

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED

England & Wales · Charity number 1051757

Details

Other names Y E S

Status Registered

Legal form Charitable company

Company number [03140076](#)

Registered 1996-01-04

Register [View on the Charity Commission register](#)

Contact

Address 14-16 Union Street
Plymouth
PL1 2SR

Phone 01752206626

Email enquiries@thezoneplymouth.co.uk

Website www.thezoneplymouth.co.uk

Activities

Objects: TO RELIEVE AND PREVENT SUFFERING CAUSED BY MENTAL OR PHYSICAL ILL-HEALTH OR BY SOCIAL OR ECONOMIC CIRCUMSTANCES AMONG YOUNG PEOPLE BY ESTABLISHING MAINTAINING AND DEVELOPING A SUPPORT SERVICE IN PLYMOUTH AND THE SURROUNDING AREA FOR THE GIVING OF INDIVIDUAL OR GROUP INFORMATION, ADVICE SUPPORT, COUNSELLING AND TRAINING.

Activities: The charity was set up to help young people from Plymouth and the surrounding area, aged under 25 years, reach their full potential by providing access to accredited, confidential and free information, advice and guidance delivered by paid staff and trained volunteers. We also provide access to a range of additional commissioned services for enhanced and targeted provision.

Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Other Charitable Activities
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, The Prevention Or Relief Of Poverty, Accommodation/housing, Other Charitable Purposes
- **Who:** Children/young People

Geography

- **Area of benefit:** IN PRACTICE PLYMOUTH AND THE SURROUNDING AREA
- Plymouth City

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£582,796	£723,823	£779,586	21
2024-03-31	£1,362,750	£1,274,585	£920,613	43
2023-03-31	£1,428,524	£1,409,804	£832,448	53
2022-03-31	£1,338,608	£1,376,139	£813,728	53
2021-03-31	£1,448,909	£1,247,055	£851,259	50

Trustees

Name	Role	Appointed
James Alexander Henry Cook		2025-10-06
Julia Hughes		2024-07-11
Marian Nkunyeasua Osademe		2025-10-06
Tanmayo Murray-Clark		2018-11-01

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED

England & Wales - Charity number 1051757

Accounts

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED

(A company limited by guarantee)

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025



YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

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YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2025**

Trustees	S Walbridge, Treasurer M Murray-Clark, Acting Chair D Keaton J Bennett J Hughes (Appointed 11 July 2024)
Company registered number	03140076
Charity registered number	1051757
Registered office	14-16 Union Street Derry's Cross Plymouth Devon PL1 2SR
Company secretary	Michael Jarman
Chief executive officer	Michael Jarman
Key management personnel	Michael Jarman (Chief Executive Officer) Hayley Kent (HR Manager) Janet Coleman (Finance Manager) Charlotte Hoskin (Performance & Information Officer) Sean Mitchell (Operations Manager) (Resigned 31 March 2024) Jo Campbell (CQC Registered Manager) (Resigned 31 March 2024)
Accountants	Griffin Courtenay House Pynes Hill Exeter EX2 5AZ
Bankers	Natwest 250 Bishopsgate London EC2M 4AA

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2025

The Trustees present their annual report together with the consolidated financial statements and auditors' report of the Charity for the year ended 31 March 2025, which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2022, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

Since the Company qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Policies and objectives

The charity was set up to help young people from Plymouth and the surrounding area, aged under 25 years, reach their full potential by providing access to accredited, confidential and free information, advice and guidance delivered by paid staff and trained volunteers. We also provide access to a range of additional commissioned services for enhanced and targeted provision, working in partnership with other statutory and non-statutory partners and with local communities and families/carers.

The issues which we as a Charity seek to address are summarised in our objectives, but we also have a written *Statement of Accountability* that outlines how, as a voluntary organisation, we aim to be effective and accountable, clear and open about our work and conscious of our social responsibilities.

In particular it provides examples of how we aim to:

- meet relevant standards,
- involve service users,
- be governed,
- promote and enable voluntary action,
- strive for equality and fairness, and
- be a good employer.

We similarly have a written *Quality Assurance Framework* (updated regularly), the purpose of which is to support our additional aim for ensuring continuing delivery of high-quality services that meet the full range of young people's needs.

Our values cover:

- working together for young people,
- treating people with dignity and respect,
- being committed to ensuring quality provision,
- treating individuals with compassion,
- improving young people's lives and opportunities, and for
- ensuring that everyone counts.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Objectives and activities (continued)

Our governing principles cover:

- provision of a comprehensive service available to all,
- access to our services based on need and not ability to pay,
- aspiration to the highest standards of excellence and professionalism,
- aspiration to put young people at the heart of everything we do,
- the intent to work across organisational boundaries and in partnership with others,
- commitment to providing best value for tax payers money, and
- to be accountable to the public, communities and young people that we serve.

The Charity's aims, values and principles are integral for supporting the work that we do with vulnerable young people, especially at this period in time when we are seeing the infrastructure of both targeted and universal services for young people living in Plymouth increasingly still at risk.

During 2024/25 we operated 5 days a week, open access Monday - Friday, for any young person aged 13yrs – 25yrs needing to access us without an appointment and with ability to talk to someone they could trust to discuss any issue affecting them. We were also accessible via our website to answer any questions or concerns, with ability to respond to enquiries within a maximum of 2-3 working days, but with most enquiries responded to within 24 hours. We similarly continued to deliver a range of commissioned services in relation to sexual health, mental health, homelessness prevention, targeted work in schools in relation to emotional health/substance misuse/PSHE, we developed processes for interagency collaboration for young people in care or leaving care and delivered services for young people at risk of being hospitalised. We also operated a youth hardship fund for young people in financial difficulties.

The charity does not have a policy on grant making as it does not provide grants to other organisations though did apply for grants for other organisations in relation to areas of work and activity that were not funded. The charity does not require a policy on social investment or related investments.

b. Our staff

There were significant changes to staffing during this period, with the loss of our Operations Manager and HR Manager, these changes were planned for, but it did deplete senior management by 40% resulting in change of function for the remaining personnel to ensure governance was retained at all levels.

c. Volunteers

During 2024-25 the charity had an average 30 volunteers donating time on a five day a week basis, providing support both in our centre and for work in schools. Volunteers cumulatively provided an average 60-75hrs a week of support, with a value equivalent of circa £50k-£60k over the year.

The Trustees again take the opportunity of thanking Volunteers for their hard work and commitment for supporting young people and families. Every year the demands of the role get harder, but volunteers tell us that the rewards they gain from undertaking this activity outweighs any difficulties.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Objectives and activities (continued)

d. Main activities undertaken to further the Company's purposes for the public benefit

The Trustees have reviewed the activities of the Charity in the light of the guidance published by the Charity Commission and remained satisfied that these activities continued to be for the public benefit, relating as they do to supporting young people / vulnerable families and helping them to reach their full potential. This benefits the wider community as it supports social inclusion and community cohesion. The charity has more than one purpose, however, as it also actively supports the training and deployment of volunteers.

Achievements and performance

a. Main achievements of the Company

The charity had to adjust to having agreed with commissioners to surrender two of its long-held contracts for provision mental health, resulting in a 50% reduction in staffing, and a similar reduction in funding. We managed this transition well with no reputational harm and no distress to clients historically worked with via those services. We were no longer CQC registered but affiliated ourselves with a different organisation for external audit of provision to ensure governance remained in place.

We retained all other contracts for delivery of targeted support and advice and developed new services for addressing substance misuse in young people linked to work in schools, as well as making links with the local university for employing a resident researcher for looking into the needs of young people transitioning between statutory and non-statutory services. The impact to beneficiaries was that the majority did not experience any change to provision, being able to still access services from our building, but services not delivered by us.

Our reach to schools became wider as we were now able to offer a holistic range of provision, with most interventions offered free, but certain charged for, but we retained ability to target the most vulnerable via free provision.

Specifically for 2024/25 we supported or worked with in excess of 10,000 different young people, continued to provide youth hardship grants to young people in financial need, in excess of 500 different young people were referred to our specialist counselling service, our youth homelessness prevention service (ZAP) secured grants in excess of £2500 for young people at risk of homelessness and/or accessing accommodation, and our work in schools resulted in in excess of 100 teachers trained, additional school based staff receiving bespoke workshops in targeted issues affecting young people, and over 2,000 individual young people worked with on a 1:1 or group basis.

b. Factors relevant to achieve objectives

The main objectives for 2024/25 were to support the organisation through the transition of no longer being commissioned to deliver 2 large NHS contracts for mental health, ensuring clients and staff were supported and that there was no resulting reputational damage. The organisation had debated surrendering these contracts for several years as they did not provide sufficient funds to meet true costs for safe and effective delivery. There was also agreement that by moving away from being a registered secondary mental health service provider, the charity could focus on its core business, operating as a Youth Enquiry Service for young people and as a leading provider of opportunities for volunteering. We also had to surrender the lease on our property on North Hill during this year, in compliance with all legal requirements, which took considerable planning.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

c. Fundraising activities and income generation

Another key objective was acquisition of additional funds, and we secured levels of funding from the Plymouth Public Health Research Collaborative, Plymouth City Council and sponsorship via Sainsbury's. We similarly started preparation during 2024/25 of a new framework for taking the charity forward, this culminated in development of a subsequent action plan setting out a revised set of targets / objectives for 2025/26.

There were no specific objectives for additional fundraising during 2024/25 other than agreement that the charity needed to develop a 5-year strategy developed in collaboration with staff and service users, for identifying areas of unmet need to inform a fundraising framework. The objective was for a resulting framework to be drafted by the end of 2025/26.

d. Investment policy and performance

The charity has no investments so has nothing to report in relation to performance in this area. We did, however, seek Board agreement during 2024/25 to look at the level of reserves available to the charity, and to start designating these in specific areas, thus ensuring we were in line with our reserves policy.

Financial review

a. Going concern

As of the period of this reporting period (2024/25) there were no major uncertainties with regards to the charity continuing as a going concern. There was recognition that the charity might have to look at its future staffing structure and salaries, and the nature of service it provides to stay in line with available resources, and these are all actions to be addressed during 2025/26.

b. Reserves policy

The charity has a reserves policy that recommends it keeps a level of free cash reserves equivalent to three months operational running costs. There are also designated funds which are held. These funds are required should the charity be required to pilot new work, want to make changes to its building, cover costs associated with staff redundancy if required or seek to cover any potential gap in funding linked to the changing financial market affecting the charity sector.

During 2024/25 the charity held reserves in line with its policy and adjusted the level of funding required in line with its reduced funding due to the loss of contracts (reducing staffing levels by 50%) and its subsequently reduced operational running costs. The level of reserves held at the beginning of the year was £920,613.00, by the end of the year indications were that the level of reserves now stood at £779,586.00. To be in line with our reserves policy we would have needed to be holding a minimum of £180,000 in reserves, a figure which equates to 3 months operational running costs of the organisation during that period.

c. Material investments policy

The Charity does not have an investment policy as it does not hold any of its cash reserves within investment pots.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

d. Financial risk management objectives and policies

The principal risks facing the charity relate to financial stability and staff retention and recruitment. The loss of our 2 large contracts resulted in the charity running at a deficit, requiring use of an underspend from 2023/24 carried forward to cover part of the projected deficit. The charity holds sufficient reserves to cover a deficit in the budget going forward, but plans are to bring in additional resources from 2025/26 to help cover gaps in funding linked specifically to shortfall in core costs.

The impact of the rise in the living wage has also been detrimental, with the lowest paid staff now being paid salaries equivalent to experienced workers in specialist roles. Within the charity sector overall it is a constant struggle to keep salaries in line with services from other sectors, hence we were (and will remain) vulnerable to staff leaving to work elsewhere.

e. Principal funding

The Charity's principal funding during 2024/25 came from contracts held via Plymouth City Council (PCC) . Services commissioned via funding from PCC related to provision of our sexual health services (as a sub-provider of a wider partnership agreement help with our local hospital UHP) ,provision of youth homelessness services (as part of an Alliance contract with six other providers for support to people with complex needs) , and provision of our work in schools for training linked to emotional health and well-being and substance misuse.

f. Financial Review

The charity was in a favourable position at the end of the year, with trustees aware that the underspend from the previous financial year (2023/24) had been used to meet part of the predicted financial shortfall during 2024/25 as a result to contractual changes/losses. The year end result was as predicted and actually came out in a more favourable position. The Treasurer was reassured that the organisation was doing everything in its power to set a realistic budget and to work within that budget, with regular financial reporting being provided to Board members in a timely way.

The results for the year ended 31 March 2025 show a net income of £582,796 (2024: £1,362,750) and expenditure of £723,823 (2024: £1,274,585) , resulting in an in year deficit of £141,027 (2024: £88,165 surplus) .

The reserves balance at the year end is £779,586 (2024: £920,613) This consists of £774,887 of unrestricted funds (2024: £891,009) and £4,699 of restricted funds (2024: £29,604) .

Structure, governance and management

a. Constitution

The organisation has an overarching article of association created in 1990 that outlines how it is supposed to operate. This is augmented by operational and related governance policies for quality, equality and performance that are regularly updated and sent to funders to ensure compliance to latest guidance.

The organisation is constituted as a registered charity (charity no. 1051757) and as a registered company (company registration no. 3140076) .

b. Methods of appointment or election of Trustees

The management of the Company is the responsibility of the Trustees who are elected and co-opted under the terms of the Trust deed.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Structure, governance and management (continued)

c. Organisational structure

The charity is a small organisation with 23 employees and circa 30 volunteers. The Senior Management Team (3 staff members) report to the Board, and this team oversees all relevant governance linked to HR, Finance, Operational Performance and wider communication.

The CEO has a small number of service managers' report directly to them, during 2024/25 this was 5 individuals. These service managers subsequently oversee and support the remaining paid workers (during 2024/25 15 different individuals) as well as any volunteers (roughly 30 at any one time).

The charity works formally in partnership with other services in the city as part of formal contractual and/or commissioning arrangements. The charity also has arrangements in place for letting professionals from other organisations work within its premises as part of arrangements for shared care, with tight arrangements in place for ensuring safe and effective service provision.

d. Trustee recruitment, training and indemnity

The charity has a trustee recruitment policy and procedure that informs how it recruits trustees, inducts trustees and supports trustees. The process ensures that no one individual can control trustee selection and recruitment. A trustee recruitment pack is available online that describes the role and function of being a trustee, and there are plans during 2025/26 to update the process and to monitor its effectiveness.

e. Key management personnel & remuneration

The CEO has a small number of service managers' report directly to them, during 2024/25 this was 5 individuals. These service managers subsequently oversee and support the remaining paid workers (during 2024/25 15 different individuals) as well as any volunteers (roughly 30 at any one time).

During 2024/25 the key management personnel comprised:

- Chief Executive Officer (37 hrs pw)
- Finance Manager (37 hrs pw)
- Performance & Information Officer (37 hrs pw)
- Front of House Manager (37 hrs pw)
- ZAP Project Lead (37 hrs pw)

With regard to remuneration (pay) for key management personnel, we assess individual roles within context to our sector nationally, regionally and locally. We aim to provide annual uplifts in salary in line with the resources available to us, we do not provide performance related pay or bonuses. We appraise Managers but appraisal supports service improvement and is not related to pay. All staff are paid the national living wage as a minimum, the highest paid member of staff earned a salary no more than twice that of the lowest paid staff member, nobody in the organisation earned over £60,000.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Structure, governance and management (continued)

f. Related Parties and other Connected Charities and Organisations

None of our Trustees receive remuneration or other benefit from their work with the Charity.

The charity works formally in partnership with other services in the city as part of formal contractual and/or commissioning arrangements. The charity also has arrangements in place for letting professionals from other organisations work within its premises as part of arrangements for shared care, with tight arrangements in place for ensuring safe and effective service provision.

Plans for future periods

The Charity retained the following areas as the key aspects of future plans to be pursued during the next financial year:

- Continuing to secure additional funds, from non-public sector sources, for expansion of primary and secondary mental health services.
- Developing the infrastructure to income generate from selling additional education and preventive work linked to whole school training and work in schools and with the business sector.
- Developing robust agreements / arrangements with partner agencies for sustainable and governed joint working.

Funds held as custodian

The Charity and its Trustees do not act as the Custodian Trustees of any other Charity.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Statement of Trustees' responsibilities

The Trustees (who are also the directors of the Company for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial . Under company law, the Trustees 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 Company and of its incoming resources and application of resources, including its income and expenditure, 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 of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) 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 Company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Company's transactions and disclose with reasonable accuracy at any time the financial position of the Company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees on
01/12/2025 and signed on their behalf by:



M Murray-Clark
(Chair of Trustees)

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

**INDEPENDENT EXAMINER'S REPORT
FOR THE YEAR ENDED 31 MARCH 2025**

**Independent examiner's report to the Trustees of Youth Enquiry Service (Plymouth) Limited
(‘the Company’)**

I report to the charity Trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

Responsibilities and basis of report

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

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the Company's accounts carried out under section 145 of the Charities Act 2022 ('the 2022 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2022 Act.

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2022 Act. I confirm that I am qualified to undertake the examination because I am a member of the ICAEW, which is one of the listed bodies.

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

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

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

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

INDEPENDENT EXAMINER'S REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

This report is made solely to the Company's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Company's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Company and the Company's Trustees as a body, for my work or for this report.



Signed:

Dated: 4/12/25

Laura Waycott FCA

Griffin
Courtenay House
Pynes Hill
Exeter
EX2 5AZ

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2025**

	Note	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Income from:					
Donations and legacies	4	-	3,865	3,865	1,955
Charitable activities	5	-	574,020	574,020	1,356,187
Investments	6	-	4,911	4,911	4,608
Total income		-	582,796	582,796	1,362,750
Expenditure on:					
Charitable activities	7	24,905	698,918	723,823	1,274,585
Total expenditure		24,905	698,918	723,823	1,274,585
Net movement in funds		(24,905)	(116,122)	(141,027)	88,165
Reconciliation of funds:					
Total funds brought forward		29,604	891,009	920,613	832,448
Net movement in funds		(24,905)	(116,122)	(141,027)	88,165
Total funds carried forward		4,699	774,887	779,586	920,613

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 16 to 32 form part of these financial statements.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)
REGISTERED NUMBER: 03140076

BALANCE SHEET
AS AT 31 MARCH 2025

	Note	2025 £	2024 £
Fixed assets			
Tangible assets	12	228,214	250,513
		<u>228,214</u>	<u>250,513</u>
Current assets			
Debtors	13	61,726	246,897
Cash at bank and in hand		518,567	476,914
		<u>580,293</u>	<u>723,811</u>
Current liabilities			
Creditors: amounts falling due within one year	14	(28,921)	(53,711)
		<u>551,372</u>	<u>670,100</u>
Net current assets			
		<u>779,586</u>	<u>920,613</u>
Total assets less current liabilities			
		<u>779,586</u>	<u>920,613</u>
Net assets excluding pension asset			
		<u>779,586</u>	<u>920,613</u>
Total net assets		<u><u>779,586</u></u>	<u><u>920,613</u></u>
Charity funds			
Restricted funds	15	4,699	29,604
Unrestricted funds	15	774,887	891,009
		<u>779,586</u>	<u>920,613</u>
Total funds		<u><u>779,586</u></u>	<u><u>920,613</u></u>

The Company was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

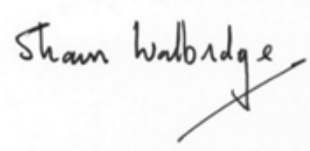
The financial statements were approved and authorised for issue by the Trustees on 01/12/2025 and signed on their behalf by:

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
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BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2025



M Murray-Clark
(Chair of Trustees)



S Walbridge
(Treasurer)

The notes on pages 16 to 32 form part of these financial statements.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
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**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2025**

	Note	2025 £	2024 £
Cash flows from operating activities			
Net cash used in operating activities		39,692	28,361
Cash flows from investing activities			
Interest	18	4,911	4,608
Purchase of tangible fixed assets		(2,950)	(39,203)
Net cash provided by/(used in) investing activities		1,961	(34,595)
Cash flows from financing activities			
Net cash provided by financing activities		-	-
Change in cash and cash equivalents in the year		41,653	(7,128)
Cash and cash equivalents at the beginning of the year		476,914	484,042
Cash and cash equivalents at the end of the year		518,567	476,914

The notes on pages 16 to 32 form part of these financial statements

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

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

1. General information

Youth Enquiry Service (Plymouth) Limited is a private company limited by guarantee without share capital, registered in England & Wales. The registered office is 14-16 Union Street, Derry's Cross, Plymouth, Devon, PL1 2SR.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Youth Enquiry Service (Plymouth) Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going concern

The trustees confirm that, having considered their expectations and intentions for the next twelve months, and the availability of working capital, the charity is a going concern.

2.3 Income

All income is recognised once the Company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

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

2. Accounting policies (continued)

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Company's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.5 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Company; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.6 Tangible fixed assets and depreciation

Tangible fixed assets costing £500 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, .

Depreciation is provided on the following bases:

Long-term leasehold property	- Over term of lease
Motor vehicles	- 25% Straight Line
Fixtures, fittings and equipment	- 10-20% Straight Line
Computer equipment	- 33% Straight Line

Gains and losses on disposals are determined by comparing the proceeds with the carrying amount and are recognised in the Statement of financial activities.

2.7 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

2. Accounting policies (continued)

2.8 Cash at bank and in hand

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

2.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

2.10 Financial instruments

The Company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.11 Operating leases

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

2.12 Pensions

The Company operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Company to the fund in respect of the year.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

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

2. Accounting policies (continued)

2.13 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Company and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Company for particular purposes. The costs 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.

Investment income, gains and losses are allocated to the appropriate fund.

3. Critical accounting estimates and areas of judgment

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The preparation of the financial statements requires management to make judgements, estimates and assumptions that effect the amounts reported for assets and liabilities as at the balance sheet date and the amounts reported for revenues and expenses during the year. However, the nature of estimation means that actual outcomes could differ from those estimates. Whilst there is a level of assumption in these judgements, the Trustees feel that these are unlikely to have a significant effect on, or cause material error to the amounts recognised in the financial statements.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

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

4. Income from donations and legacies

	Unrestricted funds 2025 £	Total funds 2025 £
Donations	3,865	3,865
	<u> </u>	<u> </u>
	<i>Unrestricted funds 2024 £</i>	<i>Total funds 2024 £</i>
Donations	1,955	1,955
	<u> </u>	<u> </u>

5. Income from charitable activities

	Unrestricted funds 2025 £	Total funds 2025 £
Grants & Contracts	504,384	504,384
Other Income	69,636	69,636
	<u> </u>	<u> </u>
	574,020	574,020
	<u> </u>	<u> </u>
	<i>Unrestricted funds 2024 £</i>	<i>Total funds 2024 £</i>
Grants & Contracts	1,345,447	1,345,447
Other Income	10,740	10,740
	<u> </u>	<u> </u>
	1,356,187	1,356,187
	<u> </u>	<u> </u>

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

6. Investment income

	Unrestricted funds 2025 £	Total funds 2025 £
Investment income	4,911	4,911
	<i>Unrestricted funds 2024 £</i>	<i>Total funds 2024 £</i>
Investment income	4,608	4,608

7. Analysis of expenditure on charitable activities

Summary by fund type

	Restricted funds 2025 £	Unrestricted funds 2025 £	Total 2025 £
Charitable activities	24,905	698,918	723,823
		<i>Unrestricted funds 2024 £</i>	<i>Total 2024 £</i>
Charitable activities		1,274,585	1,274,585

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

8. Analysis of expenditure by activities

	Activities undertaken directly 2025 £	Support costs 2025 £	Total funds 2025 £
Charitable activities	549,588	174,235	723,823

	<i>Activities undertaken directly 2024 £</i>	<i>Support costs 2024 £</i>	<i>Total funds 2024 £</i>
Charitable activities	1,065,441	209,144	1,274,585

Analysis of support costs

	Support costs 2025 £	Total funds 2025 £
Depreciation	18,194	18,194
Telephone	13,240	13,240
Printing, postage and stationery	7,133	7,133
Legal and professional fees	5,901	5,901
Sundry expenses	5,191	5,191
Building maintenance, cleaning and displays	36,120	36,120
Insurances	12,915	12,915
Heat and light	13,370	13,370
Rents, rates and service charges	31,594	31,594
Bank charges and interest	766	766
IT system	13,280	13,280
Bad debts	7,674	7,674
Governance costs	8,857	8,857
	174,235	174,235

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

8. Analysis of expenditure by activities (continued)

Analysis of support costs (continued)

	<i>Support costs 2024 £</i>	<i>Total funds 2024 £</i>
Depreciation	17,942	17,942
Telephone	15,711	15,711
Printing, postage and stationery	8,009	8,009
Legal and professional fees	14,365	14,365
Sundry expenses	6,413	6,413
Building maintenance, cleaning and displays	49,720	49,720
Insurances	13,775	13,775
Heat and light	12,467	12,467
Rents, rates and service charges	37,323	37,323
Bank charges and interest	1,119	1,119
IT system	20,960	20,960
Governance costs	11,340	11,340
	<u>209,144</u>	<u>209,144</u>

9. Independent examiner's remuneration

The independent examiner's remuneration amounts to an independent examiner fee of £1,440 (2024 - £6,700 auditor fee), and fees payable to the Charity's independent examiner in respect of all non audit services of £1,560 (2024 - £2,000).

10. Staff costs

	2025 £	2024 £
Wages and salaries	485,708	953,943
Social security costs	34,373	73,001
Contribution to defined contribution pension schemes	9,338	17,211
	<u>529,419</u>	<u>1,044,155</u>

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

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

10. Staff costs (continued)

The average number of persons employed by the Company during the year was as follows:

	2025	<i>2024</i>
	No.	<i>No.</i>
Average number of employees	21	<i>43</i>

No employee received remuneration amounting to more than £60,000 in either year.

All Trustees and certain senior employees who have authority and responsibility for planning, directing and controlling the activities of the charity and considered to be key management personnel. Total remuneration, including employers pension costs, in respect of these individuals is £174,032 (2024: £163,355). Trustees are not remunerated for their role as trustees.

11. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2024 - £NIL).

During the year ended 31 March 2025, no Trustee expenses have been incurred (2024 - £NIL).

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

12. Tangible fixed assets

	Leasehold property £	Fixtures and fittings £	Computer equipment £	Total £
Cost or valuation				
At 1 April 2024	285,266	125,016	76,051	486,333
Additions	-	2,230	720	2,950
Disposals	-	(9,568)	-	(9,568)
At 31 March 2025	285,266	117,678	76,771	479,715
Depreciation				
At 1 April 2024	127,976	36,338	71,506	235,820
Charge for the year	4,915	10,554	2,725	18,194
On disposals	-	(2,513)	-	(2,513)
At 31 March 2025	132,891	44,379	74,231	251,501
Net book value				
At 31 March 2025	152,375	73,299	2,540	228,214
At 31 March 2024	157,290	88,678	4,545	250,513

13. Debtors

	2025 £	2024 £
Due after more than one year		
Other debtors	-	1,166
	-	1,166
Due within one year		
Trade debtors	31,325	221,969
Other debtors	3,858	3,724
Prepayments and accrued income	26,543	20,038
	61,726	246,897

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

14. Creditors: Amounts falling due within one year

	2025	2024
	£	£
Trade creditors	5,887	9,679
Other taxation and social security	7,647	17,236
Other creditors	4,613	8,600
Accruals and deferred income	10,774	18,196
	28,921	53,711
	2025	2024
	£	£
Deferred income at 1 April 2024	2,238	9,035
Resources deferred during the year	1,492	2,238
Amounts released from previous periods	(2,238)	(9,035)
	1,492	2,238

Deferred income at 31 March 2025 related to Changing Futures funding held in advance.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

15. Statement of funds

Statement of funds - current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2025 £
Unrestricted funds					
Designated funds					
Designated Capital Funds	250,513	-	(18,194)	(4,105)	228,214
Contingency Fund	30,000	-	(30,000)	-	-
Building Emergency Fund	40,000	-	-	-	40,000
Reserve Account	315,000	-	(85,460)	-	229,540
	<u>635,513</u>	<u>-</u>	<u>(133,654)</u>	<u>(4,105)</u>	<u>497,754</u>
General funds					
General Unrestricted Funds	255,496	582,796	(565,264)	4,105	277,133
	<u>255,496</u>	<u>582,796</u>	<u>(565,264)</u>	<u>4,105</u>	<u>277,133</u>
Total Unrestricted funds	<u>891,009</u>	<u>582,796</u>	<u>(698,918)</u>	<u>-</u>	<u>774,887</u>
Restricted funds					
Drake Foundation	4,699	-	-	-	4,699
Progeny	10,000	-	(10,000)	-	-
Barnardo's	11,000	-	(11,000)	-	-
Sexual Health	3,905	-	(3,905)	-	-
	<u>29,604</u>	<u>-</u>	<u>(24,905)</u>	<u>-</u>	<u>4,699</u>
Total of funds	<u>920,613</u>	<u>582,796</u>	<u>(723,823)</u>	<u>-</u>	<u>779,586</u>

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

15. Statement of funds (continued)

Restricted funds represent specific projects which are restricted by virtue of their funding contracts.

Nature and purpose of restricted funds:-

Drake Foundation (Revenue)

This fund represents amounts received still to be paid out to individuals as grants. The Youth Hardship fund is to help young people to avert potential crisis of hardship.

Progeny

A three year project, commissions by Plymouth City Council but funded via all secondary schools in Plymouth, for providing whole school training in mental health and emotional wellbeing. The project trains teaching staff, parents/carers and students to provide opportunities for prevention of poor mental health and provision of early intervention to prevent avoidable escalation.

Sexual Health

Monies received from Devon County Council specifically for Sexual Health work with clients who live just outside the Plymouth area. This has been carried forward due to low footfall in the year as a result of the pandemic.

Barnardo's

The grant funding from Barnardo's is to enable the Charity to pilot a process for using data and improved triage as the means for identifying young people at potential risk of exploitation. The existing paperwork and interview process has been modified to better enable identification of those young people at increased risk, and consequently are in the position to target interventions and make appropriate referrals into specialist services, with the means for sharing meaningful data with consent of the individual.

Designated funds include:-

Designated Capital Fund

Funds relating to the net book value of fixed assets purchased with unrestricted reserves.

Contingency Fund

As part of the Plymouth Alliance the Charity is exposed to a percentage of any potential overspend on the Alliance budget. As part of the contract signed with the Local Authority, all of the 7 Alliance partners have also signed a risk sharing agreement that identifies the proportion of risk each agency is exposed to, and the proportion of risk the The Zone is exposed to equates to 3.5% of any overspend. For this reason we have held a contingency fund in the event of any overspend within the year.

