

COMPANY REGISTRATION NUMBER: 03157152  
CHARITY REGISTRATION NUMBER: 1053008

**Bedfordshire Open Door**  
**Company Limited by Guarantee**  
**Unaudited Financial Statements**  
**31 March 2021**

**EXCEL ACCOUNTANTS (BEDS) LTD**

Chartered accountants  
Excel House  
3 Duke Street  
Bedford  
MK40 3HR



**Bedfordshire Open Door**  
**Company Limited by Guarantee**  
**Financial Statements**  
**Year ended 31 March 2021**

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# **Bedfordshire Open Door**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report)**

#### **Year ended 31 March 2021**

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The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2021.

#### **Reference and administrative details**

**Registered charity name** Bedfordshire Open Door

**Charity registration number** 1053008

**Company registration number** 03157152

**Principal office and registered office** 120 Tavistock Street  
Bedford  
Bedfordshire  
MK40 2SA

**The trustees** SA Reed (Chair)  
S J Gardner (Treasurer)  
V Perry  
V C Holt\*  
S A Bilham\*\*  
M R Fletcher\*\*  
O Atunrase  
M A Richardson  
A King

\* This trustee resigned on the 19<sup>th</sup> July 2021 (post balance sheet date)

\*\* These trustees were appointed on the 19<sup>th</sup> July 2021 (post balance sheet date)

**Company secretary** V Perry

**Management staff** Michele Flynn (Operations Manager)  
Donna Galea-Bateman (Clinical Manager)

**Independent examiner** Excel Accountants (Beds) Ltd  
Excel House  
3 Duke Street  
Bedford  
MK40 3HR

# **Bedfordshire Open Door**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2021**

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#### **Structure, Governance and Management**

##### **Governing document**

The company was established under a Memorandum of Association, which determine the objects and powers of the company and is governed under its Articles of Association.

The charity is managed and controlled by its Trustee Board which is responsible for setting the strategic direction of the charity, and the policies it adopts.

The company is limited by guarantee and does not have share capital. Trustees each guarantee an amount not exceeding £10 to the assets of the company in the event of a winding up. The total number of such guarantees at 31 March 2021 was 7 (2020: 6).

##### **Recruitment and appointment of new trustees**

The charity seeks to have board members with the right skills to enable it to be managed in an effective manner. The trustees may appoint a person who is willing to act as a trustee, either to fill a vacancy or as an additional trustee.

##### **Induction and training of new trustees**

All trustees are given a copy of the Charity Commission Pamphlet CC3 prior to their appointment and, at their induction, a copy of the latest accounts, together with the governing document and operating procedures. The latter include such topics as "Trustees Code of Conduct", "Conflicts of Interest" and "Trustee Eligibility". Where considered necessary, trustees are invited to undertake training in the workings of the Charity and the responsibilities of a trustee.

##### **Objectives and activities**

The objects of the charity are to provide free counselling services to young people in Bedford and surrounding areas. We have continued to offer the counselling service free to clients.

##### **Strategic report**

The following sections covering the focus of our work, achievements and performance and financial review form the strategic report of the charity.

##### **Purposes and Aims**

**The focus of our work is:**

- Providing a free counselling service to young people aged 13-25 in Bedford Borough and North Central Bedfordshire. We have excellent counselling facilities at our Tavistock Street Centre which is situated conveniently on the outskirts of the town centre.
- During the year we have worked with three Bedford Borough Schools providing an on-site counselling service in Biddenham School, Bedford Academy and Bedford Free School. We also provided an in-school counselling service at the Etonbury Academy in Central Bedfordshire.
- We provide a counselling service to Impakt Housing & Support (formerly YMCA Bedfordshire), seeing clients at two of their supported housing project premises.
- We provide drop in facilities at our Bedford counselling centre.
- We work in a multi-agency way with GPs, CAMHS, adult mental health services, other counselling service providers and local voluntary/statutory agencies to ensure clients are given the most appropriate professional support.

# Bedfordshire Open Door

## Company Limited by Guarantee

### Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

#### Year ended 31 March 2021

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##### **Achievements: How our activities deliver public benefit:**

Our main activities and who those we support are described below. All our charitable activities focus on providing free counselling services to young people and are undertaken to further our charitable purposes for the public benefit.

