

**Bedfordshire Open Door**  
**Company Limited by Guarantee**  
**Unaudited Financial Statements**  
**31 March 2023**

**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 2023**

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# Bedfordshire Open Door

## Company Limited by Guarantee

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

#### Year ended 31 March 2023

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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 2023.

#### 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

O Atunrase  
S J Gardner  
M A Richardson  
SA Reed  
V Perry  
Ms MR Fletcher  
S A Pearce (appointed 22 May 2023)  
Please note the following Trustees resigned in the year – V Perry on the 28 November 2022 and S A Bilham on the 9<sup>th</sup> October 2023

**Company secretary** S Pearce  
Please note during the year V Perry resigned as company secretary on the 28 November 2022. S A Bilham was appointed on this date in this role prior to resigning on the 9<sup>th</sup> October 2023 post the period end date.

**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 2023

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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 2023 was 6 (2022: 8).

##### 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

Bedfordshire Open Door offers an accessible, confidential and free professional counselling service to young people living in Bedfordshire. Our aim is to enable local young people to strengthen their resilience, emotional and psychological wellbeing.

We offer a space where young people can be accepted, be safe and be heard.

- A free, confidential counselling service for people aged 13-25 in Bedford Borough & North Central Beds
  - Drop in and one-off counselling sessions
  - Group work
  - Schools based counselling
  - Community based counselling in youth clubs and supported accommodation
  - Counselling and retreats for young unaccompanied asylum seekers
  - Specialist counselling for young victims of crime, exploitation and violence
  - Specialist counselling for neurodiverse young people
  - A weekly social support group
  - Co-production / participation and engagement activities with young people
  - Mini onsite "Foodbank" for young people using our service who are living in poverty
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# Bedfordshire Open Door

## Company Limited by Guarantee

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

#### Year ended 31 March 2023

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- Multi agency working with GPs; CAMHS; adult mental health services; the police; social services; other local voluntary/statutory agencies to ensure clients are given the most appropriate professional support.

We have been established for over 27 years. We have extensive knowledge of the local area, established partnerships, a strong board of trustees, loyal volunteers and staff and an experienced management team. We have a strong reputation in the local community and credibility amongst local young people, who often recommend the service to their friends.

Our organisation is accredited by the British Association for Counselling and Psychotherapy (BACP) and adheres to the BACP Ethical Framework for Standards and Practice. The Clinical Manager is the Designated Safeguarding Lead and responsible for clinical practice. The Operations Manager is responsible for finance and funding, data, reporting, administration, health and safety and premises management, service development and is Deputy DSL. All members of the team are DBS checked. The work is delivered at our counselling centre, in schools, homeless hostels and community venues. Our team of qualified, experienced counsellors and student counsellors work within a framework of clinical supervision and management supported by a small team of administrators. We offer a blended service of face-to-face, telephone and video counselling. Our counsellors offer a range of modalities including person centred, psychodynamic, humanistic, CBT, EMDR, systemic approaches. We also integrate creative approaches including sand tray, art and music. We have a multi-agency, person-centred approach, enabling young people to access relevant support to meet their individual needs.

Our service users are young people aged 13 - 25 experiencing issues including suicidal ideation, self-harming, eating disorders, domestic violence, abuse, crime, exploitation, drugs, alcohol, anxiety, depression, bereavement, bullying, relationships, identity issues and homelessness. These issues impact on their mental health and wellbeing. We offer specialist services for unaccompanied asylum seekers, victims of crime and exploitation and young people with autistic spectrum /neurodivergent conditions. The aim is to increase resilience, improve emotional wellbeing, promote integration and improve access to education, training and employment. Young people access our service via self-referral or signpost from other agencies.

We have a strong partnership approach working as an integral part of the multi-agency mental health and wellbeing "system of support". We work with other agencies, community and faith organisations to improve access for those who might not traditionally engage with mental health services.

In June 2022 it was announced that we were awarded The Queens Award for Voluntary Service. This is the most prestigious award a voluntary organisation can achieve and is equivalent to an MBE.

#### **Counselling provision and performance:**

Our charitable activities focus on providing free counselling services and support to young people and are undertaken to further our charitable purposes for the public benefit. The year 2022 to 2023 was an exceptional year with high levels of demand and we were able to secure additional funds to enhance our capacity.