Insights

The CCG agreed to recurrent uplift in the value of the Insight contract by £78k. They made the decision late in the prior financial year (February 2021) but still awarded the whole amount for the year. After consultation with the CCG, they agreed that the Charity can designate use of the money awarded in 2020/21 for expenditure between 2021-2024. The money was used to retain staff who have been trained in provision of specialist therapeutic services.

Building Emergency Fund

Funds relating to the ongoing maintenance and repair works of the office building at 14-16 Union Street.

Reserve account

This balance of funds represents the reserve policy of Youth Enquiry Service Ltd. The reserves policy provides flexibility for movement of funds so the charity is in a better position to meet any future unexpected liabilities.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

15. Statement of funds (continued)

Statement of funds - prior year

	<i>Balance at 1 April 2023 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Balance at 31 March 2024 £</i>
Unrestricted funds					
Designated funds					
Designated Capital Funds	229,249	-	-	21,264	250,513
Contingency Fund	30,000	-	-	-	30,000
Insights	64,752	-	-	(64,752)	-
Building Emergency Fund	-	-	-	40,000	40,000
Reserve Account	-	-	-	315,000	315,000
	<u>324,001</u>	<u>-</u>	<u>-</u>	<u>311,512</u>	<u>635,513</u>
General funds					
General Unrestricted Funds	477,843	1,362,750	(1,274,585)	(310,512)	255,496
	<u>477,843</u>	<u>1,362,750</u>	<u>(1,274,585)</u>	<u>(310,512)</u>	<u>255,496</u>
Total Unrestricted funds	<u>801,844</u>	<u>1,362,750</u>	<u>(1,274,585)</u>	<u>1,000</u>	<u>891,009</u>
Restricted funds					
Drake Foundation	4,699	-	-	-	4,699
Progeny	10,000	-	-	-	10,000
Barnardo's	11,000	-	-	-	11,000
Sexual Health	3,905	-	-	-	3,905
A2A Co-Ordinator	1,000	-	-	(1,000)	-
	<u>30,604</u>	<u>-</u>	<u>-</u>	<u>(1,000)</u>	<u>29,604</u>
Total of funds	<u>832,448</u>	<u>1,362,750</u>	<u>(1,274,585)</u>	<u>-</u>	<u>920,613</u>

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

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

16. Summary of funds

Summary of funds - current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2025 £
Designated funds	635,513	-	(133,654)	(4,105)	497,754
General funds	255,496	582,796	(565,264)	4,105	277,133
Restricted funds	29,604	-	(24,905)	-	4,699
	<u>920,613</u>	<u>582,796</u>	<u>(723,823)</u>	<u>-</u>	<u>779,586</u>

Summary of funds - prior year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
Designated funds	324,001	-	-	311,512	635,513
General funds	477,843	1,362,750	(1,274,585)	(310,512)	255,496
Restricted funds	30,604	-	-	(1,000)	29,604
	<u>832,448</u>	<u>1,362,750</u>	<u>(1,274,585)</u>	<u>-</u>	<u>920,613</u>

17. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2025 £	Unrestricted funds 2025 £	Total funds 2025 £
Tangible fixed assets	-	228,214	228,214
Current assets	4,699	575,594	580,293
Creditors due within one year	-	(28,921)	(28,921)
Total	<u>4,699</u>	<u>774,887</u>	<u>779,586</u>

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

17. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	<i>Restricted funds 2024 £</i>	<i>Unrestricted funds 2024 £</i>	<i>Total funds 2024 £</i>
Tangible fixed assets	-	250,513	250,513
Debtors due after more than one year	-	1,166	1,166
Current assets	29,604	693,041	722,645
Creditors due within one year	-	(53,711)	(53,711)
Total	<u>29,604</u>	<u>891,009</u>	<u>920,613</u>

18. Reconciliation of net movement in funds to net cash flow from operating activities

	2025 £	2024 £
Net income/expenditure for the year (as per Statement of Financial Activities)	<u>(141,027)</u>	<u>88,165</u>
Adjustments for:		
Depreciation charges	18,194	17,942
Interest received	(4,911)	(4,608)
Decrease/(Increase) in debtors	185,171	(47,177)
(Decrease)/Increase in creditors	(24,790)	(25,961)
Loss on disposal of fixed assets	7,055	-
Net cash provided by operating activities	<u>39,692</u>	<u>28,361</u>

19. Analysis of cash and cash equivalents

	2025 £	2024 £
Cash in hand	518,567	476,914
Total cash and cash equivalents	<u>518,567</u>	<u>476,914</u>

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

20. Analysis of changes in net debt

	At 1 April 2024	Cash flows	At 31 March 2025
	£	£	£
Cash at bank and in hand	476,914	41,653	518,567
	<u>476,914</u>	<u>41,653</u>	<u>518,567</u>

21. Pension commitments

The Charity operates a defined contributions pension scheme. The assets of the scheme are held separately from those of the Charity in an independent administered fund. The pension cost charge represents contributions payable by the Charity to the fund and amounted to £9,338 (2024: £17,211). Contributions totalling £3,891 (2024: £6,559) were payable to the fund at the balance sheet date and are included in creditors.

22. Operating lease commitments

At 31 March 2025 the Company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2025 £	2024 £
Not later than 1 year	4,475	18,475
Later than 1 year and not later than 5 years	5,594	14,736
	<u>10,069</u>	<u>33,211</u>

23. Members' liability

Each member of the charitable company undertakes to contribute to the assets of the company in the event of it being wound up while he/she is a member, or within one year after he/she ceases to be a member, such amount as may be required, not exceeding £10 for the debts and liabilities contracted before he/she ceases to be a member.

24. Related party transactions

The Company has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the Company at 31 March 2025.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED

England & Wales - Charity number 1051757

Accounts

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)
TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024



YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

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YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2024**

Trustees	S Walbridge, Treasurer M Murray-Clark, Acting Chair D Keaton J Bennett J Hughes (Appointed 11 July 2024)
Company registered number	03140076
Charity registered number	1051757
Registered office	14-16 Union Street Derry's Cross Plymouth Devon PL1 2SR
Company secretary	Michael Jarman
Chief executive officer	Michael Jarman
Key management personnel	Michael Jarman (Chief Executive Officer) Hayley Kent (HR Manager) Janet Coleman (Finance Manager) Charlotte Hoskin (Performance & Information Officer) Sean Mitchell (Operations Manager) (Resigned 31 March 2024) Jo Campbell (CQC Registered Manager) (Resigned 31 March 2024)
Independent auditors	Griffin Courtenay House Pynes Hill Exeter EX2 5AZ
Bankers	Natwest 250 Bishopsgate London EC2M 4AA

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2024

The Trustees present their annual report together with the consolidated financial statements and auditors' report of the Charity for the year ended 31 March 2024, which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

Since the Company qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Policies and objectives

The Charity's objects, as set out in our Memorandum & Articles of Association signed in 1995, states that as a Charity we will aim to:

'relieve and prevent suffering caused by mental or physical ill-health or by social or economic circumstances among young people by establishing, maintaining and developing a support service in Plymouth and the surrounding area for the giving of individual or group information, advice, support, counselling and training'.

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

b. Performance over past year

During 2023/24 we continued to witness capacity and staff retention issues within our core mental health services as a result of these contracts not having increased in value over the preceding 12 years.

Taking into account inflation over that period (2011-2023), previous core costs of £1m in 2012 would in 2023 have a current value of £1.4m. This means the charity was running at a potential £400k shortfall in relation to meeting the core costs of these services as a result on funding not increasing, resulting in ongoing issues with regard to attracting and retaining specialist staff, impacting on performance in key areas.

The ICB (commissioner of the charity's secondary care mental health services - Insight & Icebreak) were increasingly made aware of the impact of their inability to increase funding for these services on our performance. The risks identified related not purely to the safety of clients as a result of increased waiting lists and waiting times, but the reputation of the services themselves, and more importantly the reputation of the charity.

After long negotiation it was mutually agreed that these services would transfer to another provider (Livewell Southwest) from the end of the current contract period - March 31st 2024, given the inability of the ICB to increase funding to the levels required for the charity to mitigate identified risks in key performance areas.

With these core services having been delivered via our charity for the past 20 years, the decision reached to transfer the services to another provider was difficult to make, but without additional investment from the ICB, which we had been formally asking and bidding for since 2019/20, performance would have potentially got worse, thus putting the overall charity at greater risk.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Objectives and activities (continued)

The quality of the work delivered by the charity was not the issue, it was our inability to compete against the NHS in a changing and more competitive market, with funding insufficient to attract and retain the clinical staff required for ongoing service provision, and to increase these staffing level to meet unmet demand. At the point of the services being transferred across, we were still assessed by the CQC (our regulator) as being safe in all areas, so were clinically performing well.

Performance of our other commissioned services either met or exceeded the requirements of contracts, and the performance of our non-commissioned activity (predominantly our use of volunteers to support our drop-in service) similarly improved upon the period post-covid when we had lost a substantial proportion of our volunteers.

Additional funding awarded to us during 2023/24 related to provision of:

- The extension of In Reach - activity funded by the ICB linked to hospital discharge of young people – a project delivered in partnership with other services from the Third Sector. Our continuing role for provision of support to these young people and families living within the Plymouth footprint.
- Extension of activity funded via Changing Futures (PCC) for investigating and researching issues linked to children transitioning into adult services with a focus on those with experience of bring in care.
- The development of a new project, funded via Public Health (Plymouth City Council) for addressing substance misuse in young people, with a particular focus on vaping and young people in yr 8 at schools.
- Provision of counselling for young people aged 18yrs-25yrs who are the victim of crimes, with funding awarded via The Plymouth Drake Foundation.
- Additional activity as a result of providing training to secondary and special schools linked to the PSHE agenda and for promoting healthy relationships. We remain confident that all activity we undertook during the past year fully supported our primary objective for relieving the effects of challenges to psychological and emotional health and well-being faced by young people in Plymouth and the surrounding area.

Strategically we continued to proactively & creatively deliver against our identified key aims for:

- Informing the public, professional and funders perception of the Zone with continued roll out of new marketing materials, expansion of our use of social media to promote services and/or campaigns and implementation from October 2023 of a new database for supporting movement away from paper records into electronic ones.
- Increasing opportunities for further integration of services within the Zone both delivered by us and alongside partner agencies thus preventing the need for onward referral of vulnerable young people into other organisations and reducing the number of times a young person in crisis is required to tell their story and risk being re-traumatised.

An example of a new integrated offer we introduced during 2023/24 was the agreement we reached with partners linked to community safety to house the city Night Patrol service. This service provides assistance to people (predominantly young people) who get into difficulty when accessing the night time economy. We provide the service free accommodation for their team of student medics, as well as housing their vehicles (electric bikes) for getting around the city at night.

We provided free accommodation for the service as it is delivered by volunteers, and we are aware that the young people who get into difficulty would probably benefit from the services that we as a charity provide, services linked to substance misuse, sexual health, counselling for victims of crime, and general emotional health & wellbeing.

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TRUSTEES' REPORT (CONTINUED)
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Objectives and activities (continued)

The financial plans we had in place to strengthen our resilience in relation to any possible funding cuts in the short term, were again updated to reflect the ongoing and changing impact of pressures to local statutory funding. These plans will be tested during 2024/25 as a result of no longer delivering our 2 major mental health services (Insight & Icebreak) beyond March 31st 2024.

We similarly continued to build our level of free reserves to be in the position to hopefully successfully bid for additional contracts both independently and in partnership with other stakeholder, and to mitigate against the potential loss of any core funding.

With regard to research opportunities linked to being a learning organisation:

- We continued to deliver a bottom-up approach to communication and feedback encouraging open communication both within and across teams, providing opportunities to bring staff together to share knowledge/skills and to solve operational problems collaboratively.
- We broadened the range of training available, giving additional choice/control for staff to learn in areas that were non-mandatory and offered opportunity for growth and development, with training recorded via electronic staff records tied into identified workforce development needs.
- The Changing Futures contract we oversee developed further links with Plymouth University and The Plymouth Health Determinants Research Collaborative, with the possibility that this funding stream could continue this activity into 2024/25.

With regard to the latest CQC assessment of our registered services in 2023/24. These services were last assessed as being good in all areas (as being safe, effective, caring, responsive and well led) and nothing changed during the year. Those areas for improvement identified within the last inspection were acted upon where changes or improvements could be made within the resources available and in relation to the domains we had direct control over.

As a Charity still operating within a wider system for supporting young people, a system that continues to see major local and regional cuts in service and system provision, we continue to experience increased demand for our services from people in emotional and financial crisis with ever increasing complex needs, and this was further exacerbated during 2023/24.

We saw a 10% increase in attendance during 2023/24 as opposed to 2022/23, numbers still remained lower than in the pre-pandemic period, but young people were presenting with increased complexity and increased risk. We undertake holistic assessment of need and risk to inform what services we deliver may need to change, or what new services need to be initiated. The assessment of need we undertook was responsible, in part, for identifying the need for specialist substance misuse workers, people with responsibility for providing early intervention and prevention, covering 1:1 work with young people, and educational work in schools. This activity to be funded via Plymouth City Council additional drug and alcohol treatment funding allocation.

As already referred to, during 2023/24 we continued to closely monitor fluctuation in demand, liaising with commissioners and other providers/partners/stakeholders, and as a consequence were able to redesign provision to best meet demand, without exposing the charity or its beneficiaries to any avoidable or increased potential risk. In response to demand we opened up additional evening clinics, and liaised with NHS partners for an increase in nursing presence. We were able to negotiate the return of open access to sexual health clinics for young people to see a nurse as opposed to appointments only, this was the first time open access has been reinstated for this service since before COVID.

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Objectives and activities (continued)

With regard to COVID, the impact of the pandemic on our daily operations during 2023/24 continued to reduce, we were able to make further changes to the environment to make it less clinical and more akin to previous ways of working, becoming more young person friendly. During 2023/24 we made major investment to identified changes to the building, including installation of a new boiler system, new integrated fire alarm, new fire doors, repairs to all ceilings that could have posed potential risks to health & safety. Without making these identified improvements we would not have been in the position to accommodate statutory partners who are collocated with us, and this would have impacted upon service delivery and service continuity. With regard to service continuity we continued to amend and implement our service continuity plans as they related to each service.

c. Activities undertaken to achieve objectives

With regard to the activities delivered by the Charity during 2023/24 in support of achieving our aims.

The following is a brief description of each commissioned service., The accompanying accounts will provide further detail concerning overall income and expenditure, but over 75% of total income generated remained linked to direct expenditure on pay, with 25% expenditure on non-pay costs.

Insight is our early intervention service for people aged 18-65 years who have experienced a first identified psychotic episode and/or are experiencing additional psychotic episodes or were identified as being 'at risk' of a mental state linked to psychosis. The service continued to be delivered in partnership between Zone employees and staff co-located from Livewell Southwest.

Insight continued to work with an average minimum 140 people at any one time, with a target to have people referred to the service into treatment by within 2 weeks if assessed as eligible. The service continues to comprise a team of over 20 staff members from both organisations working together. As referred to previously, there was no additional funding allocated to increase staffing levels and to retain registered practitioners. We saw a slight decline in relation to meeting referral targets, but remedial measures were put in place, but the focus on meeting referral targets meant we deprioritised other areas of activity, working within the resources available to us. The agreement was reached with the commissioner to transfer this service over to another provider from March 31st 2024.

Icebreak is our early intervention service working with young people with emerging personality disorder, something generally triggered by childhood trauma.

The team continued to provide a friendly accessible service committed to supporting and empowering young people aged 16-25 years who were experiencing severe emotional distress and worked with an average minimum 85-90 young people at any one time. The service can work with a young person for up to 2 years. During 2022/23 Icebreak continued to receive an increase in referrals (circa 100%) resulting in demand outstripping capacity, and as a consequence they saw an unavoidable escalation in waiting times and waiting numbers. The commissioners were made aware of this and of what remedial measures were being put in place, though no additional funding was made available to help meet this increase in demand. As referred to previously, in light of no additional monies being made available to ensure service development and growth to meet unmet demand, the agreement was reached with the commissioner to transfer this service to another provider from March 31st 2024.

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Objectives and activities (continued)

The transfer of both Insight and Icebreak to another provider was an onerous task and took 4 months, and after due diligence and lengthy negotiation it was agreed that staff from both services would TUPE across to the new provider, so no jobs were lost. It was also agreed that we as a charity would continue to host one of the services, and allow the other service to have access to our building to see clients if required. Service users should technically, therefore, not see any significant change to the way they accessed the services, nor any change to the quality of the service they received. The main difference would be that the Zone would no longer hold the contract for delivery, and would no longer need to be registered with a regulator to ensure compliance with specific clinical standards.

The Zone Accommodation Project (ZAP) remained the first point of contact for all homeless 16 and 17 year olds in the city, as part of the city's Alliance Contract for working with people with complex needs. They provided information and advice to all homeless young people aged 16-25 and worked with the young person to explore their housing situation. They worked to draw up support plans, being able to provide up to 6 months support to keep young people in accommodation, and although commissioned originally to provide family mediation were asked instead to provide independent advocacy across the city for young people aged 16yrs – 18yrs presenting as homeless.

The hardship fund remained available to any young person experiencing extreme hardship. The money is donated to the Zone by the Drake Foundation and we administer it on their behalf. There are many reasons a young person may need help from the fund including problems with benefits, budgeting and housing / homelessness. The average number of monthly payments made in 2023/24 remained lower than in previous years, but from those payments we made the presenting needs remained constant and were predominantly linked to costs associated with food, priority debt, travel and support with fee's associated with acquiring legal documents .

'Front of House' is what the Charity calls the part of the organisation in which we use trained volunteers working under the supervision of paid staff. It includes the reception team, sexual health services, homeless support and helping young people with any other query they come in with. It is where most young people's journeys within the Zone begins. We do not receive funding for our work with volunteers through Front of House; though we do have contracts with Public Health Departments from the local Authorities of Plymouth, Devon and Cornwall to fund aspects of our sexual health activity.

Pre-Covid this service previously worked with an average minimum 4,500 different young people a year and was delivered in partnership with clinicians and clerical personnel from University Hospital Plymouth. During 2023/24 clinicians were based with us on average 4 days a week (where previously it was six) so this service remained hardest hit by the legacy of COVID.

We were able to provide access by appointment to our Tier 1 services (condoms, pregnancy testing, STI screening, healthy relationships advice) and numbers seen during 2023/24 were an increase on the preceding year, but were still far lower than in previous years. However, as already stated, number were lower but complexity and severity of need had increased. Again we saw an increase in the number of telephone calls for help/advice, and the number of enquiries through our website. We used this period to look at how we could provide information and advice to young people going forward that would not necessarily require a face to face visit, and these ideas were implemented during this reporting period.

Victims of Crime. The charity was funded via Young Devon, on behalf of the Office of the Police & Crime Commissioner (OPCC) for Devon & Cornwall, to employ part time counsellors for supporting young people who are the victims of crime. During 2023/24 the service continued working remotely (via telephone or teams/zoom) but also provided fact to face support, working with over 160 different young people, providing over 500 hours of individual support. In addition we received funding from Plymouth Drake Foundation for working with young people aged over 18yrs, for whom the contract with Young Devon excluded contact with.

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Objectives and activities (continued)

Progeny provides whole school training across 26 secondary and special schools in Plymouth to support emotional health and well-being of pupils and staff. During 2022/23 the majority of schools were audited to ascertain any changed needs of these schools and we continued to provide bespoke training. In addition we were successful again in drawing down additional monies to target other youth settings as well during this period, and we received funding to provide trauma informed training, and for actively involving young people in developing training for professionals and for exploring the impact of crime on young people.

In Reach a project funded via Young Devon for working with young people admitted to hospital and requiring discharge. A worker would support young people on a 1:1 basis for increasing their connection and belonging, hope and wellbeing, resilience and confidence and recovery and self-management.

Changing Futures a project undertaking research to inform processes, via coproduction with other services/sectors/young people, for improving outcomes for young people in transition between children's to adult services, and those services with responsibility for supporting them.

Aims, Values and Principles

The issues which we as a Charity seek to address are summarised in our objectives, but we also have a written Statement of Accountability that outlines how, as a voluntary organisation, we aim to be:

- effective and accountable,
- clear and open about our work,
- conscious of our social responsibilities.

In particular it provides examples of how we aim to :

- meet relevant standards,
- involve service users,
- be governed,
- promote and enable voluntary action,
- strive for equality and fairness, and
- be a good employer.

We similarly have a written Quality Assurance Framework (updated annually), the purpose of which is to support our additional aim for:

- ensuring continuing delivery of high quality services that meet the full range of young people's needs.

As a major provider of young people's service within Plymouth, the Zone remained committed for ensuring continuous improvements to the quality of range of services provided during 2023/24. The framework we work to ensures that quality services are delivered in response to the specific requirements of the young people we work with, the public, our commissioners and regulators.

During 2023/24 we continued to adhere to the Charity's Board Assurance Framework - a tool developed for providing an accurate overview of the corporate agenda reporting cycle for the Charity. This cycle provided an appropriate balance of historical triangulated data and strategic items for supporting assurance that the organisation was well run and meeting its aims.

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Objectives and activities (continued)

Reporting to the Board via our various processes was integral during 2023/24 as for various reasons we were still unable to meet face to face and so had to hold virtual meeting via teams or Zoom, hence a balance of information in advance of meetings was required to inform discussion and key decision making. This was especially required given the decision reached to hand over our 2 core mental health services to another provider, as the governance around this was integral, as was the management of any associated risks.

We retained a set of core values and principles that we adhered to:

Our values cover:

- working together for young people,
- treating people with dignity and respect,
- being committed to ensuring quality provision,
- treating individuals with compassion,
- improving young people's lives and opportunities, and for
- ensuring that everyone counts.

Our governing principles cover:

- provision of a comprehensive service available to all,
- access to our services based on need and not ability to pay,
- aspiration to the highest standards of excellence and professionalism,
- aspiration to put young people at the heart of everything we do,
- the intent to work across organisational boundaries and in partnership with others,
- commitment to providing best value for tax payers money, and
- to be accountable to the public, communities and young people that we serve.

The Charity's aims, values and principles are integral for supporting the work that we do with vulnerable young people, especially at this period in time when we are seeing the infrastructure of both targeted and universal services for young people living in Plymouth increasingly still at risk.

During 2023/24 we had identified the continued need for:

1. looking at encouraging closer integration between our existing services both internally and externally (specifically with other agencies linked to shared pathways of care), and as a result developed links with substance misuse services, advocacy services, community safety services and victim support services.
2. focusing on developing and gaining additional investment for mental health services (our registered services and for counselling targeted at young people not in employment, education or training), specifically securing funding for provision of counselling to young people aged 18yrs to 25 yrs.
3. developing additional meaningful contacts with school settings, resulting in a widened selection of training and/or workshops available for schools to participate in and/or purchase.

The means employed by us to achieve our aims and objectives included continued collaborative working with other providers as part of integrated commissioning arrangements, there is virtually no activity we undertook that was not in partnership with another organisation. This entailed supporting service redesign at both the strategic and operational level and across organisations. We continued to raise our profile as being both a willing and able provider.

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Objectives and activities (continued)

The criteria used to assess success in the reporting period were outlined in the charity's Quality Assurance Framework and via outcomes as agreed with commissioners and reflected within contracts. Activity undertaken needed to contribute to achievement of our statement of accountability for being open about the work we do and conscious of our social responsibilities. Specific quality indicators for the charity in 2023/24 continued to be:

- Achieving access to treatment times and waiting times for our early intervention services for psychosis.
- Ensuring no young person waited longer than 1 working day to be responded to if asking for help or enquiring about advice.
- Ensuring all complaints and serious incidents were responded to and reported accordingly.
- Staff employed by the charity recommend the Zone as a quality employer, even if unable to provide the terms and conditions of employment as our statutory partners.
- Young people record their experience of contact with staff from the charity as being a positive one.

d. Our staff

We did not undertake a staff survey in 2023/24 given the changes to staffing as a result of the decision reached to transfer our 2 larger contracts to another provider. We put in place additional measures to provide support to all staff affected by these changes during this period, agreeing to revisit staff in early 2024/25 to ascertain the impact on staff of changes. We still, however, referred back to the staff survey undertaken in 2022/23 as a benchmark of staff satisfaction, a period when:

- 84% reported there was a strong feeling of cooperation within their team.
- 66% reported that the workplace was a physically comfortable place to work.
- 70% reported that their job did not cause unreasonable stress.
- 62% reported to not feeling paid fairly for their role.
- 84% reported to being treated fairly.
- 76% reported receiving feedback to help them improve their performance.
- 82% reported to knowing how their work contributed to the overall success of the charity.
- 84% reported they valued and respected the leadership provided to them.
- 78% reported being valued and respected by leadership.
- 80% reported being respected by other staff members.
- 88% reported knowing the charity's overall goals.
- 78% reported that the charity constantly looks for ways to improve the services it offers.
- 78% reported that the charity listens to its staff.
- 74% reported that the charity acts on staff concerns.

e. Volunteers

The Charity continued to rely on the contribution that volunteers make for ensuring the delivery of services, predominantly provision of activity linked to sexual health and homelessness prevention. During 2023/24 the charity recruited and trained in excess of 30 new volunteers. During 2023/24 they donated over 1,750 hours of time for supporting young people on a 1:1 basis and for delivering training workshops in schools. This activity had a value of over £20,000.

The Trustees again take the opportunity of thanking Volunteers for their hard work and commitment for supporting young people and families. Every year the demands of the role get harder, but volunteers tell us that the rewards they gain from undertaking this activity outweighs any difficulties.

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FOR THE YEAR ENDED 31 MARCH 2024

Objectives and activities (continued)

f. Main activities undertaken to further the Company's purposes for the public benefit

The Trustees have reviewed the activities of the Charity in the light of the guidance published by the Charity Commission on public benefit (September 2013). The Trustees are satisfied that the Trust's activities continue to be for the public benefit, relating as they do to supporting young people / vulnerable families and helping them to reach their full potential. This benefits the wider community as it supports social inclusion and community cohesion. The charity has more than one purpose, however, as it also actively supports the training and deployment of volunteers. On average a volunteer for the charity will take a minimum three months to train and will remain with us for 2 years, with an average 40% of volunteers progressing into paid employment or education in a related field.

Achievements and performance

a. Main achievements of the Company

In relation to meeting the objectives or outcomes from our commissioned services, we either met the requirements of contracts or exceeded them, with the exception of:

- Mental health where we breached the 2 week RTT for Insight and saw an unavoidable increase in numbers presenting for Icebreak which resulted in an increase in those waiting for a service.

Where there were potential financial penalties for failing to meet performance requirements, we did not incur such penalties. Where similarly the charity was subject to quality inspection of commissioned services, these too were successful, with the charity praised by all commissioners for our governance and performance monitoring arrangements.

Impact Report

Specifically for 2023/24 we:

- Supported or worked with in excess of 7,000 different young people – a reduction on numbers seen in previous years prior to covid but an increase from 2022/23.
- Provided over 100 youth hardship grants to young people in need (totalling £5k).
- Over 350 different young people were referred to our specialist counselling service.
- Our accommodation service (ZAP) secured grants for young people at risk of homelessness with a total value exceeding £20,000.

Our work in schools resulted in:

- 100 school based staff being trained in Mental Health First Aid.
- Additional school staff had elements of Mental Health First Aid disseminated to them, of which 100% reported that this was beneficial to their roles.
- Additional School Based Staff received bespoke training covering a variety of topics including: Healthy Relationships, Risk Taking Behaviour, Social Media, Trauma and Vicarious Trauma, Young People's Resilience and Self Esteem/Self Confidence.
- Over 1,000 individual children and young people received workshops comprising sessions addressing Mental Health Awareness, Stress and Resilience, sexual health, healthy relationships, PSHE..

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FOR THE YEAR ENDED 31 MARCH 2024

Financial review

a. Going concern

The Trustees have reviewed the circumstances of the Charity during 2023/24 and consider that adequate resources continue to be available to fund the activities of the Charity for the foreseeable future, even with the future reduction in income linked to the transfer of 2 key services to another provider from 31 March 2024.

b. Reserves policy

In order for the charitable company to meet its objectives, the Trustees have considered its resources and commitments. The Charity is reliant on a combination of grants, contracts and self generated income, and the Trustees review the level of reserves required based on an assessment of three months operational costs of £318,896. The Trustees consider that the free reserves of £570,496 will be more than sufficient to cover approximately three months of the expected core running costs. This sum will also cover any future deficit that may arise over the next year. The level of total funds at the year end is £920,613 of which £29,604 is restricted, £635,513 designated and £255,496 unrestricted.

c. Plans for future periods

The Charity retained the following areas as the key aspects of future plans to be pursued during the next financial year:

- Continuing to secure additional funds, from non-public sector sources, for expansion of primary and secondary mental health services.
- Developing the infrastructure to income generate from selling additional education and preventive work linked to whole school training and work in schools and with the business sector.
- Developing robust agreements / arrangements with partner agencies for sustainable and governed joint working.

d. Financial risk management objectives and policies

The principal risks faced by the Charity are:

- Operational risk
- Financial risk
- Effective management/decision making
- Strategic risk
- Internal controls
- Compliance risk
- Ongoing impact of austerity

The Trustees have a risk management strategy that is regularly updated which covers all of the above.

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e. Financial Review

The results for the year ended 31 March 2024 show a net income of £1,362,750 (2023: £1,428,524) and expenditure of £1,274,585 (2023: £1,409,804), resulting in an in year surplus of £88,165 (2023: £18,720 surplus).

The reserves balance at the year end is £920,613 (2023: £832,448) This consists of £891,009 of unrestricted funds (2023: £801,844) and £29,604 of restricted funds (2023: £30,604)

Structure, governance and management

a. Constitution

Youth Enquiry Service Plymouth Limited (also known as 'The Zone') is a company limited by guarantee, governed by a signed Memorandum and Articles of Association. It is registered as a charity with the Charity Commission. Details of the Trustees who served throughout 2022/23 are included in the Reference and Administration Details section.

b. Methods of appointment or election of Trustees

The management of the Company is the responsibility of the Trustees who are elected and co-opted under the terms of the Trust deed.

c. Organisational structure

The Board of Trustees normally meets on the last Thursday of alternate months, and for additional away days held when agreed. Those attending meetings are elected Trustees alongside the CEO, Operations Manager, Registered Manager and Company Secretary. There are attempts to get additional staff and/or volunteer representation at every meeting of the Board.