- Bedfordshire Open Door provide free counselling provision to 13-25 year olds with the offer of 12 session counselling programmes, which is our core operating model. No one else in the Bedford area offers this free provision.
- In the year we had a team of 33 counsellors, a mix of volunteers, students and paid counselling positions. In 2022 the team will increase to 39 when the new cohort of students join us in February /March.
- We provide an on-site counselling service at Impakt Housing & Support's Cornerstone House supported accommodation project, which looks after 16-18 year old residents, and The Foyer supported housing project.
- Despite losing statutory NHS funding at the end of May 2018, we continue to receive significant numbers of referrals from NHS/CAMHS agencies, with 28% of all referrals coming from health agencies.
- In 2020-21 we supported 588 (2019-20 519) beneficiaries, of whom 65% (2020-21 70%) were aged between 13 and 18 and 35% for the 19-25 year group (2019-20 30%).
- Since 2016-17 we have increased the number of counselling sessions offered to young people by 88%.
- In 2020-21 we continued to build on a pilot project to support counselling for young unaccompanied asylum seekers, many of whom have experienced extreme trauma. The work involves specialist one to one counselling using interpreters and creative groupwork.
- We continue to play a leading role in co-ordinating and chairing a multi-agency forum, which was brought together to establish closer, more effective ways of working amongst key agencies to meet the needs of this vulnerable group of young people. A successful online forum event was held in 2020/21 with a focus on the impact of COVID-19 on immigration and on the mental health and wellbeing of young unaccompanied asylum seekers. The forum has been held up as model of best practice by the Local Government Agency.
- In 2018 we commenced a pilot student counsellor placement project in partnership with Bedford College and other local training providers. We continue to embed this opportunity, providing high quality placements with supervision and CPD to support the development of new counsellors. The counsellors offer 100 hours of counselling which enables them to pass their course requirements for qualification. They then commit to volunteering for at least one year, offering 2 sessions per week on a voluntary basis, to support Bedford Open Door's counselling resources. Feedback from student counsellors and training organisations has been very positive and the BACP commended us:  
"We commend the service on the protocol describes to assess students' competency when working with clients under the age of 18. This is evidence of a high standard of professional practice" BACP Accreditation Assessor, 2019
- The emergence of the Covid-19 crisis and lockdown in March 2020, required us to adapt our services to offer continuity of counselling support through remote telephone and zoom video conferencing means, whilst adhering to BACP standards of practice. Our dedicated volunteer counsellors demonstrated flexibility and commitment to our clients and the organisation and worked with the management to undertake necessary adaptations to enable remote working. All counsellors undertook additional CPD to ensure competence in the new ways of working.

# **Bedfordshire Open Door**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

**Year ended 31 March 2021**

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#### **The Need for Bedfordshire Open Door's Services:**

**Ref: World Health Organisation (Europe). Mental health and psychological resilience during the COVID-19 pandemic.**

The impact of the Covid-19 crisis, with extended lock-downs, reduced schooling and potential life chances is as yet unknown, although there are a number of on-going research studies. In March 2020 the World Health Organisation (Europe) published an article and asked: What could the impact of the COVID-19 crisis be on children's mental health? It states:

- This is an unprecedented time for all of us, especially for children who face an enormous disruption to their lives.
- Children are likely to be experiencing worry, anxiety and fear, and this can include the types of fears that are very similar to those experienced by adults, such as a fear of dying, a fear of their relatives dying, or a fear of what it means to receive medical treatment.
- If schools have closed as part of necessary measures, then children may no longer have that sense of structure and stimulation that is provided by that environment, and now they have less opportunity to be with their friends and get that social support that is essential for good mental well-being.
- Being at home can place some children at increased risk of, or increased exposure to, child protection incidents or make them witness to interpersonal violence if their home is not a safe place. This is something that is very concerning.
- Mental health and psychosocial support services should be in place, and child protection services need to adapt to ensure that the care is still available for the children of families who need it.

The mental health of children and young people has not improved since last year's lockdown, a 2021 survey by NHS Digital suggests.

- It found one in six children in England had a probable mental disorder in 2021 - similar to 2020, and up from one in nine in 2017.
  - nearly 40% of six to 16-year-olds, and half of 17 to 23-year-olds, said they felt their mental health had got worse over that time. Girls were more affected than boys.
  - 58% of 17 to 19-year-olds had possible eating problems in 2021, up from 44% in 2017 - with three-quarters of girls affected
  - sleeping problems affected more than a third of 11 to 16-year-olds, and half of 17 to 23-year-olds in 2021
  - one in 10 youngsters aged between six and 16 missed more than three weeks of school during the autumn of 2020 impacting on their anxiety and stress
  - children with a probable mental health disorder were twice as likely to have missed this much school as other children
  - 83% of CYP in the Young Minds (March 2020) survey reported their MH symptoms had worsened (32% "much worse")
  - 89% parents of CYP with disabilities reported COVID-19 and social distancing measures had impacted negatively on their child's behavior and emotions - 82% reported negative impact on their child's MH (Family Fund, May 2020)
  - Neurodiversity and breakdown of family relationships have been noted in a number of CYP suicides during the pandemic
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# **Bedfordshire Open Door**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

#### **Year ended 31 March 2021**

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**Ref: NHS Confederation Reaching the Tipping Point Report (Children & Young People Mental Health)**

