

YOUTH TALK LIMITED

England & Wales · Charity number 1063572

Details

Other names	YOUTH TALK, YOUTH TALK 14-25
Status	Registered
Legal form	Charitable company
Company number	03322319
Registered	1997-07-24
Register	View on the Charity Commission register

Contact

Address	64 London Road St. Albans Hertfordshire AL1 1NG
Phone	01727868684
Email	info@youthtalk.org.uk
Website	www.youthtalk.org.uk

Activities

Objects: (A) TO PROVIDE RELIEF TO DISADVANTAGED AND DISTRESSED YOUNG PEOPLE LIVING IN OR CONNECTED WITH ST. ALBANS AND DISTRICT, IN THE FORM OF COUNSELLING, PSYCHOTHERAPY AND RELATED SERVICES. (B) TO PREVENT OR ALLEVIATE MENTAL ILL HEALTH, PSYCHOLOGICAL DISTURBANCE AND MALADAPTATION IN ADULT AND FUTURE FAMILY AND SOCIAL RELATIONSHIPS. (C) TO PROMOTE EMOTIONAL WELL BEING.

Activities: Youth Talk offers community counselling at no charge to 13-25 year olds who live, work or are educated in St Albans, Harpenden and surrounding area. We also provide an information/signposting service to both young people and their parents

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People

Geography

- **Area of benefit:** ST. ALBANS AND DISTRICT
- Hertfordshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£577,039	£554,800	£246,655	10
2024-03-31	£470,845	£569,202	-	-
2023-03-31	£479,366	£442,117	-	-
2022-03-31	£376,857	£328,827	-	-
2021-03-31	£341,151	£298,245	-	-

Trustees

Name	Role	Appointed
Alison Kiernan		2023-01-19
CHRISTOPHER CLULOW		
Carol Twidell		2025-01-23
Dr David Hems		2022-05-26
Gareth Huw Evans		2022-03-17
Gaynor Anne Cashin		2022-03-17
Gillian Wendy Targett-Adams		2024-05-23
Jacqueline Elizabeth Fryer		2019-09-19
Michael Patrick Chapman Mr		2025-10-09
TERESA MARY DALLEY		2019-09-19

YOUTH TALK LIMITED

England & Wales - Charity number 1063572

Accounts



Youth Talk Limited

Trustees' Annual Report and Unaudited Financial Statements

Year ended 31 March 2025

Charity registration - 1063572

Company number - 03322319

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Reference and administrative details

Charity number

1063572

Company number

03322319

Registered office

64 London Road
St Albans
Herts
AL1 1NG

Trustees

Gaynor Cashin	
Christopher Clulow	
Teresa Dalley	
Gareth Evans	(Treasurer)
Jackie Fowler	(Chair)
Dr David Hems	
Alison Kiernan	
Gillian Targett-Adams	(appointed 23rd May 2024)
Carol Twidell	(appointed 23rd January 2025)
Margaret Thirlway	(Secretary)

Chief Executive

David Barker

Independent examiners

Enaid Accountancy Ltd
Units 24 & 25
Goodsheds Container Village
Hood Road
Barry
CF62 5QU

Principal Bankers

The Co-Operative Bank plc
PO Box 101
1 Balloon Street
Manchester
M60 4EP

Introduction

A word from our Chair and Chief Executive

If I had not come to Youth Talk, I would have stayed isolated and still be severely struggling without anyone to talk to about it.

Client of Youth Talk

When you hear the words of a young person who now feels able to cope better, who can move forward with hope, confidence and greater self-knowledge, or perhaps even feels able to carry on living, you know that what Youth Talk provides for local young people is simply vital. We hear these words regularly through feedback from our young clients – and our counsellors witness young people making this progress every single day.

This is what drives us at Youth Talk. It is what motivates us when we face difficult times, it's what helps us to overcome challenges and pushes us to find new opportunities to grow our capacity so we can help more young people and find new ways to develop our service.

And this is why we are so proud to have grown our counselling by over 20% this year, delivering 4,834 sessions to 423 young people. As well as one to one counselling, we continue to develop our groups work, with both talking and creative art therapy groups, which young people can join and leave at their own individual pace. It is a place where young people learn from each other, gain confidence, and find strength both from receiving and giving support.

We faced a significant challenge when we learned we would be losing our long standing Hertfordshire County Council funding of £72k (supporting 13–18-year-olds) in March 2025, followed by £63k (supporting 18–25-year-olds) in June 2026. The council has opted to work with a single mental health provider for the whole of Hertfordshire, and due to our size, income, and localised focus, Youth Talk no longer meets the eligibility criteria.

We are deeply concerned that this decision risks leaving many young people—particularly those who need local to home, face-to-face support—to fall through the cracks. We fear that young people will be pushed towards services that may not meet their needs, leaving some of the most vulnerable without meaningful, local, sustained support when they need it most.

Losing this funding was a blow - it is a large amount to lose - but as one door closes, others open, and we are determined to find new ways to build funding and partnerships to support our young people.

We were delighted to launch a new pilot with the HALO Primary Care Trust (PCT) - a brand new service where GPs in three local surgeries can book struggling young patients directly into a first meeting with a Youth Talk counsellor at the Harvey House surgery. This service provides fast, convenient access to a first step towards help many would otherwise be unaware is available to them. As we review learnings, we hope to develop this offer further across our area.

Our fundraising team are also determined to bring in more funds – and not just to make up the statutory funds we are losing but to grow. As our fundraising team develops, we are building corporate partnerships, community fundraising and relationships with individuals. It's an ambitious plan but we must succeed. A huge thank you to all our supporters – it is your support that delivers these vital counselling sessions and changes a young life. If you know someone who could help, please let us know.

We particularly aim to develop more regular giving from new and existing individual donors – this reliable income is even more vital now our local authority funding has been cut. If you are able to consider a regular gift to support our local young people this would be fantastic and we'd love to hear from you.

In September 2024 we launched a new flagship fundraising event – The Great St Albans Challenge. As teams raced around St Albans enjoying a GPS treasure hunt, the fun, excitement and creativity were palpable and Youth Talk were everywhere – from the High Sheriff of Hertfordshire Annie Brewster being snapped at the Clock Tower to the event finale in St Albans Cathedral. From visibility and engagement, to funds raised and new awareness and support, we were thrilled with this inaugural event and plan to grow it from here.

From this event came our partnership with local young Olympian Phoebe Gill – who spoke movingly of why young people's mental health matters so much. She became our first Youth Talk Ambassador and we have since added a Schools

Ambassador. More will come – this is another new way to boost awareness, build relationships and grow more support.

As always, we owe huge thanks to so many people. To our team, who deliver with purpose and passion; to each and every supporter (individual, community, corporate and grant-making trusts) who make the choice to support Youth Talk in whatever way; to our Trustees who give their time, skills, energy and dedicated oversight; and to all our other volunteers. Thank you to the Mayor of Harpenden, Cllr Pip Liver for choosing Youth Talk as one of her charities. And a particular thank you to our Youth Panel – your voices, ideas and opinions help shape what we do.

As we move into our 2025/26 financial year, we know that the challenges are great – especially the financial ones. But if we can continue to harness the power of our community - who believe that helping our local young people as they struggle in today's very demanding world really matters - then we know Youth Talk will succeed, grow and help more young people to overcome the difficulties they face.

Once again, thank you.

Jackie Fowler

JACKIE FOWLER
CHAIR



DAVID BARKER
CHIEF EXECUTIVE

About us

Our vision

Every young person can talk to someone who can help with whatever's worrying them.

Our mission

To provide the best possible mental health support to young people in St Albans and surrounding areas.

Our values

We are open and accepting

We listen without judgement and respond in confidence.

We always give our best

From clinical care to fundraising, we are passionate, professional and committed.

We are stronger together

We work collaboratively to make a lasting difference.

Our message to young people

When you need help, you can contact Youth Talk directly for free, confidential counselling support. We're here to listen, understand and support you.

Structure, governance and management

Constitution

The Company was incorporated on 21st February 1997. The governing document is the Articles of Association adopted from 12th December 2024 by Special Resolution of the same date. These replaced the original Memorandum and Articles of Association adopted on 21st February 1997, as amended.

Objectives and activities

The charity's primary objective is to improve young people's mental health. This is delivered by one-to-one and group counselling, outreach and information services for young people.

Organisation

The Company is under the control of the Trustees who usually meet 6 times a year. The Chief Executive reports to the Chair of Trustees, and is responsible for all members of the clinical team and administrative/fundraising staff.

Trustees and officers

The names of the Trustees and Officers who have served during the year are shown on page 4 of this report.

Trustee recruitment, induction and training

Trustees are appointed from people who have the necessary skills and experience to fulfil specific areas of need within the charity. In addition, we look for individuals who have experience of or an interest in dealing with young people and their welfare. New Trustees are provided with documentation to enable them to appreciate our objectives, organisation, method of operation and their responsibilities under the law. In addition, existing Trustees assist them in becoming fully conversant with their role.

Public benefit

The Trustees confirm that they have complied with the duty in Charities Act 2011 to have due regard to the Charity Commission General Guidance on Public Benefit, when reviewing their aims and objectives and in planning future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

Risk assessment

The major risks to the charity have been identified and documented for assessment. The Trustees and management have an ongoing process to review these risks via the charity's risk register. Currently the Board works with a general organisational risk register and an additional safeguarding risk register.

There are policies for Health and Safety, Safeguarding, Lone Working, Data Protection, Equality and Diversity, Grievance/Harassment, Whistleblowing and Use of Artificial Intelligence. All policies are reviewed regularly and updated as appropriate. Disclosure and Barring Service (DBS) checks are undertaken annually on each member of staff and our counsellors.

Clinical procedures are under the regular scrutiny of our regular Clinical Management meeting which includes our consultant Clinical Supervisors. All cases considered to be high risk are regularly reviewed and also discussed in counsellors' supervision sessions.

The Trustees and management regularly review operational processes to ensure ongoing delivery of activities. Investment in these processes is made as appropriate.

If I had not come to Youth Talk it's likely I would have kept going through aggressive mood swings
and found no purpose in day to day life.

Youth Talk Client

Financial review

It is humbling to see the work that Youth Talk do, and it means a huge amount to see the direct impact we can have in supporting them to help young people in the area.

Ben Walker – Men of Fields Fundraisers

How we raised our money

This year Youth Talk raised a total income of £577,039, a 23% increase on the previous year and slightly above our budget of £559,520. Despite a challenging funding landscape, our team worked hard to maintain financial strength while continuing to grow our impact.

We are incredibly grateful to everyone who supported Youth Talk this year – from individuals, local businesses, community organisations to charitable trusts and statutory funders. This year we achieved the following together:

• Community & Events	£152,255
• Corporate fundraising	£74,367
• Individual Giving	£68,909
• Statutory Grants	£134,721
• Trusts & Foundations	£146,787

Over the year we were incredibly grateful to receive grants from the following organisations:

Amazon; All Aboard Shops Ltd; Batchworth Trust; Beds and Luton Community Foundation; Charlie's Gift; Cherry Family Foundation; Childwick Trust; Co-op Community Investment Foundation; Dr Alan Strandars; Etauliers Charitable Foundation; Graham Rowlandson Foundation; Harpenden Building Society; Hertfordshire Community Foundation; Howden Foundation; M&G in the Community Fund; NFU Mutual; Souter Charitable Trust; St Albans City and District Council; Tanner Pharma (Rebourn); Tesco Community Grants; The Amateurs Trust; The Astor Foundation; The Harpenden Trust; The Sir Jules Thorn Charitable Trust; The Wendy Thomas Youth Development Fund; Utility Warehouse Foundation.

In addition, we are greatly indebted for the support shown by a number of County Councillors who supported us and a large number of individuals, companies, local organisations, sports clubs and religious organisations across the District, all of whom have helped us to continue to be there for our local young people. This crucial funding has supported both the provision of our counselling services and our general operating costs.

How we spent your money

Our total expenditure was £554,800 against a budget of £601,064, reflecting careful management of costs and some temporary staff vacancies. Expenditure included:

• Direct costs of counselling	£310,935 (including £3,838 on fitting out the new premises)
• Direct costs of fundraising	£147,354
• Indirect costs	£96,511 (this includes rent, and management & administration costs)

As part of our five-year strategy for growth, the Board of Trustees agreed to investment in the development of our fundraising team. These additional costs are monitored regularly against the overall performance of our fundraising, and the fruit of this is already showing with the 23% increase in income in year noted above.

Whilst at first glance it may appear that we have spent less this year on direct costs of counselling, the prior year included £87,233 on fitting out the new premises, compared to only £3,838 in the current year. Once this is taken account of, direct costs of counselling have increased 12% from £273,556 to £307,097.

Staff remuneration

Youth Talk is committed to ensuring a proper balance between (i) paying the people who work for us fairly so that we attract and retain people with the right experience, skills and qualities and (ii) careful management of our charity's funds. In so doing we ensure the greatest effectiveness in delivering our charitable objectives and meeting the needs of the local young people who need our help.

Our work is dependent on voluntary donations and we act in an open and transparent way that respects the money, time and energy given by donors and volunteers. In our commitment to openness, we disclose information about senior staff salaries within our annual report. This is in line with recommendations and guidelines from the Charity Commission and the National Council for Voluntary Organisations (NCVO).

Reserves policy

The charity's policy is to have sufficient resources to fund at least six months' operations on hand at any given time. This is important so that in the event of the charity needing to cease activities we are able to operate for a period of six months in order to allow us to properly complete clinical programmes of counselling with existing clients. This is currently estimated to be around £200,000 and is based on six months of the current year direct costs of counselling (excluding the spend on the new premises) and indirect costs (totalling £403,608).

Free reserves comprise the total reserves available to the charity, less those reserves which are restricted or designated for specific purposes.

At the year-end our total reserves stood at £246,655 (2024: £224,416), with £nil (2024: £19,378) being restricted as to use and the remaining £246,655 (2024: £205,038) as general reserves. This is slightly above our current policy target but not deemed to be excessive by the Board of Trustees.

The difference we've made

Last year in our annual report we set out some of the main priorities for the coming year.

So how have we done?

