

**"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  
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Kent BR6 0NZ**

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**REFERENCE AND ADMINISTRATIVE DETAILS**

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**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  
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Lisa Malangone  
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**Bankers**

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Virgin Money plc  
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**REPORT OF THE MANAGEMENT COMMITTEE**

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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

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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,

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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.



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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 3<sup>rd</sup> 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 4<sup>th</sup> 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](http://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 1<sup>st</sup> 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:

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**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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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.



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#### **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.

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**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.

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**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.

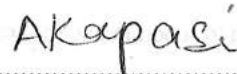
**Statement as to Disclosure of Information to Auditors**

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**  
**(A company Limited by Guarantee)**

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

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**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**  
(A company Limited by Guarantee)

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

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**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](http://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**

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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 £
<b>Income from:</b>					
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
<b>Total income</b>		<b>2,289,413</b>	<b>38,908</b>	<b>2,328,321</b>	<b>1,748,888</b>
<b>Expenditure on:</b>					
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
<b>Total expenditure</b>	3	<b>1,918,892</b>	<b>41,165</b>	<b>1,960,057</b>	<b>1,743,947</b>
<b>Net movement in funds</b>	8	<b>370,521</b>	<b>2,257</b>	<b>368,264</b>	<b>4,941</b>
<b>Transfer</b>	13	<b>(1,621)</b>	<b>1,621</b>	<b>-</b>	<b>-</b>
<b>Funds brought forward at 1 April 2021</b>		<b>780,856</b>	<b>3,907</b>	<b>784,763</b>	<b>779,822</b>
<b>Total funds carried forward at 31 March 2022</b>		<b>1,149,756</b>	<b>3,271</b>	<b>1,153,027</b>	<b>784,763</b>

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 £
<b>Income from:</b>				
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
<b>Total income</b>		<b>1,628,568</b>	<b>120,320</b>	<b>1,748,888</b>
<b>Expenditure on:</b>				
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
<b>Total expenditure</b>	3	<b>1,585,783</b>	<b>158,165</b>	<b>1,743,947</b>
<b>Net movement in funds</b>	8	<b>42,786</b>	<b>(37,845)</b>	<b>4,941</b>
Transfer		(52)	52	-
<b>Funds brought forward at 1 April 2020</b>		<b>738,122</b>	<b>41,700</b>	<b>779,822</b>
<b>Total funds carried forward at 31 March 2021</b>		<b>780,856</b>	<b>3,907</b>	<b>784,763</b>

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

Company number 2987817

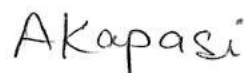
**BALANCE SHEET**  
**AS AT 31 MARCH 2022**

	Note	2022	2021
		£	£
<b>Fixed Assets</b>	<b>10</b>	138,672	138,672
<b>Current Assets</b>			
Debtors	<b>11</b>	77,801	179,889
Cash at bank and in hand		1,048,909	593,266
		<u>1,126,710</u>	<u>773,155</u>
<b>Creditors: amounts falling due within one year</b>	<b>12</b>	(112,355)	(127,064)
<b>Net Current Assets</b>		1,014,355	646,091
<b>Net Assets</b>		<u>1,153,027</u>	<u>784,763</u>
<b>Represented by:</b>			
Restricted funds	<b>13</b>	3,271	3,907
Unrestricted funds:			
Designated funds	<b>14</b>	228,672	178,672
General fund		921,084	602,184
<b>Total funds</b>	<b>15</b>	<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**  
**(A company Limited by Guarantee)**

**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**

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**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**

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**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**

<b>Restricted Funds:</b>	<b>Total 2022</b>	<b>Total 2021</b>
	<b>£</b>	<b>£</b>
<b>Counselling services</b>		
- Wimbledon Foundation	25,087	37,057
<b>Outreach Services</b>		
- Comic Relief BAME Outreach	13,471	53,123
<b>Young Carer's Project</b>		
- BBC Children in Need	-	26,040
	<b>38,558</b>	<b>116,220</b>
<b>Unrestricted Funds and Contracts :</b>		
- 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)	-
	<b>2,274,536</b>	<b>1,614,013</b>
<b>TOTAL GRANTS AND CONTRACTS</b>	<b>2,313,094</b>	<b>1,730,233</b>

**"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**

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
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:

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Auditors' remuneration – audit fees	<u>8,172</u>	<u>8,370</u>

**9 STAFF COSTS**

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
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:

	<b>2022</b>	<b>2021</b>
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**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**10 TANGIBLE FIXED ASSETS**

	Land & buildings £	Office equipment £	Total £
<b>COST</b>			
At 1 April 2021 and 31 March 2022	138,672	6,221	144,893
<b>DEPRECIATION</b>			
At 1 April 2021 and at 31 March 2022	-	6,221	6,221
<b>NET BOOK VALUE</b>			
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**  
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**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**  
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**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 19<sup>th</sup> 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).

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**NOTES TO THE FINANCIAL STATEMENTS**  
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**18. RECONCILIATION OF NET EXPENDITURE TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
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	<u>455,507</u>	<u>(10,990)</u>

**19. RELATED PARTY TRANSACTIONS**

There were no related party transactions during the year (2021: None).