grants/contracts; over-expenditure through lack of financial control; fraud; potential future VAT/ tax liability. This risk is managed through robustly implemented financial procedures overseen by the Treasurer and Finance Committee; monthly cashflow and quarterly management accounts presented to the Trustee Board; professional VAT/ tax advice; fraud response plan; and by maintaining a sufficient level of reserves to safeguard the charity in the event of adverse conditions. Additional previously unbudgeted expenditure was encountered in 2020-21 to equip staff for remote working due to Covid which was agreed through the Finance Committee.

Clinical – the charity works with vulnerable young people in the area of mental health. Risks include clients harming themselves or others; deterioration in mental health; stress levels for staff; staff feeling unclear about policies and procedures. This risk is managed through regular clinical/casework supervision for staff in line with professional guidance and robust risk and safeguarding training and procedures. Additional training and guidance was produced in 2020-21 to equip staff for delivering clinical work through telephone and/or video as a response to Covid. Strong recruitment practices target high quality clinical staff including mandatory videos whereby a mock example of a counsellor's work is recorded and reviewed. All staff are required to attend annual safeguarding training.

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Premises & Facilities – risks include Health & Safety breaches within maintained premises creating potential risks to staff or service users and risk of litigation; financial risks from costs of building maintenance & upkeep; catastrophic events e.g. fire/flood making one or more building unusable. These risks are managed by having a Health & Safety Officer in place, regular Health & Safety checks & risk assessments, routine maintenance of key facilities inc. fire safety. A business continuity plan is in place with provisions to deal with loss of building use/facilities which was activated when Covid caused the closure of all offices.

FINANCIAL REVIEW

During the year Off the Record received income totalling £1,748,888 (2020: £1,631,417). Resources expended totalled £1,743,947 (2020: £1,440,157). The net movement in funds for the year is a surplus of £4,941 (2020: £191,260). This resulted in total funds at 31 March 2021 of £784,763 (2020: £779,822).

Our principal funding sources in this year were:

Croydon CCG; Sutton CCG; Merton CCG; SWL CCG; London Borough of Croydon; London Borough of Sutton; BBC Children in Need; Comic Relief; Wimbledon Foundation; Health Education England.

Reserves Policy

Off the Record's general unrestricted reserves represent funds of the charity that are freely available, excluding designated funds and restricted funds.

The Reserves Policy, was reviewed and confirmed by the Management Committee in 2020. This states that Off the Record holds reserves for the following purposes:

- a) *To aid cash-flow management* – To facilitate effective cash management as expenditure can sometimes precede receipt of the corresponding income. Additionally, to mitigate against delays in funding.
- b) *To cover unforeseen expenditure* – To meet unexpected operational costs that may accumulate throughout the year.
- c) *To provide transitional funding* – To provide transitional funding for core programmes which suffer a short-term shortfall in funds.
- d) *To facilitate programme closure* – To support the orderly wind-up of one or more programmes which are being closed down or for which future funds have not been secured.
- e) *For future planned expenditure* – To support planned commitments or designations that cannot be met by future income alone.

The target level of reserves is reviewed by the Management Committee each year as part of the annual budget process taking into account:

- a) The forecast income and expenditure for the coming budgetary period and any material uncertainties in those projections.
- b) The pattern of income and expenditure for the forthcoming budgetary period, with particular attention given to programmes where funding is in arrears of expenditure.
- c) Off the Record's strategic and operational plans for the coming budgetary period and for future years. This should include an analysis of material future expenditures which cannot be met solely by future income of that period (e.g. new IT commitments).

For the 2021/2022 budgetary period the charity is aiming for a target range of 4-5 months operating costs (currently approximately £680,000 - £850,000) of unrestricted reserves. The current level of reserves is slightly below this range but additional funding for the charity has recently been awarded which will bring reserves back within this range.

Total general unrestricted funds at 31 March 2021 are £602,184 (2020: £592,799), designated funds were £178,672 (2020: £145,323) and restricted funds £3,907 (2020: £41,700). This is considered adequate as the monthly expenditure of the charity is relatively stable, and we now have significant contracts with a range of funders.

Included in designated funds are the fixed asset funds. The property asset is not available to spend as the Charity operates from its premises.