What we said we'd do	How did we do?
Growing capacity and helping more young people Specifically: • Grow our counselling sessions and number of young people helped • Recruit additional counsellors • Expand our advanced trainee placement programme • Recruit a new Clinical Lead position • Expand our Saturday Service	We've had a busy and rewarding year – supporting more young people than ever before. • We delivered 4,834 counselling sessions to 423 young people, a 20% increase on the previous year. This includes both 1:1 and group counselling. We are pleased to report that this is in line with our five year strategy aspiration. • We recruited two new counsellors to grow clinical capacity as well as offset turnover. • Our partnership with the Counselling Foundation continues to thrive, with two advanced trainees now supporting our work. • We re-evaluated the Clinical Lead role and instead appointed two additional freelance Clinical Supervisors (making a total of three) to enhance management, safeguarding and support for our counsellors. • Our Saturday service has doubled in size, with two counsellors now offering sessions all day – providing crucial flexibility for those with school, work, or caring commitments. • We also launched a new Primary Care Network (PCN) pilot project in collaboration with the HALO PCN. Consultations are now being trialled at Harvey House GP surgery and initial feedback has been positive. In the coming year we will be exploring expansion to other practices. If I had not come to Youth Talk, I wouldn't have been able to push forward in most aspects of my life and would have been left stagnant. Youth Talk client • 100% of clients said they felt respected and comfortable with their counsellor. • Many described the service as life-changing, offering “a safe space to explore what I was feeling and why.”
Build further on our group therapy counselling provision Specifically: • Further develop the creative group in St Albans • Identify ways to promote the group counselling service • Investigate the feasibility of a new Harpenden group • Investigate and pilot a new university transition group	• Our weekly creative art therapy group in St Albans continued to run with consistently high engagement. Many clients found this non-verbal space transformative. • We collaborated with the Youth Panel to develop new promotional materials to help more young people understand the benefits of group counselling. • We delivered a pilot transition group for young people preparing for university and are now reviewing how best to offer future support in this area. • Our talking group in Harpenden (for older clients) completed a 17-week run. While this group came to a natural close, we are evaluating the model as recruitment proved more challenging. • Plans are in development to launch a creative group in Harpenden in 2025/26, in partnership with the Harpenden Trust.

What we said we'd do	How did we do?
Sustaining and grow our Income • Raise £160k from Trusts • Strengthen community fundraising • Build Harpenden presence further • Build on brand awareness & social media • Expand corporate partnerships • Identify ways to grow our awareness and individual giving programme • Prepare for the Big Give Christmas Appeal • Build on supporter Communications and redevelopment of our website.	Across the year it became apparent that our long-standing contract with Hertfordshire County Council to provide counselling to local young people was under threat. As a result of the Council's desire to work with a single county-wide provider it has meant the loss of £72k in the coming year and a further £63k in 2026. We are significantly concerned about the negative impact this move will have on the provision of close to home, face-to-face and group counselling for young people in St Albans, Harpenden and surrounding areas. Despite the worrying loss of statutory funding from Hertfordshire County Council we've seen huge effort and momentum across our income streams. Some of our fundraising successes include: • We raised £146,595 from Trusts – slightly under our £160k target, but strong in a competitive climate. • Community and events fundraising was strong, with highlights including: • The Men of Fields challenge (raising £40k+). • Marathon runners, golf days and walkers. • The Old Albanians Cricket Club World Lashings event. • A range of challenge events - including our very own fundraising manager Jim Lewis riding from Carcassonne to Barcelona. • The spectacular launch of the inaugural Great St Albans Challenge event. • Our Corporate fundraising grew significantly, supported by a new programme of Business Breakfasts and securing some long-term partnerships. • While overall individual giving slightly declined, regular giving increased by 9% and Gift Aid processing is now automated via Donorfy. • We launched a successful Christmas appeal via the Big Give and were proud to be one of the charities featured in the new St Albans Monopoly edition. • We set up a Marketing Strategy Group to begin to build an organisational Marketing Plan for the charity. • We paused our website development in order for it to align with the current work that is underway on the development of an organisational marketing strategy. Our awareness within our local community continues to grow and we have seen an increase in followers and engagement across our social media platforms. None of this would of course be possible without the tremendous hard work, creativity and determination of our fundraising team and our army of fundraisers, donors, volunteers and supporters – thank you!

What we said we'd do	How did we do?
Extending our reach – redressing the balance • Focus on boys and young men • Partner with Youth Panel • Develop support during university transitions	• Over the year 24% of referrals were boys and young men. We want to better understand this area as we feel this current gender imbalance shows there's still more to do to achieve a more representative picture. • At our annual team event, our full team reflected on barriers boys and young men may face in accessing support and how we might address them. • We engaged with our Youth Panel to begin to understand what some of the challenges might be from a young person's perspective (see next section). • A small research task group was formed to explore this issue further and we are in early-stage discussions with an academic research partner. • Over the summer period we delivered a pilot support group for some young people who were experiencing anxiety about starting university in the autumn. We are evaluating this work in order to identify how we might best support university starters going forwards.
Continued modernisation and building of a robust infrastructure to facilitate growth • Redevelop website • Improve IT systems and security • Develop KPI dashboard • Enhance clinical reporting • Further develop CRM system • Strengthen our volunteer offer	• We welcomed Carol Twidell as a new Trustee, bringing significant marketing and business expertise. Carol is now leading a Marketing Strategy Task and Finish Group to guide our organisational marketing strategy, messaging and future growth. • We paused the website redevelopment so it can align with this wider strategic work. • We moved to a new IT provider, helping us review systems, improve security, and streamline support. • We developed a new safeguarding risk register (reviewed at each Board meeting) and made improvements to our general clinical reporting. • We have further developed our clinical insight, data gathering and reporting. A KPI dashboard is in development and will support data-led decision making across our operations and fundraising. • Our CRM audit led to improvements in segmentation and automation including integrations with Mailchimp and Eventbrite. • An audit of our volunteering strategy has been conducted, and we are currently implementing some new ways of working including updating of our Volunteer training and handbook.

Our Youth Panel

Our Youth Panel continues to be a vital part of Youth Talk's identity and development. Made up of young people aged 13–25 from across our community, the Panel plays an active role in shaping the direction of our work and ensuring that young people's voices remain at the heart of all we do.

Over the last year, the Youth Panel:

- Blogged for mental health awareness week about “movement”
- Created an application form for the Youth Panel
- Spoke at a variety of public events
- Provided feedback on website refresh
- Provided feedback on the new 3D virtual tour of our Counselling Centre, such as what links and notes should be added
- Helped in the production of videos for the Big Give
- Made videos to say thank you to supporters
- Provided voice overs for young people's quotes and narration for new group counselling video
- Presented at the Youth Talk team annual meeting
- Volunteered for events (including future events)

We are especially proud of how the Panel has helped us to develop these strands of work and initiatives. Their energy, insight and honesty continues to inspire us.

Youth Talk is a great place to find someone who will listen to you. With a kind team and a welcoming atmosphere, it is a great place to start.

Youth Talk client

The coming year

Building on the momentum of the past year, our focus for 2025/26 is clear: to grow our service, increase access and further strengthen our foundations. Every priority outlined below supports our five-year strategy for expansion – with the exception of one exciting new area: investigating how we might support families and parents in the future.

Growing Our Service

We aim to deliver 5,613 counselling sessions (a 16% increase) this year – our highest ever target. To achieve this, we will:

- Recruit two new counsellors and ensure we have the necessary capacity to deliver on our annual targets
- Expand our popular Saturday Service
- Explore the feasibility of offering 1:1 face-to-face counselling in Harpenden
- Continue to develop and expand our group counselling provision in St Albans and Harpenden
- Fully evaluate our Primary Care Network pilot and assess opportunities for future growth

Reaching Under-represented Groups

We know that some young people are still not accessing the support they need. This year, we will launch a targeted research programme working with the University of Greenwich to better understand who we're not reaching – with a particular focus on boys and young men. The findings will inform a new programme of work to address the gender imbalance in referrals.

Supporting Parents

For the first time, we'll begin exploring how we might in the future best support parents who have children who are struggling with their mental health. A new task and finish group, chaired by one of our clinical Trustees, has been established to scope a possible future strategy.

Developing Our Advanced Trainee Programme

Our partnership with The Counselling Foundation has proven successful. This year we'll look to further expand our advanced trainee counsellor placements (from 1 to 3) and also identify other possible partners to potentially work with in order to ensure we can grow this important area of work in the future.

Creating a Marketing Strategy

A new Marketing Strategy Task Group, chaired by Trustee Carol Twidell, will begin shaping an organisation-wide marketing strategy to strengthen our brand, voice and supporter communications. This will inform our new website and wider awareness work.

Growing Our Income & Infrastructure

None of our ambitions are possible without robust, sustainable funding. With the confirmed loss of £134,000 in statutory funding over the next two years, our focus this year will be to:

- Launch a new regular giving programme
- Strengthen our individual giving strategy
- Deepen supporter stewardship and storytelling
- Build on the foundations of Donorfy – automating, analysing and communicating better
- Develop our key performance indicators and operational planning

We approach this year with energy, clarity and determination. With the support of our team, Trustees, funders and community – and the voice of young people guiding us – we are ready for the challenges and opportunities ahead.

Our 2024-2025 accounts

Statement of Board of Trustees' responsibilities

The Trustees, who are also directors of the Charity for the purposes of the Companies Act, are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and regulations. Company law requires the Trustees to prepare financial statements for each financial year. Under that law they are required to prepare the financial statements in accordance with UK Accounting Standards and applicable law (UK Generally Accepted Accounting Practice), including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland.

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the excess of income over expenditure for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and,
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue its activities.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the charitable company and to prevent and detect fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions. In addition, the Trustees confirm that they are happy that the content of the annual review on pages 4 to 18 of this document meets the requirements of both the Trustees' Annual Report under charity law and the Directors' Report under company law.

They also confirm that the financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the Charity's governing document, the Charities Act 2011, the 'Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) second edition (effective 1 January 2019)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Trustees confirm that:

- so far as each Trustee is aware, there is no relevant information of which the Charity's independent examiner is unaware; and,
- each Trustee has taken all the steps that they should have taken as a Trustee/Director in order to make themselves aware of any relevant independent examination information and to establish that the Charity's independent examiner is aware of that information.

Preparation of the report

This report has been prepared taking advantage of the small companies exemption of section 415A of the Companies Act 2006, and the exemptions available for smaller charities under the Statement of Recommended Practice.

A final thank you

As another year ends, we continue to be indebted, humbled and truly thankful for the tremendous support, encouragement, kindness and determination of so many amazing people, businesses and organisations.

We are brought together by a common goal – to help and support the growing number of young people who are struggling and need a safe and confidential space to talk and share their worries.

Our mission to provide the best possible mental health support to young people in St Albans and surrounding areas has never been more important. And with the support, talent, experience and determination that so many people bring to Youth Talk, we will ensure we continue to be there.

Words cannot express our most heartfelt thanks to our local community, businesses, staff, counsellors, Trustees and the army of supporters, volunteers, donors and funders who work tirelessly to ensure that we continue to change and save lives.

Thank you from all the team at Youth Talk for all you have done and continue to do for us. You should all be rightly proud of what we have achieved together.

This report was approved and authorised for issue by the Board of Trustees on 3 September 2025 and signed on its behalf by:



JACKIE FOWLER

CHAIR OF TRUSTEES

Independent examiner's report

I report to the Trustees on my examination of the accounts of Youth Talk Limited (charity number 1063572, company number 03322319) for the year ended 31 March 2025 which are set out on pages 20 to 33.

Respective responsibilities of Trustees and examiner

The Trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act'). The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 ('the 2011 Act') nor under Part 16 of the 2006 Act, and that an independent examination is needed. 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, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- follow the procedures laid down in the general directions given by the Charity Commission under section 145(5) (b) of the Charities Act; and,
- state whether particular matters have come to my attention.

This report, including my statement, has been prepared for and only for the Charity's Trustees as a body. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body for my examination work, for this report, or for the statements I have made.

Basis of independent examiner's statement

My examination was carried out in accordance with general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the Charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 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 & Wales, which is one of the listed bodies. I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

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

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



ANDREW PHILIP NASH FCA

MEMBER OF THE INSTITUTE OF CHARTERED ACCOUNTANTS IN ENGLAND AND WALES - 2461833

DATED: 17 SEPTEMBER 2025

Enaid Accountancy Ltd

Units 24 & 25, Goodsheds Container Village
Hood Road, Barry, CF62 5QU

Charity number 1063572
Company number 03322319

Statement of financial activities

Incorporating the Income and Expenditure Account & Statement of Realised Gains and Losses

For the year ended 31 March 2025

		Unrestricted Funds Year ended 31-Mar-25 £	Restricted Funds Year ended 31-Mar-25 £	Total Funds Year ended 31-Mar-25 £	Total Funds Year ended 31-Mar-24 £
	Notes				
Income from:					
Donations and legacies	3	354,341	57,880	412,221	327,492
Charitable activities	4	134,721	-	134,721	133,924
Other trading activities		30,097	-	30,097	9,429
Total income		519,159	57,880	577,039	470,845
Expenditure on:					
Raising funds	5 & 6	178,385	-	178,385	137,449
Charitable activities	5 & 7	299,157	77,258	376,415	431,753
Total expenditure		477,542	77,258	554,800	569,202
Net income/(expenditure)		41,617	(19,378)	22,239	(98,357)
Reconciliation of funds					
Total funds brought forward	12 & 13	205,038	19,378	224,416	322,773
Total funds carried forward	12 & 13	246,655	-	246,655	224,416

The notes on pages 23 to 33 form part of the financial statements.

Balance sheet

As at 31 March 2025

	Notes	£	Total Funds 31-Mar-25 £	Total Funds 31-Mar-24 £
Fixed assets				
Tangible assets	9		961	1,624
Current assets				
Debtors and prepayments	10	44,726		23,489
Cash at bank		237,155		237,262
Total current assets		281,881		260,751
Creditors:				
Amounts falling due within one year	11	(36,187)		(37,959)
Net current assets			245,694	222,792
Net assets			246,655	224,416
Funds of the charity:				
Restricted funds	12 & 13		-	19,378
Unrestricted funds				
General funds	12 & 13	246,655		205,038
Total unrestricted funds			246,655	205,038
Total funds			246,655	224,416

The notes on pages 23 to 33 form part of the financial statements.

The financial statements have been prepared in accordance with section 415A of the Companies Act 2006 relating to small companies and FRS 102 Section 1A.