The Board establishes an overall framework for the governance of the Charity and determines membership, terms of reference and procedures of Committees and other groups. It receives monthly or bi-monthly reports (including policies and notification of serious incidents or near misses) from the Corporate Team, Accountant and Project Leads for ratification. It monitors the activities of the commissioned projects through access to the minutes of their meetings. The Board may from time to time establish Working Groups to perform specific tasks over a limited timescale.

There is currently 1 sub-group as follows;

- Finance and Resources - this aims to meet at least 2 times a year and is responsible for monitoring, evaluating and reviewing policy and performance in relation to financial management, compliance with reporting and regulatory requirements and reporting. It also incorporates the role of an audit committee.

The following decisions are reserved to the Board of Trustees: to consider any proposals for changes to the status or constitution of the Charity and its committee structure, to appoint or remove the Chairman and/or Vice Chairman, to approve agreed development plans and budget/s. The Trustees are responsible for setting general policy, adopting an annual plan and budget, approving the statutory accounts, monitoring Charity by the use of budgets and other data, and making major decisions about the direction of the Charity, capital expenditure and staff appointments.

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FOR THE YEAR ENDED 31 MARCH 2024

Structure, governance and management (continued)

d. Trustee recruitment, training and indemnity

As set out in the Articles of Association, the Chair of the Trustees and Treasurer are nominated and seconded annually by other voting members of the Board during the AGM. New Trustees are appointed by existing Trustees and the members of the charitable company and are recommended to serve for a period of at least 2 years to provide continuity.

The Memorandum and Articles provides ideally a minimum of 6 Trustees, with no fixed maximum, with ideally no more than 2 Trustees due for re-appointment in any one year. The Trustees have to power to elect / co-opt further nonvoting members to fill specialist roles.

When appointing new Trustees, the Board will give DUE consideration to the skills and experience mix of existing Trustees in order to ensure that the Board has the necessary skills to contribute fully to the Charity's development. New trustees may be sought by open advertisement or through existing members.

The training and induction provided for new Trustees will depend upon their existing experience but would always include a tour of the Charity and a chance to meet other staff. All Trustees are provided with copies of a Trustee Handbook along with policies, procedures, minutes, accounts, budgets, plans and other documents that they will need to undertake their role as Trustees.

As there are has historically only ever been an average of 2 new Trustees a year, induction tends to be done informally and is tailored specifically to the individual. Advantage is taken of specific courses offered by the Local Authority and other bodies, including access to online resources.

We are a member of NCVO and where possible we adhere to guidance produced by them with regard to Trustee recruitment, induction, training and support – within the resources available to us.

We have insurance in place for indemnifying trustee's, and the insurance is renewed annually to ensure it is at the appropriate level for the size of the charity and the activities undertaken.

e. Key management personnel & remuneration

The Trustees and Board of Trustees have devolved responsibility for day to day management of the Charity to the key management personnel. During 2023/24 the key management personnel comprised:

- Chief Executive Officer (33 hrs pw)
- Registered Manager for CQC (37 hrs pw)
- Operations Manager (30 hrs pw)
- HR Manager (30 hrs pw)
- Finance Manager (30 hrs pw)
- Performance & Information Officer (33 hrs pw)

With regard to remuneration (pay) for key management personnel, we assess individual roles within context to our sector nationally, regionally and locally. We aim to provide annual uplifts in salary in line with the resources available to us, we do not provide performance related pay or bonuses. We appraise Managers but appraisal supports service improvement and is not related to pay.

Project Leads from each service also meet as a senior management team with the Operations Manager and/or Registered Manager. The key management personnel implement the policies laid down by the Trustees and report back to them on performance.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Structure, governance and management (continued)

f. Related Parties and other Connected Charities and Organisations

None of our Trustees receive remuneration or other benefit from their work with the Charity.

The Charity continues to have a close relationship with Livewell Southwest CIC and Derriford Hospital who co-locate clinical staff to operate within the Charity's premises. The charity was a registered site with the Care Quality Commission (CQC). The type of clinical staff co-located include registered mental health nurses, consultant psychiatrist, consultant psychologist, behavioural therapists, sexual health nurses, sexual health nurse prescribers, healthcare assistants and secretarial/administrative staff. There are agreements in place describing joint working arrangements.

g. Reference and administrative details

During the reporting period of 2023/24 the Charity had the following Directors/Trustees & Members:

Tan Murray-Clark - Trustee (Acting Chair)
Shaun Walbridge – Trustee (Treasurer)
Daryl Keaton – Trustee
Jaid Bennett – Trustee
Vacant – Trustee*
Vacant – Trustee*
Hayley Kent – Secretary to the Board
Mike Jarman – CEO & Board Secretary
Jo Campbell – CQC Registered Manager
Sean Mitchell – Operations Manager
Two staff members may also attend Board meetings.

*We are aware that the charity aims to have as a minimum 6 Trustee's, and continually advertise/promote the opportunity to become a Trustee, but since COVID have found it increasingly harder to attract and retain Trustee's local to Plymouth.

Funds held as custodian

The Charity and its Trustees do not act as the Custodian Trustees of any other Charity.

Statement of Trustees' responsibilities

The Trustees (who are also directors of Youth Enquiry Service Plymouth Ltd for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Statement of Trustees' responsibilities (CONTINUED)

Company law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees 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 Company and of its incoming resources and application of resources, including its income and expenditure, 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 of the Charities SORP (FRS 102);
- make judgments and accounting 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 Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charitable company's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any information needed by the charitable company's auditors in connection with preparing their report and to establish that the charitable company's auditors are aware of that information.

Auditors

The auditors, Griffin, have indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditors at a meeting of the Trustees.

Approved by order of the members of the board of Trustees on
12/19/2024 and signed on their behalf by:

Shaun Walbridge

Shaun Walbridge
(Treasurer)

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED

Opinion

We have audited the financial statements of Youth Enquiry Service (Plymouth) Limited (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED (CONTINUED)

Other information

The other information comprises the information included in the Annual report other than the financial statements and our Auditors' report thereon. The Trustees are responsible for the other information contained within the Annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

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

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

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED (CONTINUED)

Responsibilities of trustees

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

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

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

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

Our audit procedures have reviewed for evidence of management override, any ongoing legal cases, completeness of related party transactions, as well as ongoing consideration of fraud and irregularities during the whole audit process.

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

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

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED (CONTINUED)

Use of our report

This report is made solely to the charitable company's trustees, 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 trustees those matters we are required to state to them in an Auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.



Laura Waycott FCA (Senior statutory auditor)
for and on behalf of Griffin

Statutory Auditors
Courtenay House
Pynes Hill
Exeter
EX2 5AZ

Date:

Griffin are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2024**

	Note	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Income from:					
Donations and legacies	4	-	1,955	1,955	1,550
Charitable activities	5	-	1,356,187	1,356,187	1,425,472
Investments	6	-	4,608	4,608	1,502
Total income		-	1,362,750	1,362,750	1,428,524
Expenditure on:					
Charitable activities	7	-	1,274,585	1,274,585	1,409,804
Total expenditure		-	1,274,585	1,274,585	1,409,804
Net income		-	88,165	88,165	18,720
Transfers between funds	15	(1,000)	1,000	-	-
Net movement in funds		(1,000)	89,165	88,165	18,720
Reconciliation of funds:					
Total funds brought forward		30,604	801,844	832,448	813,728
Net movement in funds		(1,000)	89,165	88,165	18,720
Total funds carried forward		29,604	891,009	920,613	832,448

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 24 to 41 form part of these financial statements.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)
REGISTERED NUMBER: 03140076

BALANCE SHEET
AS AT 31 MARCH 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	12	250,513	229,252
		250,513	229,252
Current assets			
Debtors	13	246,897	198,826
Cash at bank and in hand		476,914	484,042
		723,811	682,868
Creditors: amounts falling due within one year	14	(53,711)	(79,672)
Net current assets		670,100	603,196
Total assets less current liabilities		920,613	832,448
Net assets excluding pension asset		920,613	832,448
Total net assets		920,613	832,448
Charity funds			
Restricted funds	15	29,604	30,604
Unrestricted funds	15	891,009	801,844
Total funds		920,613	832,448

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2024

The entity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the entity to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006.

However, an audit is required in accordance with section 144 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees on
12/19/2024 and signed on their behalf by:

Shaun Walbridge
(Treasurer)

Shaun Walbridge

The notes on pages 24 to 41 form part of these financial statements.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024**

	2024 £	2023 £
Cash flows from operating activities		
Net cash used in operating activities	27,467	29,693
Cash flows from investing activities		
Interest	4,608	1,502
Purchase of tangible fixed assets	(39,203)	(44,820)
Net cash used in investing activities	(34,595)	(43,318)
Cash flows from financing activities		
Interest	-	(1,153)
Net cash provided by/(used in) financing activities	-	(1,153)
Change in cash and cash equivalents in the year	(7,128)	(14,778)
Cash and cash equivalents at the beginning of the year	484,042	498,820
Cash and cash equivalents at the end of the year	476,914	484,042

The notes on pages 24 to 41 form part of these financial statements

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

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

1. General information

Youth Enquiry Service (Plymouth) Limited is a private company limited by guarantee without share capital, registered in England & Wales. The registered office is 14-16 Union Street, Derry's Cross, Plymouth, Devon, PL1 2SR.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Youth Enquiry Service (Plymouth) Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going concern

The trustees confirm that, having considered their expectations and intentions for the next twelve months, and the availability of working capital, the charity is a going concern.

2.3 Income

All income is recognised once the Company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

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

2. Accounting policies (continued)

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Company's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.5 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Company; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.6 Tangible fixed assets and depreciation

Tangible fixed assets costing £500 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, .

Depreciation is provided on the following bases:

Long-term leasehold property	- Over term of lease
Motor vehicles	- 25% Straight Line
Fixtures, fittings and equipment	- 10-20% Straight Line
Computer equipment	- 33% Straight Line

Gains and losses on disposals are determined by comparing the proceeds with the carrying amount and are recognised in the Statement of financial activities.

2.7 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

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

2. Accounting policies (continued)

2.8 Cash at bank and in hand

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

2.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

2.10 Financial instruments

The Company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.11 Operating leases

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

2.12 Pensions

The Company operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Company to the fund in respect of the year.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

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

2. Accounting policies (continued)

2.13 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Company and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Company for particular purposes. The costs 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.

Investment income, gains and losses are allocated to the appropriate fund.

3. Critical accounting estimates and areas of judgment

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The preparation of the financial statements requires management to make judgements, estimates and assumptions that effect the amounts reported for assets and liabilities as at the balance sheet date and the amounts reported for revenues and expenses during the year. However, the nature of estimation means that actual outcomes could differ from those estimates. Whilst there is a level of assumption in these judgements, the Trustees feel that these are unlikely to have a significant effect on, or cause material error to the amounts recognised in the financial statements.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

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

4. Income from donations and legacies

	Unrestricted funds 2024 £	Total funds 2024 £
Donations	1,955	1,955
	<u> </u>	<u> </u>
	<i>Unrestricted funds 2023 £</i>	<i>Total funds 2023 £</i>
Donations	1,550	1,550
	<u> </u>	<u> </u>

5. Income from charitable activities

	Unrestricted funds 2024 £	Total funds 2024 £	
Grants & Contracts	1,345,447	1,345,447	
Other Income	10,740	10,740	
	1,356,187	1,356,187	
	<i>Restricted funds 2023 £</i>	<i>Unrestricted funds 2023 £</i>	<i>Total funds 2023 £</i>
Grants & Contracts	204,572	1,208,640	1,413,212
Other Income	2,425	9,835	12,260
	206,997	1,218,475	1,425,472

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

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

6. Investment income

	Unrestricted funds 2024 £	Total funds 2024 £
Investment income	4,608	4,608
	<i>Unrestricted funds 2023 £</i>	<i>Total funds 2023 £</i>
Investment income	1,502	1,502

7. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2024 £	Total 2024 £
Charitable activities	1,274,585	1,274,585
	<i>Unrestricted funds 2023 £</i>	<i>Total 2023 £</i>
Charitable activities	1,409,804	1,409,804

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

8. Analysis of expenditure by activities

	Activities undertaken directly 2024 £	Support costs 2024 £	Total funds 2024 £
Charitable activities	1,065,441	209,144	1,274,585

	<i>As restated Activities undertaken directly 2023 £</i>	<i>As restated Support costs 2023 £</i>	<i>Total funds 2023 £</i>
Charitable activities	1,183,263	226,541	1,409,804

Analysis of support costs

	Support costs 2024 £	Total funds 2024 £
Depreciation	17,942	17,942
Telephone	15,711	15,711
Printing, postage and stationery	8,009	8,009
Legal and professional fees	14,365	14,365
Sundry expenses	6,413	6,413
Building maintenance, cleaning and displays	49,720	49,720
Insurances	13,775	13,775
Heat and light	12,467	12,467
Rents, rates and service charges	37,323	37,323
Bank charges and interest	1,119	1,119
IT System	20,960	20,960
Governance costs	11,340	11,340
	209,144	209,144

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

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

8. Analysis of expenditure by activities (continued)

Analysis of support costs (continued)

	<i>As restated Support costs 2023 £</i>	<i>Total funds 2023 £</i>
Depreciation	34,377	34,377
Telephone	18,306	18,306
Printing, postage and stationery	9,367	9,367
Legal and professional fees	14,600	14,600
Sundry expenses	3,015	3,015
Building maintenance, cleaning and displays	45,146	45,146
Insurances	13,780	13,780
Heat and light	11,004	11,004
Rents, rates and service charges	35,076	35,076
Bank charges and interest	1,153	1,153
IT System	28,762	28,762
Governance costs	11,955	11,955
	<u>226,541</u>	<u>226,541</u>

9. Auditors' remuneration

The auditors' remuneration amounts to an auditor fee of £6,700 (2023 - £6,550), and fees payable to the Charity's auditor in respect of all non audit services not included in the audit fee of £2,000 (2023 - £4,790).

10. Staff costs

	2024 £	2023 £
Wages and salaries	953,943	1,038,006
Social security costs	73,001	82,397
Contribution to defined contribution pension schemes	17,211	20,216
	<u>1,044,155</u>	<u>1,140,619</u>

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

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

10. Staff costs (continued)

The average number of persons employed by the Company during the year was as follows:

	2024	<i>2023</i>
	No.	<i>No.</i>
Average number of employees	43	<i>53</i>

No employee received remuneration amounting to more than £60,000 in either year.

All Trustees and certain senior employees who have authority and responsibility for planning, directing and controlling the activities of the charity and considered to be key management personnel. Total remuneration, including employers pension costs, in respect of these individuals is £163,355 (2023: £210,525). Trustees are not remunerated for their role as trustees.

11. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2023 - £NIL).

During the year ended 31 March 2024, no Trustee expenses have been incurred (2023 - £NIL).

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

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

12. Tangible fixed assets

	Leasehold property £	Fixtures and fittings £	Computer equipment £	Total £
Cost or valuation				
At 1 April 2023	285,266	89,540	72,324	447,130
Additions	-	35,476	3,727	39,203
At 31 March 2024	285,266	125,016	76,051	486,333
Depreciation				
At 1 April 2023	123,061	26,434	68,383	217,878
Charge for the year	4,915	9,904	3,123	17,942
At 31 March 2024	127,976	36,338	71,506	235,820
Net book value				
At 31 March 2024	157,290	88,678	4,545	250,513
At 31 March 2023	162,205	63,106	3,941	229,252

13. Debtors

	2024 £	2023 £
Due after more than one year		
Other debtors	1,166	-
	1,166	-
Due within one year		
Trade debtors	221,969	180,607
Other debtors	3,724	796
Prepayments and accrued income	20,038	17,423
	246,897	198,826

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

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

14. Creditors: Amounts falling due within one year

	2024	2023
	£	£
Trade creditors	9,679	17,883
Other taxation and social security	17,236	12,798
Other creditors	8,600	15,505
Accruals and deferred income	18,196	33,486
	53,711	79,672
	2024	2023
	£	£
Deferred income at 1 April 2023	9,035	25,161
Resources deferred during the year	2,238	9,035
Amounts released from previous periods	(9,035)	(25,161)
	2,238	9,035

Deferred income at 31 March 2024 related to SH sessions, POCA funding and hospital discharge income held in advance.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

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

15. Statement of funds

Statement of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
Unrestricted funds					
Designated funds					
Designated Capital Funds	229,249	-	-	21,264	250,513
Contingency Fund	30,000	-	-	-	30,000
Insights	64,752	-	-	(64,752)	-
Building Emergency Fund	-	-	-	40,000	40,000
Reserve Account	-	-	-	315,000	315,000
	<u>324,001</u>	<u>-</u>	<u>-</u>	<u>311,512</u>	<u>635,513</u>
General funds					
General Unrestricted Funds	477,843	1,362,750	(1,274,585)	(310,512)	255,496
	<u>801,844</u>	<u>1,362,750</u>	<u>(1,274,585)</u>	<u>1,000</u>	<u>891,009</u>
Restricted funds					
Drake Foundation	4,699	-	-	-	4,699
Progeny	10,000	-	-	-	10,000
Barnardo's	11,000	-	-	-	11,000
Sexual Health	3,905	-	-	-	3,905
A2A Co-Ordinator	1,000	-	-	(1,000)	-
	<u>30,604</u>	<u>-</u>	<u>-</u>	<u>(1,000)</u>	<u>29,604</u>
Total of funds	<u>832,448</u>	<u>1,362,750</u>	<u>(1,274,585)</u>	<u>-</u>	<u>920,613</u>

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

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

15. Statement of funds (continued)

Restricted funds represent specific projects which are restricted by virtue of their funding contracts.

Nature and purpose of restricted funds:-

Drake Foundation (Revenue)

This fund represents amounts received still to be paid out to individuals as grants. The Youth Hardship fund is to help young people to avert potential crisis of hardship.

Progeny

A three year project, commissions by Plymouth City Council but funded via all secondary schools in Plymouth, for providing whole school training in mental health and emotional wellbeing. The project trains teaching staff, parents/carers and students to provide opportunities for prevention of poor mental health and provision of early intervention to prevent avoidable escalation.

University of Plymouth Staff

This funding is included within the Icebreak control, and this is subsequently used to fund the use of a University of Plymouth staff member. This individual is a registered general practitioner and Mental Health professional and assesses clients for Icebreak (our early intervention service for personality disorder) but does not prescribe.

Sexual Health

Monies received from Devon County Council specifically for Sexual Health work with clients who live just outside the Plymouth area. This has been carried forward due to low footfall in the year as a result of the pandemic.

A2A Co-Ordinator

The A2A co-ordinator fund related to monies received from the Plymouth Alliance for appointing a fixed term (12 month) 2 day a week post for providing administrative support to the young person's accommodation hub that officially became located at the Zone from August 2021.

Barnardo's

The grant funding from Barnardo's is to enable the Charity to pilot a process for using data and improved triage as the means for identifying young people at potential risk of exploitation. The existing paperwork and interview process has been modified to better enable identification of those young people at increased risk, and consequently are in the position to target interventions and make appropriate referrals into specialist services, with the means for sharing meaningful data with consent of the individual.

SPARKS NSPCC

Funding received from the NSPCC for the Charity to produce and deliver a secondary age learning programme covering brain science, gender stereotypes, consent and pornography.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

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

15. Statement of funds (continued)

Designated funds include:-

Designated Capital Fund

Funds relating to the net book value of fixed assets purchased with unrestricted reserves.

Contingency Fund

As part of the Plymouth Alliance the Charity is exposed to a percentage of any potential overspend on the Alliance budget. As part of the contract signed with the Local Authority, all of the 7 Alliance partners have also signed a risk sharing agreement that identifies the proportion of risk each agency is exposed to, and the proportion of risk the The Zone is exposed to equates to 3.5% of any overspend. For this reason we have held a contingency fund in the event of any overspend within the year.

Insights

The CCG agreed to recurrent uplift in the value of the Insight contract by £78k. They made the decision late in the prior financial year (February 2021) but still awarded the whole amount for the year. After consultation with the CCG, they agreed that the Charity can designate use of the money awarded in 2020/21 for expenditure between 2021-2024. The money was used to retain staff who have been trained in provision of specialist therapeutic services.

Building Emergency Fund

Funds relating to the ongoing maintenance and repair works of the office building at 14-16 Union Street.

Reserve account

This balance of funds represents the reserve policy of Youth Enquiry Service Ltd. The reserves policy provides flexibility for movement of funds so the charity is in a better position to meet any future unexpected liabilities.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

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

15. Statement of funds (continued)

Statement of funds - prior year

	<i>Balance at 1 April 2022 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers in/out £</i>	<i>Balance at 31 March 2023 £</i>
Unrestricted funds					
Designated funds					
Designated Capital Funds	218,806	-	(34,377)	44,820	229,249
Contingency Fund	30,000	-	-	-	30,000
Insights	88,181	-	-	(23,429)	64,752
	<u>336,987</u>	<u>-</u>	<u>(34,377)</u>	<u>21,391</u>	<u>324,001</u>
General funds					
General Unrestricted Funds	431,790	1,221,527	(1,167,764)	(7,710)	477,843
Total Unrestricted funds	<u>768,777</u>	<u>1,221,527</u>	<u>(1,202,141)</u>	<u>13,681</u>	<u>801,844</u>
Restricted funds					
Drake Foundation	6,365	-	(1,666)	-	4,699
Progeny	23,681	32,192	(32,192)	(13,681)	10,000
Barnardo's	11,000	-	-	-	11,000
Sexual Health	3,905	106,521	(106,521)	-	3,905
University Of Plymouth Staff	-	12,364	(12,364)	-	-
A2A Co-Ordinator	-	4,000	(3,000)	-	1,000
Sparks NSPCC	-	51,920	(51,920)	-	-
	<u>44,951</u>	<u>206,997</u>	<u>(207,663)</u>	<u>(13,681)</u>	<u>30,604</u>
Total of funds	<u>813,728</u>	<u>1,428,524</u>	<u>(1,409,804)</u>	<u>-</u>	<u>832,448</u>

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

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

16. Summary of funds

Summary of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
Designated funds	324,001	-	-	311,512	635,513
General funds	477,843	1,362,750	(1,274,585)	(310,512)	255,496
Restricted funds	30,604	-	-	(1,000)	29,604
	<u>832,448</u>	<u>1,362,750</u>	<u>(1,274,585)</u>	<u>-</u>	<u>920,613</u>

Summary of funds - prior year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
Designated funds	336,987	-	(34,377)	21,391	324,001
General funds	431,790	1,221,527	(1,167,764)	(7,710)	477,843
Restricted funds	44,951	206,997	(207,663)	(13,681)	30,604
	<u>813,728</u>	<u>1,428,524</u>	<u>(1,409,804)</u>	<u>-</u>	<u>832,448</u>

17. Analysis of net assets between funds

Analysis of net assets between funds - current period

	Restricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	-	250,513	250,513
Debtors due after more than one year	-	1,166	1,166
Current assets	29,604	693,041	722,645
Creditors due within one year	-	(53,711)	(53,711)
Total	<u>29,604</u>	<u>891,009</u>	<u>920,613</u>

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

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

17. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior period

	<i>Restricted funds 2023 £</i>	<i>Unrestricted funds 2023 £</i>	<i>Total funds 2023 £</i>
Tangible fixed assets	-	229,252	229,252
Current assets	30,604	652,264	682,868
Creditors due within one year	-	(79,672)	(79,672)
Total	<u>30,604</u>	<u>801,844</u>	<u>832,448</u>

18. Reconciliation of net movement in funds to net cash flow from operating activities

	2024 £	2023 £
Net income for the period (as per Statement of Financial Activities)	88,165	18,720
Adjustments for:		
Depreciation charges	17,942	34,374
Interest received	(4,608)	(1,502)
Interest paid	-	1,153
Decrease/(Increase) in debtors	(47,177)	13,890
(Decrease)/Increase in creditors	(25,961)	(36,942)
Net cash provided by operating activities	<u>28,361</u>	<u>29,693</u>

19. Analysis of cash and cash equivalents

	2024 £	2023 £
Cash in hand	476,914	484,042
Total cash and cash equivalents	<u>476,914</u>	<u>484,042</u>

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A company limited by guarantee)

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

20. Analysis of changes in net debt

	At 1 April 2023 £	Cash flows £	At 31 March 2024 £
Cash at bank and in hand	484,042	(7,128)	476,914
	<u>484,042</u>	<u>(7,128)</u>	<u>476,914</u>

21. Pension commitments

The Charity operates a defined contributions pension scheme. The assets of the scheme are held separately from those of the Charity in an independent administered fund. The pension cost charge represents contributions payable by the Charity to the fund and amounted to £17,211 (2023: £20,216). Contributions totalling £6,559 (2023: £7,789) were payable to the fund at the balance sheet date and are included in creditors.

22. Operating lease commitments

At 31 March 2024 the Company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2024 £	2023 £
Not later than 1 year	18,475	17,729
Later than 1 year and not later than 5 years	14,736	31,201
	<u>33,211</u>	<u>48,930</u>

23. Members' liability

Each member of the charitable company undertakes to contribute to the assets of the company in the event of it being wound up while he/she is a member, or within one year after he/she ceases to be a member, such amount as may be required, not exceeding £10 for the debts and liabilities contracted before he/she ceases to be a member.

24. Related party transactions

The Company has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the Company at 31 March 2024.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED

England & Wales - Charity number 1051757

Accounts

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(Trading as The Zone)
(A COMPANY LIMITED BY GUARANTEE)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

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YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2023

Trustees	Shaun Walbridge, Treasurer Jessie Blackledge (resigned 19 May 2022) Malcolm Murray-Clark Darryl Keaton Stephanie Kenyon, Chair (resigned 19 May 2022) Jaid Ami Jane Bennett (appointed 16 March 2023)
Company registered number	03140076
Charity registered number	1051757
Registered office	The Zone 14-16 Union Street Plymouth Devon PL1 2SR
Company secretary	Mike Jarman
Chief executive officer	Mike Jarman
Independent auditors	Bishop Fleming LLP Chartered Accountants Salt Quay House 4 North East Quay Sutton Harbour Plymouth PL4 0BN

**YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

**TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2023**

The Trustees present their annual report together with the consolidated financial statements and auditors' report of the Charity for the year ended 31/03/23 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

TRUSTEES REPORT

Performance over past year

During 2022/23 we began to witness capacity and staff retention issues as a result of core contracts not having been increased in value over the preceding decade.

Taking into account inflation over that period (2012-2023) core costs of £1m in 2012 would have a current value of £1.3m. The charity has seen no increase in its core funding over that same period (on average £1m) which has resulted in issues with regard to attracting and retaining specialist staff which has started to impact on performance in key areas.

Additional funding awarded to us during 2022/23 related to provision of:

- Activity funded by the ICB and linked to hospital discharge of young people – a project delivered in partnership with other services from the Third Sector. Our role was provision of support to young people and families living within the Plymouth footprint.
- Activity funded via Changing Futures (PCC) for investigating and researching issues linked to children transitioning into adult services with a focus on those with experience of being in care.
- Activity as a result of providing training to secondary schools linked to the PSHE agenda and for promoting healthy relationships.

We remain confident that all activity we undertook during the past year fully supported our primary objective for relieving the effects of challenges to psychological and emotional health and well-being faced by young people in Plymouth and the surrounding area.

Strategically we continued to proactively & creatively deliver against our identified key aims for:

- Informing the public, professional and funders perception of the Zone with continued roll out of new marketing materials, expansion of our use of social media to promote services and/or campaigns and development of a new database for supporting movement away from paper records into electronic ones.
- Increasing opportunities for further integration of services within the Zone both delivered by us and alongside partner agencies with staff deployed to us from PCC, Shelter and Harbour – thus preventing the need for onward referrals into other organisations and reducing the number of times a young person in crisis is required to tell their story and risk being re-traumatised.
- Services increasingly co-designed with people using our services and with input from staff and their feedback.

The financial plans we had in place to strengthen our resilience in relation to any possible funding cuts in the short term, were again updated to reflect the ongoing and changing impact of pressures to local statutory funding.

We similarly continued to build our level of free reserves to be in the position to hopefully successfully bid for additional contracts, both independently and in partnership with other stakeholders.

**TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023**

With regard to research opportunities linked to being a learning organisation:

- We continued to deliver a bottom-up approach to communication and feedback encouraging open communication both within and across teams, providing opportunities to bring staff together to share knowledge/skills and to solve operational problems collaboratively.
- We broadened the range of training available via our electronic platform for training, giving additional choice/control for staff to learn in areas that were non-mandatory and offered opportunity for growth and development, with training recorded via electronic staff records tied into identified workforce development needs.

With regard to the latest CQC assessment of our registered services in 2022/23. In 2021/22 our registered services were assessed as being good in all areas (as being safe, effective, caring, responsive and well led). The services were providing safe care to people we work with and caseload numbers were not too high, with staff regularly contacting those on any waiting list. There were a small number of issues identified by CQC for improvement but nothing major. They carried out virtual inspections of the services during 2022/23 and saw no reason to modify their assessment.

As a Charity still operating within a wider system for supporting young people, a system that continues to see major local and regional cuts in service and system provision, we continue to experience increased demand for our services from people in emotional and financial crisis with ever increasing complex needs, and this was further exacerbated during 2022/23. We saw a 30% increase in attendance during 2022/23 as opposed to 2021/22, numbers were still lower than in the pre-pandemic period, but young people were presenting with increased complexity and increased risk.

As already referred to, during 2022/23 we needed to closely monitor fluctuation in demand, liaising with commissioners and other providers/partners/stakeholders, and as a consequence were able to redesign provision to best meet demand, without exposing the charity or its beneficiaries to any avoidable or increased potential risk.

The impact of the pandemic on our daily operations during 2022/23 reduced, we were able to redesign the environment to make it less clinical and more akin to previous ways of working. We continued to amend and implement service continuity plans, which further embedded new ways of hybrid working, many of which we are likely to continue.

OBJECTS AND ACTIVITIES

Objects

As previously referred to the Charity's objects, as set out in our Memorandum & Articles of Association signed in 1995, states that as a Charity we will aim to 'relieve and prevent suffering caused by mental or physical ill-health or by social or economic circumstances among young people by establishing, maintaining and developing a support service in Plymouth and the surrounding area for the giving of individual or group information, advice, support, counselling and training'.