- Bedfordshire Open Door provides up to 12 sessions of free, confidential counselling for 13-25 year olds. Where it is clinically indicated we will extend the number of sessions to ensure the safety and wellbeing of the individual young person. We are the only free service for young people in the local area offering this model of service, other providers either charge a fee for their service or offer a model with 4 – 8 sessions.

# Bedfordshire Open Door

## Company Limited by Guarantee

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

#### Year ended 31 March 2023

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- We offer young people the options of a blended service with face to face, online or telephone counselling. Our experience is that most young people wish to have their counselling face to face but appreciate the flexibility of remote sessions should circumstances arise that prevent them from accessing the face-to-face provision.
  - In the year we had a team of 48 counsellors, a mix of volunteers, students and paid counselling positions. We encountered some turnover in the counselling team, mainly in the paid counsellor capacity. In February 2024 a new cohort of 4 students will join us to commence their placement.
  - Bedfordshire Open Door's counselling provision is largely provided by circa 26 professionally accredited volunteer counsellors offering at least two sessions of counselling per week without payment. Some of these qualified counsellors also provide additional sessional counselling hours to enable us to meet demand and reduce our waiting lists.
  - During the year we employed 11 part-time paid counsellors, four of whom worked in secondary schools, one offering counselling to residents from the two local IMPAKT supported housing projects; one works at our counselling centre working with victims of crime and exploitation and holds significant experience in working with young people affected by alcohol and substance abuse. Three counsellors worked in Central Bedfordshire youth clubs as part of our outreach initiative, enabling more accessibility to young people in Central Bedfordshire. Two counsellors delivered our centre-based service for young people with autism / neurodivergent conditions. This is the highest number of paid counsellors the service has had and reflects the new funded projects and capacity funding received from several sources.
  - All counsellors, including our volunteers, require professional operational and clinical 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.
  - In 2022-23, we increased the number of counselling sessions offered to 7972. (7102 in 2021-22), which represented an increase of 12% more sessions compared to last year.
  - 932 young people were seen by our counsellors for at least one session in the financial year. (842 in 2021-22). A 10% increase in numbers of young people seen compared to last year.
  - 67% were aged between 13 and 18 (2021-22: 68%) and 33% were aged 19-25 (2021-22: 32%).
  - 84% of young people were from Bedford Borough, 13% from Central Bedfordshire and 3% other.
  - 69% of our clients were white, 17% black and asian, 9% mixed/multiple ethnic, 2% other ethnic groups and 3% did not disclose.
  - 28% of our clients self-referred; 23% were referred by health; 27% by education; 11% by family/friend, the remaining 11% came from a mix of police, social services, housing, job centre and other voluntary agencies.
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# Bedfordshire Open Door

## Company Limited by Guarantee

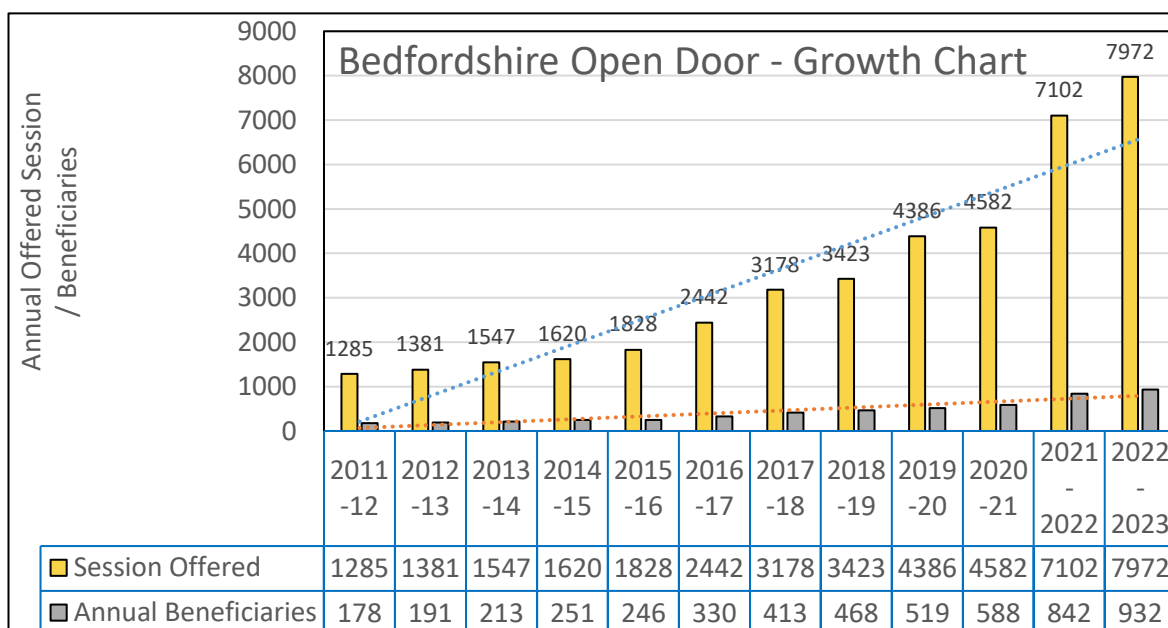
### Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