The charitable company is entitled to exemption from audit under section 477 of the Companies Act 2006 for the year ended 31 March 2025, and the members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2025 under section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

They were approved and authorised for issue by the Board of Trustees on 3 September 2025 and signed on their behalf by:

Jackie Fowler

JACKIE FOWLER

CHAIR OF TRUSTEES

Statement of cash flows

For the year ended 31 March 2025

	Total Funds 31-Mar-25	Total Funds 31-Mar-24
	£	£
Cash flows from operating activities		
Net income/(expenditure) for period (as per SOFA)	22,239	(98,357)
Adjustments for:		
Depreciation	663	1,394
(Increase)/decrease in accounts receivable	(9,749)	653
(Increase)/decrease in prepayments	(11,488)	4,291
(Increase)/decrease in rent deposit	-	-
Increase/(decrease) in accruals	700	228
Increase/(decrease) in rent free benefit	(9,140)	20,599
Increase/(decrease) in HMRC payable	4,486	1,891
Increase/(decrease) in deferred revenue	-	(9,856)
Increase/(decrease) in pensions payable	2,182	(929)
	(22,346)	18,271
Net cash used in operating activities	(107)	(80,086)
Cash flows from investing activities		
Purchase of computer equipment	-	(1,679)
Net cash used in investing activities	-	(1,679)
Net cash used in financing activities	-	-
Change in cash and cash equivalents in period	(107)	(81,765)
Cash and cash equivalents at the beginning of the period	237,262	319,027
Cash and cash equivalents at the end of the period	237,155	237,262

The notes on pages 23 to 33 form part of the financial statements.

Notes to the financial statements

1. Accounting policies

Basis of preparation of the financial statements

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

The effect of any event relating to the year ended 31 March 2025, which occurred before the date of approval of the financial statements by the Board of Trustees has been included in the financial statements to the extent required to show a true and fair view of the state of affairs at 31 March 2025 and the results for the year ended on that date.

The functional currency of the Charity is GBP and amounts in the financial statements are rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Going concern

The financial statements have been prepared on the going concern basis as the Board of Trustees is confident that future reserves and future income is more than sufficient to meet current commitments. There are no material uncertainties that impact this assessment, and the ongoing economic environment has had no material impact on this assessment.

Legal status

Youth Talk Ltd is a charitable company registered in England & Wales and meets the definition of a public benefit entity. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member. The registered address is 64 London Road, St Albans, Herts, AL1 1NG.

Fund Accounting

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

Designated funds comprise of unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in note 12 of the financial statements.

Restricted funds are funds that are to be used in accordance with specific restrictions imposed by donors or that have been raised by the Charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in note 12 of the financial statements.

Income

Income is recognised when the Charity has entitlement to the funds, any performance indicators attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably.

Donations are recognised in full in the Statement of Financial Activities when entitled, receipt is probable and when the amount can be quantified with reasonable accuracy. Gift aid receivable is included when claimable. Client contributions are classed as donations as they are entirely voluntary and do not impact access to service.

Grant income is credited to the Statement of Financial Activities when received or receivable whichever is earlier, unless the grant relates to a future period, in which case it is deferred.

Income from charitable activities and other trading activities is credited to the Statement of Financial Activities when received or receivable whichever is earlier, unless it relates to a specific future period or event, in which case it is deferred, except for tickets sales and bar revenue which are recognised on a cash basis.

1. Accounting policies (continued from previous page)

Expenditure and irrecoverable VAT

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities.

Indirect costs, including governance costs, which cannot be directly attributed to activities, are allocated between activities proportionate to the direct costs incurred in those activities.

Irrecoverable VAT is charged against the category of expenditure for which it was incurred.

Tangible fixed assets and depreciation

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their residual value, over their useful life, on a straight-line basis. The useful life used is:

Computer equipment	3 years
Office equipment	5 years

Cash at bank and in hand

Cash at bank and in hand includes cash in hand, deposits with banks and funds that are readily convertible into cash at, or close to, their carrying values, but are not held for investment purposes.

Debtors and prepayments

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

Creditors and accruals

Creditors are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party, and the amount due to settle the obligation can be measured or estimated reliably.

Pensions

The Charity operates a defined contribution pension scheme which is administered by an external independent pension provider. Contributions are recognised in the Statement of Financial Activities as they fall due.

Financial instruments

Basic financial instruments are measured at amortised cost other than investments which are measured at fair value.

Critical estimates and judgements

In preparing financial statements it is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements. The treatment of tangible fixed assets is sensitive to changes in useful economic lives and residual values of assets. In the view of the Trustees in applying the accounting policies adopted, no judgements were required that have a significant effect on the amounts recognised in the financial statements nor do any estimates or assumptions made carry a significant risk of material adjustment in the next financial year.

2. Comparative statement of financial activities

		Unrestricted Funds Year ended 31-Mar-24 £	Restricted Funds Year ended 31-Mar-24 £	Total Funds Year ended 31-Mar-24 £
	Notes			
Income from:				
Donations and legacies	3	199,849	127,643	327,492
Charitable activities	4	133,924	-	133,924
Other trading activities		9,429	-	9,429
Total income		343,202	127,643	470,845
Expenditure on:				
Raising funds	5 & 6	137,449	-	137,449
Charitable activities	5 & 7	259,998	171,755	431,753
Total expenditure		397,447	171,755	569,202
Net income/(expenditure)		(54,245)	(44,112)	(98,357)
Reconciliation of funds				
Total funds brought forward	12 & 13	259,283	63,490	322,773
Total funds carried forward	12 & 13	205,038	19,378	224,416

3. Income from donations and legacies

Year ended 31 March 2025

Donations
Trust income

Unrestricted Funds	Restricted Funds	Total Funds
Year ended 31-Mar-25	Year ended 31-Mar-25	Year ended 31-Mar-25
£	£	£
265,434	-	265,434
88,907	57,880	146,787
354,341	57,880	412,221

Year ended 31 March 2024

Donations
Trust income

Unrestricted Funds	Restricted Funds	Total Funds
Year ended 31-Mar-24	Year ended 31-Mar-24	Year ended 31-Mar-24
£	£	£
134,662	15,917	150,579
65,187	111,726	176,913
199,849	127,643	327,492

4. Income from charitable activities

Year ended 31 March 2025

Contracts for services

Unrestricted Funds	Restricted Funds	Total Funds
Year ended 31-Mar-25	Year ended 31-Mar-25	Year ended 31-Mar-25
£	£	£
134,721	-	134,721
134,721	-	134,721

Year ended 31 March 2024

Contracts for services

Unrestricted Funds	Restricted Funds	Total Funds
Year ended 31-Mar-24	Year ended 31-Mar-24	Year ended 31-Mar-24
£	£	£
133,924	-	133,924
133,924	-	133,924

5. Total expenditure

	Direct staff costs	Direct other costs	Indirect costs	Total costs
Year ended 31-Mar-25	Year ended 31-Mar-25	Year ended 31-Mar-25	Year ended 31-Mar-25	Year ended 31-Mar-25
£	£	£	£	£
Raising funds	108,300	39,054	31,031	178,385
Charitable activities	105,371	205,564	65,480	376,415
	213,671	244,618	96,511	554,800

	Direct staff costs	Direct other costs	Indirect costs	Total costs
Year ended 31-Mar-24	Year ended 31-Mar-24	Year ended 31-Mar-24	Year ended 31-Mar-24	Year ended 31-Mar-24
£	£	£	£	£
Raising funds	100,105	14,753	22,591	137,449
Charitable activities	105,608	255,181	70,964	431,753
	205,713	269,934	93,555	569,202

Direct staff and other costs include costs that can be directly attributed to activities. Other direct costs relating to charitable activities includes clinical supervision costs, freelance counsellor costs, and costs relating to the clinical database. Indirect costs, including governance costs, which cannot be directly attributed to activities, are allocated between activities proportionate to the direct costs incurred in those activities.

As part of our five-year strategy for growth, the Board of Trustees agreed to investment in the development of our fundraising team. These additional costs are monitored regularly against the overall performance of our fundraising, and the fruit of this is already showing with the 23% increase in income in year noted in the annual report.

Whilst at first glance it may appear that we have spent less this year on direct costs of counselling, the prior year included £87,233 on fitting out the new premises, compared to only £3,838 in the current year. Once this is taken account of, direct costs of counselling have increased 12% from £273,556 to £307,097.

A breakdown of expenditure on raising funds between restricted and unrestricted funds can be found in note 6. A breakdown of charitable expenditure between restricted and unrestricted funds can be found in note 7.

An analysis of staff costs can be found in note 8.

Indirect costs consists of the following:

	Total Funds	Total Funds
Year ended 31-Mar-25	Year ended 31-Mar-24	Year ended 31-Mar-24
£	£	£
Staff costs	19,381	17,792
Premises	47,432	50,916
Other people costs	5,298	5,752
Marketing and communications (including development of new website)	8,220	439
Administration	14,170	16,676
Governance	2,010	1,980
	96,511	93,555

5. Total expenditure (continued from previous page)

Governance costs includes:

	Total Funds	Total Funds
	Year ended 31-Mar-25	Year ended 31-Mar-24
	£	£
Independent examination	2,010	1,980
	2,010	1,980

6. Expenditure on raising funds

Year ended 31 March 2025

	Unrestricted Funds	Restricted Funds	Total Funds
	Year ended 31-Mar-25	Year ended 31-Mar-25	Year ended 31-Mar-25
	£	£	£
Direct staff costs	108,300	-	108,300
Direct other costs	39,054	-	39,054
Total direct costs	147,354	-	147,354
Indirect costs	31,031	-	31,031
	178,385	-	178,385

Year ended 31 March 2024

	Unrestricted Funds	Restricted Funds	Total Funds
	Year ended 31-Mar-24	Year ended 31-Mar-24	Year ended 31-Mar-24
	£	£	£
Direct staff costs	100,105	-	100,105
Direct other costs	14,753	-	14,753
Total direct costs	114,858	-	114,858
Indirect costs	22,591	-	22,591
	137,449	-	137,449

As part of our five-year strategy for growth, the Board of Trustees agreed to investment in the development of our fundraising team. These additional costs are monitored regularly against the overall performance of our fundraising, and the fruit of this is already showing with the 23% increase in income in year noted in the annual report.

7. Expenditure on charitable activities

	Unrestricted Funds	Restricted Funds	Total Funds
Year ended 31-Mar-25	Year ended 31-Mar-25	Year ended 31-Mar-25	Year ended 31-Mar-25
£	£	£	£
Year ended 31 March 2025			
Direct staff costs	105,371	-	105,371
Direct other costs	164,973	40,591	205,564
Total direct costs	270,344	40,591	310,935
Indirect costs	28,813	36,667	65,480
	299,157	77,258	376,415
	Unrestricted Funds	Restricted Funds	Total Funds
Year ended 31-Mar-24	Year ended 31-Mar-24	Year ended 31-Mar-24	Year ended 31-Mar-24
£	£	£	£
Year ended 31 March 2024			
Direct staff costs	95,608	10,000	105,608
Direct other costs	110,852	144,329	255,181
Total direct costs	206,460	154,329	360,789
Indirect costs	53,538	17,426	70,964
	259,998	171,755	431,753

Whilst at first glance it may appear that we have spent less this year on direct costs of counselling, the prior year included £87,233 on fitting out the new premises, compared to only £3,838 in the current year. Once this is taken account of, direct costs of counselling have increased 12% from £273,556 to £307,097.

8. Staff costs

	Total Funds	Total Funds
Year ended 31-Mar-25	Year ended 31-Mar-24	Year ended 31-Mar-24
£	£	£
Gross salaries	214,547	205,434
Employers NIC	12,811	12,350
Employers pension	5,694	5,721
	233,052	223,505

The average employed headcount during the period was 10 persons (2024: 10 persons).

No employee received employee benefits of more than £60,000 (2024: Nil).

The total employee benefits paid to key management personnel during the year was £94,796 (2024: £89,078).

The Charity also works with a number of freelance counsellors and clinical supervisors on a freelance basis - these costs reflect within other direct costs in note 7 above.

9. Tangible fixed assets

	Office equipment £	Computer equipment £	Total £
Cost			
As at 1 April 2024	515	6,263	6,778
As at 31 March 2025	515	6,263	6,778
Accumulated depreciation			
As at 1 April 2024	325	4,829	5,154
Charge in year	103	560	663
As at 31 March 2025	428	5,389	5,817
Net book value			
As at 1 April 2024	190	1,434	1,624
As at 31 March 2025	87	874	961

10. Debtors and prepayments

	Total Funds 31-Mar-25 £	Total Funds 31-Mar-24 £
Accounts receivable	20,976	11,227
Prepayments	12,325	837
Rent deposit	11,425	11,425
	44,726	23,489

11. Creditors: amounts falling due within one year

	Total Funds 31-Mar-25 £	Total Funds 31-Mar-24 £
Accruals	2,960	2,260
Office lease rent free benefit	24,668	33,808
HMRC payable	6,377	1,891
Pensions payable	2,182	-
	36,187	37,959

12. Analysis of charity funds

	Funds brought forward Year ended 31-Mar-25 £	Income in the period Year ended 31-Mar-25 £	Expenditure in the period Year ended 31-Mar-25 £	Transfers between funds Year ended 31-Mar-25 £	Funds carried forward Year ended 31-Mar-25 £
Year ended 31 March 2025					
Restricted funds					
Office rent	16,667	20,000	(36,667)	-	-
Harpenden Groups Pilot	2,711	3,938	(6,649)	-	-
Counselling services	-	33,942	(33,942)	-	-
Total restricted funds	19,378	57,880	(77,258)	-	-
Unrestricted funds					
General fund	205,038	519,159	(477,542)	-	246,655
Total unrestricted funds	205,038	519,159	(477,542)	-	246,655
Total funds	224,416	577,039	(554,800)	-	246,655

Office rent restricted fund is a grant the charity has received to support the increase in rent costs as a result of the move to the new premises on London Road.

Harpenden Groups Pilot grant was awarded to support the groupwork pilot in Harpenden.

Counselling services fund consists of a number of grants provided to support the counselling services offered by the charity.

At the year-end our total reserves stood at £246,655 (2024: £224,416), with £nil (2024: £19,378) being restricted as to use and the remaining £246,655 (2024: £205,038) as general reserves. This is slightly above our current policy target of six months but not deemed to be excessive by the Board of Trustees.