In 2015 the Trustee Board revisited these objects and agreed to revise them and to state that the Charity would now aim to 'relieve the effects of challenges to psychological and emotional health and wellbeing, sexual and physical wellbeing, social inclusion, and financial and citizenship needs faced by young people living, learning and working in Plymouth and the surrounding area, by providing a range of early intervention and person-centred advice, guidance, training and personal development services in accessible and non-stigmatising environments'.

The proposed revision, although not formally adopted on our governing paperwork, still significantly informs how we practice today as it continues to support our wider inclusive work with families, affected others and communities to improve outcomes for children/young people.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

During 2020/21 we worked with external consultants to undertake activity with staff and other stakeholders as part of a rebranding exercise for the charity. This work was completed in Spring 2021 and enabled us to revisit our guiding mission rewording it into a strapline that every member of staff would be able to recite at will and something that we could use on future marketing. We specifically wanted to develop a phrase that young people as service users could readily and easily identify with, and the revised wording now states that the Zone provides 'free and confidential information and support to young people, always'. This strapline is now emblazoned across our main building and is at the forefront of all literature/publicity that we produce.

Activities

With regard to the activities delivered by the Charity during 2022/23 in support of achieving our aims. The following is a brief description of each commissioned service. The accompanying accounts will provide further detail concerning overall income and expenditure, but over 75% of total income generated remained linked to direct expenditure on pay, with 25% expenditure on non-pay costs.

Insight is our early intervention service for people aged 18-65 years who have experienced a first identified psychotic episode and/or are experiencing additional psychotic episodes or were identified as being 'at risk' of a mental state linked to psychosis. The service continued to be delivered in partnership between Zone employees and staff co-located from Livewell Southwest (Plymouth Community Healthcare CIC).

Insight continued to work with an average minimum 140 people at any one time, with a target to have people referred to the service into treatment by within 2 weeks if assessed as eligible. The service comprises a team of over 20 staff members from both organisations working together. There was no additional funding allocated to increase staffing levels and to retain registered practitioners. We saw a slight decline in relation to meeting referral targets, but remedial measures were put in place, but the focus on meeting referral targets meant we deprioritised other areas of activity, working within the resources available to us.

Icebreak is our early intervention service working with young people with emerging personality disorder, something generally triggered by childhood trauma.

The team continued to provide a friendly accessible service committed to supporting and empowering young people aged 16-25 years who were experiencing severe emotional distress and worked with an average minimum 85-90 young people at any one time. The service can work with a young person for up to 2 years. During 2022/23 Icebreak continued to receive an increase in referrals (circa 100%) resulting in demand outstripping capacity, and as a consequence they saw an unavoidable escalation in waiting times and waiting numbers. The commissioners were made aware of this and of what remedial measures were being put in place, though no additional funding was made available to help meet this increase in demand.

The Zone Accommodation Project (ZAP) remained the first point of contact for all homeless 16 and 17 year olds in the city. They provided information and advice to all homeless young people aged 16-25 and worked with the young person to explore their housing situation. They worked to draw up support plans, being able to provide up to 6 months support to keep young people in accommodation, and although commissioned originally to provide family mediation were asked instead to provide independent advocacy across the city for young people aged 16yrs – 18yrs presenting as homeless.

The service is funded by Plymouth City Council and works as part of The Plymouth Alliance for complex needs. During 2021/22 we embedded a new young person's accommodation hub within the Zone, this continued to operate during 2022/23. The plan was that the hub would provide opportunity for statutory and non-statutory staff from other agencies to be co-located with ZAP to undertake comprehensive and joint assessments of need. This was a recommendation from an inspection of accommodation for young people undertaken in Plymouth in Autumn 2019 by representatives from the Ministry of Housing, Communities and Local Government (MHCLG). The Department for Levelling Up, Housing and Communities made a visit to the city in 2022/23 to assess Plymouth's response to meeting the needs of homeless young people, and we are working with other stakeholders to assess how their recommendations might influence further delivery.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

The hardship fund is still available to any young person experiencing extreme hardship. The money is donated to the Zone by the Drake Foundation and we administer it on their behalf. There are many reasons a young person may need help from the fund including problems with benefits, budgeting and housing / homelessness. The average number of monthly payments made in 2022/23 remained lower than in previous years, as a direct result of young people being in lockdown and our inability to provide a daily drop-in service, but from those payments we made, the presenting needs remained constant and were predominantly linked to costs associated with food, priority debt, travel and support with fee's associated with acquiring legal documents.

'Front of House' is what the Charity calls the part of the organisation in which we use trained volunteers working under the supervision of paid staff. It includes the reception team, sexual health services, homeless support and helping young people with any other query they come in with. It is where most young peoples' journeys within the Zone begin. We do not receive funding for our work with volunteers through Front of House, though we do have contracts with Public Health Departments from the local Authorities of Plymouth, Devon and Cornwall to fund aspects of our sexual health activity.

Pre-Covid this service previously worked with an average minimum 4,500 different young people a year and was delivered in partnership with clinicians and clerical personnel from University Hospital Plymouth and Eddystone Trust. During 2022/23 clinicians were based with us on average two days a week (where previously it was six) so this service remained hardest hit by the legacy of COVID. We made the decision to no longer open on a Saturday for our drop-in service and we were still only able to work with a fraction of the volunteers that we had pre-pandemic.

We were able to provide access by appointment to our Tier 1 services (condoms, pregnancy testing, STI screening, healthy relationships advice) and numbers seen during 2022/23 were an increase on the preceding year but were still far lower than in previous years. However, as already stated, numbers were lower but complexity and severity of need had increased. Again, we saw an increase in the number of telephone calls for help/advice, and the number of enquiries through our website. Again, we used this period to look at how we could provide information and advice to young people going forwards that would not necessarily require a face-to-face visit, and these ideas were implemented during this reporting period.

Victims of Crime. The charity continued to be funded, via Victim Support on behalf of the Office of the Police & Crime Commissioner (OPCC) for Devon & Cornwall, to employ part time counsellors for supporting young people who are the victims of crime. During 2022/23 the service continued working remotely (via telephone or teams/zoom) but also provided face to face support, working with over 160 different young people, providing over 500 hours of individual support.

Progeny provides whole school training across 26 secondary and special schools in Plymouth to support emotional health and well-being of pupils and staff. During 2022/23 the majority of schools re-opened and we audited the changed needs of these schools and continued to provide bespoke training. In addition, we were again successful in drawing down additional monies to target other youth settings as well during this period, and we received funding to provide trauma informed training, and also for actively involving young people in developing training for professionals and for exploring the impact of crime on young people.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Aims, Values and Principles

The issues which we as a Charity seek to address are summarised in our objectives, but we also have a written Statement of Accountability that outlines how, as a voluntary organisation, we aim to be:

- effective and accountable,
- clear and open about our work,
- conscious of our social responsibilities.

In particular it provides examples of how we aim to:

- meet relevant standards,
- involve service users,
- be governed,
- promote and enable voluntary action,
- strive for equality and fairness, and
- be a good employer.

We similarly have a written Quality Assurance Framework (updated annually), the purpose of which is to support our additional aim for:

- ensuring continuing delivery of high-quality services that meet the full range of young people's needs.

As a major provider of young people's services within Plymouth, the Zone remained committed to ensuring continuous improvements to the quality and range of services provided during 2021/22. The framework we work to ensures that quality services are delivered in response to the specific requirements of the young people we work with, the public, and our commissioners and regulators.

During 2021/22 we continued to adhere to the Charity's Board Assurance Framework - a tool developed for providing an accurate overview of the corporate agenda reporting cycle for the Charity. This cycle provided an appropriate balance of historical triangulated data and strategic items for supporting assurance that the organisation was well run and meeting its aims. It is a framework for ensuring that the Board receives information that is both accurate and timely, with a level of assurance attributed to each source of data or information provided. This framework was designed to ensure that the Board could regularly assess its ability to set direction of the Charity, enable its staff and volunteers to deliver strategic aims in support of its objects, and do so to an appropriate standard and quality.

Reporting to the Board via our various processes was integral during 2022/23 as we were still unable to meet face to face for various reasons and so had to hold virtual meetings via teams or Zoom, hence a balance of information in advance of meetings was required to inform discussion and decision making.

We similarly have a set of core values and principles that we adhere to, that were originally agreed by our Board in May 2014, after consultation with staff and service users. Our values cover:

- working together for young people,
- treating people with dignity and respect,
- being committed to ensuring quality provision,
- treating individuals with compassion,
- improving young people's lives and opportunities, and for
- ensuring that everyone counts.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Our governing principles cover:

- provision of a comprehensive service available to all,
- access to our services based on need and not ability to pay,
- aspiration to the highest standards of excellence and professionalism,
- aspiration to put young people at the heart of everything we do,
- the intent to work across organisational boundaries and in partnership with others,
- commitment to providing best value for tax-payers money, and
- to be accountable to the public, communities and young people that we serve.

The Charity's aims, values and principles are integral for supporting the work that we do with vulnerable young people and adults, especially at this period in time, when we are seeing the infrastructure of both targeted and universal services for people living in Plymouth at risk, affected by the impact of COVID, Brexit and continuing/increasing austerity.

During 2022/23 we had identified the continued need for:

- looking at encouraging closer integration between our existing services both internally and externally (specifically with other agencies linked to shared pathways of care),
- focusing on developing and gaining additional investment for mental health services (our registered services and for counselling targeted at young people not in employment, education or training),
- developing additional meaningful contacts with school settings (places we had previously developed stronger strategic and operational links with in preparation for when relationships and sex education becomes mandatory from September 2020).

As already stated, activity during 2022/23 continued to be in response to recommendations set out in plans developed before the pandemic.

The means employed by us to achieve our aims and objectives included continued collaborative working with other providers as part of integrated commissioning arrangements. This entailed supporting service redesign at both the strategic and operational level. We continued to raise our profile as being both a willing and able provider (both individually and in partnership).

The criteria used to assess success in the reporting period were outlined in the charity's Quality Assurance Framework and via outcomes as agreed with commissioners and reflected within contracts. Activity undertaken needed to contribute to achievement of our statement of accountability for being open about the work we do and conscious of our social responsibilities. Specific quality indicators for the charity in 2022/23 continued to be:

- Achieving access to treatment times and waiting times for early intervention services.
- Ensuring no young person waited longer than 1 working day to be responded to if asking for help or enquiring about advice.
- Ensuring all complaints and serious incidents were responded to and reported accordingly.
- Staff employed by the charity recommend the Zone as a quality employer, even if unable to provide the same terms and conditions of employment as our statutory partners.
- Young people record their experience of contact with staff from the charity as being a positive one.

Significant activities undertaken during the period covered:

The most significant activity undertaken was the organisation's continuing collective response to the challenge of reinstating service provision after the pandemic and during a time of increasing austerity. The Trustees remained immensely proud and thankful for everything that Zone staff achieved in the face of these pressures.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Our Staff

In 2022/23 we undertook a staff survey, the findings of which were:

- 55% of staff responded (nationally the response rate for such surveys is closer to 37%).
- 84% reported there was a strong feeling of co-operation within their team.
- 66% reported that the workplace was a physically comfortable place to work.
- 70% reported that their job did not cause unreasonable stress.
- 62% reported to not feeling paid fairly for their role.
- 84% reported to being treated fairly.
- 76% reported receiving feedback to help them improve their performance.
- 82% reported to knowing how their work contributed to the overall success of the charity.
- 84% reported they valued and respected the leadership provided to them.
- 78% reported being valued and respected by leadership.
- 80% reported being respected by other staff members.
- 88% reported knowing the charity's overall goals.
- 78% reported that the charity constantly looks for ways to improve the services it offers.
- 78% reported that the charity listens to its staff.
- 74% reported that the charity acts on staff concerns.

Our volunteers

The Charity continued to rely on the contribution that volunteers make for ensuring the delivery of services, predominantly provision of activity linked to sexual health and homelessness prevention. During 2022/23 the charity recruited and trained 18 new volunteers. During 2022/23 we gradually introduced drop-in on a 5-day basis. The volunteers we had kept in regular contact with pre-pandemic came back to us, and we promoted a new volunteer recruitment programme that went live from 2022/23.

The Trustees again took the opportunity of thanking Volunteers for their hard work and commitment for supporting young people and families. Every year the demands of the role get harder, but volunteers tell us that the rewards they gain from undertaking this activity outweigh any difficulties.

Public Benefit Statement

The Trustees have reviewed the activities of the Charity in the light of the guidance published by the Charity Commission on public benefit (September 2013). The Trustees are satisfied that the Trust's activities continue to be for the public benefit, relating as they do to supporting young people / vulnerable families and helping them to reach their full potential. This benefits the wider community as it supports social inclusion and community cohesion. The charity has more than one purpose, however, as it also actively supports the training and deployment of volunteers. On average a volunteer for the charity will take a minimum three months to train and will remain with us for 2 years, with an average 40% of volunteers progressing into paid employment or education in a related field.

ACHIEVEMENTS AND PERFORMANCE

In relation to meeting the objectives or outcomes from our commissioned services, we either met the requirements of contracts or exceeded them, with the exception of the following:

- Sexual health where we continued to see a dip in previous numbers as a result of lockdown and clinicians being redirected to other sites, and as a consequence clinics were cancelled.
- Mental health where we breached the 2 week RTT for Insight and saw an unavoidable increase in numbers presenting for Icebreak which resulted in an increase in those waiting for a service.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Where there were potential financial penalties for failing to meet performance requirements, we did not incur such penalties. Where similarly the charity was subject to quality inspection of commissioned services, these too were successful, with the charity praised by commissioners for our governance and performance monitoring arrangements.

Impact Report

Specifically for 2022/23 we:

- Supported or worked with in excess of 5,000 different young people – a reduction on numbers seen in previous years prior to covid but an increase from 2021/22.
- Had 19 volunteers providing over 500 hours of support to young people - activity with a conservative value of £8,000– again a sizeable reduction on the hours of support provided in previous years.
- Provided over 90 youth hardship grants to young people in need (totalling £4k).
- Over 300 different young people were referred to our specialist counselling service.
- Our accommodation service (ZAP) secured over 75 grants for young people at risk of homelessness, with a total value exceeding £20,000.
- Our work in schools resulted in:
 - Over 200 school-based staff being trained in Mental Health First Aid.
 - Additional school staff had elements of Mental Health First Aid disseminated to them, of which 100% reported that this was beneficial to their roles.
 - Additional School Based Staff received bespoke training covering a variety of topics including: Healthy Relationships, Risk Taking Behaviour, Social Media, Trauma and Vicarious Trauma, Young People's Resilience and Self Esteem/Self Confidence.
 - Over 600 individual children and young people received workshops comprising sessions addressing Mental Health Awareness, Stress and Resilience.
 - Our targeted support programme was delivered to the majority of secondary schools and over 250 young people engaged.

Going concern

The Trustees have reviewed the circumstances of the Charity during 2022/23 and considered that adequate resources continued to be available to fund the activities of the Charity for the foreseeable future. The Trustees are of the view that the Charity is a going concern. They are aware that during 2022/23 the organisation was required to use an element of their free reserves to stay within budget, but this was predominantly linked to the decision to award all staff an additional payment of £300 each as a consequence of the predicted increase in energy prices and a modest pay rise. For further details please refer to the accounting policy in note 2.2.

Plans for future periods

The Charity retained the following areas as the key aspects of future plans to be pursued during the next financial year:

- Continuing to secure additional funds, from non-public sector sources, for expansion of primary and secondary mental health services.
- Developing the infrastructure to income generate from selling additional education and preventive work linked to whole school training and work in schools and with the business sector.
- Developing robust agreements / arrangements with partner agencies for sustainable and governed joint working.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Risk management

The principal risks faced by the Charity are:

- Operational risk
- Financial risk
- Effective management/decision-making
- Strategic risk
- Internal controls
- Compliance risk
- Ongoing impact of austerity

The Trustees have a risk management strategy that is regularly updated which covers all of the above points.

There is concern, however, that the organisation's 2 largest contracts for Mental Health are likely to be impacted upon during 2023/24 by local changes to commissioning arrangements. The organisation is in ongoing discussion with all parties to mitigate risk, and it is not likely to be until late 2023 that we receive firm indications of any changes to be made. As a consequence, the organisation is unable to provide clarity for income for 2024/25 but it is modelling the impact of losing either part of these core funding streams or all of these funding streams. A loss of either is likely to have significant impact, but we envisage the charity will continue to function, but will need to undergo a revision to the existing staffing structure with a view to altering the use it makes of existing estates/buildings.

Commissioning arrangements for our work supporting victims of crime are also likely to change during 2022/23, it is possible that we may not have a role in delivery beyond March 2023, we will be looking at the impact of losing this service both to clients and to the organisation.

The previous financial risk that the organisation was exposed to in relation to being a member of the Plymouth Alliance has been reduced, in that the budget for bed and breakfast has been removed, but we will not have an indication of the 2024/25 budget for this Alliance until early 2024.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Youth Enquiry Service Plymouth Limited (also known as 'The Zone') is a company limited by guarantee, governed by a signed Memorandum and Articles of Association. It is registered as a charity with the Charity Commission. Details of the Trustees who served throughout 2022/23 are included in the Reference and Administration Details section.

Method of recruitment and appointment or election of Trustees

As set out in the Articles of Association, the Chair of the Trustees and Treasurer are nominated and seconded annually by other voting members of the Board during the AGM. New Trustees are appointed by existing Trustees and the members of the charitable company and are recommended to serve for a period of at least 2 years to provide continuity.

The Memorandum and Articles provides a minimum of 6 Trustees, with no fixed maximum, with ideally no more than 2 Trustees due for re-appointment in any one year. The Trustees have the power to elect / co-opt further non-voting members to fill specialist roles.

When appointing new Trustees, the Board will give due consideration to the skills and experience mix of existing Trustees in order to ensure that the Board has the necessary skills to contribute fully to the Charity's development. New trustees may be sought by open advertisement or through existing members.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

The training and induction provided for new Trustees will depend upon their existing experience but would always include a tour of the Charity and a chance to meet other staff. All Trustees are provided with copies of a Trustee Handbook along with policies, procedures, minutes, accounts, budgets, plans and other documents that they will need to undertake their role as Trustees.

As there have historically only ever been an average of 2 new Trustees a year, induction tends to be done informally and is tailored specifically to the individual. Advantage is taken of specific courses offered by the Local Authority and other bodies, including access to online resources.

Organisational Structure

The Board of Trustees normally meets on the last Thursday of alternate months, and for additional away days held when agreed. Those attending meetings are elected Trustees alongside the CEO, Operations Manager, Registered Manager and Company Secretary. There are attempts to get additional staff and/or volunteer representation at every meeting of the Board.

The Board establishes an overall framework for the governance of the Charity and determines membership, terms of reference and procedures of Committees and other groups. It receives monthly or bi-monthly reports (including policies and notification of serious incidents or near misses) from the Corporate Team, Accountant and Project Leads for ratification. It monitors the activities of the commissioned projects through access to the minutes of their meetings. The Board may from time to time establish Working Groups to perform specific tasks over a limited timescale.

There is currently 1 sub-group as follows;

- Finance and Resources - this aims to meet at least 2 times a year and is responsible for monitoring, evaluating and reviewing policy and performance in relation to financial management, compliance with reporting and regulatory requirements and reporting. It also incorporates the role of an audit committee.

The following decisions are reserved to the Board of Trustees: to consider any proposals for changes to the status or constitution of the Charity and its committee structure, to appoint or remove the Chairman and/or Vice Chairman, to approve agreed development plans and budgets.

The Trustees are responsible for setting general policy, adopting an annual plan and budget, approving the statutory accounts, monitoring the Charity by the use of budgets and other data, and making major decisions about the direction of the Charity, capital expenditure and staff appointments.

Key management personnel

The Trustees and Board of Trustees have devolved responsibility for day-to-day management of the Charity to the key management personnel. The key management personnel comprise:

- Chief Executive Officer (37 hrs pw)
- Registered Manager for CQC (37 hrs pw)
- Operations Manager (27.5 hrs pw)
- HR Manager (33 hrs pw)
- Finance Manager (33 hrs pw)
- Performance & Information Officer (33 hrs pw)

Project Leads from each service also meet as a senior management team with the Operations Manager and/or Registered Manager. The key management personnel implement the policies laid down by the Trustees and report back to them on performance.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Related Parties and other Connected Charities and Organisations

None of our Trustees receive remuneration or other benefit from their work with the Charity.

The Charity continues to have a close relationship with Livewell Southwest CIC and Derriford Hospital who co-locate clinical staff from their organisations to operate within the Charity's premises. The charity is a registered site with the Care Quality Commission (CQC). The type of clinical staff co-located include registered mental health nurses, consultant psychiatrist, consultant psychologist, behavioural therapists, sexual health nurses, sexual health nurse prescribers, healthcare assistants and secretarial/administrative staff. There are agreements in place describing joint working arrangements.

Non-clinicians who worked from our premises during 2022/23 came from the city's drug and alcohol service (Harbour), SHELTER and an accommodation provider (PATH). We have in excess of 30 professionals from other organisations who also work from our premises.

REFERENCE AND ADMINISTRATIVE DETAILS

During the reporting period of 2022/23 the Charity had the following Directors/Trustees & Members:

Shaun Walbridge – Trustee (Treasurer) (from December 1995)
Stephanie Kenyon – Trustee (Chair) – Resigned May 2022
Daryl Keaton – Trustee (from 2018/19)
Tan Murray-Clark - Trustee (from 2018/19)
Jessie Blackledge – Trustee (from January 2022) Resigned May 2022
Jaid Bennett – Trustee (from March 2023)
Hayley Kent – Secretary to the Board (from 2013)
Mike Jarman – CEO & Board Secretary (from 2021)
Jo Campbell – Registered Manager (from December 2020)
Sean Mitchell – Operations Manager (from December 2020)
Two staff members may also attend Board meetings.

FUNDS HELD AS CUSTODIAN TRUSTEE ON BEHALF OF OTHERS

The Charity and its Trustees do not act as the Custodian Trustees of any other Charity.

TRUSTEES' RESPONSIBILITIES STATEMENT

The Trustees (who are also directors of Youth Enquiry Service Plymouth Ltd for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees 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;
- make judgments and accounting 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.

**YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

**TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023**

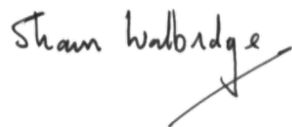
The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements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

DISCLOSURE OF INFORMATION TO AUDITORS

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charitable company's auditors are unaware, and
- that the Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any information needed by the charitable company's auditors in connection with preparing their report and to establish that the charitable company's auditors are aware of that information.

The Trustees' Report, incorporating a strategic report, was approved by order of the Board of Trustees, as the company directors, on and signed on its behalf by:

A handwritten signature in black ink that reads "Shaun Walbridge". The signature is written in a cursive style with a long horizontal stroke extending to the right.

Shaun Walbridge
Trustee

**YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
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INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED

OPINION

We have audited the financial statements of Youth Enquiry Service (Plymouth) Limited (the 'Charity') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

BASIS FOR OPINION

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

CONCLUSIONS RELATING TO GOING CONCERN

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

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

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

OTHER INFORMATION

The other information comprises the information included in the Annual Report other than the financial statements and our Auditors' Report thereon. The Trustees are responsible for the other information contained within the Annual Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

**YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
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INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED (CONTINUED)

OPINION ON OTHER MATTERS PRESCRIBED BY THE COMPANIES ACT 2006

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

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

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

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

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

RESPONSIBILITIES OF TRUSTEES

As explained more fully in the Trustees' Responsibilities Statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED (CONTINUED)

AUDITORS' 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 Auditors' Report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

- We have considered the nature of the sector, control environment, and financial performance;
- We have considered the results of enquiries with management and the Trustees in relation to their own identification and assessment of the risks of irregularities within the Charity;
- We have reviewed the documentation of key processes and controls and performed walkthroughs of transactions to confirm that the systems are operating in line with documentation;
- We have obtained and reviewed the Charity's documentation of their policies and procedures relating to:
 - o Identifying, evaluation and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - o Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
 - o The internal controls established to mitigate risks of fraud or noncompliance with laws and regulations;
- We have considered the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we have considered the opportunities and incentives that may exist within the Charity for fraud and identified the highest area of risk to be in relation to income recognition, with a particular risk in relation to deferred grant income. In common with all audits under ISAs (UK) we are also required to perform specific procedures to respond to the risk of management override.

We have also obtained an understanding of the legal and regulatory frameworks that the Charity operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the Charities Act 2011, Charities SORP 2019, UK Companies Act, FRS 102, the Care Quality Commission and the terms and conditions attaching to material grants received by the Charity.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the Charity's ability to operate or avoid a material penalty. These included the Health & Social Care Act, procurement rules of contracting authorities, data protection legislation, health and safety regulations, and employment legislation.

Our procedures to respond to risks identified included the following:

- Reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- Enquiring of management in relation to actual and potential claims or litigation;
- Performing analytical procedures to identify unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- Reviewing board meeting minutes;
- Performing detailed transactional testing in relation to the recognition of revenue with a particular focus around the deferred grant income; and

**YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
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INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED (CONTINUED)

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

We also communicated identified laws and regulations and potential fraud risks to all members of the engagement team and remained alert to possible indicators of fraud or non-compliance with laws and regulations throughout the audit.

As a result of the inherent limitations of an audit, there is a risk that not all irregularities, including a material misstatement in the financial statements or non-compliance with regulation, will be detected by us. This risk increases the further removed compliance with a law and regulation is from the events and transactions reflected in the financial statements, given we will be less likely to be aware of it, or should the irregularity occur as a result of fraud rather than a one-off error, as this may involve intentional concealment, forgery, collusion, omission or misrepresentation.

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

USE OF OUR REPORT

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

Pamela Tuckett FCA DChA (Senior Statutory Auditor)

for and on behalf of
Bishop Fleming LLP
Chartered Accountants
Statutory Auditors
Salt Quay House
4 North East Quay
Sutton Harbour
Plymouth
PL4 0BN

Date: 21/12/2023

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2023

	Note	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Income from:					
Donations and legacies	4	-	1,550	1,550	1,453
Charitable activities	5	206,997	1,218,475	1,425,472	1,337,121
Investments		-	1,502	1,502	34
Total income		206,997	1,221,527	1,428,524	1,338,608
Expenditure on:					
Charitable activities	6	207,663	1,202,141	1,409,804	1,376,139
Total expenditure		207,663	1,202,141	1,409,804	1,376,139
Net (expenditure)/income		(666)	19,386	18,720	(37,531)
Transfers between funds	13	(13,681)	13,681	-	-
Net movement in funds		(14,347)	33,067	18,720	(37,531)
Reconciliation of funds:					
Total funds brought forward	13	44,951	768,777	813,728	851,259
Net movement in funds	13	(14,347)	33,067	18,720	(37,531)
Total funds carried forward		30,604	801,844	832,448	813,728

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

The notes on pages 21 to 36 form part of these financial statements.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)
REGISTERED NUMBER:03140076

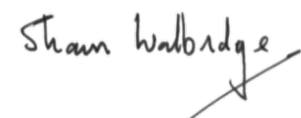
BALANCE SHEET
AS AT 31 MARCH 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	10	229,252	218,806
		229,252	218,806
Current assets			
Debtors	11	198,826	212,716
Cash at bank and in hand	17	484,042	498,820
		682,868	711,536
Creditors: amounts falling due within one year	12	(79,672)	(116,614)
Net current assets		603,196	594,922
Total net assets		832,448	813,728
Charity funds			
Restricted funds	13	30,604	44,951
Unrestricted funds	13	801,844	768,777
Total funds		832,448	813,728

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:



Shaun Walbridge
Trustee

Date: *21/12/2023*

The notes on pages 21 to 36 form part of these financial statements.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023

	2023	2022
	£	£
Cash flows from operating activities		
Net cash provided by operating activities	29,693	59,387
Cash flows from investing activities		
Interest received	1,502	-
Purchase of tangible fixed assets	(44,820)	(15,655)
Net cash used in investing activities	(43,318)	(15,655)
Cash flows from financing activities		
Interest paid	(1,153)	-
Change in cash and cash equivalents in the year	(14,778)	43,732
Cash and cash equivalents at the beginning of the year	498,820	455,088
Cash and cash equivalents at the end of the year	484,042	498,820

The notes on pages 21 to 36 form part of these financial statements

**YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

1. GENERAL INFORMATION

Youth Enquiry Service (Plymouth) Limited is a company limited by guarantee, incorporated in England and Wales. The liability of members for debts of the company is limited by guarantee to an amount not exceeding ten pounds. The registered office is The Zone, 14-16 Union Street, Plymouth, Devon, PL1 2SR.

2. ACCOUNTING POLICIES

2.1 BASIS OF PREPARATION OF FINANCIAL STATEMENTS

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Youth Enquiry Service (Plymouth) Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 GOING CONCERN

The Charity has prepared the accounts on the going concern basis. The Trustees have reviewed the circumstances of the Charity during 2022/23 and consider that adequate resources continued to be available to fund the activities of the Charity for the foreseeable future. The Trustees are of the view that the Charity is a going concern. They are aware that during 2022/23 the Charity needed to use an element of its free reserves to stay within budget, but this was predominantly linked to the decision to award all staff an additional payment of £300 each as a consequence of the predicted increase in energy prices and a modest pay rise.

The Trustees forecast a small deficit for the year to 31 March 2024. After this date the future is more uncertain. However, the Trustees have prepared forecasts for the year ending 31 March 2025 that exclude two contracts which have not been retained on retender, and these forecasts show a worst case scenario of £194K deficit. The Charity has sufficient reserves, represented by cash at bank, to comfortably fund this worst case scenario. At the year end the Charity had net current assets of £603K and free reserves of £478K. If the contract staff are TUPED to the new service providers, then the forecast deficit will be significantly less as this would remove the redundancy cost which is currently included in the forecast.

The loss of the two contracts has been planned for and the core functions are being remodelled to ensure the Charity remains efficient and effective. The Trustees are confident that new income streams will be identified to enable the Charity to continue to deliver essential services to the young people in Plymouth and the surrounding area.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

2. ACCOUNTING POLICIES (continued)

2.3 FUND ACCOUNTING

General funds are unrestricted funds which 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.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

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 costs 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.

Investment income, gains and losses are allocated to the appropriate fund.

2.4 INCOME

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

2.5 EXPENDITURE

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.6 INTEREST RECEIVABLE

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

2. ACCOUNTING POLICIES (continued)

2.7 TANGIBLE FIXED ASSETS AND DEPRECIATION

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following bases:

Leasehold property	- 14-16 Union Street - over term of the lease
Motor vehicles	- 25% straight line
Fixtures, fittings and equipment	- 10-20% straight line
Computer equipment	- 33.3% straight line

2.8 LIABILITIES AND PROVISIONS

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of Financial Activities as a finance cost.