##### **August 2021**

- There is mounting concern that the mental health system for children and young people in England is reaching tipping point, with the COVID-19 pandemic having exacerbated existing challenges, including mental health inequalities.
- There are significant increases in demand for mental health support for children and young people across all services – from primary care to NHS specialist mental health services, voluntary sector, independent sector, and digital providers - but also pressures on acute trusts and local authorities. As many as 1.5 million children and young people may need new or additional mental health support as a result of the pandemic. This figure could be even higher when considering unmet need.
- Further funding is required to address the increase in demand and to continue the transformation of services and support for children and young people, especially support in schools and other educational settings.
- This needs to include a greater focus on early intervention and addressing the social determinants of mental health. While there is intense pressure on beds now, priority must be given to preventative and early intervention services over the medium-to-long term.
- However, funding alone will not address the problems. It is essential that we address chronic staffing shortages and challenges, including by investing in more children and young people's mental health specialists and in training and education of the wider workforce.
- Children and young people's mental health must be a priority. There is a need to focus on addressing the fragmentation of children and young people's mental health services that many people experience, and improve access to both early intervention and specialist mental health services.

Bedfordshire Open Door was established in 1995 as Bedford Open Door through a collaboration of professional counsellors and local GP's, who identified the need for its services. Until May 2018, when the last contract finished, a significant proportion of the charity's funding had come from NHS commissioning groups.

Then, for the first time in its 24 year history, Bedfordshire Open Door became totally reliant on funding from non-statutory grant making bodies and trusts and internally generated fund-raising initiatives to continue free provision of counselling to young people in the 13-25 year age group and on a 12 session therapeutic model. We are extremely grateful to a number of bodies for supporting our continued work and facilitating expansion in our service provision both numerically and geographically.

- An initial three year National Lottery Community Fund grant, commencing in October 2016, facilitated the growth in our counselling services. We were able to start counselling in two new upper schools, the Bedford Academy and Bedford Free School, and start a project with young, supported residents in a YMCA Bedfordshire youth hostel. We were also able to extend free counselling provision to the 18-25 age group. In 2019 we successfully applied to the National Lottery Community Fund for three year continuation funding to maintain existing work and further develop new services to address identified needs, including more services in Central Bedfordshire.
  - Our core counselling services are provided by the work of ca. 28 volunteer counsellors, who on average offer two sessions a week without pay, and 5 part-time employed counsellors. All counsellors, including our volunteers, require professional operational and clinical
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## Bedfordshire Open Door

### Company Limited by Guarantee

### Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

#### Year ended 31 March 2021

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management support, clinical supervision and must complete a minimum of 30 hours CPD per annum. We also need to staff our Bedford counselling centre in order that there is always someone at hand to welcome young clients, making them feel safe and to ensure appointments, the necessary paperwork and record keeping, are diligently administered.

- During 2019-20 BBC Children in Need awarded us a further three years part funding of these costs, required to cover the 13-18 client age group.
- In March 2020 we were awarded a further £20,000 by the Office of the Police Crime Commissioner (OPCC) to fund successful support work by our high needs specialist counsellor. The project offers specialist therapeutic support to young people experiencing mental health issues linked to trauma, adverse childhood experiences and complex, chaotic lifestyles, often relating to abuse, violence and addiction. Our specialist high needs counsellor, with extensive experience of working with youth at risk, also provides weekly drop in sessions, one-to-one counselling, harm reduction interventions and supported referrals on to other local specialist agencies to meet the needs of the individual. These vulnerable clients often require a more specialist, flexible approach, facilitation of wider support networks, a multi-agency approach and longer-term support to overcome more complex issues.
- In addition, we thank the Bedfordshire Violence & Exploitation Reduction Unit (VERU) Gale Family Trust, Harpur Trust, Wixamtree Trust, Panacea Charitable Trust, Biddenham International School & Sports College, Bedford Academy, Bedford Free School, Etonbury Academy, Brock Charitable Trust, Chris Frankish Trust, Lions, Bedfordshire Golf Club, Waitrose, Betty Messenger Charitable Foundation, Masonic Charitable Foundation, Tesco, Bedford Borough Council (COVID relief), Bedfordshire & Luton Community Foundation (COVID relief), the Rotary Club of Bedford Park for their grants and donations towards our counselling work in the year. We were grateful to a number of memorial donors and we continue to appreciate and thank the Friends of Bedfordshire Open Door for their ongoing support and regular donations.

We are extremely grateful to all the above funders and donors, and other individuals not mentioned.

#### **Counselling Provision & Performance:**

- Bedfordshire Open Door's counselling provision is largely provided by 28 professionally accredited volunteer counsellors offering at least two sessions of counselling per week without payment.
- During the year we employed five part-time paid counsellors, three of whom worked in secondary schools, one offering counselling to residents from the two local YMCA (now IMPAKT Housing & Support) supported housing projects, and one works at our Counselling Centre as our high needs specialist counsellor. Our specialist counsellor works with victims of crime and exploitation and holds significant experience in working with young people affected by alcohol and substance abuse.
- Biddenham School and the Bedford Academy successfully pursued grant funding for in-house part-time counsellors through the Harpur Trust. They contracted with Bedfordshire Open Door to provide that service.
- Despite the Covid-19 pandemic, during 2020-21, we increased the number of counselling sessions offered to **4582**. (4386 in 2019-20)
- During 2020-21 **588** young people were seen by our counsellors for at least one session in the financial year. (519 in 2019-20).