12. Analysis of charity funds (continued from previous page)

	Funds brought forward Year ended 31-Mar-24	Income in the period Year ended 31-Mar-24	Expenditure in the period Year ended 31-Mar-24	Transfers between funds Year ended 31-Mar-24	Funds carried forward Year ended 31-Mar-24
	£	£	£	£	£
Year ended 31 March 2024					
Restricted funds					
New premises	57,364	43,917	(101,281)	-	-
Office rent	-	20,000	(3,333)	-	16,667
Harpenden Groups Pilot	6,126	17,000	(20,415)	-	2,711
Counselling services	-	46,726	(46,726)	-	-
Total restricted funds	63,490	127,643	(171,755)	-	19,378
Unrestricted funds					
General fund	209,283	343,202	(397,447)	50,000	205,038
Designated funds					
New premises	50,000	-	-	(50,000)	-
Total designated funds	50,000	-	-	(50,000)	-
Total unrestricted funds	259,283	343,202	(397,447)	-	205,038
Total funds	322,773	470,845	(569,202)	-	224,416

New premises restricted fund is funds the charity has received to support the refurbishment of the new premises on London Road.

New premises designated fund is funds the trustees have set aside to support the search for and fit out of new premises in the next financial year.

13. Analysis of net assets

	Unrestricted Funds 31-Mar-25 £	Restricted Funds 31-Mar-25 £	Total Funds 31-Mar-25 £
Year ended 31 March 2025			
Fixed assets	961	-	961
Current assets	281,881	-	281,881
Current liabilities	(36,187)	-	(36,187)
	246,655	-	246,655

	Unrestricted Funds 31-Mar-24 £	Restricted Funds 31-Mar-24 £	Total Funds 31-Mar-24 £
Year ended 31 March 2024			
Fixed assets	1,624	-	1,624
Current assets	241,373	19,378	260,751
Current liabilities	(37,959)	-	(37,959)
	205,038	19,378	224,416

14. Other financial commitments

On 31 March 2025, the Charity had annual future minimum lease payments under a non-cancellable operating lease for the office premises as set out below:

	Total 31-Mar-25 £	Total 31-Mar-24 £
Within one year	45,700	45,700
Within two to five years	77,641	123,341
	123,341	169,041

15. Trustee remuneration

During the year, no Trustee received any remuneration (2024: £Nil). No members of the Board of Trustees received reimbursement of expenses (2024: £Nil).

16. Related party transactions

During the year there were no related party transactions (2024: £Nil).

YOUTH TALK LIMITED

England & Wales - Charity number 1063572

Accounts



Youth Talk Limited

Trustees' Annual Report and Unaudited Financial Statements

Year ended 31 March 2024

Charity registration - 1063572

Company number - 03322319

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Reference and administrative details

[Charity number](#)

1063572

[Company number](#)

03322319

[Registered office](#)

64 London Road
St Albans
Herts
AL1 1NG

[Trustees](#)

Gaynor Cashin	
Christopher Clulow	
Teresa Dalley	
Gareth Evans	(Treasurer)
Jackie Fowler	(Chair)
Dr David Hems	
Samantha Keith	(resigned 24 May 2024)
Alison Kiernan	
Gillian Targett-Adams	(appointed 23 May 2024)
Margaret Thirlway	(Secretary)

[Chief Executive](#)

David Barker

[Independent examiners](#)

Enaid Accountancy Ltd
Units 24 & 25
Goodsheds Container Village
Hood Road
Barry
CF62 5QU

[Principal Bankers](#)

The Co-Operative Bank plc
PO Box 101
1 Balloon Street
Manchester
M60 4EP

Introduction

A word from our Chair and Chief Executive

If I had not come to Youth Talk my anxiety and depression would have led me down a dark path and I would have acted on self-harm more frequently.

Client of Youth Talk

It's been another very busy and demanding year for Youth Talk. A year of settling, developing, growing, challenging ourselves – and at the heart of it, a year of working with over 350 young people to help them find more positive ways forward in their lives at times of often very difficult struggles.

Having moved into our lovely new home in May 2023, we are now thoroughly settled in. The calm, welcoming, homely atmosphere is appreciated by our young people – and our team, who are now able to enjoy a much better working environment, see more of one another, and learn together more easily.

While we set out to grow the number of counselling sessions we offer, progress on this front has been slower than planned. As some counsellors have moved on, we have recruited and welcomed new members of our team to replace them (which makes net growth more difficult); and on average we now work with each young person for longer. But – we now have 14 counsellors, including our first placement from the Counselling Foundation, and we have set ourselves ambitious growth targets for this coming financial year.

Our pilot art therapy and talking group sessions were successful and appreciated, with some heartfelt feedback from our young clients. On the strength of this, The Harpenden Trust are generously continuing to support this work, and we are now holding open-ended groups (which people join and leave at their own times) in both Harpenden and St Albans. Young people gain strength and confidence from each other, sharing their difficulties and supporting one another to overcome their challenges.

Our Youth Panel continue to add tremendous value. Made up of 16 young people across our age range, they continue to be our sounding board – honest, refreshing, questioning, sometimes surprising, always creative – giving us a steer in so many ways and ensuring that young people are at the heart of all that we do. Thank you each and every one of you!

Fundraising remains very challenging. We have grown our busy fundraising team, and continue to build strong relationships across our community, as well as gaining much-needed grants from Trusts and Foundations. Our fundraisers work tirelessly and Youth Talk's profile in the community is growing all the time! We thank everyone who supports our vital service – individual supporters, local businesses, community groups, Trusts and of course all those who give their time. Every single contribution goes towards another counselling session and helps change a young life.

In April 2024 we said goodbye to our long-term Clinical Supervisor Margaret Smallbone – whose experience, wisdom, and calm, thoughtful support has guided our clinical work and supported individual counsellors for over 10 years. We are so thankful for the huge contribution she has made to Youth Talk, and wish her well as she retires and moves to a new area.

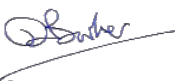
Thank you to our whole team of staff, counsellors and volunteers. My thanks as ever too to our Board of Trustees who give their time, experience and professional guidance. I see passion, commitment, dedication and such expertise in our work together, and all that we achieve.

As we move into the new financial year, the need for Youth Talk's services remains very high; many of the young people we see are quite unwell, and their weekly counselling session really matters. So, our key aims are simple, to expand our service significantly, and to grow our income.

We cannot do the one without the other. And growing income means relying on our local community to stand with Youth Talk, to stand alongside our young people who need help. So I want to say thank you again – it is you, our supporters, who enable the counselling sessions we offer. Our heartfelt thank you to you all. Together, we can rise to the challenge.


Jackie Fowler (Sep 19, 2024 22:12 GMT+2)

JACKIE FOWLER
CHAIR



DAVID BARKER
CHIEF EXECUTIVE

About us

If I had not come to Youth Talk, I am unsure if I would still be here today.

Client of Youth Talk

Our vision

Every young person can talk to someone who can help with whatever's worrying them.

Our mission

To provide the best possible mental health support to young people in St Albans and surrounding areas.

Alongside this we have developed a set of core organisational values that will guide our work over the coming years. These are as follows:

Our values

We are open and accepting

We do not judge. Whatever a young person is going through we take time to listen, understand and respond in confidence.

We always give our best

From the expertise and care of our qualified counsellors, to the professionalism of our staff, the energy, passion and creativity of our fundraisers to the ambition of our strategy – we always give our absolute best in everything we do.

We are stronger together

We can't deliver our mission alone. By working with others we can achieve more and make a lasting difference to the lives of young people.

Our message to young people

When you need help, you can contact Youth Talk directly for free, confidential counselling support. Our expert team have time for you and provide a safe space to talk. We will listen, respond and support you with your mental health and emotional wellbeing.

Structure, governance and management

Constitution

The Company was incorporated on 21st February 1997. The governing document is the Memorandum and Articles of Association adopted on that date and amended by special resolution on 5th June 1997. On 15th July 2004 a further resolution increased the limit on the number of trustees to 14; and on 24th September 2015 another special resolution removed the specific limits on the age of beneficiaries.

Objectives and activities

The charity's primary objective is to improve young people's mental health. This is delivered by one-to-one and group counselling, outreach and information services for young people.

Organisation

The Company is under the control of the Trustees who usually meet 6 times a year. The Chief Executive reports to the Chair of Trustees, and is responsible for all members of the clinical team and administrative/fundraising staff.

Trustees and officers

The names of the Trustees and Officers who have served during the year are shown on page 4 of this report.

Trustee recruitment, induction and training

Trustees are appointed from people who have the necessary skills and experience to fulfil specific areas of need within the charity. In addition, we look for individuals who have experience of or an interest in dealing with young people and their welfare. New Trustees are provided with documentation to enable them to appreciate our objectives, organisation, method of operation and their responsibilities under the law. In addition, existing Trustees assist them in becoming fully conversant with their role.

Public benefit

The Trustees confirm that they have complied with the duty in Charities Act 2011 to have due regard to the Charity Commission General Guidance on Public Benefit, when reviewing their aims and objectives and in planning future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

Risk assessment

The major risks to the charity have been identified and documented for assessment. The Trustees and management have an ongoing process to review these risks via the charity's risk register. Currently the Board works with a general organisational risk register and an additional safeguarding risk register.

There are policies for Health and Safety, Safeguarding, Lone Working, Data Protection, Equality and Diversity, Grievance/Harassment and Whistleblowing. All policies are reviewed regularly and updated as appropriate. Disclosure and Barring Service (DBS) checks are undertaken annually on each member of staff and our counsellors.

Clinical procedures are under the regular scrutiny of our consultant Clinical Supervisors, who review all cases considered to be high risk.

The Trustees and management regularly review operational processes to ensure ongoing delivery of activities. Investment in these processes is made as appropriate.

If I had not come to Youth Talk it's likely I would have kept going through aggressive mood swings and found no purpose in day to day life.

Youth Talk Client

Financial review

A massive thank you for inviting me to Youth Talk's new home on Monday. It was brilliant to see how far the charity has come and hear about all the aspirations and work you are planning for the next few years! This was super inspirational and I will continue to promote Youth Talk everywhere I can!

Youth Talk Fundraiser

How we raised our money

The results for the year are set out on pages 20 to 32.

It has been a challenging year for fundraising. We knew the year would be a tough one coming off the back of a very successful capital appeal last year for our new premises. As such, we were unable to deliver on our original ambitious income target for the year.

Whilst we continue to receive tremendous support from our local community, the income area which has become increasingly competitive within the sector is securing support and income from Trusts and Foundations. We enjoyed considerable success last year with our Trust and Foundation fundraising as we were able to target a number of funders that focus purely on supporting capital projects.

This year we have raised £470,845 to provide the best possible mental health support to local young people. This is a slight reduction (-1.8%) of our 2022/23 income - £479,366.

How we achieved this together ...

• Community & Events	£81,158
• Corporate fundraising	£24,748
• Individual Giving	£54,102
• Statutory Grants	£133,924
• Trusts & Foundations	£176,913

Over the last year, we are incredibly grateful to have received grants from the following organisations:

Access Foundation; All Aboard Shops Ltd; Amateurs Trust; Batchworth Trust; Beds & Luton Community Foundation; Childwick Trust; Dr Alan Stranders; Etauliers Charitable Trust; Graham Rowlandson Foundation; Harpenden Building Society; Harpenden Trust; Hertfordshire County Council; Irving Memorial Trust; Masonic Charitable Foundation; Mrs Smith and Mount Trust; Murphy-Neumann Charity Company; Neighbourly Charitable Trust; Provincial Grand Lodge of Hertfordshire; St Albans Cathedral Mission Giving; St James's Place; Stockwell/Cliffe Charitable Trust; Tanner Pharma; Tesco Community Grants; Toyota UK Charitable Trust; Valiant Charitable Trust; Wendy Thomas Youth Development Fund

In addition, we are greatly indebted for the support shown from a large number of individuals, companies, local organisations, sports clubs and religious organisations across the District, all of whom have helped us to continue to be there for our local young people. This crucial funding has supported both the provision of our counselling services and our general operating costs.

How we spent your money

At Youth Talk, we pride ourselves on our focus. We place young people at the centre of everything we do, ensuring they're supported by the expert care of our qualified counsellors and dedicated staff.

In 2023/2024 our total expenditure on running Youth Talk was £569,202. The breakdown of our spend was as follows:

- Direct costs of counselling £360,789 (including £87,233 on fitting out the new premises)
- Direct costs of fundraising £114,858
- Indirect costs £93,555 (this includes rent, and management & administration costs)

As part of our five-year strategy for growth, the Board of Trustees agreed to investment in the development of our fundraising team. These additional costs are monitored regularly against the overall performance of our fundraising. It is our intention to deliver a return of investment of at least 3:1 against our fundraising spend.

Our overall deficit for this year (£98,357) is part of a five-year financial plan to begin to spend down some of our reserves in order to grow the charity. The Board of Trustees monitor the delivery of our financial plan at each Board meeting and our Fundraising Strategy Committee review performance of our income and overall Fundraising Strategy.

Staff remuneration

Youth Talk is committed to ensuring a proper balance between (i) paying the people who work for us fairly so that we attract and retain people with the right experience, skills and qualities and (ii) careful management of our charity's funds. In so doing we ensure the greatest effectiveness in delivering our charitable objectives and meeting the needs of the local young people who need our help.

Our work is dependent on voluntary donations and we act in an open and transparent way that respects the money, time and energy given by donors and volunteers. In our commitment to openness, we disclose information about senior staff salaries within our annual report. This is in line with recommendations and guidelines from the Charity Commission and the National Council for Voluntary Organisations (NCVO).

Reserves policy

The charity's policy is to have sufficient resources to fund at least 6 months' operations on hand at any given time. This is important so that in the event of the charity needing to cease activities we are able to operate for a period of six months in order to allow us to properly complete clinical programmes of counselling with existing clients. This is currently estimated to be around £240,000.

Free reserves comprise the total reserves available to the charity, less those reserves which are restricted or designated for specific purposes.

As outlined in note 12 of the accounts, at the year-end our total reserves stood at £224,416 (2023: £322,773) with £Nil (2023: £50,000) having been set aside for the refurbishment of the new premises which was completed in April 2023, and £19,378 (2023: £63,490) being restricted as to use. This leaves general reserves of £205,038 (2023: £209,283). This is slightly below the current policy of holding at least six months of reserves as per the above but deemed to be within safe limits.

As a parent of two teenagers, I see the challenges facing young people on a daily basis and I wanted to be part of a charity making a difference to the lives of young people.