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REPORT OF THE MANAGEMENT COMMITTEE

PLANS FOR FUTURE PERIODS

As already acknowledged, the way in which we have delivered our services in 2020/21 has been fundamentally impacted by Covid restrictions. Despite the challenges we're proud that all our services have remained open to young people throughout the pandemic and are now working with even more young people than in pre-pandemic times. Our challenge for 2021/22 is to build on the innovation developed during the last year and to strengthen and broaden our mental health offer to support the even larger numbers of young people who are reaching out to us. As we move forward, we want to build a compassionate mental health community for young people that offers a fast, holistic, meaningful mental health response to young people at their moment of need. We are initiating a new first contact team who will work across all our boroughs and services reaching out to young people at that first point of need and offering initial short-term mental health responses and navigating young people to relevant resources and support both within and beyond Off the Record. This is part of a broader goal to bring greater integration across services and boroughs that maximises the skills and capacity of our staff and ensures all young people have access to the support that can best meet their needs. This integration includes moving forward with our goal to significantly raise our awareness and response to issues of inclusion and diversity across the whole charity. Our 'integration' agenda is being supported by an external consultant who has been working with us throughout 2021, meeting staff, mapping pathways and developing proposals to help drive our inclusion goals forward.

Since January 2020, Off the Record, in partnership with Croydon Drop In, have co-hosted a Croydon schools' Mental Health Support Team and from January 2022 we will be co-hosting a further Croydon team. In addition, we have been commissioned to provide a similar schools' provision in Merton from April 2021. Whilst in-school service delivery in 2020/21 was inevitably disrupted by school closures during Covid lockdowns, the existing team has continued with largely remote delivery and the recently agreed expansion of our schools' work in both Croydon and Merton means that this will be a significant area of growth for the charity in 2021/22.

Our Outreach and Community work is a key priority for Off the Record and this was severely impacted by the lockdown restrictions of the last year. In 2021/22, we want to focus on re-engaging with local communities and with young people in the community. This will include re-energising the work of our 'CHRIS' counsellors who engage with young people in Croydon impacted by sudden or violent death; and broadening our work targeting positive mental health messages to BAME young men through our barbershop work and through new partnerships with Youth services in Croydon and Merton. We also want to continue building opportunities for young people to address their mental health through physical health activities bringing broader health benefits to young people who have faced an unnatural level of enforced physical inactivity over the Covid lockdown periods.

It is important that we do not minimise the substantial physical, psychological, educational and economic damage that the Covid pandemic has brought to individuals, families and communities. Nor must we underestimate the significant challenges and uncertainties that still lie ahead. Supporting those young people whose mental health has suffered or who have had their aspirations and life choices damaged by this pandemic will be a key goal of Off the Record over the next year. However, we are determined to take the best of the learning and innovation driven by the crisis and to use this to create a stronger, broader, positive, more integrated and responsive mental health offer to young people.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Structure

"Off the Record" Youth Counselling Croydon (Off the Record) is a registered charity and a company limited by guarantee, registered in England and governed by a Memorandum and Articles of Association.

Governance and Management

The governance of the charity is the responsibility of the Management Committee who are elected and co-opted under the terms of the Articles of Association. The Management Committee consists of up to 12 elected trustees, elected by the members at the Annual General Meeting (AGM), up to 5 co-opted members, a representative from any body which the Management Committee certifies is providing substantial funding to the company (non-voting members of the Committee) and the honorary officers.

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Every elected Trustee (excluding honorary officers) will retire from office at the end of the third annual general meeting following their election. Retiring Trustees may be eligible for re-election. The number of the Management Committee shall not fall below five. The Management Committee who served during the year were as follows:

Ohenewaa Adu-Akyeampong	appointed 10/10/20
Alice Barley	appointed 05/12/20
Alefiyah Bharmal	
John Denham	
Laura Haigh	appointed 10/10/20
Brij Kalia	appointed 16/05/20
Johnathan Keating	appointed 10/10/20
Patricia Nearn	
Mark Penlington	
Nic Shoults	appointed 10/10/20

Induction and Training of Management Committee

The charity recruits new Management Committee members through local and national adverts and interviews potential members with reference to a job description and person specification. If selected from interview, Management Committee members are offered an induction process including an induction pack and the opportunity to observe a Management Committee meeting. The Management Committee has created a Governance Manual which is provided to all new Trustees. In 2020, as a benefit from our GSK Impact award, Off the Record has received enhanced support through the REACH Trustee recruitment service and we have been able to bring 6 new Trustees onto the Committee during the year.