2.9 FINANCIAL INSTRUMENTS

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.10 OPERATING LEASES

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the lease term.

2.11 PENSIONS

The Charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the fund in respect of the year.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

3. CRITICAL ACCOUNTING ESTIMATES AND AREAS OF JUDGEMENT

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The preparation of the financial statements requires management to make judgements, estimates and assumptions that effect the amounts reported for assets and liabilities as at the balance sheet date and the amounts reported for revenues and expenses during the year. However, the nature of estimation means that actual outcomes could differ from those estimates. Whilst there is a level of assumption in these judgements, the Trustees feel that these are unlikely to have a significant effect on, or cause material error to the amounts recognised in the financial statements.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

4. INCOME FROM DONATIONS AND LEGACIES

	Unrestricted funds 2023 £	Total funds 2023 £
Donations	1,550	1,550

	Unrestricted funds 2022 £	Total funds 2022 £
Donations	1,453	1,453

5. INCOME FROM CHARITABLE ACTIVITIES

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £
Grants and contracts	204,572	1,208,640	1,413,212
Other income	2,425	9,835	12,260
TOTAL 2023	206,997	1,218,475	1,425,472

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £
Grants and contracts	72,346	1,257,509	1,329,855
Other income	-	7,266	7,266
TOTAL 2022	72,346	1,264,775	1,337,121

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

6. ANALYSIS OF EXPENDITURE BY ACTIVITIES

	Activities undertaken directly 2023 £	Support costs 2023 £	Total funds 2023 £
Grants and contracts	1,195,218	214,586	1,409,804

	Activities undertaken directly 2022 £	Support costs 2022 £	Total funds 2022 £
Grants and contracts	1,160,745	215,394	1,376,139

ANALYSIS OF SUPPORT COSTS

	Total funds 2023 £	Total funds 2022 £
Depreciation	34,377	26,773
Telephone costs	18,306	18,785
Printing, postage and stationery	9,367	11,422
Legal and professional fees	14,600	14,292
Sundry expenses	3,015	8,059
Building maintenance, cleaning and displays	45,146	52,107
Insurances	13,780	15,251
Heat and light	11,004	10,595
Rent, rates and service charges	35,076	33,244
Bank charges and interest	1,153	1,181
IT system	28,762	23,685
	214,586	215,394

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

7. AUDITORS' REMUNERATION

	2023 £	2022 £
Fees payable to the Charity's auditor for the audit of the Charity's annual accounts	6,550	6,200
Fees payable to the Charity's auditor in respect of: All non-audit services not included above	4,790	4,540

8. STAFF COSTS

	2023 £	2022 £
Wages and salaries	1,038,006	1,009,827
Social security costs	82,397	78,908
Contribution to defined contribution pension schemes	20,216	20,041
	1,140,619	1,108,776

The average number of persons employed by the Charity during the year was as follows:

	2023 No.	2022 No.
Average employees	53	53

No employee received remuneration amounting to more than £60,000 in either year.

All Trustees and certain senior employees who have authority and responsibility for planning, directing and controlling the activities of the Charity are considered to be key management personnel. Total remuneration in respect of these individuals is £210,525 for 6 personnel (2022: £204,640 for 6 personnel). Trustees are not remunerated for their role as Trustees.

During the year the Charity received the services of 23 volunteers (2022: 32). No monetary value is attributable to volunteers.

9. TRUSTEES' REMUNERATION AND EXPENSES

During the year, no Trustees received any remuneration or other benefits (2022 - £NIL).

During the year ended 31 March 2023, no Trustee expenses have been incurred (2022 - £NIL).

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

10. TANGIBLE FIXED ASSETS

	Long-term leasehold property £	Fixtures and fittings £	Computer equipment £	Total £
COST OR VALUATION				
At 1 April 2022	285,266	45,690	71,354	402,310
Additions	-	43,850	970	44,820
At 31 March 2023	285,266	89,540	72,324	447,130
DEPRECIATION				
At 1 April 2022	118,146	21,482	43,876	183,504
Charge for the year	4,915	4,952	24,507	34,374
At 31 March 2023	123,061	26,434	68,383	217,878
NET BOOK VALUE				
At 31 March 2023	162,205	63,106	3,941	229,252
At 31 March 2022	167,120	24,208	27,478	218,806

11. DEBTORS

	2023 £	2022 £
DUE WITHIN ONE YEAR		
Trade debtors	180,607	198,213
Other debtors	18,219	14,503
	198,826	212,716

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Trade creditors	17,883	28,956
Other taxation and social security	12,798	26,476
Other creditors	15,505	7,284
Accruals and deferred income	33,486	53,898
	<u>79,672</u>	<u>116,614</u>
	<u><u>79,672</u></u>	<u><u>116,614</u></u>
	2023	2022
	£	£
DEFERRED INCOME		
Deferred income at 1 April 2022	25,161	19,670
Resources deferred during the year	9,035	25,161
Amounts released from previous periods	(25,161)	(19,670)
	<u>9,035</u>	<u>25,161</u>
Deferred income at 31 March 2023	<u><u>9,035</u></u>	<u><u>25,161</u></u>

The Charity's bank, National Westminster Bank PLC holds a legal charge over the leasehold property.

The deferred income balance relates to donations and contract income received in advance.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

13. STATEMENT OF FUNDS

STATEMENT OF FUNDS - CURRENT YEAR

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
UNRESTRICTED FUNDS					
DESIGNATED FUNDS					
Designated Capital Funds	218,806	-	(34,377)	44,820	229,249
Contingency Fund	30,000	-	-	-	30,000
Insights	88,181	-	-	(23,429)	64,752
	<u>336,987</u>	<u>-</u>	<u>(34,377)</u>	<u>21,391</u>	<u>324,001</u>
GENERAL FUNDS					
General Unrestricted Funds	431,790	1,221,527	(1,167,764)	(7,710)	477,843
TOTAL UNRESTRICTED FUNDS	<u>768,777</u>	<u>1,221,527</u>	<u>(1,202,141)</u>	<u>13,681</u>	<u>801,844</u>
RESTRICTED FUNDS					
Drake Foundation (Revenue)	6,365	-	(1,666)	-	4,699
Progeny	23,681	32,192	(32,192)	(13,681)	10,000
Barnardo's	11,000	-	-	-	11,000
Sexual Health	3,905	106,521	(106,521)	-	3,905
University of Plymouth Staff	-	12,364	(12,364)	-	-
A2A Co-Ordinator	-	4,000	(3,000)	-	1,000
SPARKS NSPCC	-	51,920	(51,920)	-	-
	<u>44,951</u>	<u>206,997</u>	<u>(207,663)</u>	<u>(13,681)</u>	<u>30,604</u>
TOTAL OF FUNDS	<u>813,728</u>	<u>1,428,524</u>	<u>(1,409,804)</u>	<u>-</u>	<u>832,448</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

13. STATEMENT OF FUNDS (CONTINUED)

Restricted funds represent specific projects which are restricted by virtue of their funding contracts.

Nature and purpose of restricted funds:-

Drake Foundation (Revenue)

This fund represents amounts received still to be paid out to individuals as grants. The Youth Hardship fund is to help young people to avert potential crisis of hardship.

Progeny

A three year project, commissioned by Plymouth City Council but funded via all secondary schools in Plymouth, for providing whole school training in mental health and emotional wellbeing. The project trains teaching staff, parents/carers and students to provide opportunities for prevention of poor mental health and provision of early intervention to prevent avoidable escalation.

University of Plymouth Staff

This funding is included within the Icebreak control, and this is subsequently used to fund the use of a University of Plymouth staff member. This individual is a registered general practitioner and Mental Health professional and assesses clients for Icebreak (our early intervention service for personality disorder) but does not prescribe.

See, Hear, Respond

A service provided across England by Barnados and a group of national and local community-based organisations in response to Covid-19. The Zone were considered a local community based provider. The programme delivered a three strand model in response to children experiencing harm and increased adversity at a time when services were required to shape their response and approach to addressing new emerging need. Specifically we provided access to therapeutic support to children (counselling) with access to non-therapeutic support and advice for parents.

Infection Control

The Department of Health and Social Care made available grant funding via the 'Adult Social Care Infection Control Fund'. The funding related to the period Jan 2021 – April 2021. The purpose of this fund was to support adult social care providers to take additional steps to tackle the risk of COVID-19 infections and the Department wanted local authorities (who administered the fund) to consider using this fund to put in place infection prevention and control (IPC) measures to support the resumption of services, the type of which the Zone operates and/or delivers.

Sexual Health

Monies received from Devon County Council specifically for Sexual Health work with clients who live just outside the Plymouth area. This has been carried forward due to low footfall in the year as a result of the pandemic.

A2A Co-Ordinator

The A2A coordinator fund related to monies received from the Plymouth Alliance for appointing a fixed term (12 month) 2 day a week post for providing administrative support to the young person's accommodation hub that officially became located at the Zone from August 2021.

Barnardo's

The grant funding from Barnardo's is to enable the Charity to pilot a process for using data and improved triage as the means for identifying young people at potential risk of exploitation. The existing paperwork and interview process has been modified to better enable identification of those young people at increased risk, and consequently are in the position to target interventions and make appropriate referrals into specialist services, with the means for sharing meaningful data with consent of the individual.

SPARKS NSPCC

Funding received from the NSPCC for the Charity to produce and deliver a secondary age learning programme covering brain science, gender stereotypes, consent and pornography.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

13. STATEMENT OF FUNDS (CONTINUED)

Designated funds include:-

Designated Capital Fund

Funds relating to the net book value of fixed assets purchased with unrestricted reserves.

Contingency Fund

As part of the Plymouth Alliance the Charity is exposed to a percentage of any potential overspend on the Alliance budget. As part of the contract signed with the Local Authority, all of the 7 Alliance partners have also signed a risk sharing agreement that identifies the proportion of risk each agency is exposed to, and the proportion of risk that The Zone is exposed to equates to 3.5% of any overspend. For this reason we have held a contingency fund in the event of any overspend within year. Thus far between 2019-2022 we have not required access to this fund and we are confident that there is no historic deficit of overspend to be clawed back relating to this period.

Insights

The CCG agreed a recurrent uplift in the value of the Insight contract by £78k. They made the decision late in the prior financial year (February 2021) but still awarded the whole amount for the year. After consultation with the CCG they agreed that the Charity can designate use of the money awarded in 2020/21 for expenditure between 2021-2024. The money will be used to retain staff who have been trained in provision of specialist therapeutic services.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

13. STATEMENT OF FUNDS (CONTINUED)

STATEMENT OF FUNDS - PRIOR YEAR

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2022 £
UNRESTRICTED FUNDS					
DESIGNATED FUNDS					
Designated Capital Funds	229,925	-	(26,774)	15,655	218,806
Contingency Fund	10,000	-	-	20,000	30,000
Insights	78,000	-	-	10,181	88,181
	<u>317,925</u>	<u>-</u>	<u>(26,774)</u>	<u>45,836</u>	<u>336,987</u>
GENERAL FUNDS					
General Unrestricted Funds	<u>456,189</u>	<u>1,266,262</u>	<u>(1,244,825)</u>	<u>(45,836)</u>	<u>431,790</u>
TOTAL UNRESTRICTED FUNDS	<u>774,114</u>	<u>1,266,262</u>	<u>(1,271,599)</u>	<u>-</u>	<u>768,777</u>
RESTRICTED FUNDS					
Drake Foundation (Revenue)	6,365	-	-	-	6,365
Progeny	40,000	44,859	(61,178)	-	23,681
University of Plymouth Staff	-	11,487	(11,487)	-	-
See, Hear, Respond	25,375	-	(25,375)	-	-
Barnardo's	-	11,000	-	-	11,000
Infection Control	1,500	-	(1,500)	-	-
Sexual Health	3,905	-	-	-	3,905
A2A Co-Ordinator	-	5,000	(5,000)	-	-
	<u>77,145</u>	<u>72,346</u>	<u>(104,540)</u>	<u>-</u>	<u>44,951</u>
TOTAL OF FUNDS	<u>851,259</u>	<u>1,338,608</u>	<u>(1,376,139)</u>	<u>-</u>	<u>813,728</u>

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

14. SUMMARY OF FUNDS

SUMMARY OF FUNDS - CURRENT YEAR

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
Designated funds	336,987	-	(34,377)	21,391	324,001
General funds	431,790	1,221,527	(1,167,764)	(7,710)	477,843
Restricted funds	44,951	206,997	(207,663)	(13,681)	30,604
	<u>813,728</u>	<u>1,428,524</u>	<u>(1,409,804)</u>	<u>-</u>	<u>832,448</u>

SUMMARY OF FUNDS - PRIOR YEAR

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2022 £
Designated funds	317,925	-	(26,774)	45,836	336,987
General funds	456,189	1,266,262	(1,244,825)	(45,836)	431,790
Restricted funds	77,145	72,346	(104,540)	-	44,951
	<u>851,259</u>	<u>1,338,608</u>	<u>(1,376,139)</u>	<u>-</u>	<u>813,728</u>

15. ANALYSIS OF NET ASSETS BETWEEN FUNDS

ANALYSIS OF NET ASSETS BETWEEN FUNDS - CURRENT YEAR

	Restricted funds 2023 £	Unrestricted funds 2023 £	Total funds 2023 £
Tangible fixed assets	-	229,252	229,252
Current assets	30,604	652,264	682,868
Creditors due within one year	-	(79,672)	(79,672)
TOTAL	<u>30,604</u>	<u>801,844</u>	<u>832,448</u>

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

15. ANALYSIS OF NET ASSETS BETWEEN FUNDS (CONTINUED)

ANALYSIS OF NET ASSETS BETWEEN FUNDS - PRIOR YEAR

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £
Tangible fixed assets	-	218,806	218,806
Current assets	66,765	644,771	711,536
Creditors due within one year	(21,814)	(94,800)	(116,614)
TOTAL	44,951	768,777	813,728

16. RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2023 £	2022 £
Net income/expenditure for the year (as per Statement of Financial Activities)	18,720	(37,531)
ADJUSTMENTS FOR:		
Depreciation charges	34,374	26,774
Interest received	(1,502)	-
Interest paid	1,153	-
Decrease in debtors	13,890	42,305
Increase/(decrease) in creditors	(36,942)	27,839
NET CASH PROVIDED BY OPERATING ACTIVITIES	29,693	59,387

17. ANALYSIS OF CASH AND CASH EQUIVALENTS

	2023 £	2022 £
Cash in hand	484,042	498,820

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

18. ANALYSIS OF CHANGES IN NET DEBT

	At 1 April 2022	Cash flows	At 31 March 2023
	£	£	£
Cash at bank and in hand	498,820	(14,778)	484,042

19. PENSION COMMITMENTS

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Charity in an independently administered fund. The pension cost charge represents contributions payable by the Charity to the fund and amounted to £20,216 (2022: £20,041). Contributions totaling £7,789 (2022: £4,388) were payable to the fund at the balance sheet date and are included in creditors.

20. OPERATING LEASE COMMITMENTS

At 31 March 2023 the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2023 £	2022 £
Not later than 1 year	17,729	18,024
Later than 1 year and not later than 5 years	31,201	60,417
Later than 5 years	-	338
	48,930	78,779

21. CONTROLLING PARTY

The Charity is controlled by the Board of Trustees.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED

England & Wales - Charity number 1051757

Accounts

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(Trading as The Zone)
(A COMPANY LIMITED BY GUARANTEE)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

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YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2022

Trustees	Shaun Walbridge, Treasurer Jessie Blackledge (appointed 19 January 2021, resigned 19 May 2022) Tanmayo Murray-Clark Darryl Keaton Stephanie Kenyon, Chair (resigned 2 March 2022) Natalie Stirrat (resigned 1 November 2021)
Company registered number	03140076
Charity registered number	1051757
Registered office	The Zone 14-16 Union Street Plymouth Devon PL1 2SR
Company secretary	Mike Jarman
Chief executive officer	Mike Jarman
Independent auditors	Bishop Fleming LLP Chartered Accountants Salt Quay House 4 North East Quay Sutton Harbour Plymouth PL4 0BN

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2022

The Trustees present their annual report together with the consolidated financial statements and auditors' report of the Charity for the year ended 31/03/21 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

Performance over past year

The impact of COVID-19 and its various variants was still being felt throughout 2021/22, and this obviously impacted upon performance. We restored services only to then have to then accommodate restrictions to numbers of people (service users and staff) able to meet in public spaces to then access or deliver these services.

Staff had timely access to COVID vaccinations which provided a level of security for continuing service delivery, but for some the restricted living and working conditions over the previous 12-18 months began to have adverse effects on their emotional health and psychological wellbeing. As a consequence we actively listened to staff and put in place additional means for supporting them, and acted upon the results of the 2020 staff survey that was initially undertaken to measure the impact from working at home, putting in place recommendations they had made for: providing access to tools/information to help them in their roles; addressing issues to do with travel; ensuring appropriate breaks and time away from work were taken; ensuring appropriate contact with managers and for providing greater communication on a more regular basis.

We similarly liaised with other organisations from our sector to see if there were lessons to be learnt / shared with regard to managing the impact of COVID on performance. As a charity working in the non-statutory sector we discovered that what we experienced in 2021/22 was not that dissimilar to what other comparable services had experienced. On the whole:

- 90% of comparable charities had experienced a negative impact - whether on delivery, finances, staff, staff morale and overall uncertainty.
- The majority saw a loss of income - we did not.
- A third experienced a shortage of volunteers - our volunteer numbers shrank by 70%.
- The number of charity's reporting that they were facing insolvency was up by a third on the previous year - luckily this did not apply to us.
- Roughly 40% of charities reported having to dip into their reserves - we did not.
- In line with other organisations of our size we had made previous use of furlough, but had made no use of furlough during 2021/22.

Our resilience potentially resulted from our ability to address head on the challenges we faced, taking action to adapt our services to restrictions that were imposed.

During this reporting period we lost none of our contracts, and delivered against these contracts with only poor performance in limited areas. Areas of poor performance related to demand outstripping capacity (Icebreak), and our choice to prioritise face to face contact with clients above criteria linked to referral to treatment (Insight) and the commissioners were aware of the context for what had occurred.

Staff continued to deliver services via hybrid working arrangements, which we envisage retaining where possible, and staff turnover remained on the same level as in previous years, which again provided stability with regard to performance. We saw an increase in access for support and guidance via the internet and telephone, activity which we developed systems to better capture and audit. In response to the changing nature of delivery we updated operational policies and procedures

**YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
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**TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

Additional funding awarded to us during 2021/22 related to provision of:

- Additional work in schools to address the longer term impact of covid on young people.
- Activity to identify young people at increased risk of harm – with processes for improving our recording and reporting of risk.
- Coordination of a young persons accommodation hub with ability for colocation of workers from allied services.
- Activity related to reverse peer mentoring of police officers to improve their response when working with young people.

We remain confident that all activity we undertook during the past year fully supported our primary objective for relieving the effects of challenges to psychological and emotional health and well-being faced by young people in Plymouth and the surrounding area.

Strategically we continued to proactively & creatively deliver against our previously identified key aims for:

- Informing the public, professional and funders perception of the Zone with further roll out of our new marketing materials and expansion of our web site.
- Increasing opportunities for further integration of services within the Zone both delivered by us and alongside partner agencies – services codesigned with people using our services.
- The opportunity for organisations to be co-located within our premises to enable a more timely response when referrals were made.

The financial plans we had in place to strengthen our resilience in relation to any possible funding cuts in the short term, were again updated to reflect the ongoing and changing impact of COVID-19 alongside the impact of Brexit, and we continued to build our capacity and retain our level of free reserves to be in the position to hopefully successfully bid for additional contracts both independently and in partnership with other stakeholders.

With regard to research opportunities linked to being a learning organisation:

- We retained a lead CBTp Practitioner who has actively been supporting the Charity to look at opportunities for embedding work across our services or in partnership for addressing the needs of those at risk of a mental state (ARMS) who during 2021/22 took on a part time training role working within our local University.
- We have undertaken further consultation with service users to inform service development and to give guidance as to how they would like us to deliver services via appointments and drop-in.
- We were invited to support a city wide bid, as lead partner, to look at ways to bring vulnerable young people in closer proximity to work and education.
- We trained additional staff in processes for undertaking 'appreciative enquiry' with their service users in a bid to foster new ways of gathering both qualitative and quantitative data/information about their journey with us.
- Had a researcher from Shelter co-located within our premises interviewing staff and young people about their experiences of youth homelessness.

With regard to the latest CQC inspection of our registered services in 2021/22. Our services were assessed as being good in all areas (as being safe, effective, caring, responsive and well led). The services were providing safe care to people we work with and caseload numbers were not too high, with staff regularly contacting those on any waiting list. There were a small number of issues identified by CQC for improvement but nothing major.

As a Charity still operating within a wider system for supporting young people, a system that continues to see major local and regional cuts in service provision we continue to experience increased demand for our services from people in emotional and financial crisis with ever increasing complex need, and this was further exacerbated during 2021/22.

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**TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

Over this reporting period we closely monitored fluctuation in demand, liaising with commissioners and other providers, and as a consequence continued to redesign provision to best meet demand, without exposing the charity or its beneficiaries to any avoidable or potential risk.

As already stated, the biggest change that we witnessed during 2021/22 was the continuing impact of Covid on our daily operations. We were required to amend and implement service continuity plans, which resulted in embedding ways of hybrid working, many of which we are likely to continue.

OBJECTS AND ACTIVITIES

Objects

As previously referred to the Charity's objects, as set out in our Memorandum & Articles of Association signed in 1995, states that as a Charity we will aim to 'relieve and prevent suffering caused by mental or physical ill-health or by social or economic circumstances among young people by establishing, maintaining and developing a support service in Plymouth and the surrounding area for the giving of individual or group information, advice, support, counselling and training'.

In 2015 the Trustee Board revisited these objects and agreed to revise them and to state that the Charity would now aim to 'relieve the effects of challenges to psychological and emotional health and wellbeing, sexual and physical wellbeing, social inclusion, and financial and citizenship needs faced by young people living, learning and working in Plymouth and the surrounding area, by providing a range of early intervention and person centred advice, guidance, training and personal development services in accessible and non-stigmatising environments'. The proposed revision, although not formally adopted on our governing paperwork, still significantly informs how we practice today as it continues to support our wider inclusive work with families and communities to improve outcomes for children/young people.

During 2020/21 we worked with external consultants to undertake activity with staff and other stakeholders as part of a rebranding exercise for the charity. This work was completed in Spring 2021 and enabled us to revisit our guiding mission rewording it into a strapline that every member of staff would be able to recite at will and something that we could use on future marketing. We specifically wanted to develop a phrase that young people as service users could readily and easily identify with, and the revised wording now states that the Zone provides 'free and confidential information and support to young people, always'.

Activities

With regard to the activities delivered by the Charity during 2021/22 in support of achieving our aims. The following is a brief description of each commissioned service. The accompanying accounts will provide further detail concerning overall income and expenditure, but over 75% of total income generated was linked to direct expenditure on pay, with 25% expenditure on non-pay costs, and for the first time in over a decade no funds retained for future use in line with our objects as a Charity.

Insight is our early intervention service for people aged 18-65 years who have experienced a first identified psychotic episode and/or are experiencing additional psychotic episodes or were identified as being 'at risk' of a mental state linked to psychosis. The service continued to be delivered in partnership between Zone employees and staff co-located from Livewell Southwest (Plymouth Community Healthcare CIC).

Insight continued to work with an average minimum 140 people at any one time, with a target to have people referred to the service into treatment by within 2 weeks if assessed as eligible. The service comprises a team of over 20 staff members from both organisations working together, with funding increased in 2020/21 to increase staffing levels and to increase the pay of registered practitioners in a bid to support staff recruitment and retention.

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**TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

Icebreak is our early intervention service working with young people with emerging personality disorder, something generally triggered by childhood trauma.

The team provides a friendly accessible service committed to supporting and empowering young people aged 16-25 years who are experiencing severe emotional distress and works with an average minimum 85 young people at any one time. The service can work with a young person for up to 2 years. During 2021/22 Icebreak continued to receive referrals resulting in demand outstripping capacity, as a consequence they saw an unavoidable escalation in waiting times and waiting numbers.

The Zone Accommodation Project (ZAP) remains the first point of contact for all homeless 16 and 17 year olds in the city. They provide information and advice to all homeless young people aged 16-25 and work with the young person to explore their housing situation. They work to draw up support plans, can provide up to 6 months support to keep young people in accommodation, and can provide family mediation. The service is funded by Plymouth City Council and works as part of The Plymouth Alliance for complex needs. During 2021/22 we embedded a new young person's accommodation hub within the Zone. The plan was that the hub would provide opportunity for statutory and non-statutory staff from other agencies to be colocated with ZAP to undertake comprehensive assessments of need. This was a recommendation from an inspection of accommodation for young people undertaken in Plymouth in Autumn 2019 by representatives from the Ministry of Housing, Communities and Local Government (MHCLG).

The hardship fund is still available to any young person experiencing extreme hardship. The money is donated to the Zone by the Drake Foundation and we administer it on their behalf. There are many reasons a young person may need help from the fund including problems with benefits, budgeting and housing / homelessness. The average number of monthly payments made in 2021/22 remained dramatically lower than in previous years, as a direct result of young people being in lockdown and our inability to provide a daily drop-in service, but from those payments we made the presenting needs remained constant and were predominantly linked to costs associated with food, priority debt, travel and support with fees associated with acquiring legal documents.

'Front of House' is what the Charity calls the part of the organisation in which we use trained volunteers working under the supervision of paid staff. It includes the reception team, sexual health services, homeless support and helping young people with any other query they come in with. It is where most young people's journeys within the Zone begin. We do not receive funding for our work with volunteers through Front of House; though we do have contracts with Public Health Departments from the local Authorities of Plymouth, Devon and Cornwall to fund aspects of our sexual health activity.

Pre-Covid this service previously worked with an average minimum 4,500 different young people a year and was delivered in partnership with clinicians and clerical personnel from University Hospital Plymouth and Eddystone Trust. During 2021/22 this was the one service that remained hardest hit by the legacy of COVID. We were not able to provide a 6 day a week drop-in service and we were only able to work with a small number of volunteers. We were able to provide access by appointment to our Tier 1 services (condoms, pregnancy testing, STI screening, healthy relationships advice) but to numbers far lower than in previous years. We did see an increase in the number of telephone calls for help/advice, and the number of enquiries through our website. We used this period to look at how we could provide information and advice to young people going forward that would not necessarily require a face to face visit, and these ideas will be implemented during 2021/22 as lockdown eases.

Victims of Crime. The charity continued to be funded, via Victim Support on behalf of the Office of the Police & Crime Commissioner (OPCC) for Devon & Cornwall, to employ part time counsellors for supporting young people who are the victims of crime. During 2021/22 the service continued working remotely (via telephone or teams/zoom) but also provided face to face support, working with over 160 different young people, providing over 500 hours of individual support.

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**TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

Progeny provides whole school training across 26 secondary and special schools in Plymouth to support emotional health and well-being of pupils and staff. During 2021/22 the majority of schools reopened and we audited the changed needs of these schools and continued to provide bespoke training. In addition we were successful again in drawing down additional monies to target other youth settings as well during this period, and we received funding to provide trauma informed training, and for actively involving young people in developing training for professionals and for exploring the impact of crime on young people.

Aims, Values and Principles

The issues which we as a Charity seek to address are summarised in our objectives, but we also have a written *Statement of Accountability* that outlines how, as a voluntary organisation, we aim to be:

- effective and accountable,
- clear and open about our work,
- conscious of our social responsibilities.

In particular it provides examples of how we aim to :

- meet relevant standards,
- involve service users,
- be governed,
- promote and enable voluntary action,
- strive for equality and fairness, and
- be a good employer.

We similarly have a written *Quality Assurance Framework* (updated annually), the purpose of which is to support our additional aim for:

- ensuring continuing delivery of high quality services that meet the full range of young people's needs.

As a major provider of young people's service within Plymouth, the Zone remained committed for ensuring continuous improvements to the quality of range of services provided during 2021/22. The framework we work to ensures that quality services are delivered in response to the specific requirements of the young people we work with, the public, our commissioners and regulators.

During 2021/22 we continued to adhere to the Charity's *Board Assurance Framework* - a tool developed for providing an accurate overview of the corporate agenda reporting cycle for the Charity. This cycle provided an appropriate balance of historical triangulated data and strategic items for supporting assurance that the organisation was well run and meeting its aims. It is a framework for ensuring that the Board receives information that is both accurate and timely, with a level of assurance attributed to each source of data or information provided. This framework was designed to ensure that the Board could regularly assess its ability to set direction of the Charity, enable its staff and volunteers to deliver strategic aims in support of its objects, and do so to an appropriate standard and quality.

Reporting to the Board via our various processes was integral during 2021/22 as we were still unable to meet face to face and had to hold virtual meeting via teams or Zoom, hence a balance of information in advance of meetings was required to inform discussion and decision making.

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**TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

We similarly have a set of core values and principles that we adhere to, that were originally agreed by our Board in May 2014, after consultation with staff and service users. Our values cover:

- working together for young people,
- treating people with dignity and respect,
- being committed to ensuring quality provision,
- treating individuals with compassion,
- improving young people's lives and opportunities, and for
- ensuring that everyone counts.

Our governing principles cover:

- provision of a comprehensive service available to all,
- access to our services based on need and not ability to pay,
- aspiration to the highest standards of excellence and professionalism,
- aspiration to put young people at the heart of everything we do,
- the intent to work across organisational boundaries and in partnership with others,
- commitment to providing best value for tax payers money, and
- to be accountable to the public, communities and young people that we serve.

The Charity's aims, values and principles are integral for supporting the work that we do with vulnerable young people and adults, especially at this period in time when we are seeing the infrastructure of both targeted and universal services for people living in Plymouth at risk, affected by the impact of COVID and Brexit.

During 2021/22 we had identified the continued need for:

- looking at encouraging closer integration between our existing services both internally and externally (specifically with other agencies linked to shared pathways of care),
- focusing on developing and gaining additional investment for mental health services (our registered services and for counselling targeted at young people not in employment, education or training),
- developing additional meaningful contacts with school settings (places we had previously developed stronger strategic and operational links with in preparation for when relationships and sex education becomes mandatory from September 2020).