#### Year ended 31 March 2023

- We continued to work in partnership with Impakt Housing & Support delivering on site counselling at their two hostels - Cornerstone House and The Foyer. This project enables us to reach some of the most vulnerable young people in our community who have been experienced relationship breakdowns and been part of a hidden community of sofa surfing or street living. Many have a history of abuse, offending, drug or alcohol abuse and mental health issues and counselling at this time can support them in managing the impact of the past and building resilience and confidence for the future.
- We have continued our specialist work with neurodivergent young people. Offering counselling at our centre in Tavistock Street and onsite at 4 local secondary schools: Lincroft, Mark Rutherford Upper School, St Thomas More and Bedford Academy through our Autism in Schools funded project.
- We worked in partnership with local authorities in Bedford, Central Bedfordshire, Luton and Hertfordshire to provide mental health support 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 also ran a two-day summer retreat for this cohort of young people.

#### The need for Bedfordshire Open Door services:

We know the need for our service has grown year on year from our own local experience. National research evidence supports the need for improved, responsive mental health services for young people as they continue to adjust to life following the impact of the pandemic in a context of global unrest, environmental concerns and a national economic recession unprecedented in their lifetimes. These factors all impact on individual young people and their sense of security, stability and safety and, for some, has a significantly detrimental impact on their mental health and wellbeing. Our role is to support the individual resilience and confidence of local young people in a turbulent and unstable national and global environment.



It is recognised that half of all mental health problems manifest by the age of 14, and 75% by the age of 24. An estimated one in three adult mental health conditions is associated with adverse childhood experiences. Including children who have experienced adversity and trauma. A post covid report into

# Bedfordshire Open Door

## Company Limited by Guarantee

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

#### Year ended 31 March 2023

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Children and Young People's Mental Health (2021) , highlighted that services were experiencing not only an increase in demand, but an increase in the severity and acuity of cases that were being referred. High levels of need continue to be experienced locally across Bedfordshire. The report noted, even prior to the pandemic, it was well-established that certain groups of young people face a higher risk of mental ill health. Young people from lower socioeconomic backgrounds are more likely to face mental distress LGBTQ+ and trans, gender diverse young people are twice as likely as their peers to report serious mental distress young people from Black, Asian and minority ethnic backgrounds often struggle to access the services, particularly young black males.

#### **Bedfordshire Open Door Survey 2021**

In May 2021 Bedfordshire Open Door worked with a team from the Princes Trust in Bedford to undertake a survey reviewing the impact of lockdown on local young people aged 13 – 18yrs. We had 241 responses. The key issues the young people spoke about were

- worries about the adverse impact on their education / employment / future
- feeling isolated / lonely
- the impact of economic pressures on their family
- increased difficulties in relationships with parents / family
- increased exposure to violence and abuse in the family home
- parent/carer mental health and drug/drink problems getting worse
- feeling stressed and overwhelmed
- bereavement and loss
- increased feelings of hopelessness
- increased rates of sexual violence and exploitation

These concerns have exacerbated existing mental health issues amongst young people and resulted in more young people than ever before presenting with severe clinical anxiety, depression and trauma with expressions of:

- suicidal ideation and attempts
- self-harming behaviours
- anger
- sleeping difficulties
- eating disorders
- addictive behaviours
- alcohol/substance abuse
- obsessive compulsive behaviours
- challenges in staying focused / being motivated
- withdrawal and social phobias

National research also reflects a similar pattern of issues and concerns:

*"There is a large pool, a sea even, of distressed young people who have not only experienced deterioration in their mental health during the pandemic but who are now suffering and still deteriorating, as they are denied the support they need to recover and health. This is undoubtedly a crisis in the making"* Niki Gibbs, BACP (Therapy Today: April 2022)



# Bedfordshire Open Door

## Company Limited by Guarantee

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

#### Year ended 31 March 2023

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##### **NHS Digital Report 2022**

- One in six children in England had a probable mental disorder in 2022 - similar to 2021, 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 2022, 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 2022.
- one in 10 youngsters aged between six and 16 missed more than three weeks of school during the autumn of 2021 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.