Organisational Structure and Decision Making

The Management Committee consider governance issues at their regular meetings. The Committee meet at least quarterly throughout the year to ensure all governance issues are regularly addressed.

The Management Committee continue to make decisions relating to the overall strategic direction of the charity and ensure that the organisation is working in accordance with its aims and objectives and Memorandum and Articles of Association. The Management Committee delegate responsibility to senior staff for ensuring that service provision is carried out within the charity's overall strategy; for overseeing the charity's progress in meeting its objectives; and ensuring that the charity meets its legal and financial obligations including compliance with laws on equalities and diversity; Information Governance and Health and Safety in the way it employs and delivers services.

Key management personnel remuneration

The Management Committee consider the board of trustees and staff listed on page 1 as comprising the key management personnel of the charity in charge of directing and controlling the charity and running and operating the charity on a day to day basis. All trustees give of their time freely and no trustee remuneration was paid in the year. Details of trustee expenses and related party transactions are disclosed in note 6 & 19 to the accounts.

Trustees are required to disclose all relevant interests and register them with the Agency Director and, in accordance with Management Committee policy, withdraw from decisions where a conflict of interest arises.

The charity employs a small team of senior managers comprised of a Director, Assistant Director and six service managers who together oversee the delivery of work to young people and the line management of paid staff and volunteers. Most senior managers also undertake a level of direct service delivery. Senior managers' pay is primarily aligned to local government pay scales with pay increases mirroring nationally agreed increases to the scales. During the year, there have been some temporary changes to senior staff in post due to maternity cover.

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REPORT OF THE MANAGEMENT COMMITTEE

STATEMENT OF THE MANAGEMENT COMMITTEE’S RESPONSIBILITIES

The Management Committee (who are also directors of Off The Record Youth Counselling Croydon for the purposes of company law) are responsible for preparing the Management Committees’ Annual Report (including the Strategic Report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Charity law requires the Management Committee 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 surplus or deficit of the charity for that period. In preparing those financial statements the Management Committee are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2015 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

Statement as to Disclosure of Information to Auditors

So far as the Management Committee are aware, there is no relevant audit information of which the charitable company's auditors are unaware, and each trustee has taken all the steps that he or she ought to have taken as a trustee in order to make himself or herself aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Approved by the Management Committee on 3 November 2021 and signed on their behalf by:

Mark Penlington

Alefiyah Bharmal

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REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF “OFF THE RECORD” YOUTH COUNSELLING CROYDON

Opinion

We have audited the financial statements of “Off the Record” Youth Counselling Croydon for the year ended 31 March 2021 which comprise the Statement of Financial Activities, Balance Sheet and Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 ‘The Financial Reporting Standard applicable in the UK and Republic of Ireland’ (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company’s affairs as at 31 March 2021 and of the incoming resources and application of resources, 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’s 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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees’ use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company’s ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report 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, which includes the directors’ report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report included within the Management Committee” report has been prepared in accordance with applicable legal requirements.

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REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF “OFF THE RECORD” YOUTH COUNSELLING CROYDON

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the 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 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 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 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

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.

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

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the charity through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.

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REPORT OF THE MANAGEMENT COMMITTEE

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 of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Other matter

Your attention is drawn to the fact that the charity has prepared financial statements 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 applicable in the UK and Republic of Ireland (FRS 102)" (as amended) in preference to the Accounting and Reporting by Charities: Statement of Recommended Practice issued on 1 April 2005 which is referred to in the extant regulations but has now been withdrawn.

This has been done in order for the financial statements to provide a true and fair view in accordance with Generally Accepted Accounting Practice effective for reporting periods beginning on or after 1 January 2016.

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 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, for our audit work, for this report, or for the opinions we have formed.