As already stated, activity during 2021/22 although still impacted upon by COVID-19, continued to be in response to recommendations set out in plans developed before the pandemic.

The means employed by us to achieve our aims and objectives included continued collaborative working with other providers as part of integrated commissioning arrangements, which entailed supporting service redesign at both the strategic and operational level. We continued to raise our profile as being both a willing and able provider (both individually and in partnership), with the intention of advocating for the rights and needs of young people and vulnerable families at the centre of future commissioning plans we were aware that the city would be developing, reinforcing our role in commissioned delivery where relevant.

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**TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

The criteria used to assess success in the reporting period were outlined in the charity's Quality Assurance Framework and via outcomes as agreed with commissioners and reflected within contracts. Activity undertaken needed to contribute to achievement of our statement of accountability for being open about the work we do and conscious of our social responsibilities. Specific quality indicators for the charity in 2021/22 continued to be:

- Achieving access to treatment times and waiting times for early intervention services.
- Ensuring no young person waited longer than 1 working day to be responded to if asking for help or enquiring about advice.
- Ensuring all complaints and serious incidents were responded to and reported accordingly.
- Staff employed by the charity recommend the Zone as a quality employer, even if unable to provide the terms and conditions of employment as our statutory partners.
- Young people record their experience of contact with staff from the charity as being a positive one.

Significant activities undertaken during the period covered:

The most significant activity undertaken was the organisations collective response to the challenge of reinstating service provision after COVID-19. The Trustees remained immensely proud and thankful for everything that Zone staff achieved in the face of pressures from the pandemic.

Our Staff

In 2021/22 we did not undertake an additional staff survey but chose instead to act on findings from the surveys undertaken with staff during 2020/21 (aware that we would commence a range of new surveys from 2022). Actions we undertook during 2021/22 included:

- Reinstated more regular opportunities for staff to meet collectively virtually.
- Decorated booths where clients are seen and provided new flooring to improve the environment.
- Increased access to counselling for staff and volunteers to address impact of covid.
- Provided a pay increase of 2% plus a 1% ex-gratia payment to the majority of staff, and an additional payment of £300 to all staff to offset the predicted increase in fuel bills later in the year.
- Provided opportunity for staff to choose the corporate logo in the colour of their choice as part of their personal address on emails, and encouraged use of personal pronouns in all communication to promote inclusivity.

A survey was undertaken in 2020/21 specific to staff experiences of working from home as a result of COVID. Key findings from this survey resulted in the following:

- Revised policies and procedures for retaining hybrid working where staff felt it increased their productivity and supported their emotional health & wellbeing.
- Looked at amending the amount we provided for reimbursing travel costs and agreed to introduce from 2022/23 a cycle to work scheme.
- Provided additional resources for supporting working from home, including desks/chairs and IT equipment.

Our volunteers

The Charity continues to rely on the contribution that volunteers make for ensuring the delivery of services, predominantly provision of activity linked to sexual health and homelessness prevention. During 2021/22 the charity did not recruit or train new volunteers but they continued to deliver on line training updates for existing volunteers to ensure skills were not lost. With the outbreak of COVID-19 in March 2020 we obviously ceased providing youth drop-in sessions, so could not utilise volunteers on a day to day basis. During 2021/22 we gradually introduce drop-in on a 2-3 day basis. The volunteers we had kept in regular contact with came back to us, and we promoted a new volunteer recruitment programme to go live from 2022/23.

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The Trustees again take the opportunity of thanking Volunteers for their hard work and commitment for supporting young people and families. Every year the demands of the role get harder, but volunteers tell us that the rewards they gain from undertaking this activity outweighs any difficulties.

Public Benefit Statement

The Trustees have reviewed the activities of the Charity in the light of the guidance published by the Charity Commission on public benefit (September 2013). The Trustees are satisfied that the Trust's activities continue to be for the public benefit, relating as they do to supporting young people / vulnerable families and helping them to reach their full potential. This benefits the wider community as it supports social inclusion and community cohesion. The charity has more than one purpose, however, as it also actively supports the training and deployment of volunteers. On average a volunteer for the charity will take a minimum three months to train and will remain with us for 2 years, with an average 40% of volunteers progressing into paid employment or education in a related field.

ACHIEVEMENTS AND PERFORMANCE

In relation to meeting the objectives or outcomes from our commissioned services, we either met the requirements of contracts or exceeded them, with the exception of:

- Sexual health where we continued to a dip in previous numbers as a result of lockdown and clinicians being redirected to other sites and as a consequence clinics cancelled.
- Mental health where we breached the 2 week RTT for Insight and saw an unavoidable increase in numbers presenting for Icebreak which resulted in an increase in those waiting for a service.

Where there were potential financial penalties for failing to meet performance requirements, we did not incur such penalties. Where similarly the charity was subject to quality inspection of commissioned services, these too were successful, with the charity praised by commissioners for our governance and performance monitoring arrangements.

Impact Report

Specifically for 2021/22 we:

- Supported in excess of 4,500 different young people – a reduction on numbers seen in previous years prior to covid but an increase from 2020/21.
- Had 17 volunteers providing over 500 hours of support to young people - activity with a conservative value of £7,500 – again a sizeable reduction on the hours of support provided in previous years.
- Provided over 80 youth hardship grants to young people in need (totalling £3.5k).
- Over 250 different young people were referred to our specialist counselling service.
- Our accommodation service (ZAP) secured over 60 grants for young people at risk of homelessness, with a total value exceeding £18,000.
- Our work in schools resulted in:
 - Over 200 school based staff being trained in Mental Health First Aid.
 - Additional school staff had elements of Mental Health First Aid disseminated to them, of which 100% reported that this was beneficial to their roles.
 - Additional School Based Staff received bespoke training covering a variety of topics including: Healthy Relationships, Risk Taking Behaviour, Social Media, Trauma and Vicarious Trauma, Young People's Resilience and Self Esteem/Self Confidence.
 - Over 600 individual children and young people received workshops comprising sessions addressing Mental Health Awareness, Stress and Resilience.
 - Our targeted support programme was delivered the majority of secondary schools and over 250 young people engaged.

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**TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

Going concern

The Trustees have reviewed the circumstances of the Charity and consider that adequate resources continue to be available to fund the activities of the Charity for the foreseeable future. The Trustees are of the view that the Charity is a going concern. They are aware that during 2021/22 the organisation was required to use an element of their free reserves to stay within budget (circa £5k) but this was for the first time in a decade and was predominantly linked to the decision to award all staff an additional payment of £300 each as a consequence of the predicted increase in energy prices (£14,680).

Plans for future periods

The Charity has retained the following areas as the key aspects of future plans to be pursued during the next financial year:

- Continuing to secure additional funds, from non-public sector sources, for expansion of primary and secondary mental health services.
- Developing the infrastructure to income generate from selling additional education and preventive work linked to whole school training and work in schools and with the business sector.
- Developing robust agreements / arrangements with partner agencies for sustainable and governed joint working.

Risk management

The principal risks faced by the Charity are:

- Operational risk
- Financial risk
- Effective management/decision making
- Strategic risk
- Internal controls
- Compliance risk
- Ongoing impact of COVID-19 and BREXIT

The Trustees have a risk management strategy that is regularly updated which covers all of the above.

There is concern, however, that the organisations 2 largest contracts for Mental Health are likely to be impacted upon during 2022/23 by local changes to commissioning arrangements whereby commissioning arrangements for Mental Health will be being passed from the CCG to a Provider Collaborative and contracts to be issued by Devon Partnership Trust. The organisation is in ongoing discussion with all parties to mitigate risk, and there has been no indication that existing long term contracts are at potential risk, but any changes could lead to short – medium term disruption.

Another possible risk factor is the Zones role within the Plymouth Alliance, the contract for work in Plymouth for people with complex needs. This contract was in its third year during 2021/22 and although costs escalated for providing accommodation to individuals affected by covid, there was agreement reached with the Local Authority whereby excessive costs would be met by them. Going forward, if the Plymouth Alliance were faced with similar costs pressures, then as an Alliance partner the Zone would be exposed to a percentage of any overspend incurred by the partnership. As of April 2022 the Zone would potentially need to find 3.5% of any over spend. As an organisation we have continued to set aside a contingency fund to cover this risk, and the Board will monitor their exposure to this risk at every Board meeting.

Commissioning arrangements for our work supporting victims of crime are also likely to change during 2022/23, it is possible we may not have a role in delivery beyond March 2023, we will be looking at the impact of losing this service both to clients and to the organisation.

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FOR THE YEAR ENDED 31 MARCH 2022**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Youth Enquiry Service Plymouth Limited (also known as 'The Zone') is a company limited by guarantee, governed by a signed Memorandum and Articles of Association. It is registered as a charity with the Charity Commission. Details of the Trustees who served throughout 2021/22 are included in the Reference and Administration Details section.

Method of recruitment and appointment or election of Trustees

As set out in the Articles of Association, the Chair of the Trustees and Treasurer are nominated and seconded annually by other voting members of the Board during the AGM. New Trustees are appointed by existing Trustees and the members of the charitable company and are recommended to serve for a period of at least 2 years to provide continuity.

The Memorandum and Articles provides a minimum of 6 Trustees, with no fixed maximum, with ideally no more than 2 Trustees due for re-appointment in any one year. The Trustees have the power to elect / co-opt further nonvoting members to fill specialist roles.

When appointing new Trustees, the Board will give due consideration to the skills and experience mix of existing Trustees in order to ensure that the Board has the necessary skills to contribute fully to the Charity's development. New trustees may be sought by open advertisement or through existing members.

The training and induction provided for new Trustees will depend upon their existing experience but would always include a tour of the Charity and a chance to meet other staff. All Trustees are provided with copies of a Trustee Handbook along with policies, procedures, minutes, accounts, budgets, plans and other documents that they will need to undertake their role as Trustees.

As there has historically only ever been an average of 2 new Trustees a year, induction tends to be done informally and is tailored specifically to the individual. Advantage is taken of specific courses offered by the Local Authority and other bodies, including access to online resources.

Organisational Structure

The Board of Trustees normally meets on the last Thursday of alternate months, and for additional away days held when agreed. Those attending meetings are elected Trustees alongside the CEO, Operations Manager, Registered Manager and Company Secretary. There are attempts to get additional staff and/or volunteer representation at every meeting of the Board.

The Board establishes an overall framework for the governance of the Charity and determines membership, terms of reference and procedures of Committees and other groups. It receives monthly or bi-monthly reports (including policies and notification of serious incidents or near misses) from the Corporate Team, Accountant and Project Leads for ratification. It monitors the activities of the commissioned projects through access to the minutes of their meetings. The Board may from time to time establish Working Groups to perform specific tasks over a limited timescale.

There is currently 1 sub-group as follows;

- Finance and Resources - this aims to meet at least 2 times a year and is responsible for monitoring, evaluating and reviewing policy and performance in relation to financial management, compliance with reporting and regulatory requirements and reporting. It also incorporates the role of an audit committee.

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**TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

The following decisions are reserved to the Board of Trustees: to consider any proposals for changes to the status or constitution of the Charity and its committee structure, to appoint or remove the Chairman and/or Vice Chairman, to approve agreed development plans and budget/s.

The Trustees are responsible for setting general policy, adopting an annual plan and budget, approving the statutory accounts, monitoring Charity by the use of budgets and other data, and making major decisions about the direction of the Charity, capital expenditure and staff appointments.

Key management personnel

The Trustees and Board of Trustees have devolved responsibility for day to day management of the Charity to the key management personnel. The key management personnel comprise:

- Chief Executive Officer (37 hrs pw)
- Registered Manager for CQC (37 hrs pw)
- Operations Manager (20 hrs pw)
- HR Manager (30 hrs pw)
- Finance Manager (30 hrs pw)
- Performance & Information Officer (22.5 hrs pw)

Project Leads from each service also meet as a senior management team with the Operations Manager and/or Registered Manager. The key management personnel implement the policies laid down by the Trustees and report back to them on performance.

Related Parties and other Connected Charities and Organisations

None of our Trustees receive remuneration or other benefit from their work with the Charity.

The Charity continues to have a close relationship with Livewell Southwest CIC and Derriford Hospital who co-locate clinical staff from their organisations to operate within the Charity's premises. The Charity is a registered site with the Care Quality Commission (CQC). The type of clinical staff co-located include registered mental health nurses, consultant psychiatrist, consultant psychologist, behavioural therapists, sexual health nurses, sexual health nurse prescribers, healthcare assistants and secretarial/administrative staff. There are agreements in place describing joint working arrangements.

Non-clinicians who worked from our premises during 2021/22 came from the city's drug and alcohol service (Harbour), the city's HIV Prevention Service (Eddystone) and an accommodation provider (PATH). We have in excess of 30 professionals from other organisations who also work from our premises.

REFERENCE AND ADMINISTRATIVE DETAILS

During the reporting period of 2020/21 the Charity had the following Directors/Trustees & Members:

Shaun Walbridge – Trustee (Treasurer)
Stephanie Kenyon – Trustee (Chair)
Daryl Keaton – Trustee (from 2018/19)
Tan Murray-Clark - Trustee (from 2018/19)
Geoff Baines – Nominated Representative (from 2018/19)
Natalie Stirrat – Trustee (from 2018/19)
Hayley Kent – Secretary to the Board (from 2013)
Mike Jarman – CEO & Board Secretary (from 2021)
Jo Campbell – Registered Manager (from December 2020)
Sean Mitchell – Operations Manager (from December 2020)
Two staff members may also attend Board meetings.

**YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

**TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

FUNDS HELD AS CUSTODIAN TRUSTEE ON BEHALF OF OTHERS

The Charity and its Trustees do not act as the Custodian Trustees of any other Charity.

TRUSTEES' RESPONSIBILITIES STATEMENT

The Trustees (who are also directors of Youth Enquiry Service Plymouth Ltd for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees 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;
- make judgments and accounting 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 Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

DISCLOSURE OF INFORMATION TO AUDITORS

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charitable company's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any information needed by the charitable company's auditors in connection with preparing their report and to establish that the charitable company's auditors are aware of that information.

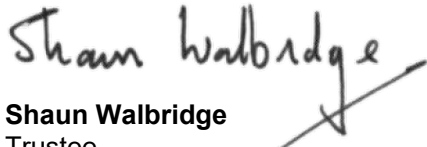
Auditors

The auditors, Bishop Fleming LLP, have indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditors at a meeting of the Trustees.

**YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

**TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

Approved by order of the members of the Board of Trustees on 27 October 2022 and signed on its behalf, by:


Shaun Walbridge
Trustee

**YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF YOUTH ENQUIRY SERVICE (PLYMOUTH)
LIMITED**

OPINION

We have audited the financial statements of Youth Enquiry Service (Plymouth) Limited (the 'Charity') for the year ended 31 March 2022 which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes, 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 its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

BASIS FOR OPINION

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

CONCLUSIONS RELATING TO GOING CONCERN

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

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

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

OTHER INFORMATION

The other information comprises the information included in the Annual report other than the financial statements and our Auditors' report thereon. The Trustees are responsible for the other information contained within the Annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

**YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF YOUTH ENQUIRY SERVICE (PLYMOUTH)
LIMITED (CONTINUED)**

OPINION ON OTHER MATTERS PRESCRIBED BY THE COMPANIES ACT 2006

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

- the information given in the Trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' report has been prepared in accordance with applicable legal requirements.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

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

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

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

RESPONSIBILITIES OF TRUSTEES

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

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

**YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF YOUTH ENQUIRY SERVICE (PLYMOUTH)
LIMITED (CONTINUED)**

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

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

- We have considered the nature of the sector, control environment, and financial performance;
- We have considered the results of enquiries with management and the Trustees in relation to their own identification and assessment of the risks of irregularities within the Charity;
- We have reviewed the documentation of key processes and controls and performed walkthroughs of transactions to confirm that the systems are operating in line with documentation;
- We have obtained and reviewed the Charity's documentation of their policies and procedures relating to:
 - o Identifying, evaluation and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - o Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
 - o The internal controls established to mitigate risks of fraud or noncompliance with laws and regulations;
- We have considered the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we have considered the opportunities and incentives that may exist within the Charity for fraud and identified the highest area of risk to be in relation to income recognition, with a particular risk in relation to deferred grant income. In common with all audits under ISAs (UK) we are also required to perform specific procedures to respond to the risk of management override.

We have also obtained an understanding of the legal and regulatory frameworks that the Charity operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the Charities Act 2011, Charities SORP 2019, UK Companies Act, FRS 102, the Care Quality Commission and the terms and conditions attaching to material grants received by the Charity.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the Charity's ability to operate or avoid a material penalty. These included the Health & Social Care Act, procurement rules of contracting authorities, data protection legislation, health and safety regulations, and employment legislation.

Our procedures to respond to risks identified included the following:

- Reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- Enquiring of management in relation to actual and potential claims or litigation;
- Performing analytical procedures to identify unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- Reviewing board meeting minutes;
- Performing detailed transactional testing in relation to the recognition of revenue with a particular focus around the deferred grant income; and
- In addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments; assessing whether the judgements made in accounting estimates are indicative of potential bias; and evaluating the business rationale of significant transactions that are

**YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF YOUTH ENQUIRY SERVICE (PLYMOUTH)
LIMITED (CONTINUED)**

unusual or outside the normal course of business.

We also communicated identified laws and regulations and potential fraud risks to all members of the engagement team and remained alert to possible indicators of fraud or non-compliance with laws and regulations throughout the audit.

As a result of the inherent limitations of an audit, there is a risk that not all irregularities, including a material misstatement in the financial statements or non-compliance with regulation, will be detected by us. This risk increases the further removed compliance with a law and regulation is from the events and transactions reflected in the financial statements, given we will be less likely to be aware of it, or should the irregularity occur as a result of fraud rather than a one-off error, as this may involve intentional concealment, forgery, collusion, omission or misrepresentation.

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

USE OF OUR REPORT

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

Bishop Fleming LLP

Pamela Tuckett FCA DChA (Senior statutory auditor)

for and on behalf of
Bishop Fleming LLP

Chartered Accountants
Statutory Auditors

Salt Quay House
4 North East Quay
Sutton Harbour
Plymouth
PL4 0BN

Date: 3rd November 2022

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2022

	Note	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Income from:					
Donations and legacies	4	-	1,453	1,453	51,522
Charitable activities	5	72,346	1,264,775	1,337,121	1,397,277
Investments		-	34	34	110
Total income		72,346	1,266,262	1,338,608	1,448,909
Expenditure on:					
Charitable activities		104,540	1,271,599	1,376,139	1,247,055
Total expenditure		104,540	1,271,599	1,376,139	1,247,055
Net movement in funds		(32,194)	(5,337)	(37,531)	201,854
Reconciliation of funds:					
Total funds brought forward		77,145	774,114	851,259	649,405
Net movement in funds		(32,194)	(5,337)	(37,531)	201,854
Total funds carried forward		44,951	768,777	813,728	851,259

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 22 to 37 form part of these financial statements.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)
REGISTERED NUMBER:03140076

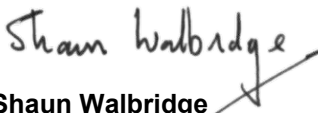
BALANCE SHEET
AS AT 31 MARCH 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible assets	10	218,806	229,925
		<u>218,806</u>	<u>229,925</u>
Current assets			
Debtors	11	212,716	255,021
Cash at bank and in hand		498,820	455,088
		<u>711,536</u>	<u>710,109</u>
Creditors: amounts falling due within one year	12	(116,614)	(88,775)
Net current assets		594,922	621,334
Total net assets		<u>813,728</u>	<u>851,259</u>
Charity funds			
Restricted funds	13	44,951	77,145
Unrestricted funds	13	768,777	774,114
Total funds		<u>813,728</u>	<u>851,259</u>

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:


Shaun Walbridge
Trustee

Date: 27 October 2022

The notes on pages 22 to 37 form part of these financial statements.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022

	2022	2021
	£	£
Cash flows from operating activities		
Net cash used in operating activities	59,387	66,952
Cash flows from investing activities		
Purchase of tangible fixed assets	(15,655)	(16,708)
Net cash used in investing activities	(15,655)	(16,708)
Cash flows from financing activities		
Change in cash and cash equivalents in the year	43,732	50,244
Cash and cash equivalents at the beginning of the year	455,088	404,844
Cash and cash equivalents at the end of the year	498,820	455,088

The notes on pages 22 to 37 form part of these financial statements

**YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

1. GENERAL INFORMATION

Youth Enquiry Service (Plymouth) Limited is a company limited by guarantee, incorporated in England and Wales. The liability of members for debts of the company is limited by guarantee to an amount not exceeding ten pounds. The registered office is The Zone, 14-16 Union Street, Plymouth, Devon, PL1 2SR.

2. ACCOUNTING POLICIES

2.1 BASIS OF PREPARATION OF FINANCIAL STATEMENTS

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Youth Enquiry Service (The Zone) meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 GOING CONCERN

The Charity has prepared the accounts on the going concern basis. The Trustees remain confident that the Charity is a going concern, even after the impact of COVID-19. COVID-19 impacted on the way that our services were delivered, but we are predominantly returning to previous ways of working, and COVID-19 did not impact on the core income of the Charity as our main contracts and services have continued. We have sufficient reserves to cover any short term impacts of the emerging financial constraints the country is entering into as a result of COVID-19, Brexit and the war in Ukraine, and we have completed budgets and forecasts which support the going concern basis.

2.3 FUND ACCOUNTING

General funds are unrestricted funds which 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.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

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 costs 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.

Investment income, gains and losses are allocated to the appropriate fund.

**YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

2. ACCOUNTING POLICIES (continued)

2.4 INCOME

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

2.5 EXPENDITURE

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.6 GOVERNMENT GRANTS

Government grants of a revenue nature are credited to the Statement of financial activities as the related expenditure is incurred.

2.7 INTEREST RECEIVABLE

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.8 TANGIBLE FIXED ASSETS AND DEPRECIATION

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

**YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

2. ACCOUNTING POLICIES (continued)

2.8 TANGIBLE FIXED ASSETS AND DEPRECIATION (CONTINUED)

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following bases:

Leasehold property	- 14-16 Union Street - over term of the lease
Motor vehicles	- 25% straight line
Fixtures, fittings and equipment	- 10-20% straight line
Computer equipment	- 33.3% straight line

2.9 LIABILITIES AND PROVISIONS

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

2.10 FINANCIAL INSTRUMENTS

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.11 OPERATING LEASES

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

2.12 PENSIONS

The Charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the fund in respect of the year.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

3. CRITICAL ACCOUNTING ESTIMATES AND AREAS OF JUDGMENT

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The preparation of the financial statements requires management to make judgements, estimates and assumptions that effect the amounts reported for assets and liabilities as at the balance sheet date and the amounts reported for revenues and expenses during the year. However, the nature of estimation means that actual outcomes could differ from those estimates. Whilst there is a level of assumption in these judgements, the Trustees feel that these are unlikely to have a significant effect on, or cause material error to the amounts recognised in the financial statements.

4. INCOME FROM DONATIONS AND LEGACIES

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £
Donations	-	1,453	1,453
	=====	=====	=====
	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £
Donations	-	675	675
COVID-19 Grant	25,847	25,000	50,847
	-----	-----	-----
	25,847	25,675	51,522
	=====	=====	=====

5. INCOME FROM CHARITABLE ACTIVITIES

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £
Grants and contracts	72,346	1,257,509	1,329,855
Other income	-	7,266	7,266
	-----	-----	-----
TOTAL 2022	72,346	1,264,775	1,337,121
	=====	=====	=====

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

5. INCOME FROM CHARITABLE ACTIVITIES (CONTINUED)

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £
Grants and contracts	128,417	1,261,814	1,390,231
Other income	-	7,046	7,046
TOTAL 2021	128,417	1,268,860	1,397,277

6. ANALYSIS OF EXPENDITURE BY ACTIVITIES

	Activities undertaken directly 2022 £	Support costs 2022 £	Total funds 2022 £
Grants and contracts	1,160,745	215,394	1,376,139

	Activities undertaken directly 2021 £	Support costs 2021 £	Total funds 2021 £
Grants and contracts	1,039,948	207,107	1,247,055

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

6. ANALYSIS OF EXPENDITURE BY ACTIVITIES (CONTINUED)

ANALYSIS OF SUPPORT COSTS

	Total funds 2022 £	Total funds 2021 £
Depreciation	26,773	25,002
Telephone costs	18,785	19,852
Printing, postage and stationery	11,422	10,291
Legal and professional fees	14,292	12,793
Sundry expenses	8,059	3,042
Building maintenance, cleaning and displays	52,107	52,179
Insurances	15,251	12,993
Heat and light	10,595	10,660
Rent, rates and service charges	33,244	26,975
Bank charges and interest	1,181	977
IT system	23,685	32,343
	215,394	207,107

7. AUDITORS' REMUNERATION

	2022 £	2021 £
Fees payable to the Charity's auditor for the audit of the Charity's annual accounts	6,200	6,000
Fees payable to the Charity's auditor in respect of: All non-audit services not included above	4,540	3,780

8. STAFF COSTS

	2022 £	2021 £
Wages and salaries	1,009,827	903,897
Social security costs	78,908	67,584
Contribution to defined contribution pension schemes	20,041	18,093
	1,108,776	989,574

**YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

8. STAFF COSTS (CONTINUED)

The average number of persons employed by the Charity during the year was as follows:

	2022 No.	2021 No.
Average employees	53	50

No employee received remuneration amounting to more than £60,000 in either year.

All Trustees and certain senior employees who have authority and responsibility for planning, directing and controlling the activities of the Charity are considered to be key management personnel. Total remuneration in respect of these individuals is £204,640 for 6 personnel (2021: £165,671 for 6 personnel). Trustees are not remunerated for the role as Trustees.

During the year the Charity received the services of 32 volunteers (2021: 7). No monetary value is attributable to volunteers. The reason for the decrease in the prior year was because of national restrictions due to the global COVID-19 pandemic.

9. TRUSTEES' REMUNERATION AND EXPENSES

During the year, no Trustees received any remuneration or other benefits (2021 - £NIL).

During the year ended 31 March 2022, no Trustee expenses have been incurred (2021 - £NIL).

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

10. TANGIBLE FIXED ASSETS

	Long-term leasehold property £	Fixtures and fittings £	Computer equipment £	Total £
COST OR VALUATION				
At 1 April 2021	285,266	32,915	68,474	386,655
Additions	-	12,775	2,880	15,655
At 31 March 2022	<u>285,266</u>	<u>45,690</u>	<u>71,354</u>	<u>402,310</u>
DEPRECIATION				
At 1 April 2021	113,231	17,646	25,853	156,730
Charge for the year	4,915	3,836	18,023	26,774
At 31 March 2022	<u>118,146</u>	<u>21,482</u>	<u>43,876</u>	<u>183,504</u>
NET BOOK VALUE				
At 31 March 2022	<u>167,120</u>	<u>24,208</u>	<u>27,478</u>	<u>218,806</u>
At 31 March 2021	<u>172,035</u>	<u>15,269</u>	<u>42,621</u>	<u>229,925</u>

11. DEBTORS

	2022 £	2021 £
DUE WITHIN ONE YEAR		
Trade debtors	198,213	240,173
Other debtors	14,503	14,848
	<u>212,716</u>	<u>255,021</u>

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Trade creditors	28,956	16,371
Other taxation and social security	26,476	18,437
Other creditors	7,284	11,465
Accruals and deferred income	53,898	42,502
	<u>116,614</u>	<u>88,775</u>
	2022 £	2021 £
DEFERRED INCOME		
Deferred income at 1 April 2021	19,670	6,925
Resources deferred during the year	25,161	19,670
Amounts released from previous periods	(19,670)	(6,925)
Deferred income at 31 March 2021	<u>25,161</u>	<u>19,670</u>

The Charity's bank, National Westminster Bank PLC holds a legal charge over the leasehold property.

The deferred income balance relates to donations and contract income received in advance.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

13. STATEMENT OF FUNDS

STATEMENT OF FUNDS - CURRENT YEAR

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2022 £
UNRESTRICTED FUNDS					
DESIGNATED FUNDS					
Designated Capital Funds	229,925	-	(26,774)	15,655	218,806
Contingency Fund	10,000	-	-	20,000	30,000
Insights	78,000	-	-	10,181	88,181
	<u>317,925</u>	<u>-</u>	<u>(26,774)</u>	<u>45,836</u>	<u>336,987</u>
GENERAL FUNDS					
General Unrestricted Funds	456,189	1,266,262	(1,244,825)	(45,836)	431,790
TOTAL UNRESTRICTED FUNDS	<u>774,114</u>	<u>1,266,262</u>	<u>(1,271,599)</u>	<u>-</u>	<u>768,777</u>
RESTRICTED FUNDS					
Drake Foundation (Revenue)	6,365	-	-	-	6,365
Progeny	40,000	44,859	(61,178)	-	23,681
University of Plymouth Staff	-	11,487	(11,487)	-	-
See, Hear, Respond	25,375	-	(25,375)	-	-
Barnardo's	-	11,000	-	-	11,000
Infection Control	1,500	-	(1,500)	-	-
Sexual Health	3,905	-	-	-	3,905
A2A Co-Ordinator	-	5,000	(5,000)	-	-
	<u>77,145</u>	<u>72,346</u>	<u>(104,540)</u>	<u>-</u>	<u>44,951</u>
TOTAL OF FUNDS	<u>851,259</u>	<u>1,338,608</u>	<u>(1,376,139)</u>	<u>-</u>	<u>813,728</u>

**YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

13. STATEMENT OF FUNDS (CONTINUED)

Restricted funds represent specific projects which are restricted by virtue of their funding contracts.

Nature and purpose of restricted funds:-

Drake Foundation (Revenue)

This fund represents amounts received still to be paid out to individuals as grants. The Youth Hardship fund is to help young people to avert potential crisis of hardship.

Progeny

A three year project, commissioned by Plymouth City Council but funded via all secondary schools in Plymouth, for providing whole school training in mental health and emotional wellbeing. The project trains teaching staff, parents/carers and students to provide opportunities for prevention of poor mental health and provision of early intervention to prevent avoidable escalation.

University of Plymouth Staff

This funding is included within the Icebreak control, and this is subsequently used to fund the use of a University of Plymouth staff member. This individual is a registered general practitioner and Mental Health professional and assesses clients for Icebreak (our early intervention service for personality disorder) but does not prescribe.

See, Hear, Respond

A service provided across England by Barnados and a group of national and local community-based organisations in response to Covid-19. The Zone were considered a local community based provider. The programme delivered a three strand model in response to children experiencing harm and increased adversity at a time when services were required to shape their response and approach to addressing new emerging need. Specifically we provided access to therapeutic support to children (counselling) with access to non-therapeutic support and advice for parents.