##### **Young Minds Survey 2021**

- 83% of children and young people reported their mental health symptoms had worsened (32% "much worse")

##### **Family Fund Report, May 2021**

- 89% parents of children and young people with disabilities reported COVID-19 and social distancing measures had impacted negatively on their child's behaviour and emotions - 82% reported negative impact on their child's mental health.

##### **The Health Foundation Report 2021**

- 60% more young people have a probably mental health condition in 2021 compared to 2017.

##### **NHS Confederation Reaching the Tipping Point Report (CYP Mental Health) August 2022**

- 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.
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# Bedfordshire Open Door

## Company Limited by Guarantee

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

#### Year ended 31 March 2023

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##### **Funding overview:**

We remain reliant on funding from grant making bodies and internally generated fund-raising initiatives to continue free provision of one-to-one counselling to young people in the 13-25 year age group and on a 12-session therapeutic model. The biggest risk for the future is that our core funders the National Lottery Community Fund have indicated that after our current 5 year grant, which tapers off in years 4 and 5 it is unlikely we will receive a further substantial grant as we will have benefited from 11 years of funding and are advised of the need to diversify our funding base and seek funding from Health sources to support the continuation of our work.

- In January 2023 we were successful in our application for a further 5 years funding commencing April 2023 providing organisational sustainability.
- We were awarded an extension to our BBC Children in Need grant for work with clients aged 13-18 taking the funding to November 2023.
- The Harpur Trust has been a key supporter of our charity over the years. Their strategic objective of funding successful, evidence based local voluntary services in the local community has meant we have been able to secure funds to support our core service and in 2022 we were awarded a further 2-year grant.
- Cost Of Living grant funding from Bedford Borough Council enabled us to continue to deliver our existing work to the current capacity and for these funds to support a gap in forecasted income up to the period end June 2023.
- ELFT Winter Pressures grant funding enabled us to expand capacity through sessional counsellors and also to extend the contracts of two of our paid counsellors. The grant also included allocations towards essential running costs.
- The Bedfordshire Violence & Exploitation Reduction Unit (VERU) continued to support our work with victims of crime and exploitation and those at risk.
- Our Autism in Schools Counselling Service received a second year of grant funding enabling this specialist work to continue in four schools.
- We have also received funding support from a range of other organisations and trusts and extend our thanks and appreciation to: Waitrose, Ada Cosmetics, The Rotary Club of Bedford Park, Castle Rotary Club, The Wixamtree Trust; The Panacea Charitable Trust; First Give and the Students of Biddenham International School & Sports College; Bedford Academy; Jubilee Youth Hub, Brock Charitable Trust, Chris Frankish Trust, Compass Wellbeing CiC. for their grants and donations towards our counselling work in the year. We also thank Oakley Football Club for their Reverse Sponsorship initiative and Skydive Fundraiser and everyone who attended and supported our fundraising events and those who kindly donated raffle prizes.
- We are most grateful for a number of memorial donations from local residents.
- We continue to appreciate and thank the Friends of Bedfordshire Open Door for their ongoing support and regular donations.

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

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# Bedfordshire Open Door

## Company Limited by Guarantee

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

#### Year ended 31 March 2023

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

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.

The charity will aim to invest any funds not expected to be needed in the short-term in deposit accounts in order to achieve a return on those reserves. It is the policy of the charity to spread the reserves of the charity across a number of banks and building societies to provide maximum protection from the Financial Services Compensation Scheme (FSCS). The charity will only deposit funds with institutions covered by the FSCS.

No funds will be invested in schemes that cannot guarantee the return of the original investment or where the original funds are in any way at risk.

No funds will be invested in schemes which require a notice period of more than six months to withdraw the funds.

##### **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. 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 (£150,000) 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 2023 the mortgage against this property was ca. £30,600. The trustees have the option in an emergency to increase the mortgage against the property to increase free reserves.

Free reserves at March 31st 2023 were £139,961

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

Total income for the year decreased by 25% from £416,558 in 2022 to £310,702 in 2023.

The proportion of income receivable for restricted and unrestricted purposes represents was 88% (2022: 94%) and 12% (2022: 6%) respectively of the total incoming resources.