Catherine Cooper (Senior Statutory Auditor)

For and on behalf of Azets Audit Services
Statutory Auditor
Greytown House
221-227 High Street
Orpington
Kent
BR6 0NZ

Date: 16 November 2021

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STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021

INCOME AND EXPENDITURE ACCOUNT

	Notes	Unrestricted funds £	Restricted funds £	Total 2021 £	Total 2020 £
Income from:					
Donations		7,512	4,100	11,612	6,668
Other Income		-	-	-	-
Interest		529	-	529	929
Grants & contracts	2	1,614,013	116,220	1,730,233	1,563,667
Other income		6,514	-	6,514	60,153
Total income		<u>1,628,568</u>	<u>120,320</u>	<u>1,748,888</u>	<u>1,631,417</u>
Resources Expended					
Charitable activities:					
Counselling services		1,056,906	43,426	1,100,331	941,841
Outreach Services		130,192	81,477	211,669	134,281
Young Refugees Project		160,730	2,719	163,449	92,396
Young Carers Project		237,955	30,543	268,498	271,639
Total resources expended	3	<u>1,585,783</u>	<u>158,165</u>	<u>1,743,947</u>	<u>1,440,157</u>
Net movement in funds	8	42,786	(37,845)	4,941	191,260
Transfer		(52)	52	-	-
Funds brought forward at 1 April 2019		<u>738,122</u>	<u>41,700</u>	<u>779,822</u>	<u>588,562</u>
Total funds carried forward at 31 March 2020		<u>780,856</u>	<u>3,907</u>	<u>784,763</u>	<u>779,822</u>

All of the charity's transactions are derived from continuing activities.

The Statement of Financial Activities includes all gains and losses recognised in the year.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021

COMPARATIVE INCOME AND EXPENDITURE ACCOUNT

	Notes	Unrestricted funds £	Restricted funds £	Total 2020 £
Income from:				
Donations		4,445	2,223	6,668
Other Income		-	-	-
Interest		929	-	929
Grants & contracts	2	1,218,960	344,707	1,563,667
Other income		60,152	-	60,153
Total income		<u>1,284,486</u>	<u>346,930</u>	<u>1,631,417</u>
Resources Expended				
Charitable Activities:				
Counselling services		769,114	172,727	941,841
Outreach Services		17,852	116,429	134,281
Young Refugees Project		65,115	27,281	92,396
Young Carers Project		239,515	32,124	271,639
Total resources expended	3	<u>1,091,596</u>	<u>348,561</u>	<u>1,440,157</u>
Net movement in funds	8	192,891	(1,631)	191,260
Funds brought forward at 1 April 2019		<u>545,231</u>	<u>43,331</u>	<u>588,562</u>
Total funds carried forward at 31 March 2020		<u>738,122</u>	<u>41,700</u>	<u>779,822</u>

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

Company number 2987817

BALANCE SHEET
AS AT 31 MARCH 2021

	Note	2021		2020	
		£	£	£	£
Fixed Assets	10		138,672		138,672
Current Assets					
Debtors	11	179,889		97,760	
Cash at bank and in hand		593,266		603,727	
		<u>773,155</u>		<u>701,487</u>	
Creditors: amounts falling due within one year	12	(127,064)		(60,337)	
		<u></u>		<u></u>	
Net Current Assets			646,091		641,150
Net Assets			<u>784,763</u>		<u>779,822</u>
Represented by:					
Restricted funds	13		3,907		41,700
Unrestricted funds:					
Designated funds	14		178,672		145,323
General fund			602,184		592,799
			<u></u>		<u></u>
Total funds	15		<u>784,763</u>		<u>779,822</u>

Approved by the Board of Management Committee on 3 November 2021 and signed on their behalf by:

Mark Penlington

Alefiyah Bharmal

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

CASHFLOW STATEMENT
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	2021 £	2020 £
Cash flow from operating activities	18	(10,990)	163,272
Net cash flow from operating activities		(10,990)	163,272
Cash flow from investing activities			
Interest received		529	929
Net cash flow from investing activities		529	929
Net increase in cash and cash equivalents		(10,461)	164,201
Cash and cash equivalents at 01 April 2020		603,727	439,526
Cash and cash equivalents at 31 March 2021		593,266	603,727
Cash and cash equivalents consists of:			
Cash at bank and in hand		593,266	603,727
Cash and cash equivalents at 31 March 2021		593,266	603,727

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1 ACCOUNTING POLICIES

a. Basis of preparation

Off the Record Youth Counselling Croydon is a company limited by guarantee in the United Kingdom. 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. The address of the registered office is given in the charity information on page 1 of these financial statements. The nature of the charity's operations and principal activities are set out on page 2.