The staff, clinical team and volunteers at Youth Talk work hard to ensure that the service they provide has a positive impact and I'm proud to be part of the team.

Alison Kiernan, Youth Talk Trustee

The difference we've made

Last year in our annual report we set out some of the main priorities for the coming year.

So how have we done?

What we said we'd do	How did we do?
Growing capacity and helping more young people Our core focus over the coming year will be to: • Identify and implement a clear programme of action and work to bring things back into line with our five-year strategic growth goals. • Successfully recruit 3 more counsellors to the team to increase our counselling capacity. • Work with our Board of Trustees, clinical team and staff to review current ways of working and make recommendations to improve efficiencies and waiting times for counselling.	First and foremost a huge thank you to our clinical team and our clinical administration team who support them. Their dedication, hard work and tremendous talent continues to ensure that the young people we support receive such a high-quality service that helps to change and save lives. Across the year we delivered 3,948 counselling sessions and initial assessments (3,833 in 2022/23) and are proud to have been able to support over 350 people. Feedback from client ending surveys were tremendously positive with: • 100% saying they were comfortable with their counsellor. • 100% saying they felt able to talk openly about the things troubling them. • 96% saying they felt their overall wellbeing had improved. During the year the Board reviewed and re-evaluated the current challenges faced in terms of delivering our five-year growth ambition to double the number of client sessions we are able to offer. These challenges include the difficulties in recruitment of new counsellors (compounded further by some counsellors leaving us this year) and the impact of having to support increasing numbers of young people over a longer period of time. In 2023/24 we have increased our number of counsellors to 14 (from 12). As a result, we have agreed to extend the current five-year target by an additional year, taking the plan to 2028. Figures will be closely monitored on a quarterly basis, and an annual assessment will be made towards the end of each financial year to ascertain whether any further adjustments should be made. We are delighted that during the year we: • took on our first placement counsellor as part of a pilot partnership with the Counselling Foundation (a training organisation). This is an area we are keen to develop further during the coming year. • Planned for the introduction of a new Saturday service and successfully recruited our first counsellor to help us deliver this. This service has recently opened. Finally, our thanks go to the counsellors, trustees and staff who contributed to the work of the clinical development task group during the year.

What we said we'd do	How did we do?
Roll out a new provision for group counselling During the year we will extract the learnings from the current group counselling pilot in Harpenden and deliver a final report with clear recommendations for the future. These recommendations will be made to our Board of Trustees on how the charity might best scale a future group counselling provision and we will identify how we could secure the additional funds to deliver this new programme of work.	A report on the Groups Pilot Project was presented to the Board of Trustees at the beginning of the year. It was wholeheartedly endorsed as an important new service that the charity should continue to offer and grow. Our continued thanks go to our Clinical Supervisor Sally Sayers who has driven and led this work and also to our counsellors Emma, Deborah and Vikki who have championed and delivered this important new strand of work for the charity. Our heartfelt thanks also to the Harpenden Trust for their valuable ongoing support and funding for the service. Over the last year we have: • Delivered 46 group sessions across the year. • Introduced a new 'rolling' weekly creative therapy group at 64 London Road. The group uses art materials enabling Group members to communicate with and without the need for words. • Trialled a 'fixed period' talking group for older clients struggling with anxiety. The group ran for 17 weeks based at the Harpenden Trust facilities in Southdown, Harpenden. • Worked with our Youth Panel to develop promotional materials for the new groups – including a new video. • Developed our Initial Consultation to identify those young people who might benefit from taking part in a group. • Delivered in-house training for our counselling team to provide information on the benefits of groups and how to help young people think about groups as an option when undertaking initial consultations. The training was delivered by our four group counsellors and further training will be developed as per the needs and requirements of the counselling team. • Supported counsellors through professional training to run further groups for Youth Talk, currently three further counsellors have expressed an interest in potentially running groups in the future. Work is currently underway to identify the next type of group we feel would be beneficial to our service users.

What we said we'd do	How did we do?
Sustaining and growing our Income Our core focus over the year is to: • Focus on growing our fundraising capacity to enable us to achieve an income target of £537k in the year ahead. • to inspire and engage our local community to support us with our five-year strategy for growth. • to retain the momentum with our Trusts and Foundations work to deliver an annual budget of £230k in the year ahead. • Pivot our community fundraising in order to place more effort into corporate fundraising and individual giving. We recognise great potential to generate new income and corporate partnerships that will help companies to fulfil their governmental Environmental, Social and Governance requirements (ESG). • We are continually striving to improve our efficiencies through the use of our fundraising CRM, Donorfy. We aim to build further on our regular e-newsletter and improved stewardship which will help us to further nurture relationships, sharing the impact our donors' support has on the lives of our local young people.	This year we have continued to lay further foundations for sustaining and growing our income. Thanks to our loyal supporters, Trusts and the generosity of our local community, we continue to look ahead with hope and remain focused on securing sustainable income. The current financial climate and staff recruitment challenges meant we reforecast our fundraising ambitions for the year in November to £449,333 and we have seen a decline of 1.8% on the previous year (2022-23 - £479,366). In January 2024 we welcomed a full time Corporate Partnership Fundraiser, Jim Lewis, who has immediately prospected and secured new business partnerships offering long term value alongside charity of the year opportunities from local companies. Youth Talk's brand and local profile has continued to grow as we strive to inform and inspire our community. Our following and engagement on social media has increased significantly. Our monthly newsletter open rates remain above 46% (higher than industry averages) and we remain focused on providing quality content. This in return has helped boost our community fundraising activities. We were thankful to be one of the benefiting charities of the St Albans Fireworks Display organised by St Albans Cathedral, and the chosen charity for a number of local community groups throughout the year – a HUGE thank you! Our Trust Fundraising has been a core factor of our income shortfall this year. Within the sector, Trusts are becoming increasingly competitive and saturated. A huge thank you to those Trusts and Foundations that have supported us (and continue to support us) throughout the year. We have implemented a number of automations that help streamline our income processing, for example, submission of a monthly Gift Aid claim to HMRC directly from our database Donorfy.

What we said we'd do	How did we do?
Extending our reach – redressing the balance As part of our five-year strategy commitment, we stated that we wanted to focus on encouraging under-represented groups to access our service – with a particular focus on encouraging more boys. Over the year we will begin to identify some of the barriers that may prevent boys referring themselves into the service and in tandem look at ways in which we can begin to create a more representative balance across genders. We will work with our youth panel on this new area of work.	Throughout the year we have: • Discussed with our Youth Panel the potential barriers for boys and young men and developed recommendations on how we might reach them more effectively. • Increased the male membership of our Youth Panel. • Obtained a greater number of testimonials from boys and young men who have accessed the service. • Targeted all the boys' schools across the District with new posters and flyers. • Written a blog and filmed a video with a Youth Panel member Sean talking about the support he received from the charity. • Utilised members of the Youth Panel to talk publicly about the work of the charity. • Launched a partnership with men's barbershops to have information available in the chain of barbers and QR codes on the mirrors to direct to the Youth Talk website. Over the last year 29% of the referrals to Youth Talk were from boys and young men (28% in 2022/23).
Continued modernisation and building of a robust infrastructure to facilitate growth Over the coming year we aim to build on developing our infrastructure to unlock greater efficiencies and create improved/smarter ways of working across the charity. In particular we intend to focus on: • Development of a new suite of regular clinical reports/dashboard from our clinical system laptus. • Development of a suite of reports to measure and track progress against our operational plans and strategic priorities. • Further development of our CRM system to enable effective and regular communications and stewardship with our supporter base and volunteers. • Building further on the work to date developing a strong volunteering offer for the charity.	Across the year we have continued to develop our data analysis and our suite of clinical reports. These include work on a safeguarding risk register which is reviewed at each meeting of the Board of Trustees and overseen on a day-to-day basis by the Operations Manager and members of the Safeguarding working group. Regular reports include information on clinical numbers, waiting lists, waiting times, average number of clinical sessions per client plus an overview of the number of high-risk cases currently being held by the service. Work has been delayed developing a new suite of reports to measure and track progress specifically against our operational plans and our strategic priorities. This is currently under review and will remain an objective for the coming year. We are constantly looking to improve our data efficiencies and maximise our potential. Much to our delight our CRM provider recognised our tireless efforts behind the scenes and we won Fundraiser of the Year at the Donorfy awards ceremony. Our thanks go to our Volunteer Co-ordinator Lynda Topp who volunteers her time recruiting and looking after our volunteers, to help ensure we are well represented and supported at a variety of community events.

Our Youth Panel

Our Youth Panel has continued to grow over the last year and has become a fundamental part of how we operate at Youth Talk. Over the last year they have met regularly and undertaken a number of projects and tasks including:

- Delivery of our new home – playing a fundamental role as part of the design team and fronting some of the social media and fundraising campaign. The panel were also the official ‘ribbon cutters’ at the opening event!
- Advising on and feeding thoughts, views and ideas into the following projects:
 - Ways we can better promote the service to boys/young men.
 - Development of our group counselling pilot including the development of promotional material and a new video.
 - Ideas and discussions for a new feature wall in our new home.
 - Updates to the client referral forms and various service surveys.
 - Fundraising including recording voiceovers for use on social media.
- Members of the Panel also presented to all staff, clinical team and Trustees at the annual awayday. They spoke about the work of the Youth Panel and the projects they have been involved in over the year.
- More recently the Panel has been looking at the current membership of the group, plans for a new website page and development of an application form to join the Panel.

The coming year

In the coming year we intend to focus our efforts on the following key priorities:

Grow our counselling capacity and help more young people

As mentioned earlier in this report the growth ambition of our five-year strategy to double the number of client sessions we are able to offer has been extended until 2028. It has been a difficult year delivering against our target number of counselling sessions and during the coming year we intend to focus on:

- Recruitment of additional counsellors.
- Building further on our partnership with the Counselling Foundation to introduce an additional advanced trainee placement.
- Recruitment of a new Clinical Lead role for the charity.
- Growth of our new Saturday Service.
- Further development of our group work.

Build further on our group therapy/counselling provision

During the year we will continue to extract the learnings for the current model of group therapy. We will:

- Build further on the success of the creative group that is currently running on a weekly basis in St Albans.
- Identify further ways to promote the group counselling service and identify suitable clients at point of entry to the Youth Talk Service.
- Investigate feasibility of a new group to continue work in the Harpenden facility of the Harpenden Trust.
- Investigate the development and introduction of a possible short-term pilot group for young people about to start University or Uni students who are struggling during the summer break.

Sustaining and growing our Income

As mentioned earlier in the report we continue to be in a tough Fundraising environment. Over the coming year we will:

- Further refine and learn from our Trust applications in order to raise £160,000 from this area of income. This is a slightly reduced figure on 2023/24 as our capital appeal for funding for our new premises has now ended. Where possible we will try to identify possible multi-year partners.
- Strengthen the growing support we are seeing from community fundraising and events - which is most encouraging. We will add some additional focus on growing our presence in Harpenden where historically we have not been as prominent.
- Build on our heightened brand and social media awareness looking at how we can inspire more people to support our work.
- Develop our work with Corporate Partners and embrace the local business community's desire to support local good causes. As part of this we will organise a series of Business breakfasts.
- Identify effective ways to grow our individual giving. We plan on embarking on a new individual giving campaign and hope to be successful with the Big Give matched funding appeal.
- Learn from and build further on our supporter communications including some redevelopment of our website.

Extending our reach – redressing the balance

As part of our five-year strategy commitment, we stated that we wanted to:

- Focus on supporting 17-19 year olds during any transition period when moving to University.
- Focus on encouraging under-represented groups to access our service – with a particular focus on encouraging more boys.

Over the coming year we will:

- Focus further on encouraging more boys and young men to access the service.
- Work in partnership with our Youth Panel to build further on the work to date and look at ways in which we can continue to create a more representative balance across genders.
- Identify ways we can build further on the current 'bridging' support we offer to young people transitioning to University.
- Investigate potential to pilot a short-term support group for students going to university (see groups section above).

Further development of platforms to support our growth plans

Within our five-year strategy we wanted to ensure we had robust 'platforms for growth' that would give us solid and robust systems from which to grow. Good progress continues to be made in a number of areas of infrastructure improvements and organisational efficiencies and in the coming year we intend to focus on:

- Redevelopment and updating of our website.
- Review of our IT Infrastructure and support and security arrangements.
- Creation of a dashboard of KPIs and important indicators to track progress against our annual plan, finances and strategic priorities.
- Further development of our suite of clinical reports including enhancement of our clinical outcomes collection (CORE) and our ending surveys.
- Continued development of our CRM system, supporter newsletter and regular communications and stewardship with our supporter base and volunteers
- Building further on the work to date developing a strong volunteering offer for the charity.

Our 2023-2024 accounts

Statement of Board of Trustees' responsibilities

The Trustees, who are also directors of the Charity for the purposes of the Companies Act, are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and regulations. Company law requires the Trustees to prepare financial statements for each financial year. Under that law they are required to prepare the financial statements in accordance with UK Accounting Standards and applicable law (UK Generally Accepted Accounting Practice), including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland.

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the excess of income over expenditure for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and,
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue its activities.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the charitable company and to prevent and detect fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions. In addition, the Trustees confirm that they are happy that the content of the annual review on pages 4 to 18 of this document meets the requirements of both the Trustees' Annual Report under charity law and the Directors' Report under company law.

They also confirm that the financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the Charity's governing document, the Charities Act 2011, the 'Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) second edition (effective 1 January 2019)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Trustees confirm that:

- so far as each Trustee is aware, there is no relevant information of which the Charity's independent examiner is unaware; and,
- each Trustee has taken all the steps that they should have taken as a Trustee/Director in order to make themselves aware of any relevant independent examination information and to establish that the Charity's independent examiner is aware of that information.

Preparation of the report

This report has been prepared taking advantage of the small companies exemption of section 415A of the Companies Act 2006, and the exemptions available for smaller charities under the Statement of Recommended Practice.

A final thank you

As another year ends, we continue to be indebted, humbled and truly thankful for the tremendous support, encouragement, kindness and determination of so many amazing people, businesses and organisations.

We are brought together by a common goal – to help and support the growing number of young people who are struggling and need a safe and confidential space to talk and share their worries.

Our mission to provide the best possible mental health support to young people in St Albans and surrounding areas has never been more important. And with the support, talent, experience and determination that so many people bring to Youth Talk we will ensure we continue to be there.

