

**COMPANY REGISTRATION NUMBER: 03157152**  
**CHARITY REGISTRATION NUMBER: 1053008**

**Bedfordshire Open Door**  
**Company Limited by Guarantee**  
**Unaudited Financial Statements**  
**31 March 2024**

**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 2024**

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# **Bedfordshire Open Door**

**Company Limited by Guarantee**

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

**Year ended 31 March 2024**

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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 2024.

## **Reference and administrative details**

<b>Registered charity name</b>	Bedfordshire Open Door
<b>Charity registration number</b>	1053008
<b>Company registration number</b>	03157152
<b>Principal office and registered office</b>	120 Tavistock Street Bedford Bedfordshire MK40 2SA
<b>The trustees</b>	O Atunrase S J Gardner M A Richardson S Pearce (appointed 22 May 2023) S A Reed (resigned post year end on 20 <sup>th</sup> May 2024) M Fletcher (resigned post year end on 13 <sup>th</sup> May 2024) W Harvey (appointed 4 November 2023 and resigned post year end on the 6 July 2024)
<b>Management staff</b>	Michele Flynn (Operations Manager) Donna Galea-Bateman (Clinical Manager)
<b>Independent examiner</b>	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 2024**

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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 2024 was 7 (2023: 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**

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 neurodivergent 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 2024**

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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 28 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 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 2023 to 2024 we continued to experience 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.
  - 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
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# Bedfordshire Open Door

## Company Limited by Guarantee

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

#### Year ended 31 March 2024

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face (91%) 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 33 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 2025 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 7 part-time paid counsellors, three of whom worked in secondary schools, four working at our counselling centre bringing a wealth of experience including working with young people affected by alcohol and substance abuse, victims of crime and exploitation and neurodivergent young people.
  - 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 to welcome young clients, making them feel safe and to ensure appointments, the necessary paperwork and record keeping, are diligently administered.
  - In 2023-24, we increased the number of young people we have seen overall by 11.5%. We saw a slight reduction in the number of young people who accessed one to one counselling but we extended our engagement with young people through facilitated groupwork and outreach workshops.
  - The total number of young people seen was 1039, 824 were engaged in 7,123 one to-one counselling sessions and 215 young people attended 97 separate small groups and workshops. The main reason for the reduction in one-to-one counselling was the end of other grant funded services which had increased capacity in the previous years.
  - 66% were aged between 13 and 18 (2022-23: 67%) and 34% were aged 19-25 (2022-23: 33%).
  - 85% of young people were from Bedford Borough, 15% from Central Bedfordshire.
  - Our service extends to meet the needs of our culturally diverse community. We have seen more young people from a wider range of ethnic backgrounds accessing our service in the past 2 years than previously. We have also recruited more counsellors from diverse ethnic backgrounds. Our current focus is to have wider representation at the Trustee Board level.
  - 70% of our clients were white, 19% black and Asian, 8% mixed/multiple ethnic, 2% other ethnic groups and 1% did not disclose.
  - The majority of young people using our service state that they do not follow a religion, however we do have a mix of faiths that some of our clients follow and this is respected in our service. To deepen understanding within our team, we have planned CPD sessions around faith and cultural competence in 2025. 63% of our clients do not follow a religion, 18% Christian, 8% Muslim, 1% Sikh, 1% Hindu, 5% other religions and 4% prefer not to say.
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# Bedfordshire Open Door