The charity constitutes a public benefit entity as defined by FRS 102. 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 applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014, the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2015, updated for bulletin1&2.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

b. Income

All income is included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations and grants receivable, including donations and gifts, are included in full in the Statement of Financial Activities when receivable.

Investment income is accounted for when received. Tax recoverable on investment income is accounted for on a receivable basis.

Other income is included in full in the Statement of Financial Activities when receivable.

c. Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Raising funds are those costs incurred in attracting voluntary income.
- Expenditure on charitable activities include expenditure associated with the organization.

d. Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Designated funds represent funds invested in fixed assets. The designated fund balance has been represented to ensure that fund balance stated accurately reflects the designation policy adopted by the Management Committee.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1 ACCOUNTING POLICIES (continued)

e. Tangible fixed assets

All assets costing over £5,000 are capitalised. Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value, over their expected useful lives as follows:

Office Equipment - 33 1/3 % straight line

f. Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

g. Leasing commitments

Rentals payable and receivable under operating leases are charged to the SoFA on a straight line basis over the period of the lease.

h. Going concern

The Management Committee have renewed the charitable company's budgets and taken into account the expected impact of Coronavirus. Whilst it is difficult to predict the potential implications on the future revenue with any certainty, on the basis of the Management Committee's review, there is a reasonable expectation that the charitable company will have adequate resources to continue an operational existence for the foreseeable future and it is therefore appropriate to adapt the going concern basis of accounting for these financial statements.

i. Judgements and key sources of estimation uncertainty

The following judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies that have had the most significant effect on amounts recognised in the financial statements:

Useful economic lives of tangible assets

The annual depreciation charge for tangible assets is sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are re-assessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and the physical condition of the assets. See note 10 for the carrying amount of the tangible fixed assets, and note e. for the useful economic lives for each class of assets.

There are no key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

2 GRANTS & CONTRACTS RECEIVABLE

Restricted Funds:	Total 2021 £	Total 2020 £
Counselling services		
- NHS Croydon /LB Croydon	-	149,982
- Wimbledon Foundation	37,057	-
Outreach Services		
- NHS Croydon /Outreach BME CDW	-	62,240
- Comic Relief BAME Outreach	53,123	50,774
Young Refugees Refugee Project		
- Young Refugees LBC	-	30,000
Young Carer's Project		
- BBC Children in Need	26,040	34,211
	<u>116,220</u>	<u>327,207</u>
Unrestricted Funds and Contracts :		
- NHS Croydon/LB Croydon	153,052	-
- Counselling Sutton LBS/CCG	149,000	149,000
- Young Carers' LBC	112,500	112,500
- Young Refugees Croydon CCG	75,767	58,810
- Counselling Online Croydon Transformation Fund	90,498	82,500
- Counselling Croydon Transformation Fund	114,688	112,000
- Counselling Croydon CYP Mental Health	23,530	43,000
- Outreach Sutton Uplift	38,000	28,000
- Young Refugees LBC	30,000	-
- Young Carers' CCG	58,126	56,764
- Young Carers' Mental Health Post	15,868	-
- Adult Carers Assessment	13,880	13,880
- Counselling Online Sutton Transformation Fund	55,000	65,000
- Counselling Merton	260,000	260,000
- NHS SWL CCG Workforce Transformation Agenda	12,083	-
- Young Adult Carers Work	45,000	45,000
- CAMHS/LB Croydon	34,000	34,000
- CAMHS Transformation – BAME Manager post & BAME Outreach work	22,730	-
- NHS Croydon/Outreach BME CDW	101,151	17,500
- Mental Health in Schools	131,010	70,903
- Counselling NHS England Wait Times	20,000	44,062
- Young Refugees DfE project	39,353	-
- Young Refugees Young Roots	6,027	4,583
- Young Refugees Unrestricted	12,750	13,750
- Wimbledon Foundation	-	25,208
	<u>1,614,013</u>	<u>1,236,460</u>
TOTAL GRANTS AND CONTRACTS	<u><u>1,730,233</u></u>	<u><u>1,563,667</u></u>

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

3 EXPENDITURE

	Staff costs £	Direct costs £	Support costs £	Total 2021 £	Total 2020 £
Charitable activities:					
Counselling Services	926,287	54,738	119,307	1,100,332	941,841
Outreach Services	179,901	16,309	15,459	211,669	134,281
Young Refugees Project	125,107	27,183	11,159	163,449	92,396
Young Carers Project	237,553	7,585	23,360	268,498	271,639
	<u>1,468,848</u>	<u>105,814</u>	<u>169,285</u>	<u>1,743,948</u>	<u>1,440,157</u>

All costs are allocated between the expenditure categories noted above 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, being, time spent.