Overall, the results show a deficit for the year of £ (42,115) (2022: surplus of £111,308). At 31 March 2023, restricted fund balances totalled £446,581 (2022: £524,791), of which £300,284 (2022: £307,528) relates to the historic purchase of the Bedford Tavistock Street property and subsequent improvements, which was largely grant funded. Unrestricted fund balances totalled £139,961 (2022: £103,866).

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

2022-23 was another good year for fund-raising. The impact of Covid has been to significantly increase demand for our counselling services. Whilst we continue to offer a blended service, clients generally prefer face to face counselling delivery. Additional funding has enabled us to recruit counsellors on short term contracts to increase capacity to meet demand, address autism in schools needs and to deliver services in north central Bedfordshire, utilising youth club facilities. We are, however, mindful of the impending financial challenges faced nationally and mindful about

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# Bedfordshire Open Door

## Company Limited by Guarantee

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

#### Year ended 31 March 2023

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sustainability for our service and the need to ensure core provision is adequately funded to ensure stability in the future.

In 2022 we commissioned an independent consultant to undertake an evaluation of our service. The comprehensive process involved a series of interviews, meetings and focus groups with young people, volunteers, staff, trustees, partner agencies and other key stakeholders. The detailed and thorough evaluation report provided insight into areas of excellence and some recommendations for future service development. These key areas will form the priorities for our Forward Plan which will be developed in collaboration with young people.

The Consultant summarised her findings as follows:.

- *There is a rich understanding of the outcomes associated with engaging young people with a real drive toward co-production.*
- *There are positive and sustainable outcomes for young people and evidence of the difference this support is making and has made in their lives.*
- *There is a skilled and knowledgeable team of both student and paid counsellors with significant experience of working with young people.*
- *Both the Operational Manager and Clinical Manager have vast experience in their respective areas of expertise.*
- *The staff and trustee team are stable and have been with the project since its inception.*
- *There is a good understanding of how a summative evaluation can inform future learning.*
- *There is a commitment to improving and streamlining systems.*
- *There is a strong identity as a local and independent charity with an excellent reputation.*

*The many aspects of this project can be seen as a 'golden thread' providing cohesiveness and helping to drive quality, efficiency, and effectiveness within a person-centred culture of caring and compassion for the young people the charity serve."*

In 2023 The BACP Accreditation Assessor stated:

*"It is reassuring to see the extent that Bedfordshire Open Door are evaluating the services they provide and the continuing development of this service. The Strategic Visioning Day, Evaluation Reports and the resulting actions/considerations demonstrate an extremely high standard of ethical and professional service. The Annual Report is a pleasure to read, informative and extremely well-presented".*

The continued high demand and signposting 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.

We have a solid reputation for providing high quality, well supported student placements that include clinical supervision, clinical management and enhanced CPD to support the development of new counsellors. We have extended our reach to more counselling training providers and the demand for placements is high. In a climate where the recruitment of qualified volunteers has become more challenging, we have found this initiative to be an essential part of maintaining capacity and ensuring our counselling team is suitably experienced in working with young people.

# Bedfordshire Open Door

## Company Limited by Guarantee

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

#### Year ended 31 March 2023

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Bedfordshire Open Door will continue to work with young unaccompanied Asylum seekers, work originally initiated by a volunteer led project in 2018. We facilitate a multi-agency approach and consider it extremely important to continue to develop relations with other agencies to improve the experiences of this very vulnerable cohort of young people, endeavouring to ensure they get the most appropriate mental health and other required support.

We will also continue with our specialist work with neurodiverse young people and victims of crime and exploitation.

We plan to extend our group work delivering themed workshops in partnership with schools and local youth clubs.

Building on suggestions from young people, we plan to establish a weekly social, safe space for young people offering a variety of arts and crafts-based activities and other opportunities in a group setting. Once established we aim for this to become a young person led group responding to the views, opinions and ideas of those who are engaged.

In 2021/22 we worked with a group of young people to develop our framework for co-production and participation activities to ensure the voices of young people are at heart of all we do and influence service development and improvements. In 2024 we will be launching Wellbeing Champions: a project offering training and support for our young volunteers.

A key element of our participation activities will be to review our existing methods for gathering feedback from young people and to see how we can adapt to utilise technology to improve and streamline feedback systems. We presently 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.

The trustees' annual report and the strategic report were approved on November 27<sup>th</sup> 2023 and signed on behalf of the board of trustees by Suzette Reed (Chair):

S A Reed  
Chair

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# **Bedfordshire Open Door**

## **Company Limited by Guarantee**

### **Independent Examiner's Report to the Trustees of Bedfordshire Open Door**

**Year ended 31 March 2023**

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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 2023.