## Company Limited by Guarantee

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

#### Year ended 31 March 2024

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- Our referrals come from a range of sources. The majority are self-referrals, and this is in keeping with our ethos of enabling young people to direct access our service without requiring a professional referral. Respecting and championing the autonomy of the young person is central to our way of working with young people. 37% of our clients self-referred; 23% were referred by health; 21% by education; 10% by family/friend, the remaining 9% came from a mix of police, social services, housing, job centre and other voluntary agencies.
  - We continued to work in partnership with local supported living organisations, enabling us to reach some of the most vulnerable young people in our community who have 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 2 local secondary schools: Lincroft, and Bedford Academy as a continuation of our Autism in Schools 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.
  - In June 2023 we established the BOD POD our own weekly group / safe space. It was initially located at Church Lane Community Centre but our young people told us they prefer to have it at our Counselling Centre in Tavistock Street so we relocated it. This amazing group has been small but has been such a safe haven for the young people who have used it. The programme of activity has been young person led with a range of arts and crafts activities, an entry into the local Christmas Tree Festival and a fabulous mural project that has transformed our waiting room space with a delightful art piece designed and painted by a small team of young people supported by a local artist. Future projects include our first young person-led campaign.
  - We continue to work with a wide range of presenting issues and whilst we capture the predominant issue for each client as part of our reporting it is important to note that all of the young people we see have a complex range of issues that they are facing in their life and these can result in a range of additional behaviours such as suicidal ideation, self-harming, use of drugs and alcohol, engagement in criminal activities and gangs, emotionally based school avoidance, disordered eating, aggression and anger, withdrawal, selective mutism and others. To ensure our counsellors are skilled to work with such a wide range of issues we are committed to providing them with a wide range of CPD and training opportunities above and beyond the mandatory training programme. Counsellors have had sessions on issues such as
    - Understanding Autism
    - Working creatively with young people
    - Using the sandtray in therapeutic practice
    - Working with Anger
    - Attachment Theory Transactional Analysis
    - Understanding Pronouns
    - Exploitation & Disruption
    - Working Online (80 hour course)
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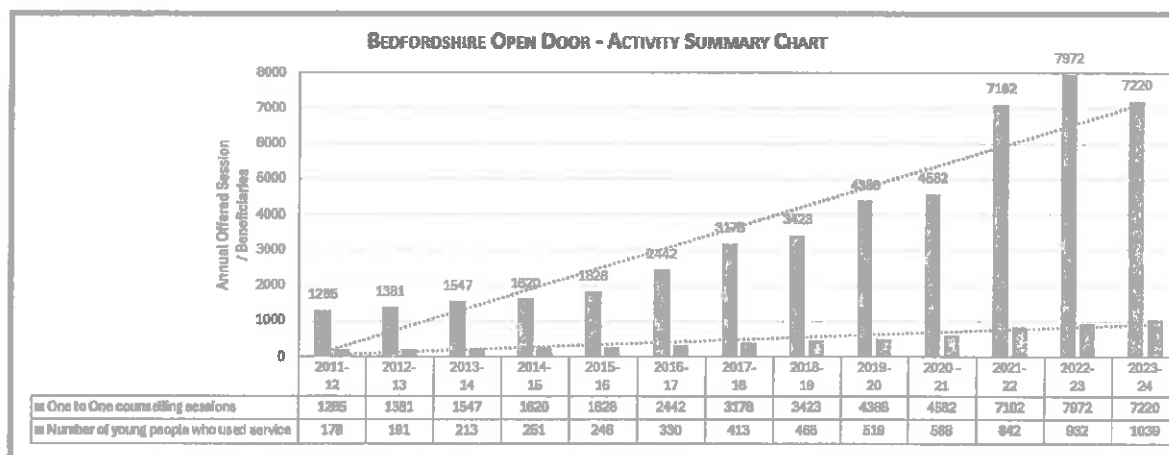


# Bedfordshire Open Door

Company Limited by Guarantee

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

Year ended 31 March 2024



## The need for Bedfordshire Open Door services:

The need for our service has grown year on year and we retain an excellent reputation amongst local young people and their families for delivering a high-quality service. 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 national economic problems. 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 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.