4 CHARITABLE ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Counselling Services	1,056,906	43,426	1,100,332	941,841
Outreach Services	130,192	81,477	211,669	134,281
Young Refugees Project	160,730	2,719	163,449	92,396
Young Carers Project	237,955	30,543	268,498	271,639
	<u>1,585,783</u>	<u>158,165</u>	<u>1,743,948</u>	<u>1,440,157</u>

In 2020 £1,091,596 of the expenditure in relation to charitable activities was attributable to the unrestricted fund, with the remaining £348,561 being attributable to the restricted fund.

5 SUPPORT COSTS

	2021 £	2020 £
HR and Consulting	6,176	5,340
Cleaning and waste collection	11,516	14,105
Office Supplies	2,704	3,488
Telephone and Internet	6,280	6,517
Rent, Rates and Utilities	78,063	84,835
Computer Maintenance	12,152	12,845
Office and Computer Equipment	19,613	10,710
Repairs	1,249	1,495
Insurance	5,834	4,838
Payroll	6,243	5,528
Printing and postage	8,109	6,965
Other	2,928	4,065
Governance costs (note 6)	8,418	7,822
	<u>169,285</u>	<u>168,551</u>

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

6 GOVERNANCE COSTS

	2021	2020
	£	£
Auditors' remuneration – current year	8,370	7,460
Trustee expenditure	-	14
Professional fees	48	348
	<u>8,418</u>	<u>7,822</u>

7 MANAGEMENT COMMITTEE REMUNERATION AND REIMBURSED EXPENSES

During the year no Management Committee member received remuneration (2020: None) or reimbursed expenses. Trustee expenditure in note 6 above was primarily the cost of refreshments at Trustee meetings (2020: training)

8 MOVEMENT IN FUNDS

This is stated after charging:

	2021	2020
	£	£
Auditors' remuneration – audit fees	<u>8,370</u>	<u>7,460</u>

9 STAFF COSTS

	2021	2020
	£	£
Wages and salaries	1,307,577	1,034,401
Employer's National Insurance	105,645	81,258
Pension contributions	55,626	38,218
	<u>1,468,848</u>	<u>1,153,877</u>

The average monthly number of employees by headcount during the year was:

	2021	2020
Direct charitable activities	57	46
Administration and management	5	4
	<u>62</u>	<u>50</u>

The full time equivalent number of employees amounted to 39 (2020: 33)

No employee received remuneration amounting to more than £60,000 in the year (2020: none).

The total amount of employee benefits received by key management personnel is £341,812 (2020: £290,284). The Trust considers its key management personnel to comprise those individuals listed on page 1.

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

10 TANGIBLE FIXED ASSETS

	Land & buildings £	Office equipment £	Total £
COST			
At April 2020 and 31 March 2021	138,672	6,221	144,893
DEPRECIATION			
At 1 April 2020 and at 31 March 2021	-	6,221	6,221
NET BOOK VALUE			
At 31 March 2021	138,672	-	138,672
At 31 March 2020	138,672	-	138,672

The costs of the freehold property and other expenditure (£135,000 and £3,672 respectively) are shown gross of a £138,672 grant received from Department of Health. Under the conditions attaching to grant dated 28 April 1995 the premises are to be used for the charitable objectives of 'Off the Record' Youth Counselling Services. Should the conditions of the grant cease to be met the charitable company is duty bound to inform the Secretary of State and to refund to the Department of Health an amount equal to that portion of the open market value of the property as is attributable to the expenditure of the capital sum.

11 DEBTORS

	2021 £	2020 £
Other debtors and prepayments	29,882	36,914
Grants receivable and accrued income	150,007	60,846
	<u>179,889</u>	<u>97,760</u>

At the end of the year grants were due from multiple providers for projects dating from January 2021, the majority of the balance was received in May 2021.