#### **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.

Independent Examiner

Excel House  
3 Duke Street  
Bedford  
MK403HR

# Bedfordshire Open Door

## Company Limited by Guarantee

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

Year ended 31 March 2023

		Unrestricted funds	2023 Restricted funds	Total funds	2022 Total funds
	Note	£	£	£	£
<b>Income and endowments</b>					
Donations and grants	5	36,814	273,487	310,301	416,527
Investment income	6	401	-	401	31
<b>Total income</b>		<u>37,215</u>	<u>273,487</u>	<u>310,702</u>	<u>416,558</u>
<b>Expenditure</b>					
Expenditure on raising funds:					
Costs of raising donations and grants	7	-	15,543	15,543	9,442
Expenditure on charitable activities	8,9	1,120	336,154	337,274	295,808
<b>Total expenditure</b>		<u>1,120</u>	<u>351,697</u>	<u>352,817</u>	<u>305,250</u>
<b>Net (expenditure)/income and net movement in funds</b>		<u>36,095</u>	<u>(78,210)</u>	<u>(42,115)</u>	<u>111,308</u>
<b>Reconciliation of funds</b>					
Total funds brought forward		103,866	524,791	628,657	517,349
<b>Total funds carried forward</b>		<u>139,961</u>	<u>446,581</u>	<u>586,542</u>	<u>628,657</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 17 to Error! Bookmark not defined. form part of these financial statements.

**Bedfordshire Open Door**  
**Company Limited by Guarantee**  
**Statement of Financial Position**  
**31 March 2023**

	<b>Note</b>	<b>2023 £</b>	<b>2022 £</b>
<b>Fixed assets</b>			
Tangible fixed assets	<b>14</b>	377,029	384,985
<b>Debtors: amounts falling due after more than one year</b>	<b>15</b>	420,264	–
<b>Current assets</b>			
Debtors: amounts falling due within one year	<b>16</b>	263,744	182,721
Cash at bank and in hand		150,491	232,798
		<u>414,235</u>	<u>415,519</u>
<b>Creditors: amounts falling due within one year</b>	<b>17</b>	<u>178,773</u>	<u>111,476</u>
<b>Net current assets</b>		<u>235,462</u>	<u>304,043</u>
<b>Total assets less current liabilities</b>		1,032,755	689,028
<b>Creditors: amounts falling due after more than one year</b>	<b>18</b>	<u>446,213</u>	<u>60,371</u>
<b>Net assets</b>		<u>586,542</u>	<u>628,657</u>
<sup>s</sup> <b>Funds of the charity</b>			
Restricted funds		446,581	524,791
Unrestricted funds		<u>139,961</u>	<u>103,866</u>
<b>Total charity funds</b>	<b>19</b>	<u>586,542</u>	<u>628,657</u>

Of the restricted funds of £446,581 property reserves comprised 67% (2022: 59%)

For the year ending 31 March 2023 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 17 to Error! Bookmark not defined. form part of these financial statements.



**Bedfordshire Open Door**  
**Company Limited by Guarantee**

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

**31 March 2023**

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These financial statements were approved by the board of trustees and authorised for issue on November 27<sup>th</sup> 2023, and are signed on behalf of the board by:

S A Reed  
Chair

S Pearce  
Company Secretary

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The notes on pages 17 to Error! Bookmark not defined. form part of these financial statements.

**Bedfordshire Open Door**  
**Company Limited by Guarantee**  
**Statement of Cash Flows**  
**Year ended 31 March 2023**