## Bedford Giving: Mental Health in Bedford: A Research Study 2024

*"Initial research by The Harpur Trust revealed that more than 60% of young people in Bedford consider mental health to be a "massive challenge." Other analyses support this: the Thriving Places Index<sup>1</sup> identifies mental health as a distinct area of weakness for Bedford due to the prevalence of depression and long-term mental health conditions. Government data shows that since 2019, Bedford's suicide rate has risen consistently and is now well above the national average. National research also reflects a similar pattern of issues and concerns. Little direct data is available on the number of people requiring mental health support in Bedford. However, we know that there are approximately 43,000 people aged 0-17 in Bedford, and around 19,000 aged 10-17 (10% of Bedford's population). If we assume that mental health issues are no more or less common in Bedford than elsewhere in England, we can estimate that around 3,800 people aged 10-17 in Bedford require support."*





# Bedfordshire Open Door

## Company Limited by Guarantee

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

#### Year ended 31 March 2024

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In the direct consultations with local young people undertaken by Bedford Giving as part of the above research several young people specifically mentioned Bedfordshire Open Door as a positive service in the local landscape of mental health provision.

#### **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

#### **The Big Ask 2023**

- More than half of young people with mental health disorders had no contact with mental health services; only 34% had at least two contacts.
- 32% of those referred for treatment did not receive it.
- The average waiting time was 40 days, up from 32 the previous year.
- Around 1% of total NHS budget allocations were spent on mental health services for children and young people – a total of £927 million.

#### **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.
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# Bedfordshire Open Door

## Company Limited by Guarantee

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

#### Year ended 31 March 2024

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- 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.

#### **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.

#### **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. We will be applying for further Children in Need funding for 2025.
  - 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.
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# **Bedfordshire Open Door**

## **Company Limited by Guarantee**

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

#### **Year ended 31 March 2024**

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- ELFT CAMHS Direct referrals 6 months grant funding enabled us to retain capacity through paid qualified counsellors delivering sessional work.
- The Integrated Care Board Primary Care Grant enabled us to launch an innovative mobile hub project working in partnership with local schools and specialist youth groups to deliver tailored group work and activities.
- The Bedfordshire Violence & Exploitation Reduction Unit (VERU) continued to support our work with victims of crime and exploitation and those at risk.
- We have also received funding support from a range of other organisations and trusts and extend our thanks and appreciation to: Waitrose, The Rotary Club of Bedford Park, Castle Rotary Club, The Wixamtree Trust; Gale Family Trust, Bedford Borough Council, The Panacea Charitable Trust; 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 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 and those who have chosen to remain anonymous.

#### **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 (£160,000) 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

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# Bedfordshire Open Door

## Company Limited by Guarantee

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

#### Year ended 31 March 2024

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believe the property to have increased in market value. At 31st March 2024 the mortgage against this property was £25,663. The trustees have the option in an emergency to increase the mortgage against the property to increase free reserves.

Free reserves at March 31st 2024 were £160,983.

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

Total income for the year decreased by 7% from £310,702, in 2023, to £287,516 in 2024.

The proportion of income receivable for restricted and unrestricted purposes represents was 89% (2023: 88%) and 11% (2023: 12%) respectively of the total incoming resources.

Overall, the results show a deficit for the year of £ (53,916) (2023: deficit of £ (42,115)). At 31 March 2024, restricted fund balances totalled £371,623 (2023: £446,581), of which £293,040 (2023: £300,284) relates to the historic purchase of the Bedford Tavistock Street property and subsequent improvements, which was largely grant funded. Unrestricted fund balances totalled £160,983 (2023: £139,961).

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

The landscape for funding is becoming increasingly challenging and this is coupled with the challenge of retaining experienced staff who are employed on short term contracts due to funding generally being allocated for one year. We continue to strive to maximise income to enable us to meet demand. We are aware of increasing constraints within statutory and other voluntary sector services and the impending financial challenges faced nationally. We are therefore mindful about 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 evaluation report provided insight into areas of excellence and recommendations for future service development.