12 CREDITORS

	2021 £	2020 £
Accruals and deferred income	127,064	60,337
	<u>127,064</u>	<u>60,337</u>

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

13 RESTRICTED FUNDS

	Balance at 1.4.20	Incoming Resources	Resources expended	Transfers	Balance at 31.3.21
	£	£	£		£
Counselling Services	6,369	37,057	43,426	-	-
Outreach Services	28,302	53,123	81,477	-	-
Young Refugees Project	2,719	-	2,719	-	-
Young Carers Project	4,310	30,140	30,543	-	3,907
	<u>41,700</u>	<u>120,320</u>	<u>158,165</u>	<u>-</u>	<u>3,907</u>

Counselling: These funds are for the provision of free, confidential young people's counselling services including online services.

Outreach Services: This fund is the provision of BAME mental health outreach and community development work and a Mental Health Wellbeing Navigator in Sutton.

Young Refugees Project: These funds are for the provision of counselling and group work support for young refugees and asylum seekers.

Young Carers' Project: These funds are for the provision of information, advocacy, support and respite activities for children and young people with caring responsibilities at home.

Comparative Restricted Funds	Balance at 1.4.19	Incoming Resources	Resources expended	Transfers	Balance at 31.3.20
	£	£	£		£
Counselling Services	29,114	149,982	172,727	-	6,369
Outreach Services	14,217	130,514	116,429	-	28,302
Young Refugees Project	-	30,000	27,281	-	2,719
Young Carers Project	-	36,434	32,124	-	4,310
	<u>43,331</u>	<u>346,930</u>	<u>348,561</u>	<u>-</u>	<u>41,700</u>

14 DESIGNATED FUNDS

	Balance at 31.3.20	New Designations	Designations Released	Balance at 31.3.21
Property fund	138,672	-	-	138,672
Staff training	6,651	-	6,651	-
Database	-	40,000	-	40,000
	<u>145,323</u>	<u>40,000</u>	<u>6,651</u>	<u>178,672</u>

Purposes of designated funds:

Property fund – this represents the net book value of the property which the charity operates from and therefore the funds are not available for general purposes (see note 10)

Staff Training – this represents monies to be spent in 2020/21 for staff training.

Database – this represents monies in respect of costs to produce a new database for the charity

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

14 DESIGNATED FUNDS (continued)

Comparative Designated funds	Balance at 31.3.19	New Designations	Designations Released	Balance at 31.3.20
Property fund	138,672	-	-	138,672
Staff training	12,000	-	(5,349)	6,651
	<u>150,672</u>	<u>-</u>	<u>(5,349)</u>	<u>145,323</u>

15 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Restricted funds £	Unrestricted funds £	Total Funds £
Fixed assets	-	138,672	138,672
Current assets	3,907	769,248	773,155
Current Liabilities	-	(127,064)	(127,064)
	<u>3,907</u>	<u>780,856</u>	<u>784,763</u>

Comparative analysis of net assets between funds 2020	Restricted funds £	Unrestricted funds £	Total Funds £
Fixed assets	41,700	659,787	701,487
Current assets	-	(60,337)	(60,337)
Current Liabilities	<u>41,700</u>	<u>738,122</u>	<u>779,822</u>

16 LEASE COMMITMENTS

Operating leases which expire:	Land and Buildings 2021	2020
Within one year	35,000	35,000
Between one and five years	<u>159,370</u>	<u>20,425</u>

17 COMPANY LIMITED BY GUARANTEE

The Charity is limited by guarantee and accordingly has no share capital.

The liability guaranteed by each member is £1. The authorised membership of the company is unlimited.
At 31 March 2021 the membership was five (2020: five).

“OFF THE RECORD” YOUTH COUNSELLING CROYDON
(A company Limited by Guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

18. RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2021	2020
	£	£
Net income / (expenditure) for 31 March 2021	4,941	191,259
Bank interest	(529)	(929)
Decrease/(Increase) in debtors	(82,129)	11,026
Increase / (decrease) in creditors	66,727	(38,084)
Net cash flow from operating activities	<u>(10,990)</u>	<u>163,272</u>

19. RELATED PARTY TRANSACTIONS

There were no related party transactions during the year (2020: None).