#### **Investment powers**

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# **Bedfordshire Open Door**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

#### **Year ended 31 March 2021**

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The Trustee Board has the power to invest or deposit monies not immediately required for its purposes in any lawful manner whilst having regard to the suitability of investments and the need for diversification.

#### **Investment policies and objectives**

The Trustee Board considers deposit accounts are the most appropriate vehicle for investing funds as they meet the requirements to maintain access and generate income. Where surplus cash is placed on deposit, the Trustee Board considers that the accounts used for this purpose must ensure the best returns relative to maintaining timely access to funds. The charity maintains an instant access account.

#### **Reserves policy**

The Trustee Board have established a policy whereby the total unrestricted funds not invested in tangible fixed assets, and not required to meet future budgeted expenditure, being the "free reserves", should be sufficient to support the future growth of the charity, support coping with the loss of a significant funding stream / donor, gaps in restricted funding, short-term cessation of project activity and redundancy. Bedfordshire Open Door has received three year grant awards from the National Lottery Community Fund and BBC Children in Need worth approximately £130,000 per annum in funding. This represents 50% of 2021 expenditure. At the 31st March 2021, Bedfordshire Open Door was 17 months into these grants. To mitigate the impact of a potential loss of funds on costs, Bedfordshire Open Door employs part-time paid counsellors on short term contracts.

The Trustees have targeted a free reserve level of six months of operational cost (£110,000) and £60,000 to cover the loss of a significant donor/funding stream. The trustees have taken account of the fact that Bedfordshire Open Door owns a property with a purchase price of £224,000 in 2009, and believe the property to have increased in market value. At 31st March 2021 the mortgage against this property was ca. £39,600. The trustees have the option in an emergency to increase the mortgage against the property to increase free reserves.

Free reserves at March 31st 2021 were £92,336.

#### **Incoming resources and expenditure**

Total income for the year increased from £192,372 in 2020 to £282,130 in 2021. The proportion of income receivable for restricted and unrestricted purposes represents was 92% (2020: 79%) and 8% (2020: 21%) respectively of the total incoming resources.

Overall the results show a surplus for the year of £ 57,775 (2020: deficit of £ (14,322)). At 31 March 2021, restricted fund balances totalled £425,013 (2020: £394,390), of which £314,772 (2020: £322,016) relates to the purchase of the Bedford Tavistock Street property and subsequent improvements, which was largely grant funded. Unrestricted fund balances totalled £92,336 (2020: £65,184).

#### **Plans for the Future Period:**

2020-21 was a successful year for fund-raising, despite the Covid-19 pandemic. This funding protects Bedfordshire Open Door's existing services, maintains the momentum gained over recent years in increasing service provision, for which there is growing demand, and opens opportunities to offer new services.

As part of our application to the National Lottery Community Fund in 2019, we sought funding to establish counselling services in two Central Bedfordshire secondary schools and to open two counselling hubs in Central Bedfordshire. Our clients include approximately 25% who reside in

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# **Bedfordshire Open Door**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

#### **Year ended 31 March 2021**

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Central Bedfordshire and have long journeys to receive counselling in Bedford. The objective is to be more accessible to those young people.

The introduction of telephone and video counselling during lockdown provided an opportunity to reshape the service moving forward and a decision was made to continue to offer a blended service with both remote and face to face working. Our experience is that the majority of our clients prefer the face to face sessions but the flexibility of offering remote working alongside has been of benefit for those who have been unable to attend face to face due to high levels of anxiety, transportation issues or requirements for COVID related isolation.

The continued high demand and sign-posting through other agencies underpins our faith in our 12 session counselling model. We continue to believe in providing a free service to all young people between 13 and 25 years of age.

The bedrock of our organisation is a strong voluntary ethos from the majority of our counsellors. These can be people relatively new to counselling, looking to gain experience, or can be very experienced professionals, wanting to give something back. As an organisation we felt we should be prepared to offer Level 4 student placement training opportunities in collaboration with colleges. This increases our capacity to provide counselling, but also adds to the national talent pool, where there are shortages in mental health provision. The training scheme was launched in 2018 and has been embedded in 2019-20 with the first cohort of 6 students successfully completing their 100 hours and gaining their qualifications and 5 new students joining the team in March 2020, 4 in 2021 and a further 8 expected to join us in early 2022.

Bedfordshire Open Door has continued its work with Asylum seekers, which it initiated in 2018, and has continued to facilitate a multi-agency approach. We consider it extremely important to develop relations with other agencies to improve the experiences of young people in getting the most appropriate mental health support.