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
<b>Cash flows from operating activities</b>		
Net (expenditure)/income	(42,115)	111,308
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	10,876	11,776
Dividends, interest and rents from investments	(401)	(30)
Other interest receivable and similar income	—	(1)
Interest payable and similar charges	2,141	2,464
<b>Changes in:</b>		
Accrued (income)/expenses	460,621	(122,393)
Trade and other debtors, prepayments and accrued income	(501,287)	144,406
Trade and other creditors	(2,810)	913
<b>Cash generated from operations</b>	<b>(72,975)</b>	<b>148,442</b>
Interest paid	(2,141)	(2,464)
Interest received	—	1
<b>Net cash (used in)/from operating activities</b>	<b>(75,116)</b>	<b>145,979</b>
<b>Cash flows from investing activities</b>		
Dividends, interest and rents from investments	401	30
Purchase of tangible assets	(2,920)	(1,824)
Proceeds from sale of tangible assets	—	—
<b>Net cash used in investing activities</b>	<b>(2,519)</b>	<b>(1,794)</b>
<b>Cash flows from financing activities</b>		
Proceeds from borrowings	(4,672)	(4,349)
<b>Net cash used in financing activities</b>	<b>(4,672)</b>	<b>(4,349)</b>
<b>Net (decrease)/increase in cash and cash equivalents</b>	<b>(82,307)</b>	<b>139,836</b>
<b>Cash and cash equivalents at beginning of year</b>	<b>232,798</b>	<b>92,962</b>
<b>Cash and cash equivalents at end of year</b>	<b>150,491</b>	<b>232,798</b>

The notes on pages 17 to Error! Bookmark not defined. form part of these financial statements.

# **Bedfordshire Open Door**

## **Company Limited by Guarantee**

### **Notes to the Financial Statements**

#### **Year ended 31 March 2023**

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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 2023

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#### 3. Accounting policies *(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.
- 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.

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.

# Bedfordshire Open Door

## Company Limited by Guarantee

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

#### Year ended 31 March 2023

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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% and 10% straight line
Fixtures and fittings	-	15% and 20% straight line
Computer equipment	-	33% straight line

# Bedfordshire Open Door

## Company Limited by Guarantee

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

Year ended 31 March 2023

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#### 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 £	<b>Total Funds 2023 £</b>
<b>Donations</b>			
Donations	36,814	273,487	310,301

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
<b>Donations</b>			
Donations	23,683	392,844	416,527

# Bedfordshire Open Door

## Company Limited by Guarantee

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

Year ended 31 March 2023

#### 6. Investment income

	Unrestricted Funds £	<b>Total Funds 2023 £</b>	Unrestricted Funds £	Total Funds 2022 £
Income from investment properties	–	–	30	30
Bank interest receivable	401	401	1	1
	<u>401</u>	<u>401</u>	<u>31</u>	<u>31</u>

#### 7. Costs of raising donations and grants

	Unrestricted Funds £	Restricted Funds £	<b>Total Funds 2023 £</b>
Costs of raising donations and grants	-	15,543	15,543
	<u>-</u>	<u>15,543</u>	<u>15,543</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Costs of raising donations and grants	9,232	210	9,442
	<u>9,232</u>	<u>210</u>	<u>9,442</u>

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

	Unrestricted Funds £	Restricted Funds £	<b>Total Funds 2023 £</b>
Charitable activities	1,120	335,121	336,241
Governance costs	–	1,033	1,033
	<u>1,120</u>	<u>336,154</u>	<u>337,274</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Charitable activities	2,952	291,799	294,751
Governance costs	–	1,057	1,057
	<u>2,952</u>	<u>292,856</u>	<u>295,808</u>

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

	Activities undertaken directly £	Support costs £	<b>Total funds 2023 £</b>	Total fund 2022 £
Charitable activities	336,241	–	336,241	294,750
Governance costs	–	1,033	1,033	1,059
	<u>336,241</u>	<u>1,033</u>	<u>337,274</u>	<u>295,809</u>

# Bedfordshire Open Door

## Company Limited by Guarantee

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

#### Year ended 31 March 2023

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

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

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Depreciation of tangible fixed assets	<u>10,876</u>	<u>11,776</u>

#### 11. Independent examination fees

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Fees payable to the independent examiner for:		
Independent examination of the financial statements	1,020	1,020
Other assurance services	<u>640</u>	<u>640</u>
	<u>1,660</u>	<u>1,660</u>

#### 12. Staff costs

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

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Wages and salaries	282,778	240,967

The average full time equivalent head count of employees during the year was 8 (2022: 8). The average number of full-time equivalent employees during the year is analysed as follows:

	<b>2023</b>	<b>2022</b>
	<b>No.</b>	<b>No.</b>
Number of staff - office	3	3
Number of staff - counselling	<u>5</u>	<u>5</u>
	<u>8</u>	<u>8</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 16 (2022: 14)

#### 13. 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.



# Bedfordshire Open Door

## Company Limited by Guarantee

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

#### Year ended 31 March 2023

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#### 14. Tangible fixed assets