- *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*

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# Bedfordshire Open Door

## Company Limited by Guarantee

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

#### Year ended 31 March 2024

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*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 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 neurodivergent young people and victims of crime and exploitation.

We have now established our weekly social, safe space for young people offering a variety of arts and crafts-based activities and other opportunities in a group setting. This is evolving as a young person led group who are keen to hold conversations that help to shape and develop our services.

In 2022 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. 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. This aim has now progressed and in 2024/25 will improve efficiency through the introduction of a new database / case management system that will be tailored to the needs of our organisation. A key aspect of the new system is an integrated safeguarding reporting function which will enhance our existing policies and procedures. The new system will also have the ability for young people to provide feedback on their experiences digitally via their mobile phones.

The trustees' annual report and the strategic report were approved on 14<sup>th</sup> October 2024 and signed on behalf of the board of trustees by Sam Pearce (Chair):



Sam Pearce  
Chair



# **Bedfordshire Open Door**

## **Company Limited by Guarantee**

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

**Year ended 31 March 2024**

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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 2024.

#### **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

#### ***Excel Accountants***

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



# Bedfordshire Open Door

## Company Limited by Guarantee

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

Year ended 31 March 2024

			2024		2023
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
<b>Income and endowments</b>					
Donations and grants	5	30,867	254,831	285,698	310,301
Investment income	6	1,818		1,818	401
<b>Total income</b>		<u>32,685</u>	<u>254,831</u>	<u>287,516</u>	<u>310,702</u>
<b>Expenditure</b>					
Expenditure on raising funds:					
Costs of raising donations and grants	7	6,186	4,108	10,294	15,543
Expenditure on charitable activities	8,9	5,477	325,681	331,157	337,274
<b>Total expenditure</b>		<u>11,663</u>	<u>329,789</u>	<u>341,452</u>	<u>352,817</u>
<b>Net (expenditure)/income and net movement in funds</b>		<u>21,022</u>	<u>(74,958)</u>	<u>(53,936)</u>	<u>(42,115)</u>
<b>Reconciliation of funds</b>					
Total funds brought forward		139,961	446,581	586,542	628,657
<b>Total funds carried forward</b>		<u>160,983</u>	<u>371,623</u>	<u>532,606</u>	<u>586,542</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 25 form part of these financial statements.



**Bedfordshire Open Door**  
**Company Limited by Guarantee**  
**Statement of Financial Position**  
**31 March 2024**

	Note	2024 £	2023 £
<b>Fixed assets</b>			
Tangible fixed assets	14	367,279	377,029
<b>Debtors: amounts falling due after more than one year</b>	15	282,829	420,264
<b>Current assets</b>			
Debtors: amounts falling due within one year	16	259,207	263,744
Cash at bank and in hand		81,403	150,491
		340,609	414,235
<b>Creditors: amounts falling due within one year</b>	17	168,408	178,773
<b>Net current assets</b>		172,201	235,462
<b>Total assets less current liabilities</b>		822,308	1,032,755
<b>Creditors: amounts falling due after more than one year</b>	18	289,702	446,213
<b>Net assets</b>		532,606	586,542
<b>Funds of the charity</b>			
Restricted funds		371,623	446,581
Unrestricted funds		160,983	139,961
<b>Total charity funds</b>	19	532,606	586,542

Of the restricted funds of £371,623 property reserves comprised 79% (2023: 67%)

For the year ending 31 March 2024 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 25 form part of these financial statements.





# Bedfordshire Open Door

Company Limited by Guarantee

Statement of Financial Position *(continued)*

31 March 2024

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These financial statements were approved by the board of trustees and authorised for issue on October 14<sup>th</sup> 2024, and are signed on behalf of the board by:



S Pearce  
Chair



V. CAMIAH, FLA

14/10/24

***Excel Accountants***

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

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The notes on pages 17 to 25 form part of these financial statements.