In the summer of 2018 we had an externally facilitated organisational Visioning Day to kick start our strategic review. In 2019 we initiated the next phase of evaluation with two areas of work:

a) Embedding the views of young people – a mixed methods research evaluation of service delivery. As part of our commitment to co-production with young people, our Clinical Manager led on a series of clinically supported focus groups with clients across different areas of Bedfordshire Open Door provision. The final report contained recommendations for improvements and developments based on the views of our service users. Recommendations in relation to clinical delivery were agreed as priorities for implementation. As a result of feedback from the clients regarding the counselling environment, we invested in new furniture and resources for our counselling rooms. A key area of focus was on improving our website which was agreed as a priority project for 2020 and this was successfully completed with a new website launched in 2021.

b) An external independent evaluation of our service was completed in June 2019. It involved a series of interviews and meetings with volunteers, staff, trustees, partner agencies and other key stakeholders to provide feedback on the service to management and trustees. The final report provided recommendations under the headings: Counselling, Schools, Outreach and Infrastructure/systems. The report highlighted significant strengths in the organisation, notably the team ethos, high quality counselling provision and its support of vulnerable young people. It identified challenges which the Board is seeking to address in the future:

# **Bedfordshire Open Door**

## **Company Limited by Guarantee**

### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

#### **Year ended 31 March 2021**

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- The increasing number of CAMHS referrals, despite no NHS funding, increasing pressure on waiting lists.
- With its sound schools model for counselling, Bedfordshire Open Door is well placed to respond to government initiatives to place counsellors in all UK schools within the next five years.
- Consider addressing increasing requests for family and systemic counselling services.
- Continue the development and embedding of a co-creation approach to ensure the voice of young people is central to all we do.
- Improve IT, back office systems and the website/external communications.

The findings of both reports shaped our forward strategy and informed our Funding Strategy.

In addition to this we have various methods for gathering feedback from young people. We use an assessment tool at the beginning, mid-point and end of counselling that links to key outcomes. Our clients are asked to rate their position on a scale concerning a range of indicators. This approach is interactive and offers an opportunity to reflect on a range of factors linked to mental wellbeing and risk.

We gather other information to help shape services:

- Facilitated focus groups with clients
- Comprehensive statistical data linked to impact and outcomes
- Keeping confidential, records of individual progress
- Client, counsellor and partner organisation testimonials
- Anonymised case studies
- End of attendance service questionnaire focusing on quality and effectiveness
- Compliments and Complaints

The Clinical and Operations Managers review all feedback and use this information to develop and enhance service delivery. All complaints are dealt with in line with our complaints policy and procedure and necessary actions are implemented

On 5<sup>th</sup> May 2021 Companies House formally confirmed the organisational renaming to Bedfordshire Open Door, reflecting the ambition and reality of providing counselling services outside of Bedford. It has tied in with our 25<sup>th</sup> Anniversary. A new logo, brand and website has subsequently been launched.

Covid-19: The Covid-19 pandemic has significantly impacted many of our plans for 2020-21. Focus had to temporarily switch from expanding services to finding safe ways to continue operating a revised service, particularly when lock-down conditions prevented provision of counselling within schools, YMCA hostels and our Bedford Counselling Centre. In order to facilitate the continuation of the service an office presence was maintained during lock-down.

It is to the great credit of the management team and the counsellors that they were quickly able to establish telephone and zoom counselling services in line with BACP protocols, and support those young people who were able to engage under these conditions. We found that nearly 50% of existing client base were unable to move over to the remote working, primarily for safety and confidentiality reasons, preferring to go on hold pending the return of face to face working.

These clients were supported with wellbeing checks and all clients were given a Wellbeing Bag containing information, items and activities to support them during lockdown. Whilst remote service did not suit some of our clients, we did find an increase in uptake of new registrations for clients who

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## **Bedfordshire Open Door**

### **Company Limited by Guarantee**

#### **Trustees' Annual Report (Incorporating the Director's Report) *(continued)***

#### **Year ended 31 March 2021**

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found the telephone and zoom options met their needs, this led to an increase in young people from more rural areas accessing the service.

Under our outreach working, the blended service we now offer continues to support those clients who are unable to attend our Tavistock centre and we have been able to offer a continued service for clients who have gone on to university.

To their credit our counsellors committed to an additional 80 hours CPD to ensure competence in the new ways of working, successfully completing an online/telephone counselling qualification accredited by the Association for Counselling & Therapy Online, a recognised BACP approved online/telephone counselling qualification. This demonstrated our commitment to ongoing high standards in practice and service delivery.

Financially, our funding base is largely secure over the next 12 months. In the short-term rental income and local fund-raising initiatives, planned for our 25<sup>th</sup> Anniversary celebrations, have been impacted, but the council and various charities have been supportive in covering some property overheads and additional Covid related costs, for which we are grateful.