Infection Control

The Department of Health and Social Care made available grant funding via the 'Adult Social Care Infection Control Fund'. The funding related to the period Jan 2021 – April 2021. The purpose of this fund was to support adult social care providers to take additional steps to tackle the risk of COVID-19 infections and the Department wanted local authorities (who administered the fund) to consider using this fund to put in place infection prevention and control (IPC) measures to support the resumption of services, the type of which the Zone operates and/or delivers.

Sexual Health

Monies received from Devon County Council specifically for Sexual Health work with clients who live just outside the Plymouth area. This has been carried forward due to low footfall in the year as a result of the pandemic.

A2A Co-Ordinator

The A2A coordinator fund related to monies received from the Plymouth Alliance for appointing a fixed term (12 month) 2 day a week post for providing administrative support to the young person's accommodation hub that officially became located at the Zone from August 2021.

Barnardo's

The grant funding from Barnardo's is to enable the Charity to pilot a process for using data and improved triage as the means for identifying young people at potential risk of exploitation. The existing paperwork and interview process has been modified to better enable identification of those young people at increased risk, and consequently are in the position to target interventions and make appropriate referrals into specialist services, with the means for sharing meaningful data with consent of the individual.

**YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

13. STATEMENT OF FUNDS (CONTINUED)

Designated funds include:-

Contingency Fund

As part of the Plymouth Alliance the Charity is exposed to a percentage of any potential overspend on the Alliance budget. As part of the contract signed with the Local Authority, all of the 7 Alliance partners have also signed a risk sharing agreement that identifies the proportion of risk each agency is exposed to, and the proportion of risk that The Zone is exposed to equates to 3.5% of any overspend. For this reason we have held a contingency fund in the event of any overspend within year. Thus far between 2019-2022 we have not required access to this fund and we are confident that there is no historic deficit of overspend to be clawed back relating to this period.

Insights

The CCG agreed a recurrent uplift in the value of the Insight contract by £78k. They made the decision late in the prior financial year (February 2021) but still awarded the whole amount for the year. After consultation with the CCG they agreed that the Charity can designate use of the money awarded in 2020/21 for expenditure between 2021-2024. The money will be used to retain staff who have been trained in provision of specialist therapeutic services.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

13. STATEMENT OF FUNDS (CONTINUED)

STATEMENT OF FUNDS - PRIOR YEAR

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2021 £
UNRESTRICTED FUNDS					
DESIGNATED FUNDS					
Designated Capital Funds	238,219	-	(25,002)	16,708	229,925
Contingency Fund	35,000	-	-	(25,000)	10,000
Insights	-	-	-	78,000	78,000
	<u>273,219</u>	<u>-</u>	<u>(25,002)</u>	<u>69,708</u>	<u>317,925</u>
GENERAL FUNDS					
General Unrestricted Funds	342,803	1,294,645	(1,108,516)	(72,743)	456,189
TOTAL UNRESTRICTED FUNDS	<u>616,022</u>	<u>1,294,645</u>	<u>(1,133,518)</u>	<u>(3,035)</u>	<u>774,114</u>
RESTRICTED FUNDS					
Drake Foundation (Revenue)	2,986	6,000	(2,621)	-	6,365
Sexual Health Clinic (Revenue)	5,397	-	(5,397)	-	-
Progeny	25,000	62,555	(46,685)	(870)	40,000
University of Plymouth Staff	-	11,552	(11,552)	-	-
COVID-19 Grant	-	25,847	(25,847)	-	-
See, Hear, Respond	-	41,115	(15,740)	-	25,375
Barnardo's	-	2,195	(2,195)	-	-
Infection Control	-	5,000	(3,500)	-	1,500
Sexual Health	-	-	-	3,905	3,905
	<u>33,383</u>	<u>154,264</u>	<u>(113,537)</u>	<u>3,035</u>	<u>77,145</u>
TOTAL OF FUNDS	<u><u>649,405</u></u>	<u><u>1,448,909</u></u>	<u><u>(1,247,055)</u></u>	<u><u>-</u></u>	<u><u>851,259</u></u>

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

14. SUMMARY OF FUNDS

SUMMARY OF FUNDS - CURRENT YEAR

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2022 £
Designated funds	317,925	-	(26,774)	45,836	336,987
General funds	456,189	1,266,262	(1,244,825)	(45,836)	431,790
Restricted funds	77,145	72,346	(104,540)	-	44,951
	<u>851,259</u>	<u>1,338,608</u>	<u>(1,376,139)</u>	<u>-</u>	<u>813,728</u>

SUMMARY OF FUNDS - PRIOR YEAR

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2021 £
Designated funds	273,219	-	(25,002)	69,708	317,925
General funds	342,803	1,294,645	(1,108,516)	(72,743)	456,189
Restricted funds	33,383	154,264	(113,537)	3,035	77,145
	<u>649,405</u>	<u>1,448,909</u>	<u>(1,247,055)</u>	<u>-</u>	<u>851,259</u>

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

15. ANALYSIS OF NET ASSETS BETWEEN FUNDS

ANALYSIS OF NET ASSETS BETWEEN FUNDS - CURRENT YEAR

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £
Tangible fixed assets	-	218,806	218,806
Current assets	66,765	644,771	711,536
Creditors due within one year	(21,814)	(94,800)	(116,614)
TOTAL	44,951	768,777	813,728

ANALYSIS OF NET ASSETS BETWEEN FUNDS - PRIOR YEAR

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	-	229,925	229,925
Current assets	88,600	621,509	710,109
Creditors due within one year	(15,360)	(73,415)	(88,775)
Difference	3,905	(3,905)	-
TOTAL	77,145	774,114	851,259

16. RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2022 £	2021 £
Net income/expenditure for the year (as per Statement of Financial Activities)	(37,531)	201,854
ADJUSTMENTS FOR:		
Depreciation charges	26,774	25,002
Decrease/(increase) in debtors	42,305	(141,888)
Increase/(decrease) in creditors	27,839	(18,016)
NET CASH PROVIDED BY OPERATING ACTIVITIES	59,387	66,952

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

17. ANALYSIS OF CASH AND CASH EQUIVALENTS

	2022	2021
	£	£
Cash in hand	498,820	455,088
	<u> </u>	<u> </u>

18. ANALYSIS OF CHANGES IN NET DEBT

	At 1 April	Cash flows	At 31 March
	2021	2022	2022
	£	£	£
Cash at bank and in hand	455,088	43,732	498,820
	<u> </u>	<u> </u>	<u> </u>

19. PENSION COMMITMENTS

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Charity in an independently administered fund. The pension cost charge represents contributions payable by the Charity to the fund and amounted to £20,041 (2021: £18,093). Contributions totaling £4,388 (2021: £3,748) were payable to the fund at the balance sheet date and are included in creditors.

20. OPERATING LEASE COMMITMENTS

At 31 March 2022 the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2022	2021
	£	£
Not later than 1 year	18,024	22,671
Later than 1 year and not later than 5 years	60,417	59,536
Later than 5 years	338	-
	<u> </u>	<u> </u>
	78,779	82,207
	<u> </u>	<u> </u>

21. CONTROLLING PARTY

The Charity is controlled by the Board of Trustees.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED

England & Wales - Charity number 1051757

Accounts

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(Trading as The Zone)
(A COMPANY LIMITED BY GUARANTEE)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

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YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2021

Trustees Shaun Walbridge, Treasurer
Tanmayo Murray-Clark
Natalie Stirrat
Stephanie Kenyon, Chair
Darryl Keaton

Company registered number 03140076

Charity registered number 1051757

Registered office The Zone
14-16 Union Street
Plymouth
Devon
PL1 2SR

Company secretary Mike Jarman

Chief executive officer Mike Jarman

Independent auditors Bishop Fleming LLP
Chartered Accountants
Salt Quay House
4 North East Quay
Sutton Harbour
Plymouth
PL4 0BN

TRUSTEES REPORT
FOR THE YEAR ENDED 31 MARCH 2021

The Trustees present their annual report together with the consolidated financial statements and auditors' report of the Charity for the year ended 31/03/21 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Performance over past year

The impact of COVID-19 on the operations of the Charity was significant, and we had to agree with staff and commissioners/funders the processes for safe delivery of services within what was a continually changing landscape.

Unlike the majority of other organisations working directly with people or the public, we did not have to close access to our buildings, but remained open for booked and/or planned appointments. This resulted in the Charity reconfiguring use of its buildings to ensure all activity was COVID safe, and reducing the number of staff working from these buildings to maintain safe distancing. We supported working from home, for those staff who could do so in their respective roles, and furloughed less than 10% of the workforce for a period of 5 months, with all staff returning to their substantive roles.

The longer-term impact of COVID-19 on service users and staff has yet to manifest, as similarly will be the potential longer-term impact of COVID-19 on existing and future contracts, but we have developed risk plans to help monitor and to plan accordingly.

During 2020/21 the Charity continued to perform well, meeting the majority of all contractual obligations in context to operating during a major pandemic impacting upon all of our services, and managing any and all associated risks as a direct consequence of this pandemic through appropriately governed processes.

It has to be acknowledged that the number of young people accessing our sexual health and associated support services via drop-in did reduce, but this reduction was mirrored in our partner agencies, and this did not affect contracts going into 2021/22. The reduction in footfall through our premises resulted in us being innovative and developing / providing virtual points of access via use of new technologies.

As in previous years we continued being actively engaged in the co-design of new services with commissioners and other providers in line with local integrated commissioning arrangements in preparation for new tender opportunities.

Additional funding awarded to us during 2020/21 related to provision of:

- Targeted support (both therapeutic and non-therapeutic) for young people and parents/carers affected by COVID-19.
- Research, via consultation and co-production with young people, into how professionals can provide more responsive trauma informed services and/or interventions for support.
- Workshops with young people into the impact of hate crime with a focus on anti-racism and gender inequalities.
- Training and support to all secondary and primary schools in preparation for schools re-opening and needing to potentially provide additional support to young people.
- Minor adaptations to our buildings to support safe working as a result of COVID-19.

We remain confident that all activity we undertook during the past year fully supported our primary objective for relieving the effects of challenges to psychological and emotional health and well-being faced by young people in Plymouth and the surrounding area.

**TRUSTEES REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

Strategically we continued to proactively & creatively deliver against our previously identified key aims for:

- Informing the public, professional and funders perception of the Zone – bringing in consultants to support us in wider consultation with stakeholders and staff as part of a re-branding exercise, building on the work previously undertaken in 2019/20.
- Improving Board governance and clinical / information governance that resulted in significant staffing changes that resulted in appointment of a new Registered CQC Manager post.
- Increasing opportunities for further integration of services within the Zone both delivered by us and alongside partner agencies – services codesigned with people using our services.

The financial plans we have in place to strengthen our resilience in relation to any possible funding cuts in the short term, were again updated to reflect the impact of COVID-19, and we continued to build our capacity and level of free reserves to be in the position to hopefully successfully bid for additional contracts both independently and in partnership with other stakeholders.

With regard to research opportunities linked to being a learning organisation:

- We appointed a lead CBTp Practitioner who has actively been supporting the Charity to look at opportunities for embedding work across our services or in partnership for addressing the needs of those at risk of a mental state (ARMS).
- We have undertaken three consultations with service users to inform service development and to give guidance as to how they would like us to communicate with them more effectively via different media platforms.
- We supported a bid to act as a proposed pilot site for exploring the link between 'trust' and 'agency' for working with vulnerable young people.
- We trained staff in processes for undertaking 'appreciative enquiry' with their service users in a bid to foster new ways of gathering both qualitative and quantitative data/information about their journey with us.

With regard to the last CQC inspection of our registered services in 2019/20. Our services were assessed as being good in all areas (as being safe, effective, caring, responsive and well led). The services were providing safe care to people we work with and caseload numbers were not too high, with staff regularly contacting those on any waiting list. There were a small number of issues identified by CQC for improvement, and these related to staff requiring refresher training in specific areas and other members of staff not being clear on the organisations overarching vision and values. During 2020/21 we held meetings with CQC to evidence how we had addressed areas of potential weakness that they had identified, they were satisfied that we have made all the required improvements, at this stage there is no indication of when we might be inspected again.

As a Charity still operating within a wider system for supporting young people, a system that continues to see major local and regional cuts in service provision (with the exception of short-term monies released centrally for addressing the impact of COVID-19), we continue to experience increased demand for our services from people in crisis with ever increasing complex need, and this was further exacerbated during 2020/21 with lockdowns associated COVID-19. Over this period, we closely monitored fluctuation in demand, liaising with commissioners, and as a consequence continually redesigned provision to best meet demand without exposing the charity or its beneficiaries to any avoidable or potential risk.

As already stated, the biggest change that we witnessed during 2020/21 was the impact of coronavirus on our daily operations. As of March 2020, and again in October 2020 and January 2021 we were required to implement our COVID-19 service continuity plans, which resulted in new ways of hybrid working, many of which we are likely to continue into 2021/22 and beyond. All of our plans for changed working were approved by staff and commissioners, and we continued to meet the majority of outcomes linked to our commissioned activity, though what the long-term impact on the organisation and our sector is likely to be has yet to be experienced. We were additionally required to produce comprehensive service restoration plans for easing out of each lockdown, and to communicate these plans to the public.

TRUSTEES REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

OBJECTS AND ACTIVITIES

Objects

As previously referred to the Charity's objects, as set out in our *Memorandum & Articles of Association* signed in 1995, states that as a Charity we will aim to 'relieve and prevent suffering caused by mental or physical ill-health or by social or economic circumstances among young people by establishing, maintaining and developing a support service in Plymouth and the surrounding area for the giving of individual or group information, advice, support, counselling and training'.

In 2015 the Trustee Board revisited these objects and agreed to revise them and to state that the Charity would now aim to 'relieve the effects of challenges to psychological and emotional health and wellbeing, sexual and physical wellbeing, social inclusion, and financial and citizenship needs faced by young people living, learning and working in Plymouth and the surrounding area, by providing a range of early intervention and person centred advice, guidance, training and personal development services in accessible and non-stigmatising environments'. The proposed revision, although not formally adopted on our governing paperwork, still significantly informs how we practice today as it continues to support our wider inclusive work with families and communities to improve outcomes for children/young people.

During 2020/21 we worked with external consultants to undertake activity with staff and other stakeholders as part of a rebranding exercise for the charity. This bulk of this work is due to be completed in 2021 but the research done in 2020 was integral. This work will enable us to revise our guiding mission into a statement no longer than 15 words, a strapline that every member of staff will be able to recite at will. We specifically want to develop objects that young people as service users can readily and easily identify with, and ideally help to shape.

Activities

With regard to the specific activities delivered by the Charity during 2019/20 in support of achieving our aims. The following is a brief description of each commissioned service., The accompanying accounts will provide further detail concerning overall income and expenditure, but during 2020/21 69% of total income generated was linked to direct expenditure on pay, with 18% expenditure on non-pay costs or deferred income for use in later years, and 13% as retained funds for future use in line with our objects as a Charity. 13% is substantially higher than in previous years and was the result of income being recognised in 2020/21 with plans for actual use in later years.

Insight is our early intervention service for people aged 18-65 years who have experienced a first identified psychotic episode and/or are experiencing additional psychotic episodes or were identified as being 'at risk' of a mental state linked to psychosis. The service continued to be delivered in partnership between Zone employees and staff co-located from Livewell Southwest (Plymouth Community Healthcare CIC) and both organisations are funded by NEW Devon CCG. The service worked with an average minimum 140 young people at any one time during the year, with a target to have people in treatment after referral by within 2 weeks. They can work with a person for up to 3 years. The service now comprises a team of 20 staff members from both organisations working together, with funding agreed in 2020/21 to increase staffing and to increase the pay of registered practitioners in a bid to support staff recruitment and retention.

Icebreak is our early intervention service working with young people with emerging personality disorder, something that is generally triggered by childhood trauma. The team provides a friendly accessible service committed to supporting and empowering young people aged 16-25 years who are experiencing severe emotional distress. It is funded by NEW Devon CCG and works with an average minimum 85 young people at any one time. The service can work with a young person for up to 2 years. During 2020/21 the service continued to receive referrals resulting in demand outstripping capacity, as a consequence we saw an unavoidable escalation in waiting times and waiting numbers. Over this same period, we took management of an additional registered premises, which we provisionally assigned to Icebreak to enable them to continue working during COVID-19.

**TRUSTEES REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

The service presented a business case to the CCG in 2019/20 for additional investment to enable the team to attract and retain staff in what is becoming a highly competitive workplace market, one where smaller charities cannot compete at the same level as large NHS bodies. We were informed in 2020/21 that this bid had been unsuccessful, but we will continue working with commissioners over the next twelve months to find alternative solutions for addressing this problem that affects not only this service, but the organisation itself and the wider third sector. Not being successful does not impact on the organisation being a going concern, it simply affected plans for service development and workforce development.

The Zone Accommodation Project (ZAP) remains the first point of contact for all homeless 16- and 17-year-olds in the city. They provide information and advice to all homeless young people aged 16-25 and work with the young person to explore their housing situation. They work to draw up support plans, can provide up to 6 months support to keep young people in accommodation, and can provide family mediation. The service is funded by Plymouth City Council and works as part of The Plymouth Alliance with an average 1,000 different young people a year. During 2020/21 the team extended their remit to be in the position to provide residential support to young people in temporary accommodation, working in emergency accommodation that was developed in response to COVID-19. During 2020/21 it was also agreed that the city would develop a new young person's accommodation hub and to locate this hub within the Zone. The plan is that the hub would provide opportunity for statutory and non-statutory staff from other agencies to be colocated with ZAP to undertake comprehensive assessments of need. This was a recommendation from an inspection of accommodation for young people undertaken in Plymouth in Autumn 2019 by representatives from the Ministry of Housing, Communities and Local Government (MHCLG).

The hardship fund is still available to any young person experiencing extreme hardship. The money is donated to the Zone by the Drake Foundation, and we administer it on their behalf. There are many reasons a young person may need help from the fund including problems with benefits, budgeting and housing / homelessness. The average number of monthly payments made in 2020/21 was dramatically lower than in previous years, as a direct result of young people being in lockdown and our inability to provide a daily drop-in service, but from those payments we made the presenting needs remained constant and was predominantly linked to costs associated with food, priority debt, travel and support with fees associated with acquiring legal documents.

'Front of House' is what the Charity calls the part of the organisation in which we use trained volunteers working under the supervision of paid staff. It includes the reception team, sexual health services, homeless support and helping young people with any other query they come in with. It is where most young people's journeys within the Zone begin. We do not receive funding for our work with volunteers through Front of House; though we do have contracts with Public Health Departments from the local Authorities of Plymouth, Devon and Cornwall to fund aspects of our sexual health activity.

This service generally sees an average minimum 4,500 different young people a year and is delivered in partnership with clinicians and clerical personnel from University Hospital Plymouth and Eddystone Trust. During 2020/21 this was the one service that was hit hardest by COVID-19. We were not able to provide a drop-in service and we were only able to work with a small number of volunteers. The nurses that provide sexual health for us from the NHS were redirected into other wards, so we were unable to provide access to Tier 2/3 clinical services. We were able to provide access by appointment to our Tier 1 services (condoms, pregnancy testing, STI screening, healthy relationships advice) but to numbers far lower than in previous years. We did see an increase in the number of telephone calls for help/advice, and the number of enquiries through our website. We used this period to look at how we could provide information and advice to young people going forward that would not necessarily require a face-to-face visit, and these ideas will be implemented during 2021/22 as lockdown eases.

Victims of Crime. The charity continues to be funded, via the Office of the Police & Crime Commissioner (OPCC) for Devon & Cornwall, to employ part time counsellors working with a small team of volunteer counsellors for supporting young people who are the victims of crime. During 2020/21 the service worked remotely (via telephone or teams/zoom) with over 140 different young people, providing over 450 hours of individual support. During 2020/21 the OPCC made the decision to tender coordination of its victim of crime service to a different provider. This new provider, Victim Support, will oversee the contract going forward, the

TRUSTEES REPORT (CONTINUED)
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network has reduced significantly but we remain an integral component given the numbers we work with, and the ages we work with.

Progeny provides whole school training across 26 secondary and special schools in Plymouth to support emotional health and well-being of pupils and staff. During 2020/21 the majority of schools were closed but we still found ways to audit the needs of these schools and to provide bespoke training to them remotely. In addition, we were successful in drawing down additional monies to target primary schools as well during this period, and we received additional funding to provide trauma informed training, for involving young people in developing training for professionals and for exploring the impact of crime on young people.

See, Hear, Respond was a fixed term project that we were commissioned by Barnardo's to deliver during 2020/21. The project was specific to providing online and face to face therapeutic and non-therapeutic support to young people affected by COVID-19, and we received referrals both locally and regionally. The opportunity to work as part of the See Hear Respond network meant that we were able to explore a different way of working that enabled us to un-furlough staff and to bring them back to the workplace early. We have adopted some of the working practices developed via See Hear Respond and will be using them in the future as part of our reconfigured Front of House service.

Aims, Values and Principles

The issues which we as a Charity seek to address are summarised in our objectives, but we also have a written *Statement of Accountability* that outlines how, as a voluntary organisation, we aim to be:

- effective and accountable,
- clear and open about our work,
- conscious of our social responsibilities.

In particular it provides examples of how we aim to:

- meet relevant standards,
- involve service users,
- be governed,
- promote and enable voluntary action,
- strive for equality and fairness, and
- be a good employer.

We similarly have a written *Quality Assurance Framework* (updated annually), the purpose of which is to support our additional aim for:

- ensuring continuing delivery of high-quality services that meet the full range of young people's needs.

As a major provider of young people's service within Plymouth, the Zone remains committed for ensuring continuous improvements to the quality of range of services we provide. This framework ensures that quality services are delivered in response to the specific requirements of the young people we work with, the public, our commissioners and regulators.

During 2020/21 we adhered to the Charity's *Board Assurance Framework* a tool developed in 2018/19 for providing an accurate overview of the corporate agenda reporting cycle for the Charity. This cycle provides an appropriate balance of historical triangulated data and strategic items for supporting assurance that the organisation is well run and meeting its aims. It is a framework for ensuring that the Board receives information that is both accurate and timely, with a level of assurance attributed to each source of data provided.

TRUSTEES REPORT (CONTINUED)
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This framework was designed to ensure that the Board could regularly assess its ability to set direction of the Charity, enable its staff and volunteers to deliver strategic aims in support of its objects, and do so to an appropriate standard and quality.

It is not the only document presented to the Board so it augments standard reporting already in place, and as with other Board documents it will need to be regularly reviewed and amended accordingly. Reporting to the Board via these various means / processes was integral to 2020/21 as during lockdown we were unable to meet face to face and had to hold virtual meetings via teams or Zoom, hence a balance of information in advance to inform discussion and decision making during these meetings was important.

We similarly have a set of core *values* and *principles* that we adhere to, that were agreed by our Board of Trustees in May 2014, after consultation with staff and service users. Our values cover:

- working together for young people,
- treating people with dignity and respect,
- being committed to ensuring quality provision,
- treating individuals with compassion,
- improving young people's lives and opportunities, and for
- ensuring that everyone counts.

Our governing principles cover:

- provision of a comprehensive service available to all,
- access to our services based on need and not ability to pay,
- aspiration to the highest standards of excellence and professionalism,
- aspiration to put young people at the heart of everything we do,
- the intent to work across organisational boundaries and in partnership with others,
- commitment to providing best value for taxpayer's money, and
- to be accountable to the public, communities and young people that we serve.

The Charity's aims, values and principles are integral for supporting the work that we do with vulnerable young people, especially at this period in time when we are seeing the infrastructure of both targeted and universal services for young people living in Plymouth at risk, especially now in context to COVID-19.

The plan identified the need for looking at encouraging closer integration between our existing services both internally and externally (specifically with other agencies linked to shared pathways of care), with a focus on developing primary mental health services (specifically counselling targeted at young people not in employment, education or training) and meaningful contacts with secondary schools (a setting which we have developed stronger strategic and operational links with in preparation for when relationships and sex education becomes mandatory from September 2020). As already stated, activity during 2020/21, although impacted upon by COVID-19, continued to be in response to recommendations set out in the original development strategy.

The means employed by us to achieve our aims and objectives included continued collaborative working with other providers as part of integrated commissioning arrangements, which entailed supporting service redesign at both the strategic and operational level. We continued to raise our profile as being both a willing and able provider (both individually and in partnership), with the intention of advocating for the rights and needs of young people and vulnerable families at the centre of future commissioning plans the city would develop, reinforcing our role in delivery where relevant.

The criteria used to assess success in the reporting period were outlined in the charity's Quality Assurance Framework and via outcomes as agreed with commissioners and reflected within contracts. Activity undertaken needed to contribute to achievement of our statement of accountability for being open about the work we do and conscious of our social responsibilities. Specific quality indicators for the charity in 2020/21 continued to be:

TRUSTEES REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

- Achieving access to treatment times and waiting times for early intervention services.
- Ensuring no young person waited longer than 1 working day to be responded to if asking for help or enquiring about advice.
- Ensuring all complaints and serious incidents were responded to and reported accordingly.
- Staff employed by the charity recommend the Zone as a quality employer, even if unable to provide the terms and conditions of employment as our statutory partners.
- Young people record their experience of contact with staff from the charity as being a positive one.

Significant activities undertaken during the period covered:

The most significant activity undertaken was the organisations' collective response to the challenge of COVID-19. The Trustees are immensely proud and thankful for everything that Zone staff achieved in the face of pressures from the coronavirus pandemic. Below are just a few examples of staff going above and beyond:

- Staff from Insight delivered a virtual cookery course for clients so that they could remain physically healthy in their homes whilst on lock down and learn to budget and cook responsibly – resulting in production of a cookery book with recipes created by clients for sharing with others.
- Staff from Insight similarly fundraised and as a result were able to send parcels to client's homes during each lockdown, with goods chosen to promote emotional health and physical well-being, with ideas of what they could do whilst living in isolation.
- Icebreak consulted with their clients and asked them how they would like to be communicated with over this period, resulting in regular communications being sent that supported understanding of COVID-19.
- Staff from ZAP were willing to be redeployed to work in different settings, with clients who were taken off the streets and placed in accommodation, those with the most complex needs requiring specialist support.
- Staff from Progeny set up a virtual 'chat' room that provided teaching staff they were working with, with a space to relax in and to reflect on the challenges they faced – a resource that ensured these staff had a space to look after their mental health during this difficult time.
- Front of House staff willing to bend and flex and to take on new projects and new work roles in direct response to the needs of young people and families requiring support – embracing new technology and social distancing, supporting each other and the services around them – demonstrating professionalism and compassion.

Our Staff

In 2020 we were able to feedback to staff and the Board outcomes from the latest staff survey. Key findings from the survey were that:

- 84% of staff reported having a strong feeling of cooperation within their team.
- 86% of staff felt their workplace was physically comfortable.
- 84% of staff felt their job did not cause unreasonable stress.
- 84% felt they were treated fairly.
- 62% felt they were paid fairly.
- 76% said they had received positive feedback in relation to their role.
- 82% understood how their role supported the wider role of the Zone.
- 84% felt valued and respected by their supervisor.
- 80% felt that the organisation respected them.
- 78% felt that the organisation listened to them.
- 88% felt they understood the goals of the Zone.
- 74% felt that the organisation acted on their individual / collective concerns.

A follow-on survey was undertaken later in 2020 specific to staff experiences of working from home as a result of COVID. Key findings from this survey were that:

TRUSTEES REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

- 57% enjoyed working from home.
- The two largest challenges linked to working from home were social isolation and access to tools/information to support them in their roles.
- 85% reported feeling less stress as a result of not having to travel.
- 100% reported being either more productive or equally productive working from home.
- 93% reported taking regular breaks whilst working from home.
- 89% were in regular contact with their team and/or manager.
- 37% wanted more communication from the organisation on a regular basis.

These findings were acted upon, and remedial measures put in place to further support staff to address their concerns.

Our volunteers

The Charity relies on the contribution that volunteers make for ensuring the delivery of services, predominantly provision of activity linked to sexual health and homelessness prevention. During 2020/21 the charity did not recruit or train new volunteers, but they did create online training updates for existing volunteers to ensure skills were not lost during lockdown.

With the outbreak of COVID-19 in March 2020 we ceased providing youth drop-in sessions, so could not utilise volunteers on a day-to-day basis. We kept in regular contact with them but inevitably have lost a percentage. It took years to develop our team of committed volunteers and we are hoping that their commitment will not have been lost to us as we enter into 2021/22.

The Trustees take the opportunity again of thanking all the Volunteers for their hard work throughout the years and the commitment that they have demonstrated for supporting young people and families. Every year the demands of the role get harder, none more so than during 2020/21 and COVID-19, but volunteers tell us that the rewards that they gain from undertaking this unpaid work far outweighs any difficulties. They truly are an incredible group of people.

Public Benefit Statement

The Trustees have reviewed the activities of the Charity in the light of the guidance published by the Charity Commission on public benefit (September 2013). The Trustees are satisfied that the Trust's activities continue to be for the public benefit, relating as they do to supporting young people / vulnerable families and helping them to reach their full potential. This benefits the wider community as it supports social inclusion and community cohesion. The charity has more than one purpose, however, as it also actively supports the training and deployment of volunteers. On average a volunteer for the charity will take a minimum three months to train and will remain with us for 2 years, with an average 40% of volunteers progressing into paid employment or education in a related field.

ACHIEVEMENTS AND PERFORMANCE

Achievements and performance during 2020/21 have been highlighted elsewhere in this report.

In relation to meeting the objectives or outcomes from our commissioned services, we either met the requirements of contracts or exceeded them, with the exception of sexual health where we saw a significant dip in numbers as a direct result of lockdown and clinicians being redirected to other sites and as a consequence clinics cancelled. Where there were potential financial penalties for failing to meet performance requirements, we did not incur such penalties. Where similarly the charity was subject to quality inspection of commissioned services, these too were successful, with the charity praised by commissioners for our governance and performance monitoring arrangements.

TRUSTEES REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Going concern

The Trustees have reviewed the circumstances of the Charity and consider that adequate resources continue to be available to fund the activities of the Charity for the foreseeable future. The Trustees are of the view that the Charity is a going concern.