	Freehold property £	Plant and machinery £	Fixtures and fittings £	Equipment £	Total £
<b>Cost</b>					
At 1 April 2022	324,097	162,116	20,190	7,564	513,967
Additions	–	–	–	2,920	2,920
<b>At 31 March 2023</b>	<u>324,097</u>	<u>162,116</u>	<u>20,190</u>	<u>10,484</u>	<u>516,887</u>
<b>Depreciation</b>					
At 1 April 2022	58,266	47,839	17,883	4,994	128,982
Charge for the year	4,482	4,207	979	1,208	10,876
<b>At 31 March 2023</b>	<u>62,748</u>	<u>52,046</u>	<u>18,862</u>	<u>6,202</u>	<u>139,858</u>
<b>Carrying amount</b>					
<b>At 31 March 2023</b>	<u>261,349</u>	<u>110,070</u>	<u>1,328</u>	<u>4,282</u>	<u>377,029</u>
At 31 March 2022	<u>265,831</u>	<u>114,277</u>	<u>2,307</u>	<u>2,570</u>	<u>384,985</u>

#### 15. Debtors: falling due after more than one year

	<b>2023</b> £	2022 £
Prepayments and accrued income	<u>420,264</u>	<u>–</u>

#### 16. Debtors: falling due within one year

	<b>2023</b> £	2022 £
Trade debtors	–	806
Prepayments and accrued income	261,591	181,214
Other debtors	2,153	700
	<u>263,744</u>	<u>182,721</u>

#### 17. Creditors: amounts falling due within one year

	<b>2023</b> £	2022 £
Bank loans and overdrafts	4,673	4,349
Accruals and deferred income	169,471	99,688
Social security and other taxes	4,629	7,439
	<u>178,773</u>	<u>111,476</u>

# Bedfordshire Open Door

## Company Limited by Guarantee

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

Year ended 31 March 2023

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

	<b>2023</b>	2022
	<b>£</b>	£
Bank loans and overdrafts	25,949	30,945
Accruals and deferred income	420,264	29,426
	<u>446,213</u>	<u>60,371</u>

Bank loans and overdrafts relate to a mortgage loan secured against the property at 120 Tavistock Streed, Bedford.

# Bedfordshire Open Door

## Company Limited by Guarantee

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

Year ended 31 March 2023

#### 19. Analysis of charitable funds

##### Unrestricted funds

(All amounts stated in GBP)	At 1 April 2022	Income	Expenditure	At 31 March 2023
<b>Unrestricted funds</b>				
General - Other	103,866	37,215	(1,120)	139,961

##### Restricted funds

Property Funds	307,528	-	(7,244)	300,284
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##### Non Property Funds

The National Lottery Community Fund	19,740	64,199	(83,939)	-
BBC Children in Need	2,205	34,831	(29,207)	7,829
Wixamtree Trust	8,750	-	(8,750)	-
Gale Family Charity Trust	15,212	-	(5,957)	9,255
Harpur Trust	32,265	-	(32,265)	-
Biddenham International School	7,774	14,441	(12,666)	9,549
Bedford Academy	11,454	14,441	(13,375)	12,520
Panacea Charitable Trust	1,560	-	(1,560)	-
Rotary Club of Bedford Park	23,079	-	(6,102)	16,977
BBC Youth Empowerment	6,826	-	(6,826)	-
VERU	-	45,000	(27,438)	17,562
ELFT Winter Pressures Fund*	60,410	-	(44,435)	15,975
Bedford Girls School	263	-	(263)	-
OPCC	-	10,000	(10,000)	-
OPCC Critical Fund	14,708	-	(14,708)	-
Bedford Borough Council (AiS)	13,017	33,678	(31,962)	14,733
PC SDF Fund	-	25,333	-	25,333
Big Local Jubilee Youth Hub	-	900	-	900
Bedford Borough Council (CoL)	-	15,534	-	15,534
Bedford Borough Council (COMF)	-	15,000	(15,000)	-
Other	-	130	-	130
<b>Total Non Property Funds</b>	<b>217,263</b>	<b>273,487</b>	<b>(344,453)</b>	<b>146,297</b>
<b>Total Restricted</b>	<b>524,791</b>	<b>273,487</b>	<b>(351,697)</b>	<b>446,581</b>
<b>Total Funds</b>	<b>628,657</b>	<b>310,702</b>	<b>(352,817)</b>	<b>586,542</b>

\*Previously labelled Compass Wellbeing CiC

Property funds represent funds already spent on purchasing 120 Tavistock Street, Bedford.  
Expenditure against Property funds relates solely to annual depreciation.