Despite 29% of our clients being directly sign-posted by NHS organisations, and a significant proportion of the 28% self-referrals, being pointed to our services, we again received zero NHS funding.

The trustees' annual report and the strategic report were approved on December 20<sup>th</sup> 2021 and signed on behalf of the board of trustees by Suzette Reed (Chair):



S A Reed  
Chair

***Excel Accountants***

Excel House  
3 Duke Street  
Bedford. MK40 3HR  
01234 860590

# **Bedfordshire Open Door**

## **Company Limited by Guarantee**

### **Independent Examiner's Report to the Trustees of Bedford Open Door** *(continued)*

#### **Year ended 31 March 2021**

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I report to the trustees on my examination of the financial statements of Bedfordshire Open Door ('the charity') for the year ended 31 March 2021.

#### **Responsibilities and basis of report**

As the trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements 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 charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

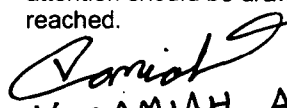
#### **Independent examiner's statement**

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales (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 charity as required by section 386 of the 2006 Act; or
2. the financial statements do not accord with those records; or
3. the financial statements 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 financial statements 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.

  
V. CAMIAH, ACA

Independent Examiner

Excel House  
3 Duke Street  
Bedford  
MK40 3HR

# Bedfordshire Open Door

## Company Limited by Guarantee

### Statement of Financial Activities (including income and expenditure account)

Year ended 31 March 2021

			2021		2020
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
<b>Income and endowments</b>					
Donations and legacies	5	20,072	259,646	279,718	185,011
Charitable activities	6	2,000	—	2,000	997
Investment income	7	412	—	412	6,364
<b>Total income</b>		<u>22,484</u>	<u>259,646</u>	<u>282,130</u>	<u>192,372</u>
<b>Expenditure</b>					
Expenditure on raising funds:					
Costs of raising donations and grants	8	3,960	—	3,960	8,619
Expenditure on charitable activities	9,10	(8,629)	229,024	220,395	198,075
<b>Total expenditure</b>		<u>(4,669)</u>	<u>229,024</u>	<u>224,355</u>	<u>206,694</u>
<b>Net income/(expenditure) and net movement in funds</b>		<u>27,152</u>	<u>30,623</u>	<u>57,775</u>	<u>(14,322)</u>
<b>Reconciliation of funds</b>					
Total funds brought forward		65,184	394,390	459,574	473,896
<b>Total funds carried forward</b>		<u>92,336</u>	<u>425,013</u>	<u>517,349</u>	<u>459,574</u>

The statement of financial activities includes all gains and losses recognised in the year.  
All income and expenditure derive from continuing activities.

The notes on pages 16 to 23 form part of these financial statements.

**Bedfordshire Open Door**  
**Company Limited by Guarantee**  
**Statement of Financial Position**  
**31 March 2021**

	Note	2021 £	2020 £
<b>Fixed assets</b>			
Tangible fixed assets	16	394,937	402,888
<b>Debtors: amounts due after more than one year</b>	17	75,237	211,986
<b>Current assets</b>			
Debtors	18	252,089	205,996
Cash at bank and in hand		92,962	37,482
		<u>345,051</u>	<u>243,478</u>
<b>Creditors: amounts falling due within one year</b>	19	177,871	136,087
<b>Net current assets</b>		<u>167,180</u>	<u>107,391</u>
<b>Total assets less current liabilities</b>		637,354	722,265
<b>Creditors: amounts falling due after more than one year</b>	20	120,005	262,691
<b>Net assets</b>		<u>517,349</u>	<u>459,574</u>
<b>Funds of the charity</b>			
Restricted funds		425,013	394,390
Unrestricted funds		92,336	65,184
<b>Total charity funds</b>	21	<u>517,349</u>	<u>459,574</u>

Of the restricted funds of £425,013, property reserves comprised 74% (2020:82%).

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

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

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

The statement of financial position  
continues on the following page.

The notes on pages 16 to 23 form part of these financial statements.

# Bedfordshire Open Door

## Company Limited by Guarantee

### Statement of Financial Position *(continued)*

31 March 2021

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These financial statements were approved by the board of trustees and authorised for issue on 20<sup>th</sup> Dec 2021 and are signed on behalf of the board by:

*Suzette Reed*

S A Reed  
Chair

*V Perry*

V Perry  
Company Secretary



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The notes on pages 16 to 23 form part of these financial statements.