Reserves Policy

The Trustees have looked at the reserves policy and agreed that as an organisation we need to retain free reserves that total a minimum 3 months operational running costs (circa £300,000) plus additional reserves to cover the costs associated with redundancies, covering the impact from Brexit/COVID, support bids for other monies and for pump priming areas for service development that help address unmet need. The total free reserves that the organisation is seeking to accrue is therefore in the region of £500,000 - £600,000. At the year end, the Charity held £456,189 in free reserves.

Plans for future periods

The Charity has identified the following areas as the key aspects of future plans to be pursued during the next financial year:

- Continuing to secure additional funds, from non-public sector sources, for expansion of primary and secondary mental health services.
- Developing the infrastructure to income generate from selling additional education and preventive work linked to whole school training and work in schools and with the business sector.
- Developing robust agreements / arrangements with partner agencies for sustainable and governed joint working.

Risk management

The principal risks faced by the Charity are:

- Operational risk
- Financial risk
- Effective management/decision making
- Strategic risk
- Internal controls
- Compliance risk
- Ongoing impact of COVID-19 and BREXIT

The Trustees have a risk management strategy that is regularly updated which covers all of the above.

There is concern, however, that the organisations 2 largest contracts for Mental Health are likely to be impacted upon during 2021/22 by local changes to commissioning arrangements whereby commissioning arrangements for Mental Health will be being passed from the CCG to a Provider Collaborative and contracts to be issued by Devon Partnership Trust. The organisation is in discussion with all parties to mitigate risk, and there has been no indication that existing long term contracts are at potential risk, but any changes could lead to short – medium term disruption.

Another possible risk factor is the Zone's role within the Plymouth Alliance, the contract for work in Plymouth for people with complex needs. This contract was in its second year during 2020/21 and although costs escalated for providing accommodation to individuals affected by covid, there was agreement reached with the Local Authority whereby excessive costs would be met by them. Going forward, if the Plymouth Alliance were faced with similar costs pressures (as is likely as a direct result of COVID), then as an Alliance partner the Zone would be exposed to a percentage of any overspend incurred by the partnership. As of April 2021, the Zone would potentially need to find 3.5% - 3.8% of any overspend. As an organisation we have set aside

**TRUSTEES REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

a contingency fund to cover this risk, and the Board will monitor their exposure to this risk at every Board meeting.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Youth Enquiry Service Plymouth Limited (also known as 'The Zone') is a company limited by guarantee, governed by a signed Memorandum and Articles of Association. It is registered as a charity with the Charity Commission. Details of the Trustees who served throughout 2020/21 are included in the Reference and Administration Details section.

Method of recruitment and appointment or election of Trustees

As set out in the Articles of Association, the Chair of the Trustees and Treasurer are nominated and seconded annually by other voting members of the Board during the AGM. New Trustees are appointed by existing Trustees and the members of the charitable company and are recommended to serve for a period of at least 2 years to provide continuity.

The Memorandum and Articles provides a minimum of 6 Trustees, with no fixed maximum, with ideally no more than 2 Trustees due for re-appointment in any one year. The Trustees have to power to elect / co-opt further nonvoting members to fill specialist roles.

When appointing new Trustees, the Board will give due consideration to the skills and experience mix of existing Trustees in order to ensure that the Board has the necessary skills to contribute fully to the Charity's development. New trustees may be sought by open advertisement or through existing members.

The training and induction provided for new Trustees will depend upon their existing experience but would always include a tour of the Charity and a chance to meet other staff. All Trustees are provided with copies of a Trustee Handbook along with policies, procedures, minutes, accounts, budgets, plans and other documents that they will need to undertake their role as Trustees. As there are normally only 2 new Trustees a year, induction tends to be done informally and is tailored specifically to the individual. Advantage is taken of specific courses offered by the Local Authority and other bodies, including access to online resources.

Organisational Structure

The Board of Trustees normally meets on the last Thursday of alternate months, and for additional away days held when agreed. Those attending meetings are elected Trustees alongside the CEO, Operations Director and Company Secretary. There is staff and/or volunteer representation at every meeting of the Board.

The Board establishes an overall framework for the governance of the Charity and determines membership, terms of reference and procedures of Committees and other groups. It receives monthly or bi-monthly reports (including policies and notification of serious incidents or near misses) from the Corporate Team, Accountant and Project Leads for ratification. It monitors the activities of the commissioned projects through access to the minutes of their meetings. The Board may from time to time establish Working Groups to perform specific tasks over a limited timescale.

There is currently 1 sub-group as follows;

- Finance and Resources - this meets at least 2 times a year and is responsible for monitoring, evaluating and reviewing policy and performance in relation to financial management, compliance with reporting and regulatory requirements and reporting. It also incorporates the role of an audit committee.

The following decisions are reserved to the Board of Trustees: to consider any proposals for changes to the status or constitution of the Charity and its committee structure, to appoint or remove the Chair and/or Vice Chair, to approve agreed development plans and budget/s.

**YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
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**TRUSTEES REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

The Trustees are responsible for setting general policy, adopting an annual plan and budget, approving the statutory accounts, monitoring Charity by the use of budgets and other data, and making major decisions about the direction of the Charity, capital expenditure and staff appointments.

Key management personnel

The Trustees have devolved responsibility for day-to-day management of the Charity to the key management personnel. The key management personnel comprise:

- Chief Executive Officer (37 hrs pw),
- Operations Director (25 hrs pw – until August 2020)
- HR Officer (30 hrs pw)
- Finance Officer (30 hrs pw)
- Performance & Information Officer (22.5 hrs pw)
- Operations Manager (30 hrs pw – from September 2020)
- Registered Manager CQC (7 hrs pw – from September 2020)

The number of people with devolved responsibility increased in 2020/21 compared to previous years as a direct result of the Operations Director leaving and a new management structure being introduced. The new structure enabled staff development (promotion) and reduced operational risk as responsibility was passed to a larger number of people and not just to 2 individuals, where if one of those individuals was absent service delivery could have been compromised.

Project Leads from each service also meet as a senior management team with the CEO and operations Director. The key management personnel implement the policies laid down by the Trustees and report back to them on performance.

Related Parties and other Connected Charities and Organisations

None of our Trustees receive remuneration or other benefit from their work with the Charity.

The Charity has a close relationship with Livewell Southwest CIC and Derriford Hospital who co-locate clinical staff from their organisations to operate within the Charity's premises. The charity is a registered site with the Care Quality Commission (CQC) for these fully regulated and governed clinical services to be delivered from. The type of clinical staff co-located on the Charity's premises include registered mental health nurses, consultant psychiatrist, consultant psychologist, behavioural therapists, sexual health nurses, sexual health nurse prescribers, sexual health Dr's, GUM Consultant, GUM nurse prescribers, healthcare assistants and secretarial/administrative staff. There are agreements in place describing joint working arrangements. Non-clinicians who also work from our premises come from the city's drug and alcohol service (Harbour), the city's HIV Prevention Service (Eddystone) and an accommodation provider (PATH). We have in excess of 30 professionals from other organisations who also work from our premises.

The Charity also has close links with Plymouth University and the University College of St Mark & St John who have students on placement regularly working for the Charity in various fields of health & social care and work with young people.

FUNDS HELD AS CUSTODIAN TRUSTEE ON BEHALF OF OTHERS

The Charity and its Trustees do not act as the Custodian Trustees of any other Charity.

**TRUSTEES REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

TRUSTEES' RESPONSIBILITIES STATEMENT

The Trustees (who are also directors of Youth Enquiry Service Plymouth Ltd for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees 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 (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) 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 Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

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

Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charitable company's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any information needed by the charitable company's auditors in connection with preparing their report and to establish that the charitable company's auditors are aware of that information.

Auditors

The auditors, Bishop Fleming LLP, have indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditors at a meeting of the Trustees.

**YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
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**TRUSTEES REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

Approved by order of the members of the Board of Trustees on
by:

and signed on their behalf,

Shaun Walbridge
Trustee

**YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED

OPINION

We have audited the financial statements of Youth Enquiry Service (Plymouth) Limited (the 'charity') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance sheet, the Statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

BASIS FOR OPINION

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

CONCLUSIONS RELATING TO GOING CONCERN

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

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

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

OTHER INFORMATION

The other information comprises the information included in the Annual report other than the financial statements and our Auditors' report thereon. The Trustees are responsible for the other information contained within the Annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

**YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF YOUTH ENQUIRY SERVICE (PLYMOUTH)
LIMITED (CONTINUED)**

OPINION ON OTHER MATTERS PRESCRIBED BY THE COMPANIES ACT 2006

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

- the information given in the Trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' report has been prepared in accordance with applicable legal requirements.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

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

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

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

RESPONSIBILITIES OF TRUSTEES

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

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

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED (CONTINUED)

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

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

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

- We have considered the nature of the sector, control environment, and financial performance;
- We have considered the results of enquiries with management and the Trustees in relation to their own identification and assessment of the risks of irregularities within the Charity;
- We have reviewed the documentation of key processes and controls and performed walkthroughs of transactions to confirm that the systems are operating in line with documentation;
- We have obtained and reviewed the Charity's documentation of their policies and procedures relating to:
 - o Identifying, evaluation and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - o Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
 - o The internal controls established to mitigate risks of fraud or noncompliance with laws and regulations;
- We have considered the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we have considered the opportunities and incentives that may exist within the Charity for fraud and identified the highest area of risk to be in relation to income recognition, with a particular risk in relation to deferred grant income. In common with all audits under ISAs (UK) we are also required to perform specific procedures to respond to the risk of management override.

We have also obtained an understanding of the legal and regulatory frameworks that the Charity operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. The key laws and regulations we considered in this context included the Charities Act 2011, Charities SORP 2019, UK Companies Act, FRS 102, the Care quality commission and the terms and conditions attaching to material grants received by the Charity.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the Charity's ability to operate or avoid a material penalty. These included the Health & Social Care Act, procurement rules of contracting authorities, data protection legislation, health and safety regulations, and employment legislation.

Our procedures to respond to risks identified included the following:

- Reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- Enquiring of management in relation to actual and potential claims or litigation;
- Performing analytical procedures to identify unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- Reviewing board meeting minutes;

**YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF YOUTH ENQUIRY SERVICE (PLYMOUTH)
LIMITED (CONTINUED)**

- Performing detailed transactional testing in relation to the recognition of revenue with a particular focus around the deferred grant income; and
- In addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments; assessing whether the judgements made in accounting estimates are indicative of potential bias; and evaluating the business rationale of significant transactions that are unusual or outside the normal course of business.

We also communicated identified laws and regulations and potential fraud risks to all members of the engagement team and remained alert to possible indicators of fraud or non-compliance with laws and regulations throughout the audit.

As a result of the inherent limitations of an audit, there is a risk that not all irregularities, including a material misstatement in the financial statements or non-compliance with regulation, will be detected by us. This risk increases the further removed compliance with a law and regulation is from the events and transactions reflected in the financial statements, given we will be less likely to be aware of it, or should the irregularity occur as a result of fraud rather than a one-off error, as this may involve intentional concealment, forgery, collusion, omission or misrepresentation.

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

USE OF OUR REPORT

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

Pamela Tuckett FCA DChA (Senior statutory auditor)

for and on behalf of
Bishop Fleming LLP

Chartered Accountants
Statutory Auditors

Salt Quay House

4 North East Quay

Sutton Harbour

Plymouth

PL4 0BN

Date:

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2021

	Note	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
INCOME FROM:					
Donations and legacies	4	25,847	25,675	51,522	6,560
Charitable activities	5	128,417	1,268,860	1,397,277	1,263,344
Investments		-	110	110	519
TOTAL INCOME		154,264	1,294,645	1,448,909	1,270,423
EXPENDITURE ON:					
Charitable activities		113,537	1,133,518	1,247,055	1,178,249
TOTAL EXPENDITURE		113,537	1,133,518	1,247,055	1,178,249
NET INCOME					
Transfers between funds	13	40,727 3,035	161,127 (3,035)	201,854 -	92,174 -
NET MOVEMENT IN FUNDS		43,762	158,092	201,854	92,174
RECONCILIATION OF FUNDS:					
Total funds brought forward		33,383	616,022	649,405	557,231
Net movement in funds		43,762	158,092	201,854	92,174
TOTAL FUNDS CARRIED FORWARD		77,145	774,114	851,259	649,405

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

The notes on pages 22 to 36 form part of these financial statements.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)
REGISTERED NUMBER:03140076

BALANCE SHEET
AS AT 31 MARCH 2021

	Note	2021 £	2020 £
FIXED ASSETS			
Tangible assets	10	229,925	238,219
		229,925	238,219
CURRENT ASSETS			
Debtors	11	255,021	113,133
Cash at bank and in hand	17	455,088	404,844
		710,109	517,977
Creditors: amounts falling due within one year	12	(88,775)	(106,791)
NET CURRENT ASSETS		621,334	411,186
TOTAL NET ASSETS		851,259	649,405
CHARITY FUNDS			
Restricted funds	13	77,145	33,383
Unrestricted funds	13	774,114	616,022
TOTAL FUNDS		851,259	649,405

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Shaun Walbridge
Trustee

Date:

The notes on pages 22 to 36 form part of these financial statements.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	2021	2020
	£	£
CASH FLOWS FROM OPERATING ACTIVITIES		
Net cash provided by operating activities	66,952	80,199
CASH FLOWS FROM INVESTING ACTIVITIES		
Proceeds from the disposal of tangible fixed assets	-	32,389
Purchase of tangible fixed assets	(16,708)	(47,594)
NET CASH USED IN INVESTING ACTIVITIES	(16,708)	(15,205)
CASH FLOWS FROM FINANCING ACTIVITIES		
CHANGE IN CASH AND CASH EQUIVALENTS IN THE YEAR	50,244	64,994
Cash and cash equivalents at the beginning of the year	404,844	339,850
CASH AND CASH EQUIVALENTS AT THE END OF THE YEAR	455,088	404,844

The notes on pages 22 to 36 form part of these financial statements

**YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)**

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

1. GENERAL INFORMATION

Youth Enquiry Service (Plymouth) Limited is a company limited by guarantee, incorporated in England and Wales. The liability of members for debts of the company is limited by guarantee to an amount not exceeding ten pounds. The registered office is The Zone, 14-16 Union Street, Plymouth, Devon, PL1 2SR.

2. ACCOUNTING POLICIES

2.1 BASIS OF PREPARATION OF FINANCIAL STATEMENTS

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Youth Enquiry Service (Plymouth) Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 GOING CONCERN

The Charity has prepared the accounts on the going concern basis. The Trustees are confident that the Charity is a going concern, even with the impact of COVID-19. COVID-19 has impacted on the way that our services have been delivered, but has not impacted on the income of the Charity as our contracts and services have continued. We have sufficient reserves to cover any short term impacts, and have completed budgets and forecasts which support the going concern basis.

2.3 FUND ACCOUNTING

General funds are unrestricted funds which 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.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

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 costs 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.

Investment income, gains and losses are allocated to the appropriate fund.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

2. ACCOUNTING POLICIES (continued)

2.4 INCOME

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

2.5 EXPENDITURE

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.6 GOVERNMENT GRANTS

Government grants of a revenue nature are credited to the Statement of financial activities as the related expenditure is incurred.

2.7 INTEREST RECEIVABLE

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.8 TANGIBLE FIXED ASSETS AND DEPRECIATION

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

2. ACCOUNTING POLICIES (continued)

2.8 TANGIBLE FIXED ASSETS AND DEPRECIATION (CONTINUED)

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following bases:

Leasehold property	- 14-16 Union Street - over term of the lease
Motor vehicles	- 25% straight line
Fixtures, fittings and equipment	- 10-20% straight line
Computer equipment	- 33.3% straight line

2.9 LIABILITIES AND PROVISIONS

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

2.10 FINANCIAL INSTRUMENTS

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.11 OPERATING LEASES

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

2.12 PENSIONS

The Charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the fund in respect of the year.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

3. CRITICAL ACCOUNTING ESTIMATES AND AREAS OF JUDGMENT

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The preparation of the financial statements requires management to make judgements, estimates and assumptions that effect the amounts reported for assets and liabilities as at the balance sheet date and the amounts reported for revenues and expenses during the year. However, the nature of estimation means that actual outcomes could differ from those estimates. Whilst there is a level of assumption in these judgements, the Trustees feel these are unlikely to have a significant effect on, or cause material error to the amounts recognised in the financial statements.

4. INCOME FROM DONATIONS AND LEGACIES

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £
Donations	-	675	675
COVID-19 Grant	25,847	25,000	50,847
	<u>25,847</u>	<u>25,675</u>	<u>51,522</u>
		Unrestricted funds 2020 £	Total funds 2020 £
Donations		6,560	6,560

5. INCOME FROM CHARITABLE ACTIVITIES

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £
Grants and contracts	128,417	1,261,814	1,390,231
Other income	-	7,046	7,046
TOTAL 2021	<u>128,417</u>	<u>1,268,860</u>	<u>1,397,277</u>

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

5. INCOME FROM CHARITABLE ACTIVITIES (CONTINUED)

	Restricted funds 2020 £	Unrestricted funds 2020 £	Total funds 2020 £
Grants and contracts	67,904	1,179,471	1,247,375
Other income	-	15,969	15,969
TOTAL 2020	67,904	1,195,440	1,263,344

6. ANALYSIS OF EXPENDITURE BY ACTIVITIES

	Activities undertaken directly 2021 £	Support costs 2021 £	Total funds 2021 £
Grants and contracts	1,039,948	207,107	1,247,055

	Activities undertaken directly 2020 £	Support costs 2020 £	Total funds 2020 £
Grants and contracts	1,040,376	137,873	1,178,249

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

6. ANALYSIS OF EXPENDITURE BY ACTIVITIES (CONTINUED)

Analysis of support costs

	Total funds 2021 £	Total funds 2020 £
Depreciation	25,002	11,203
Telephone costs	19,852	21,455
Printing, postage and stationery	10,291	15,113
Legal and professional fees	12,793	12,892
Sundry expenses	3,042	3,929
Building maintenance, cleaning and displays	52,179	40,883
Insurances	12,993	9,960
Heat and light	10,660	9,003
Rent, rates and service charges	26,975	18,108
Bank charges and interest	977	1,103
IT system	32,343	26,613
Profit on asset disposals	-	(32,389)
	207,107	137,873

7. AUDITORS' REMUNERATION

	2021 £	2020 £
Fees payable to the Charity's auditor for the audit of the Charity's annual accounts	6,000	5,700
Fees payable to the Charity's auditor in respect of: All non-audit services not included above	3,780	4,170

8. STAFF COSTS

	2021 £	2020 £
Wages and salaries	903,897	884,005
Social security costs	67,584	65,656
Contribution to defined contribution pension schemes	18,093	16,475
	989,574	966,136

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

8. STAFF COSTS (CONTINUED)

The average number of persons employed by the Charity during the year was as follows:

	2021	2020
	No.	No.
Average employees	50	54

No employee received remuneration amounting to more than £60,000 in either year.

All Trustees and certain senior employees who have authority and responsibility for planning, directing and controlling the activities of the Charity are considered to be key management personnel. Total remuneration in respect of these individuals is £165,671 for 6 personnel (2020: £84,479 for 2 personnel). Trustees are not remunerated for the role as Trustees.

During the year the Charity received the services of 7 volunteers (2020: 43). No monetary value is attributable to volunteers. The reason for the decrease this year is because of the national restrictions due to the global COVID-19 pandemic.

9. TRUSTEES' REMUNERATION AND EXPENSES

During the year, no Trustees received any remuneration or other benefits (2020 - £NIL).

During the year ended 31 March 2021, no Trustee expenses have been incurred (2020 - £NIL).

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

10. TANGIBLE FIXED ASSETS

	Long-term leasehold property £	Fixtures and fittings £	Computer equipment £	Total £
COST OR VALUATION				
At 1 April 2020	285,266	24,446	60,235	369,947
Additions	-	8,469	8,239	16,708
At 31 March 2021	285,266	32,915	68,474	386,655
DEPRECIATION				
At 1 April 2020	108,316	14,761	8,651	131,728
Charge for the year	4,915	2,885	17,202	25,002
At 31 March 2021	113,231	17,646	25,853	156,730
NET BOOK VALUE				
At 31 March 2021	172,035	15,269	42,621	229,925
At 31 March 2020	176,950	9,685	51,584	238,219

11. DEBTORS

	2021 £	2020 £
DUE WITHIN ONE YEAR		
Trade debtors	240,173	96,602
Other debtors	14,848	16,531
	255,021	113,133

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Trade creditors	16,371	50,294
Other taxation and social security	18,437	16,863
Other creditors	11,465	9,530
Accruals and deferred income	42,502	30,104
	88,775	106,791
	2021 £	2020 £
DEFERRED INCOME		
Deferred income at 1 April 2020	6,925	6,925
Resources deferred during the year	19,670	6,925
Amounts released from previous periods	(6,925)	(6,925)
Deferred income at 31 March 2021	19,670	6,925

The Charity's bank, National Westminster Bank PLC holds a legal charge over the leasehold property.

The deferred income balance relates to donations and contract income received in advance.

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

13. STATEMENT OF FUNDS

STATEMENT OF FUNDS - CURRENT YEAR

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2021 £
UNRESTRICTED FUNDS					
DESIGNATED FUNDS					
Designated Capital Funds	238,219	-	(25,002)	16,708	229,925
Contingency Fund	35,000	-	-	(25,000)	10,000
Insights	-	-	-	78,000	78,000
	<u>273,219</u>	<u>-</u>	<u>(25,002)</u>	<u>69,708</u>	<u>317,925</u>
GENERAL FUNDS					
General Unrestricted Funds	342,803	1,294,645	(1,108,516)	(72,743)	456,189
TOTAL UNRESTRICTED FUNDS	<u>616,022</u>	<u>1,294,645</u>	<u>(1,133,518)</u>	<u>(3,035)</u>	<u>774,114</u>
RESTRICTED FUNDS					
Drake Foundation (Revenue)	2,986	6,000	(2,621)	-	6,365
Sexual Health Clinic (Revenue)	5,397	-	(5,397)	-	-
Progeny	25,000	62,555	(46,685)	(870)	40,000
University of Plymouth Staff	-	11,552	(11,552)	-	-
COVID-19 Grant	-	25,847	(25,847)	-	-
See, Hear, Respond	-	41,115	(15,740)	-	25,375
Access to Work	-	2,195	(2,195)	-	-
Infection Control	-	5,000	(3,500)	-	1,500
Sexual Health	-	-	-	3,905	3,905
	<u>33,383</u>	<u>154,264</u>	<u>(113,537)</u>	<u>3,035</u>	<u>77,145</u>
TOTAL OF FUNDS	<u>649,405</u>	<u>1,448,909</u>	<u>(1,247,055)</u>	<u>-</u>	<u>851,259</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

13. STATEMENT OF FUNDS (CONTINUED)

Restricted funds represent specific projects which are restricted by virtue of their funding contracts.

Nature and purpose of restricted funds:-

Drake Foundation (Revenue)

This fund represents amounts received still to be paid out to individuals as grants. The Youth Hardship fund is to help young people to avert potential crisis of hardship.

Sexual Health Clinic (Revenue)

The revenue aspect represents the amount of the fund to be used for revenue items relating to the sexual health clinic project.

Progeny

A three year project, commissioned by Plymouth City Council but funded via all secondary schools in Plymouth, for providing whole school training in mental health and emotional wellbeing. The project trains teaching staff, parents/carers and students to provide opportunities for prevention of poor mental health and provision of early intervention to prevent avoidable escalation.

University of Plymouth Staff

This funding is included within the Icebreak control, and this is subsequently used to fund the use of a University of Plymouth staff member. This individual is a registered general practitioner and Mental Health professional and assesses clients for Icebreak (our early intervention service for personality disorder) but does not prescribe.

See, Hear, Respond

A service provided across England by Barnados and a group of national and local community-based organisations in response to Covid-19. The Zone were considered a local community based provider. The programme delivered a three strand model in response to children experiencing harm and increased adversity at a time when services were required to shape their response and approach to addressing new emerging need. Specifically we provided access to therapeutic support to children (counselling) with access to non-therapeutic support and advice for parents.

Access to Work

A Government scheme that may pay for equipment and any other support considered more than a reasonable adjustment by an employer. The scheme assesses the employee's needs and this covers all aspects of employment in order to support a person with disabilities to be effective in the workplace.

Infection Control

The Department of Health and Social Care made available grant funding via the 'Adult Social Care Infection Control Fund'. The funding related to the period Jan 2021 – April 2021. The purpose of this fund was to support adult social care providers to take additional steps to tackle the risk of COVID-19 infections and the Department wanted local authorities (who administered the fund) to consider using this fund to put in place infection prevention and control (IPC) measures to support the resumption of services, the type of which the Zone operates and/or delivers.

COVID-19 Grant

This is funding received from the government in respect of the Coronavirus Job Retention Scheme.

Sexual Health

Monies received from Devon County Council specifically for Sexual Health work with clients who live just outside the Plymouth area. This has been carried forward due to low footfall in the year as a result of the pandemic.

Designated funds include:-

Contingency Fund

As part of the Plymouth Alliance the Charity is exposed to a percentage of any potential overspend on the Alliance budget. As part of the contract signed with the Local Authority, all of the 7 Alliance partners have

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

13. STATEMENT OF FUNDS (CONTINUED)

also signed a risk sharing agreement that identifies the proportion of risk each agency is exposed to, and the proportion of risk that The Zone is exposed to equates to 3.5% of any overspend. For this reason we have held a contingency fund in the event of any overspend within year. Thus far between 2019-2021 we have not required access to this fund and we are confident that there is no historic deficit of overspend to be clawed back relating to this period.

Insights

The CCG agreed a recurrent uplift in the value of the Insight contract by £78k. They made the decision late in the financial year (February 2021) but still awarded the whole amount for the year. After consultation with the CCG they agreed that the Charity can designate use of the money awarded in 2020/21 for expenditure between 2021-2024. The money will be used to retain staff who have been trained in provision of specialist therapeutic services.

STATEMENT OF FUNDS - PRIOR YEAR

	Balance at 1 April 2019 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2020 £
UNRESTRICTED FUNDS					
DESIGNATED FUNDS					
Designated Capital Funds	201,828	-	(11,203)	47,594	238,219
Contingency Fund	-	-	-	35,000	35,000
	<u>201,828</u>	<u>-</u>	<u>(11,203)</u>	<u>82,594</u>	<u>273,219</u>
GENERAL FUNDS					
General Unrestricted Funds	301,683	1,202,519	(1,078,805)	(82,594)	342,803
TOTAL UNRESTRICTED FUNDS	<u>503,511</u>	<u>1,202,519</u>	<u>(1,090,008)</u>	<u>-</u>	<u>616,022</u>
RESTRICTED FUNDS					
Drake Foundation (Revenue)	294	4,875	(2,183)	-	2,986
Sexual Health Clinic (Revenue)	5,397	-	-	-	5,397
Progeny	25,000	55,817	(55,817)	-	25,000
EIP/ STR	23,029	-	(23,029)	-	-
University of Plymouth Staff	-	7,212	(7,212)	-	-
	<u>53,720</u>	<u>67,904</u>	<u>(88,241)</u>	<u>-</u>	<u>33,383</u>
TOTAL OF FUNDS	<u>557,231</u>	<u>1,270,423</u>	<u>(1,178,249)</u>	<u>-</u>	<u>649,405</u>

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

14. SUMMARY OF FUNDS

SUMMARY OF FUNDS - CURRENT YEAR

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2021 £
Designated funds	273,219	-	(25,002)	69,708	317,925
General funds	342,803	1,294,645	(1,108,516)	(72,743)	456,189
Restricted funds	33,383	154,264	(113,537)	3,035	77,145
	<u>649,405</u>	<u>1,448,909</u>	<u>(1,247,055)</u>	<u>-</u>	<u>851,259</u>

SUMMARY OF FUNDS - PRIOR YEAR

	Balance at 1 April 2019 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2020 £
Designated funds	201,828	-	(11,203)	82,594	273,219
General funds	301,683	1,202,519	(1,078,805)	(82,594)	342,803
Restricted funds	53,720	67,904	(88,241)	-	33,383
	<u>557,231</u>	<u>1,270,423</u>	<u>(1,178,249)</u>	<u>-</u>	<u>649,405</u>

15. ANALYSIS OF NET ASSETS BETWEEN FUNDS

ANALYSIS OF NET ASSETS BETWEEN FUNDS - CURRENT YEAR

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	-	229,925	229,925
Current assets	88,600	621,509	710,109
Creditors due within one year	(15,360)	(73,415)	(88,775)
Difference	3,905	(3,905)	-
TOTAL	<u>77,145</u>	<u>774,114</u>	<u>851,259</u>

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

15. ANALYSIS OF NET ASSETS BETWEEN FUNDS (CONTINUED)

ANALYSIS OF NET ASSETS BETWEEN FUNDS - PRIOR YEAR

	Restricted funds 2020 £	Unrestricted funds 2020 £	Total funds 2020 £
Tangible fixed assets	-	238,219	238,219
Current assets	26,171	491,806	517,977
Creditors due within one year	7,212	(114,003)	(106,791)
TOTAL	33,383	616,022	649,405

16. RECONCILIATION OF NET MOVEMENT IN FUNDS TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2021 £	2020 £
Net income for the year (as per Statement of Financial Activities)	201,854	92,174
ADJUSTMENTS FOR:		
Depreciation charges	25,002	11,203
Profit on disposals	-	(32,389)
Increase in debtors	(141,888)	(33,842)
Increase/(decrease) in creditors	(18,016)	43,053
NET CASH PROVIDED BY OPERATING ACTIVITIES	66,952	80,199

17. ANALYSIS OF CASH AND CASH EQUIVALENTS

	2021 £	2020 £
Cash in hand	455,088	404,844

YOUTH ENQUIRY SERVICE (PLYMOUTH) LIMITED
(A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

18. ANALYSIS OF CHANGES IN NET DEBT

	At 1 April 2020	Cash flows	At 31 March 2021
	£	£	£
Cash at bank and in hand	404,844	50,244	455,088

19. PENSION COMMITMENTS

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Charity in an independently administered fund. The pension cost charge represents contributions payable by the Charity to the fund and amounted to £18,093 (2020: £16,475). Contributions totaling £3,748 (2020: £3,285) were payable to the fund at the balance sheet date and are included in creditors.

20. OPERATING LEASE COMMITMENTS

At 31 March 2021 the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2021 £	2020 £
Not later than 1 year	22,671	8,671
Later than 1 year and not later than 5 years	59,536	12,207
	82,207	20,878

21. CONTROLLING PARTY

The Charity is controlled by the Board of Trustees.