Words cannot express our most heartfelt thanks to our local community, businesses, staff, counsellors, Trustees and the army of supporters, volunteers, donors and funders who work tirelessly to ensure that we continue to change and save lives.

Thank you from all the team at Youth Talk for all you have done and continue to do for us. You should all be rightly proud of what we have achieved together.

This report was approved and authorised for issue by the Board of Trustees on 11 July 2024 and signed on its behalf by:


Jackie Fowler (Sep 19, 2024 22:12 GMT+2)

JACKIE FOWLER

CHAIR OF TRUSTEES

Independent examiner's report

I report to the Trustees on my examination of the accounts of Youth Talk Limited (charity number 1063572, company number 03322319) for the year ended 31 March 2024 which are set out on pages 20 to 32.

Respective responsibilities of trustees and examiner

The Trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act'). The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 ('the 2011 Act') nor under Part 16 of the 2006 Act, and that an independent examination is needed. 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, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- follow the procedures laid down in the general directions given by the Charity Commission under section 145(5) (b) of the Charities Act; and,
- state whether particular matters have come to my attention.

This report, including my statement, has been prepared for and only for the Charity's Trustees as a body. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body for my examination work, for this report, or for the statements I have made.

Basis of independent examiner's statement

My examination was carried out in accordance with general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the Charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 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 & Wales, which is one of the listed bodies. I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

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

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



Andrew Nash (Sep 23, 2024 09:35 GMT+1)

ANDREW PHILIP NASH FCA

MEMBER OF THE INSTITUTE OF CHARTERED ACCOUNTANTS IN ENGLAND AND WALES - 2461833

DATED: 6 SEPTEMBER 2024

Enaid Accountancy Ltd

Units 24 & 25, Goodsheds Container Village
Hood Road, Barry, CF62 5QU

Charity number 1063572
Company number 03322319

Statement of financial activities

Incorporating the Income and Expenditure Account & Statement of Realised Gains and Losses

For the year ended 31 March 2024

		Unrestricted Funds Year ended 31-Mar-24 £	Restricted Funds Year ended 31-Mar-24 £	Total Funds Year ended 31-Mar-24 £	Total Funds Year ended 31-Mar-23 £
	Notes				
Income from:					
Donations and legacies	3	199,849	127,643	327,492	343,522
Charitable activities	4	133,924	-	133,924	129,942
Other trading activities		9,429	-	9,429	5,902
Total income		343,202	127,643	470,845	479,366
Expenditure on:					
Raising funds	5 & 6	137,449	-	137,449	103,732
Charitable activities	5 & 7	259,998	171,755	431,753	338,385
Total expenditure		397,447	171,755	569,202	442,117
Net income/(expenditure)		(54,245)	(44,112)	(98,357)	37,249
Reconciliation of funds					
Total funds brought forward	12 & 13	259,283	63,490	322,773	285,524
Total funds carried forward	12 & 13	205,038	19,378	224,416	322,773

The notes on pages 22 to 32 form part of the financial statements.

Balance sheet

As at 31 March 2024

	Notes	£	Total Funds 31-Mar-24 £	Total Funds 31-Mar-23 £
Fixed assets				
Tangible assets	9		1,624	1,339
Current assets				
Debtors and prepayments	10	23,489		28,433
Cash at bank		237,262		319,027
Total current assets		260,751		347,460
Creditors:				
Amounts falling due within one year	11	(37,959)		(26,026)
Net current assets			222,792	321,434
Net assets			224,416	322,773
Funds of the charity:				
Restricted funds	12 & 13		19,378	63,490
Unrestricted funds				
General funds	12 & 13	205,038		209,283
Designated funds	12 & 13	-		50,000
Total unrestricted funds			205,038	259,283
Total funds			224,416	322,773

The notes on pages 22 to 32 form part of the financial statements.

The financial statements have been prepared in accordance with section 415A of the Companies Act 2006 relating to small companies and FRS 102 Section 1A.

The charitable company is entitled to exemption from audit under section 477 of the Companies Act 2006 for the year ended 31 March 2024, and the members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2024 under section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

They were approved and authorised for issue by the Board of Trustees on 11 July 2024 and signed on their behalf by:


Jackie Fowler (Sep 19, 2024 22:12 GMT+2)

JACKIE FOWLER**CHAIR OF TRUSTEES**

Notes to the financial statements

1. Accounting policies

Basis of preparation of the financial statements

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

The effect of any event relating to the year ended 31 March 2024, which occurred before the date of approval of the financial statements by the Board of Trustees has been included in the financial statements to the extent required to show a true and fair view of the state of affairs at 31 March 2024 and the results for the year ended on that date.

The functional currency of the Charity is GBP and amounts in the financial statements are rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Going concern

The financial statements have been prepared on the going concern basis as the Board of Trustees is confident that future reserves and future income is more than sufficient to meet current commitments. There are no material uncertainties that impact this assessment, and the ongoing economic environment has had no material impact on this assessment.

Legal status

Youth Talk Ltd is a charitable company registered in England & Wales and meets the definition of a public benefit entity. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member. The registered address is 64 London Road, St Albans, Herts, AL1 1NG.

Fund Accounting

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

Designated funds comprise of unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in note 12 of the financial statements.

Restricted funds are funds that are to be used in accordance with specific restrictions imposed by donors or that have been raised by the Charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in note 12 of the financial statements.

Income

Income is recognised when the Charity has entitlement to the funds, any performance indicators attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably.

Donations are recognised in full in the Statement of Financial Activities when entitled, receipt is probable and when the amount can be quantified with reasonable accuracy. Gift aid receivable is included when claimable. Client contributions are classed as donations as they are entirely voluntary and do not impact access to service.

Grant income is credited to the Statement of Financial Activities when received or receivable whichever is earlier, unless the grant relates to a future period, in which case it is deferred.

Income from charitable activities and other trading activities is credited to the Statement of Financial Activities when received or receivable whichever is earlier, unless it relates to a specific future period or event, in which case it is deferred, except for tickets sales and bar revenue which are recognised on a cash basis.

1. Accounting policies (continued from previous page)

Expenditure and irrecoverable VAT

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities.

Indirect costs, including governance costs, which cannot be directly attributed to activities, are allocated between activities proportionate to the direct costs incurred in those activities.

Irrecoverable VAT is charged against the category of expenditure for which it was incurred.

Tangible fixed assets and depreciation

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their residual value, over their useful life, on a straight-line basis. The useful life used is:

Computer equipment	3 years
Office equipment	5 years

Cash at bank and in hand

Cash at bank and in hand includes cash in hand, deposits with banks and funds that are readily convertible into cash at, or close to, their carrying values, but are not held for investment purposes.

Debtors and prepayments

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

Creditors and accruals

Creditors are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party, and the amount due to settle the obligation can be measured or estimated reliably.

Pensions

The Charity operates a defined contribution pension scheme which is administered by an external independent pension provider. Contributions are recognised in the Statement of Financial Activities as they fall due.

Financial instruments

Basic financial instruments are measured at amortised cost other than investments which are measured at fair value.

Critical estimates and judgements

In preparing financial statements it is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements. The treatment of tangible fixed assets is sensitive to changes in useful economic lives and residual values of assets. In the view of the Trustees in applying the accounting policies adopted, no judgements were required that have a significant effect on the amounts recognised in the financial statements nor do any estimates or assumptions made carry a significant risk of material adjustment in the next financial year.

2. Comparative statement of financial activities

		Unrestricted Funds Year ended 31-Mar-23 £	Restricted Funds Year ended 31-Mar-23 £	Total Funds Year ended 31-Mar-23 £
	Notes			
Income from:				
Donations and legacies	3	136,975	206,547	343,522
Charitable activities	4	129,942	-	129,942
Other trading activities		5,902	-	5,902
Total income		272,819	206,547	479,366
Expenditure on:				
Raising funds	5 & 6	96,162	7,570	103,732
Charitable activities	5 & 7	202,898	135,487	338,385
Total expenditure		299,060	143,057	442,117
Net income/(expenditure)		(26,241)	63,490	37,249
Reconciliation of funds				
Total funds brought forward	12 & 13	285,524	-	285,524
Total funds carried forward	12 & 13	259,283	63,490	322,773

3. Income from donations and legacies**Year ended 31 March 2024**Donations
Grant income

Unrestricted Funds	Restricted Funds	Total Funds
Year ended 31-Mar-24	Year ended 31-Mar-24	Year ended 31-Mar-24
£	£	£
134,662	15,917	150,579
65,187	111,726	176,913
199,849	127,643	327,492

Year ended 31 March 2023Donations
Grant income

Unrestricted Funds	Restricted Funds	Total Funds
Year ended 31-Mar-23	Year ended 31-Mar-23	Year ended 31-Mar-23
£	£	£
101,237	3,051	104,288
35,738	203,496	239,234
136,975	206,547	343,522

4. Income from charitable activities**Year ended 31 March 2024**

Contracts for services

Unrestricted Funds	Restricted Funds	Total Funds
Year ended 31-Mar-24	Year ended 31-Mar-24	Year ended 31-Mar-24
£	£	£
133,924	-	133,924
133,924	-	133,924

Year ended 31 March 2023

Contracts for services

Unrestricted Funds	Restricted Funds	Total Funds
Year ended 31-Mar-23	Year ended 31-Mar-23	Year ended 31-Mar-23
£	£	£
129,942	-	129,942
129,942	-	129,942

5. Total expenditure

	Direct staff costs	Direct other costs	Indirect costs	Total costs
Year ended 31-Mar-24	Year ended 31-Mar-24	Year ended 31-Mar-24	Year ended 31-Mar-24	Year ended 31-Mar-24
£	£	£	£	£
Raising funds	100,105	14,753	22,591	137,449
Charitable activities	105,608	255,181	70,964	431,753
	205,713	269,934	93,555	569,202

	Direct staff costs	Direct other costs	Indirect costs	Total costs
Year ended 31-Mar-23	Year ended 31-Mar-23	Year ended 31-Mar-23	Year ended 31-Mar-23	Year ended 31-Mar-23
£	£	£	£	£
Raising funds	78,626	7,036	18,070	103,732
Charitable activities	97,426	182,014	58,945	338,385
	176,052	189,050	77,015	442,117

Direct staff and other costs include costs that can be directly attributed to activities. Other direct costs relating to charitable activities includes clinical supervision costs, freelance counsellor costs, and costs relating to the clinical database. Indirect costs, including governance costs, which cannot be directly attributed to activities, are allocated between activities proportionate to the direct costs incurred in those activities.

As part of the charity's five-year strategy for growth there has been continued investment in fundraising over the current and previous year, and in particular investment in starting to grow an experienced team to help the charity achieve its five-year strategy. As a result, there has been an increase in the direct staff costs attributed to raising funds.

A breakdown of expenditure on raising funds between restricted and unrestricted funds can be found in note 6.

A breakdown of charitable expenditure between restricted and unrestricted funds can be found in note 7.

An analysis of staff costs can be found in note 8.

Indirect costs consists of the following:

	Total Funds	Total Funds
Year ended 31-Mar-24	Year ended 31-Mar-23	Year ended 31-Mar-23
£	£	£
Staff costs	17,792	17,110
Premises	50,916	32,070
Other people costs	5,752	8,423
Marketing and communications	439	591
Administration	16,676	16,901
Governance	1,980	1,920
	93,555	77,015

5. Total expenditure (continued from previous page)

Governance costs includes:

	Total Funds	Total Funds
	Year ended 31-Mar-24	Year ended 31-Mar-23
	£	£
Independent examination	1,980	1,920
	1,980	1,920

6. Expenditure on raising funds**Year ended 31 March 2024**

	Unrestricted Funds	Restricted Funds	Total Funds
	Year ended 31-Mar-24	Year ended 31-Mar-24	Year ended 31-Mar-24
	£	£	£
Direct staff costs	100,105	-	100,105
Direct other costs	14,753	-	14,753
Total direct costs	114,858	-	114,858
Indirect costs	22,591	-	22,591
	137,449	-	137,449

Year ended 31 March 2023

	Unrestricted Funds	Restricted Funds	Total Funds
	Year ended 31-Mar-23	Year ended 31-Mar-23	Year ended 31-Mar-23
	£	£	£
Direct staff costs	71,056	7,570	78,626
Direct other costs	7,036	-	7,036
Total direct costs	78,092	7,570	85,662
Indirect costs	18,070	-	18,070
	96,162	7,570	103,732

As part of the charity's five-year strategy for growth there has been continued investment in fundraising over the current and previous year, and in particular investment in starting to grow an experienced team to help the charity achieve its five-year strategy. As a result, there has been an increase in the direct staff costs attributed to raising funds.

7. Expenditure on charitable activities

	Unrestricted Funds	Restricted Funds	Total Funds
Year ended 31-Mar-24	Year ended 31-Mar-24	Year ended 31-Mar-24	Year ended 31-Mar-24
£	£	£	£
Year ended 31 March 2024			
Direct staff costs	95,608	10,000	105,608
Direct other costs	110,852	144,329	255,181
Total direct costs	206,460	154,329	360,789
Indirect costs	53,538	17,426	70,964
	259,998	171,755	431,753
	Unrestricted Funds	Restricted Funds	Total Funds
Year ended 31-Mar-23	Year ended 31-Mar-23	Year ended 31-Mar-23	Year ended 31-Mar-23
£	£	£	£
Year ended 31 March 2023			
Direct staff costs	97,426	-	97,426
Direct other costs	46,527	135,487	182,014
Total direct costs	143,953	135,487	279,440
Indirect costs	58,945	-	58,945
	202,898	135,487	338,385

8. Staff costs

	Total Funds	Total Funds
Year ended 31-Mar-24	Year ended 31-Mar-23	Year ended 31-Mar-23
£	£	£
Gross salaries	205,434	178,417
Employers NIC	12,350	9,809
Employers pension	5,721	4,936
	223,505	193,162

The average employed headcount during the period was 10 persons (2023: 8 persons).

No employee received employee benefits of more than £60,000 (2023: Nil).

The total employee benefits paid to key management personnel during the year was £89,078 (2023: £84,303).

The Charity also employs a number of freelance counsellors and clinical supervisors on a freelance basis - these costs reflect within other direct costs in note 7 above.