**Bedfordshire Open Door**  
**Company Limited by Guarantee**  
**Statement of Cash Flows**  
**Year ended 31 March 2021**

	Note	2021 £	2020 £
<b>Cash flows from operating activities</b>			
Net income/(expenditure)		57,775	(14,322)
<i>Adjustments for:</i>			
Depreciation of tangible fixed assets		11,439	10,889
Dividends, interest and rents from investments		(408)	(6,254)
Other interest receivable and similar income		(5)	(110)
Interest payable and similar charges		2,723	2,987
Accrued (income)/expenses		(99,247)	(4,503)
<i>Changes in:</i>			
Trade and other debtors		90,656	(349,230)
Trade and other creditors		2,434	348,800
Cash generated from operations		65,367	(11,743)
Interest paid		(2,723)	(2,987)
Interest received		5	110
Net cash from/(used in) operating activities		62,649	(14,620)
<b>Cash flows from investing activities</b>			
Dividends, interest and rents from investments		408	6,254
Purchase of tangible assets		(3,488)	(2,173)
Net cash (used in)/from investing activities		(3,080)	4,081
<b>Cash flows from financing activities</b>			
Proceeds from borrowings		(4,089)	(3,822)
Net cash used in financing activities		(4,089)	(3,822)
<b>Net increase/(decrease) in cash and cash equivalents</b>		55,480	(14,361)
<b>Cash and cash equivalents at beginning of year</b>		37,482	51,843
<b>Cash and cash equivalents at end of year</b>		92,962	37,482

The notes on pages 16 to 23 form part of these financial statements.

**Bedfordshire Open Door**  
**Company Limited by Guarantee**  
**Notes to the Financial Statements**  
**Year ended 31 March 2021**

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**1. General information**

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 120 Tavistock Street, Bedford, Bedfordshire, MK40 2SA.

**2. Statement of compliance**

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Companies Act 2006.

**3. Accounting policies**

**Basis of preparation**

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

**Going concern**

There are no material uncertainties about the charity's ability to continue.

**Judgements and key sources of estimation uncertainty**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

**Fund accounting**

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

# Bedfordshire Open Door

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2021

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#### 3. Accounting policies *(continued)*

##### Financial instruments *(continued)*

##### Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably. Grants received are recognised as income in entirety on award unless they are multi-year awards for a period of more than 12 months. First year income for multi-year awards is recognised for the period between date of award and 31st March. The balance of the award is treated as deferred income. The balance of total grants awarded with future cash payments due, is treated in the accounts as accrued income and is reduced on receipts of subsequent grant payments. In 2021 and 2020 Bedfordshire Open Door applied this policy to two multi-year grant awards from the National Lottery Community Fund and BBC Children in Need, respectively. Both grants were awarded in November 2019.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

##### Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

# Bedfordshire Open Door

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

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#### 3. Accounting policies *(continued)*

##### Financial instruments *(continued)*

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

##### Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

##### Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Freehold property	-	0% and 2% straight line
Improvements to property	-	2 & 10% straight line
Fixtures and fittings	-	15% and 20% straight line
Computer equipment	-	33% straight line

#### 4. Limited by guarantee

The company is limited by guarantee and does not have share capital. Details of the guarantees provided by each Trustee is provided in the Report of the Trustees.

#### 5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
<b>Donations</b>			
Donations	20,072	246,560	266,632
<b>Grants</b>			
Grants	—	13,086	13,086
	<u>20,072</u>	<u>259,646</u>	<u>279,718</u>

Grants relate to grants received and furlough income due to COVID-19.

# Bedfordshire Open Door

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

**5. Donations and legacies *(continued)***

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
<b>Donations</b>			
Donations	31,803	153,208	185,011
<b>Grants</b>			
Grants	—	—	—
	<u>31,803</u>	<u>153,208</u>	<u>185,011</u>

**6. Charitable activities**

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Other income from charitable activities	<u>2,000</u>	<u>2,000</u>	<u>997</u>	<u>997</u>

**7. Investment income**

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Income from let properties	407	407	6,254	6,254
Bank interest receivable	5	5	110	110
	<u>412</u>	<u>412</u>	<u>6,364</u>	<u>6,364</u>

**8. Costs of raising donations and grants**

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Costs of raising donations and grants	<u>3,960</u>	<u>3,960</u>	<u>8,619</u>	<u>8,619</u>

# Bedfordshire Open Door

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

#### 9. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Charitable activities	(8,629)	228,124	219,945
Governance costs	—	900	900
	<u>(8,629)</u>	<u>229,024</u>	<u>220,395</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Charitable activities	16,965	180,084	197,049
Governance costs	1,026	—	1,026
	<u>17,991</u>	<u>180,084</u>	<u>198,075</u>

#### 10. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Support costs £	Total funds 2021 £	Total fund 2020 £
Charitable activities	219,495	—	219,495	197,049
Governance costs	—	900	900	1,026
	<u>219,495</u>	<u>900</u>	<u>220,395</u>	<u>198,075</u>

#### 11. Analysis of support costs

	2021 £	2020 £
Independent accountant's examiner fee	<u>1,000</u>	<u>1,000</u>

#### 12. Net income/(expenditure)

Net income/(expenditure) is stated after charging/(crediting):