# Bedfordshire Open Door

## Company Limited by Guarantee

### Statement of Cash Flows

Year ended 31 March 2024

	2024 £	2023 £
<b>Cash flows from operating activities</b>		
Net (expenditure)/income	(53,748)	(42,115)
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	11,186	10,876
Dividends, interest and rents from investments	(1,818)	(401)
Other interest receivable and similar income	—	—
Interest payable and similar charges	1,855	2,141
<i>Changes in:</i>		
Accrued (income)/expenses	(162,814)	460,621
Trade and other debtors, prepayments and accrued income	141,988	(501,287)
Trade and other creditors	882	(2,810)
<b>Cash generated from operations</b>	<b>(62,656)</b>	<b>(72,975)</b>
Interest paid	(1,855)	(2,141)
Interest received	—	—
<b>Net cash (used in)/from operating activities</b>	<b>(64,511)</b>	<b>(75,116)</b>
<b>Cash flows from investing activities</b>		
Dividends, interest and rents from investments	1,818	401
Purchase of tangible assets	(1,436)	(2,920)
Proceeds from sale of tangible assets	—	—
<b>Net cash used in investing activities</b>	<b>382</b>	<b>(2,519)</b>
<b>Cash flows from financing activities</b>		
Proceeds from borrowings	(4,958)	(4,672)
<b>Net cash used in financing activities</b>	<b>(4,958)</b>	<b>(4,672)</b>
<b>Net (decrease)/increase in cash and cash equivalents</b>	<b>(69,088)</b>	<b>(82,307)</b>
<b>Cash and cash equivalents at beginning of year</b>	<b>150,491</b>	<b>232,798</b>
<b>Cash and cash equivalents at end of year</b>	<b>81,403</b>	<b>150,491</b>

The notes on pages 17 to 25 form part of these financial statements.



# **Bedfordshire Open Door**

## **Company Limited by Guarantee**

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

**Year ended 31 March 2024**

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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 2024**

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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 2024**

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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 2024**

---

**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 2024 £
<b>Donations</b>			
Donations	<u>30,867</u>	<u>254,831</u>	<u>285,698</u>

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



# Bedfordshire Open Door

## Company Limited by Guarantee

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

Year ended 31 March 2024

#### 6. Investment income

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Income from investment properties	—	—	—	—
Bank interest receivable	1,818	1,818	401	401
	<u>1,818</u>	<u>1,818</u>	<u>401</u>	<u>401</u>

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

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Costs of raising donations and grants	6,186	4,108	10,294

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Costs of raising donations and grants	—	15,543	15,543

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

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Charitable activities	10,643	329,789	340,432
Governance costs	1,020	—	1,020
	<u>11,663</u>	<u>329,789</u>	<u>341,452</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
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>

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

	Activities undertaken directly £	Support costs £	Total funds 2024 £	Total fund 2023 £
Charitable activities	340,432	—	340,432	336,241
Governance costs	—	1,020	1,020	1,033
	<u>340,432</u>	<u>1,120</u>	<u>341,452</u>	<u>337,274</u>



# Bedfordshire Open Door

## Company Limited by Guarantee

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

#### Year ended 31 March 2024

---

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

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

	2024 £	2023 £
Depreciation of tangible fixed assets	<u>11,336</u>	<u>10,876</u>

#### 11. Independent examination fees

	2024 £	2023 £
Fees payable to the independent examiner for:		
Independent examination of the financial statements	1,020	1,020
Other assurance services	<u>600</u>	<u>640</u>
	<u>1,620</u>	<u>1,660</u>

#### 12. Staff costs

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

	2024 £	2023 £
Wages and salaries	261,349	267,754

The average full time equivalent head count of employees during the year was 8 (2023: 8). The average number of full-time equivalent employees during the year is analysed as follows:

	2024 No.	2023 No.
Number of staff - office	4	3
Number of staff - counselling	<u>4</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 14 (2023: 16)