9. Tangible fixed assets

	Office equipment £	Computer equipment £	Total £
Cost			
As at 1 April 2023	515	4,584	5,099
Additions in year	-	1,679	1,679
As at 31 March 2024	515	6,263	6,778
Accumulated depreciation			
As at 1 April 2023	222	3,538	3,760
Charge in year	103	1,291	1,394
As at 31 March 2024	325	4,829	5,154
Net book value			
As at 1 April 2023	293	1,046	1,339
As at 31 March 2024	190	1,434	1,624

10. Debtors and prepayments

	Total Funds 31-Mar-24 £	Total Funds 31-Mar-23 £
Accounts receivable	11,227	11,880
Prepayments	837	5,128
Rent deposit	11,425	11,425
	23,489	28,433

11. Creditors: amounts falling due within one year

	Total Funds 31-Mar-24 £	Total Funds 31-Mar-23 £
Accruals	2,260	2,032
Office lease rent free benefit	33,808	13,209
HMRC payable	1,891	-
Deferred revenue	-	9,856
Pensions payable	-	929
	37,959	26,026

Deferred revenue in the prior year consisted of grant income to support counselling services in 2023-2024.

12. Analysis of charity funds

	Funds brought forward Year ended 31-Mar-24 £	Income in the period Year ended 31-Mar-24 £	Expenditure in the period Year ended 31-Mar-24 £	Transfers between funds Year ended 31-Mar-24 £	Funds carried forward Year ended 31-Mar-24 £
Year ended 31 March 2024					
Restricted funds					
New premises	57,364	43,917	(101,281)	-	-
Office rent	-	20,000	(3,333)	-	16,667
Harpenden Groups Pilot	6,126	17,000	(20,415)	-	2,711
Counselling services	-	46,726	(46,726)	-	-
Total restricted funds	63,490	127,643	(171,755)	-	19,378
Unrestricted funds					
General fund	209,283	343,202	(397,447)	50,000	205,038
Designated funds					
New premises	50,000	-	-	(50,000)	-
Total designated funds	50,000	-	-	(50,000)	-
Total unrestricted funds	259,283	343,202	(397,447)	-	205,038
Total funds	322,773	470,845	(569,202)	-	224,416

New premises restricted fund is funds the charity has received to support the refurbishment of the new premises on London Road.

Office rent restricted fund is a grant the charity has received to support the increase in rent costs as a result of the move to the new premises on London Road.

Harpenden Groups Pilot grant was awarded to support the groupwork pilot in Harpenden.

Counselling services fund consists of a number of grants provided to support the counselling services offered by the charity.

New premises designated fund is funds the trustees have set aside to support the search for and fit out of new premises in the next financial year.

At the year end our total reserves stood at 224,416 (2023: £322,773) with £Nil (2023: £50,000) having been set aside for the refurbishment of the new premises which was completed in April 2023, and £19,378 (2023: £63,490) being restricted as to use. This leaves general reserves of £205,038 (2023: £209,283). This is slightly below the current policy of holding at least six months of reserves as per the trustees annual report but deemed to be within safe limits.

12. Analysis of charity funds (continued from previous page)

	Funds brought forward Year ended 31-Mar-23	Income in the period Year ended 31-Mar-23	Expenditure in the period Year ended 31-Mar-23	Transfers between funds Year ended 31-Mar-23	Funds carried forward Year ended 31-Mar-23
	£	£	£	£	£
Year ended 31 March 2023					
Restricted funds					
New premises	-	90,051	(32,687)	-	57,364
KickStart	-	7,570	(7,570)	-	-
Harpenden Groups Pilot	-	11,000	(4,874)	-	6,126
Counselling services	-	97,926	(97,926)	-	-
Total restricted funds	-	206,547	(143,057)	-	63,490
Unrestricted funds					
General fund	235,524	272,819	(299,060)	-	209,283
Designated funds					
New premises	50,000	-	-	-	50,000
Total designated funds	50,000	-	-	-	50,000
Total unrestricted funds	285,524	272,819	(299,060)	-	259,283
Total funds	285,524	479,366	(442,117)	-	322,773

KickStart grant was awarded to employ staff under the government KickStart scheme.

13. Analysis of net assets

	Unrestricted Funds 31-Mar-24 £	Restricted Funds 31-Mar-24 £	Total Funds 31-Mar-24 £
Year ended 31 March 2024			
Fixed assets	1,624	-	1,624
Current assets	241,373	19,378	260,751
Current liabilities	(37,959)	-	(37,959)
	205,038	19,378	224,416

	Unrestricted Funds 31-Mar-23 £	Restricted Funds 31-Mar-23 £	Total Funds 31-Mar-23 £
Year ended 31 March 2023			
Fixed assets	1,339	-	1,339
Current assets	283,970	63,490	347,460
Current liabilities	(26,026)	-	(26,026)
	259,283	63,490	322,773

14. Other financial commitments

On 31 March 2024, the Charity had annual future minimum lease payments under a non-cancellable operating lease for the office premises as set out below:

	Total 31-Mar-24 £	Total 31-Mar-23 £
Within one year	45,700	16,511
Within two to five years	123,341	202,849
	169,041	219,360

15. Trustee remuneration

During the year, no Trustee received any remuneration (2023: £Nil). No members of the Board of Trustees received reimbursement of expenses (2023: £Nil).

16. Related party transactions

During the year there were no related party transactions (2023: £Nil).

17. Capital commitments

As of 31 March 2024 the Charity had no outstanding capital commitments (2023: capital commitments related to the refurbishment of the new premises and equipment relating to them of around £70,000).

YOUTH TALK LIMITED

England & Wales - Charity number 1063572

Accounts



Youth Talk Limited

Trustees' Annual Report and Unaudited Financial Statements

Year ended 31 March 2023

Charity registration - 1063572

Company number - 03322319

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Reference and administrative details

[Charity number](#)

1063572

[Company number](#)

03322319

[Registered office](#)

64 London Road
St Albans
Herts
AL1 1NG

[Trustees](#)

Gaynor Cashin	
Christopher Clulow	
Teresa Dalley	
Gareth Evans	(Treasurer)
Jackie Fowler	(Chair)
Dr David Hems	(appointed 26 May 2022)
Samantha Keith	
Alison Kiernan	(appointed 19 January 2023)
Margaret Thirlway	(Secretary)
Ian Woods	(resigned 20 October 2022)

[Chief Executive](#)

David Barker

[Independent examiners](#)

Andy Nash Accounting & Consultancy
Units 24 & 25
Goodsheds Container Village
Hood Road
Barry
CF62 5QU

[Principal Bankers](#)

The Co-Operative Bank plc
PO Box 101
1 Balloon Street
Manchester
M60 4EP

Introduction

A word from our Chair & CEO

I'm so grateful to Youth Talk and my counsellor, she made a real difference in my life and my overall well-being. Having someone to talk to without fear of judgment was exactly what I needed.

Client of Youth Talk

2022-23 has been another very busy, demanding but fruitful year for Youth Talk. We celebrated 25 years since Youth Talk was founded and used this anniversary as an opportunity to reach out to our community more widely, and as a springboard to grow further to help more young people. It has been a year full of milestones and important moments with much progress being made, as well as a few areas where we must challenge ourselves further in 2023-24. Most importantly, it has been another year of working with so many local young people, helping them to find ways to cope, come to terms with their feelings and move forward positively.

The highlight of the year was the move into our fantastic new premises at 64 London Road in May 2023 (falling just beyond this financial year being reported on). The move was the fruition of over a year of searching, negotiations, planning and refurbishment. But the wonderful resulting space is a huge step forward for our charity and sets the scene for all that Youth Talk can now do and deliver over the years to come. Our sincere thanks to our Trustee Gareth Evans for his expertise, and for the pro-bono project management support of John Valentine, whose skilled input brought invaluable expertise we couldn't have managed without.

With success comes challenge – and the greatest one we have faced over the last year has been delivering the ambitious target we set to grow the number of counselling sessions by 20%. Sadly, this was not achieved across the year and we report in more detail on this in section five of this report. It has been a concern and disappointment for us all and is the core priority and focus for us in the coming year.

Linked to this challenge is our waiting list. While the number of young people waiting is down from its peak of over 100, waiting times to the first counselling session are still 3-4 months – much too long, when you feel desperate for help right now. In the current financial year, reducing waiting times is another major area of our focus.

In tandem, it has been a challenge to recruit new counsellors quickly enough. But with our move to our new premises and more space, we are now focusing on this area urgently as we are able to recruit into a really excellent working environment, without the previous concerns about capacity.

It has also been a challenging year for recruiting the fundraising staff we need, and we still have posts vacant. Our team have worked tirelessly to raise the funds needed but, as at March 2023, with less resource than planned, as well as the impact of the rising cost of living on disposable income, fundraising has been tough.

The final upshot is that we did not quite manage to achieve our ambitious financial target for the year. But – the wonderful news is that by launching a new building appeal, appealing to our donors, friends and community as well as to companies and grant-making trusts, we were able to finance fully the whole refurbishment of our new building. The result for the year means that we only just fell short of our original income target. This has been a fantastic success – but emphasises the even greater challenge to come in 2023-24 without such a tangible project to fundraise against.

Our sincere and heartfelt thanks to all the individuals, companies, trusts, and community organisations who have risen to the challenge and given, fundraised, donated their skills, services, time and products to Youth Talk – we thank each and every one of you. You stand alongside every young person whose life is changed by the expert counselling Youth Talk provides. Quite simply, we could not do this without you.

Developing group work was also one of the aims of our 5-year strategy (2022-27), and over the year we are delighted that we have been able to kickstart an exciting pilot project to look at how this new offer could be added to the choice of services we provide to young people and how this may help to provide support faster. Our thanks to the Harpenden Trust for making this possible.

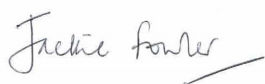
Our amazing Youth Panel has been kept busy throughout the year, coming together to discuss, debate, create, share and laugh together, and contribute their collective wisdom to so many projects. They played a fundamental role in the design and development of our new home, so it was fitting to see them collectively cutting the ribbon on the night we informally

opened 64 London Road. We are so grateful for their energy, ideas and challenge which keeps us on our toes and makes sure we put young people at the heart of all we do.

To celebrate Youth Talk's 25th anniversary we held a special reception at St Albans School in September 2022 (particular thanks to Headmaster Jonathan Gillespie and the school for making it possible). We'd never seen an event like it with over 120 donors, friends, trustees, volunteers, staff and key members of our local community coming together to celebrate. We were delighted to welcome many dignitaries including our Founder Ida Fairbairn, our local MP Daisy Cooper and the Mayor of St Albans Geoff Harrison. Together we recognised both the many lives changed because of Youth Talk and the scale of the challenges ahead of us. A particular thank you to our brave volunteer Rosie for sharing her own personal story. We were also able to formally launch our new 5-year strategy as well as have the opportunity to thank so many people who have enabled Youth Talk to make such a difference to the lives of local young people.

During the year, we were sorry to say goodbye to longstanding Trustee Ian Woods, whose HR expertise and unfailing common sense have helped to steer many matters over many years. And we have been delighted to welcome new Trustee Alison Kiernan, who brings her HR and corporate experience to our Board.

Finally, as we set out into our 2023-24 financial year, we know we have many challenges ahead – to shorten the time a young person has to wait, to raise the funds needed in a difficult economic climate, to keep our counselling and fundraising teams growing, and to broaden our service. But with our fantastic new home as a base, and with the commitment, dedication and energy of our wonderful community of individuals, businesses, local organisations and other supporters, we know that together we are an unbeatable team who will be there for our local young people in the year to come.



JACKIE FOWLER

CHAIR



DAVID BARKER

CHIEF EXECUTIVE

About us

You are all fantastic and I will always be grateful for the help. Services like this are so important and I feel very lucky to have been able to benefit from it.

Client of Youth Talk

Our vision

Every young person can talk to someone who can help with whatever's worrying them.

Our mission

To provide the best possible mental health support to young people in St Albans and surrounding areas.

Alongside this we have developed a set of core organisational values that will guide our work over the coming years. These are as follows:

Our values

We are open and accepting

We do not judge. Whatever a young person is going through we take time to listen, understand and respond in confidence.

We always give our best

From the expertise and care of our qualified counsellors, to the professionalism of our staff, the energy, passion and creativity of our fundraisers to the ambition of our strategy – we always give our absolute best in everything we do.

We are stronger together

We can't deliver our mission alone. By working with others we can achieve more and make a lasting difference to the lives of young people.

Our message to young people

When you need help, you can contact Youth Talk directly for free, confidential counselling support. Our expert team have time for you and provide a safe space to talk. We will listen, respond and support you with your mental health and emotional wellbeing.

Structure, governance and management

Constitution

The Company was incorporated on 21st February 1997. The governing document is the Memorandum and Articles of Association adopted on that date and amended by special resolution on 5th June 1997. On 15th July 2004 a further resolution increased the limit on the number of trustees to 14; and on 24th September 2015 another special resolution removed the specific limits on the age of beneficiaries.

Objectives and activities

The charity's primary objective is to improve young people's mental health. This is delivered by one-to-one counselling, outreach and information services for young people.

Organisation

The Company is under the control of the Trustees who usually meet 6 times a year. The Chief Executive reports to the Chair of Trustees, and is responsible for all members of the clinical team and administrative/fundraising staff.

Trustees and officers

The names of the Trustees and Officers who have served during the year are shown on page 4 of this report.

Trustee, recruitment, induction and training

Trustees are appointed from people who have the necessary skills and experience to fulfil specific areas of need within the charity. In addition we look for individuals who have experience of or an interest in dealing with young people and their welfare. New Trustees are provided with documentation to enable them to appreciate our objectives, organisation, method of operation and their responsibilities under the law. In addition, existing Trustees assist them in becoming fully conversant with their role.

Public benefit

The Trustees confirm that they have complied with the duty in Charities Act 2011 to have due regard to the Charity Commission General Guidance on Public Benefit, when reviewing their aims and objectives and in planning future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

Risk assessment

The major risks to the charity have been identified and documented for assessment. The Trustees and management have an ongoing process to review these risks via the charity's risk register. Currently the Board works with a general organisational risk register and an additional safeguarding risk register.

There are policies for Health and Safety, Safeguarding, Lone Working, Data Protection, Equality and Diversity, Grievance/Harassment and Whistleblowing. All policies are reviewed regularly and updated as appropriate. Disclosure and Barring Service (DBS) checks are undertaken annually on each member of staff and our counsellors.