	2021 £	2020 £
Depreciation of tangible fixed assets	<u>11,439</u>	<u>10,889</u>

#### 13. Independent examination fees

	2021 £	2020 £
Fees payable to the independent examiner for:		
Independent examination of the financial statements	1,000	1,000
Other assurance services	290	290
	<u>1,290</u>	<u>1,290</u>

# Bedfordshire Open Door

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2021

#### 14. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2021 £	2020 £
Wages and salaries inclusive of employer NI and pension contributions	152,169	149,083

The average full time equivalent head count of employees during the year was 3 (2020: 5). The average number of full-time equivalent employees during the year is analysed as follows:

	2021 No.	2020 No.
Number of staff - office	3	2
Number of staff - counselling	3	3
	<u>6</u>	<u>5</u>

All staff are employed on a part time basis by Bedfordshire Open Door and the majority of counsellors undertake their roles voluntarily. The average number of part-time employees during the year was 10 (2020: 11)

#### 15. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees.

No trustee expenses have been incurred.

#### 16. Tangible fixed assets

	Freehold property £	Improve- ments to property £	Fixtures and fittings £	Equipment £	Total £
<b>Cost</b>					
At 1 April 2020	324,097	162,116	18,714	5,512	510,439
Additions	—	—	647	2,841	3,488
<b>At 31 March 2021</b>	<u>324,097</u>	<u>162,116</u>	<u>19,361</u>	<u>8,353</u>	<u>513,927</u>
<b>Depreciation</b>					
At 1 April 2020	49,302	39,425	15,426	3,398	107,551
Charge for the year	4,482	4,207	1,173	1,577	11,439
<b>At 31 March 2021</b>	<u>53,784</u>	<u>43,632</u>	<u>16,599</u>	<u>4,975</u>	<u>118,990</u>
<b>Carrying amount</b>					
<b>At 31 March 2021</b>	<u>270,313</u>	<u>118,484</u>	<u>2,762</u>	<u>3,378</u>	<u>394,937</u>
At 31 March 2020	<u>274,795</u>	<u>122,691</u>	<u>3,288</u>	<u>2,114</u>	<u>402,888</u>

# Bedfordshire Open Door

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

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**17. Debtors: amount due after more than one year**

	2021 £	2020 £
Accrued income	<u>75,237</u>	<u>211,986</u>

**18. Debtors**

	2021 £	2020 £
Trade debtors	-	500
Prepayments and accrued income	252,089	203,410
Other debtors	-	2,086
	<u>252,089</u>	<u>205,996</u>

**19. Creditors: amounts falling due within one year**

	2021 £	2020 £
Bank loans and overdrafts	4,089	3,822
Trade creditors	60	3,965
Accruals and deferred income	167,323	128,300
Social security and other taxes	5,742	-
Other creditors	657	-
	<u>177,871</u>	<u>136,087</u>

**20. Creditors: amounts falling due after more than one year**

	2021 £	2020 £
Bank loans and overdrafts	35,554	39,910
Accruals and deferred income	84,451	222,781
	<u>120,005</u>	<u>262,691</u>

The bank loan is secured against the property.



# Bedfordshire Open Door

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

#### 21. Analysis of charitable funds

##### Unrestricted funds

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
General – Other	65,184	22,485	4,667	-	92,336

##### Restricted funds

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
Property Fund	322,016	-	(7,244)	-	314,772
NLCF	4,378	93,983	(75,552)	-	22,809
Children in Need	823	28,535	(29,358)	-	-
WixamTree Trust	7,004	-	(2,572)	-	4,432
Biddenham School (HT)	7,283	-	(7,283)	-	-
Harpur Trust (HT)	16,266	-	(16,266)	-	-
Bedford Academy (HT)	10,516	-	(10,516)	-	-
Panacea Charitable Trust	5,500	-	(5,500)	-	-
Gale Family Trust	-	30,000	-	-	30,000
OPCC	20,153	-	(20,153)	-	-
Masonic Trust	-	5,000	(5,000)	-	-
BLCF (Covid Fund)	-	7,500	(7,500)	-	-
HMRC (Furlough)	-	5,587	(5,587)	-	-
Beds Borough Council	-	4,800	(4,800)	-	-
SCC	-	1,000	(1,000)	-	-
Tesco	-	1,000	(105)	-	895
VERU	-	10,000	(10,000)	-	-
Harpur Trust (HT)	-	32,000	(13,325)	-	18,675
Biddenham School (HT)	-	13,120	(5,354)	-	7,766
Bedford Academy (HT)	-	13,120	(1,456)	-	11,664
Panacea Charitable Trust	-	11,000	-	-	11,000
Rotary (Park)	-	3,000	-	-	3,000
Other	451	-	(451)	-	-
Total Non Property Funds	72,374	259,645	(221,779)	-	110,241
Total Restricted Funds	394,390	259,645	(229,023)	-	425,013
Total Funds	459,574	282,130	(224,355)	-	517,349

Property funds represent funds already spent on purchasing 120 Tavistock Street. Expenditure against Property funds is annual depreciation.