#### 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 2024

#### 14. Tangible fixed assets

	Freehold property £	Plant and machinery £	Fixtures and fittings £	Equipment £	Total £
<b>Cost</b>					
At 1 April 2023	324,097	162,116	20,190	10,484	516,887
Disposals	—	—	—	(2,912)	(2,912)
Additions	—	—	258	1,178	1,436
<b>At 31 March 2024</b>	<b>324,097</b>	<b>162,116</b>	<b>20,448</b>	<b>8,750</b>	<b>515,411</b>
<b>Depreciation</b>					
At 1 April 2023	62,748	52,046	18,862	6,202	139,858
Disposals	—	—	—	(2,912)	(2,912)
Charge for the year	4,482	4,207	569	2,078	11,336
<b>At 31 March 2024</b>	<b>67,230</b>	<b>56,253</b>	<b>19,431</b>	<b>5,368</b>	<b>148,282</b>
<b>Carrying amount</b>					
<b>At 31 March 2024</b>	<b>256,867</b>	<b>105,863</b>	<b>1,017</b>	<b>3,383</b>	<b>367,130</b>
At 31 March 2023	261,349	110,070	1,328	4,282	377,029

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

	2024 £	2023 £
Prepayments and accrued income	282,829	420,264

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

	2024 £	2023 £
Trade debtors	6,750	—
Prepayments and accrued income	251,291	261,591
Other debtors	1,166	2,153
	<b>259,207</b>	<b>263,744</b>

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

	2024 £	2023 £
Bank loans and overdrafts	4,349	4,673
Accruals and deferred income	158,533	169,471
Social security and other taxes	5,526	4,629
	<b>168,408</b>	<b>178,773</b>



# Bedfordshire Open Door

## Company Limited by Guarantee

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

Year ended 31 March 2024

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

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Bank loans and overdrafts	21,314	25,949
Accruals and deferred income	268,388	420,264
	<u>289,702</u>	<u>446,213</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 2024

#### 19. Analysis of charitable funds

##### Unrestricted funds

(All amounts stated in GBP)	At 1 April 2023	Income	Expenditure	At 31 March 2024
<b>Unrestricted funds</b>				
General - Other	139,961	32,685	(11,662)	160,983

##### Restricted funds

Property Funds	300,284	-	(7,244)	293,040
<b>Non Property Funds</b>				
The National Lottery Community Fund	-	110,912	(105,911)	5,001
BBC Children in Need	7,829	12,261	(20,090)	-
Wixamtree Trust	-	9,500	(9,500)	-
Gale Family Charity Trust	9,255	-	(2,627)	6,628
Harpur Trust	-	36,500	(35,422)	1,078
Biddenham International School	9,549	13,200	(12,849)	9,900
Bedford Academy	12,520	13,200	(15,820)	9,900
Panacea Charitable Trust	-	10,000	(5,833)	4,167
Rotary Club of Bedford Park	16,977	-	(5,760)	11,217
VERU	17,562	15,700	(33,262)	-
ELFT Winter Pressures Fund	15,975	-	(15,975)	-
Bedford Borough Council (AiS)	14,733	(6,575)	(8,158)	-
PC SDF Fund	25,333	-	(25,333)	-
Big Local Jubilee Youth Hub	900	-	(900)	-
Bedford Borough Council (CoL)	15,534	-	(15,534)	-
CAMHS Direct Referrals	-	39,204	(9,571)	29,633
Other	130	929	-	1,059
<b>Total Non Property Funds</b>	<b>146,297</b>	<b>254,831</b>	<b>(322,546)</b>	<b>78,583</b>
<b>Total Restricted</b>	<b>446,581</b>	<b>254,831</b>	<b>(329,790)</b>	<b>371,623</b>
<b>Total Funds</b>	<b>586,542</b>	<b>287,516</b>	<b>(341,264)</b>	<b>532,606</b>

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