Clinical procedures are under the regular scrutiny of our consultant Clinical Supervisors, who review all cases considered to be high risk.

The Trustees and management regularly review operational processes to ensure ongoing delivery of activities. Investment in these processes is made as appropriate.

Thank you so much for your services and support. I have felt more understood & listened to here than any other mental health service.

Youth Talk Client

Financial review

Thank you so much for all the support and motivation you and your team gave. I thought the event was fabulous and I look forward to the next one!

Youth Talk Fundraiser

How we raised our money

The results for the year are set out on pages 19 to 31.

In 2022-23, we raised £479,366 to provide the best possible mental health support to local young people. Thanks to you, that's a 27% increase on the previous year.

How we achieved this together ...

• Community & Events	£31,030
• Corporate fundraising	£18,614
• Individual Giving	£60,546
• Statutory Grants	£129,942
• Trusts & Foundations	£231,376
• Other income	£7,858

Over the last year, we are incredibly grateful to have received grants from the following organisations: All Aboard, Batchworth Trust, Beds & Luton Community Foundation, The Blandford Trust, Chapman Charitable Trust, Childwick Trust, Graham Rowlandson Foundation (via HCF), Harlow Health Centre Trust, Hertfordshire County Council (CAMHS & Adult Services), Hertfordshire Community Foundation (HCF), Harpenden Building Society (via HCF), Masonic Charitable Foundation, National Lottery Community Fund, People's Postcode Trust, St Albans District Council, St Albans Cathedral Mission Allocation, The Garfield Weston Foundation, The Shanly Foundation, Mrs Smith & Mount Trust, The Harpenden Trust.

In addition we are indebted to everyone who helped us raise the significant funds required to get us into our new home at 64 London Road: Axis Foundation, Batchworth Trust, Bernard Sunley (2023/24), Beatrice Laing Trust (2023/24), Blandford Trust, The Clothworkers Foundation, Hertfordshire Community Foundation, Rowlandson Foundation, Sandra Charitable Trust, Wendy Thomas Foundation.

In addition, we are greatly indebted for the support shown from a large number of individuals, companies, local organisations, sports clubs and religious organisations across the District, all of whom have helped us to continue to be there for our local young people. This crucial funding has supported both the provision of our counselling services and our general operating costs.

How we spent your money

At Youth Talk, we pride ourselves on our focus. We place young people at the centre of everything we do, ensuring they're supported by the expert care of our qualified counsellors and dedicated staff.

In 2022/2023 our total expenditure on running Youth Talk was £442,117. The breakdown of our spend was as follows:

• Direct costs of counselling	£279,440 (including £32,687 on fitting out the new premises - the majority of the expenditure related to this project was in April 2023)
• Direct costs of fundraising	£85,662
• Indirect costs	£77,015 (this includes rent, and management & administration costs)

Staff remuneration

Youth Talk is committed to ensuring a proper balance between (i) paying the people who work for us fairly so that we attract and retain people with the right experience, skills and qualities and (ii) careful management of our charity's funds. In so doing we ensure the greatest effectiveness in delivering our charitable objectives and meeting the needs of the local young people who need our help.

Our work is dependent on voluntary donations and we act in an open and transparent way that respects the money, time and energy given by donors and volunteers. In our commitment to openness, we disclose information about senior staff salaries within our annual report. This is in line with recommendations and guidelines from the Charity Commission and the National Council for Voluntary Organisations (NCVO).

Reserves policy

The charity's policy is to have sufficient resources to fund at least 6 months' operations on hand at any given time. This is important so that in the event of the charity needing to cease activities we are able to operate for a period of six months in order to allow us to properly complete clinical programmes of counselling with existing clients. This is currently estimated to be around £200,000.

Free reserves comprise the total reserves available to the charity, less those reserves which are restricted or designated for specific purposes.

As outlined in note 12 of the accounts, at the year end our total reserves stood at £322,773 (2022: £285,524) with £50,000 (2022: £50,000) having been set aside for the refurbishment of the new premises which was completed in April 2023, and £63,490 (2022: £Nil) being restricted as to use. This leaves general reserves of £209,283 (2022: £235,524). This is within the current policy of holding at least six months of reserves as per the above.

Volunteering helps me as well the beneficiaries of the charity. It provides me with a sense of purpose and it's rewarding to be part of a caring community. I was particularly keen to join Youth Talk because it provides a vital and unique specialist service for young people. It provides counselling to those who self-refer and who can then go on to live happier lives.

Gaynor Cashin
Retired Head Teacher & Youth Talk Trustee

The difference we've made

Last year in our annual report we set out some of the main priorities for the coming year.

So how have we done?

What we said we'd do	How did we do?
Growing capacity and helping more young people Over the coming year we intend to grow further the number of counselling sessions we are able to offer each week. By the end of the coming year, we want to be in a position where we are able to offer at least 20% more counselling sessions. This will mean that we will be supporting up to 120 young people every week. In order to achieve this growth we will need to make further investment in our professional counselling team and the associated infrastructure required in order to deliver this increase.	First and foremost a huge thank you to our clinical team and our clinical admin team who support them. Their dedication, hard work and tremendous talent continues to ensure that the young people we support receive such a high-quality service that helps to change and save lives. It has been a tough year for us in terms of delivery of our target number of clinical sessions. Despite our ambition to grow our counselling by 20% across the year we have unfortunately seen a slight reduction in the number of counselling sessions we have been able to deliver. Across the year we delivered 3,833 counselling sessions and initial assessments (4,300 in 2021/22). A number of factors have contributed to this: 1. Departure of a couple of our regular counselling team due to them taking on other commitments. 2. Challenges of recruiting additional counsellors to the team fast enough in order to meet the growing demand. 3. The average length of time young people are staying in counselling has increased to 24 sessions. This is a worrying sign of the range and complexity of the issues faced by many young people today; and also shows us that with the scarcity of provision available, many more seriously unwell young people are coming through Youth Talk's doors needing help. 4. Challenges of restricted counselling room capacity (in our old home) with increasing numbers of young people requesting face to face rather than remote counselling sessions via zoom. 5. Growing demand on our 'premium' after-school counselling times. Now we are in our new home our primary focus is to get our counselling numbers back on track.

What we said we'd do	How did we do?
Piloting and roll out a new provision for group counselling As part of our five-year strategic goals we will over the coming year begin to scope, pilot and launch a new group counselling provision for local young people.	We are delighted that a new group counselling pilot was successfully set up over the last year in Harpenden. This pilot project is assessing how group therapy could possibly support the current Youth Talk therapeutic offer and create a dual pathway into the service to provide beneficial choice for young people seeking help. A further benefit of running a groups programme is to look at how groups could help us reduce the growing waiting list times. Our sincere thanks to the Harpenden Trust for providing the funds to run the project and also to our two lead counsellors Sally and Emma who have made this pilot possible. The first group course included five young people and was focused around the presenting issues of social anxiety. The sessions brought together young people who were able to gradually gain confidence, open up, share their feelings and gain strength by exploring issues as a group using art materials so that participants could communicate with and without the need for words. A second course is currently running after which a formal review will be undertaken. After that, we are hoping that we can begin to scale the service and add group counselling as part of the stable offer that Youth Talk provides.
Sustaining and growing our Income As part of our five-year strategy, we have agreed a new financial plan for the charity. Our most ambitious fundraising target to date has been set for the coming year and we are aiming to raise in excess of £500k. In order to deliver this, we will increase our fundraising capacity, develop a new team structure and ensure we have the necessary systems and processes in place to develop a strong foundation for income generation. We will focus on growing our individual giving portfolio in order to provide us with greater security for the future and we will concentrate our efforts on growing our income from Trusts and Foundations. In parallel we will actively work on establishing and strengthening our supporter base and growing a volunteer-led fundraising model. Over the coming year we will also use our 25th Anniversary as a strong platform for heightened awareness and call for support.	Our talented and hardworking fundraising team once again delivered an impressive year end result (27% up on 2021/22). This is despite the challenges we faced in terms of recruitment this year meaning that the fundraising team was not at full capacity across the year. However, despite not quite achieving our ambitious fundraising target this year (£506k) we were delighted to have arrived at a final year end position of £479k. The star performance area this year has been income from Trusts and Foundations which delivered an impressive £231k. This was bolstered by the specific income we were able to generate against the new premises appeal and we are delighted to report that we have been able to raise all the money required to get us into our new home at 64 London Road. It was a particularly challenging year for community fundraising, something that has been mirrored across the sector and as a result we have downsized our ambition in this area for the coming year. Our 25th Anniversary celebration in September 2022 gave us a good platform to launch our new five-year strategy and in tandem highlight the significant financial challenges ahead of us. As a result, we have been able to secure some additional individual supporters and corporate partners. This is something we intend to build on further in the coming year. Finally, we are particularly grateful for the ongoing work of our volunteer Fundraising Strategy Group who have met regularly across the year to monitor our fundraising performance and make recommendations and suggestions on any changes of course in our fundraising focus.

What we said we'd do	How did we do?
A new home for Youth Talk Over the coming year there will be an intense focus on finalising all of the legal/practical requirements and refurbishing the premises so that it is fit for purpose and provides a fantastic base from which to deliver and grow the service over the next ten years and beyond.	Without a doubt one major focus for us over the last year has been in negotiating and finalising the lease and undertaking an extensive programme of fit out works needed to transform 64 London Road into a wonderful new home and centre for counselling. We now have eight counselling suites, proper office space for our clinical admin team as well as meeting space and potential spaces for group counselling work going forwards. The project has been a huge undertaking and we are enormously grateful for all the hard work of our project manager John Valentine who very generously volunteered his time and expertise. Huge thanks also to our Treasurer Gareth Evans who was our lead Trustee for the project and brought significant property experience and expertise to the project. Finally, our sincere thanks to our Operations Manager Kaz Underwood who worked so hard with our Youth Panel to get our new home fit for purpose and ready to receive our young people. Our new home is the significant first plank of our five-year strategy for growth. Counselling began at 64 London Road on the 8th May 2023 – a major milestone for the charity and one we intend to build on in the coming months and years.
Continued modernisation and building of a robust infrastructure to facilitate growth We have worked hard over the last year to modernise and develop our internal infrastructure, systems, procedures and processes. Over the coming year we aim to build on this further, to unlock greater efficiencies and improved ways of working across the charity. In particular we intend to focus on: - the continued development of our clinical system (laptus) - the full integration of our financial systems with our supporter database - development of our supporter database to enable regular communications with our supporter base and volunteers - updating of our HR policies and procedures - further development of our website and social media channels.	Across the year we have continued our ongoing programme of modernisation and development of a strong infrastructure that will support our ambitious growth plans. We have made good progress on the following: - Embedding our clinical system (laptus) into the day-to-day clinical work and administration of the service including the development of a suite of more meaningful reporting and management insight. - Thanks to our fundraising team we are delighted that our supporter database (Donorfy) is now fully integrated with our financial system (Xero). This has been a huge undertaking which has helped us to increase efficiencies and make more intelligent use of automated processes etc. - As a result of the above we are now able to monitor and collect gift aid payments more regularly as well as use automated systems much more effectively. - In addition, we were delighted this year to launch a regular monthly supporters e-newsletter – an important part of our ongoing and regular communications programme. - We are delighted to have recruited a new Trustee to the Board of Trustees with specific skills around HR. We will be working with her over the coming months to revise some of our core HR policies and ways of working. - Our social media presence and followers have increased across the year, and we have worked hard on a programme of regular postings and engagement across our social channels.

The coming year

In the coming year we intend to focus our efforts on the following key priorities:

Growing capacity and helping more young people

As mentioned earlier in this report it has been a tough year for us in terms of delivering our target number of counselling sessions. Our target of reaching 120 sessions of counselling per week was not achieved and our core focus over the coming year will be to:

- Identify and implement a clear programme of action and work to bring things back into line with our five-year strategic growth goals.
- Successfully recruit 3 more counsellors to the team to increase our counselling capacity.
- Work with our Board of Trustees, clinical team and staff to review current ways of working and make recommendations to improve efficiencies and waiting times for counselling.

Roll out a new provision for group counselling

During the year we will extract the learnings from the current group counselling pilot in Harpenden and deliver a final report with clear recommendations for the future. These recommendations will be made to our Board of Trustees on how the charity might best scale a future group counselling provision and we will identify how we could secure the additional funds to deliver this new programme of work.

Over the coming year we are keen to continue to offer group counselling in Harpenden whilst also identifying ways to deliver some group counselling provision within our new home at 64 London Road.

Sustaining and growing our Income

With the growing societal concerns around young people's mental health, we remain positive that we will be able to inspire and engage our local community to support us with our five-year strategy for growth. We are focused on growing our fundraising capacity to enable us to achieve an income target of £537k in the year ahead.

Trusts and Foundations have long played a vital role in Youth Talk's income. After this year's success we want to retain a similar momentum for the year ahead. We're alert to how the charity sector's needs mean funding pots are becoming saturated with lots of organisations in need of support yet Trusts are an important focus area of our time and resource.

As a charity providing a vital service to local young people, we firmly believe our community remains at the heart of all that we do. As mentioned earlier, community fundraising is proving tricky in the current financial climate and whilst we will continue to invest time and effort in growing this area we will pivot more effort into corporate fundraising and individual giving.

The local business community is very supportive of Youth Talk with many employing under 25 year-olds and with a responsibility to look after their employees' wellbeing. Many small and medium sized companies want to be seen as actively involved with their local community. We recognise great potential to generate new income and corporate partnerships that will help companies to fulfil their Environmental, Social and Governance requirements (ESG).

With a loyal and growing number of individuals supporting us on a monthly basis, this helps provide us with much needed security. We are continually striving to improve our efficiencies through the use of our supporter database, Donorfy. We aim to build further on our regular e-newsletter and improved stewardship which will help us to further nurture relationships, sharing the impact our donors' support has on the lives of our local young people.

Extending our reach – redressing the balance

As part of our five-year strategy commitment, we stated that we wanted to focus on encouraging under-represented groups to access our service – with a particular focus on encouraging more boys.

Over the year we will begin to identify some of the barriers that may prevent boys referring themselves into the service and in tandem look at ways in which we can begin to create a more representative balance across genders. We will work with our youth panel on this new area of work.

Continued modernisation and building of a robust infrastructure to facilitate growth

Good progress has been made in a number of areas of infrastructure improvements and organisational efficiencies over the last year.

Over the coming year we aim to build on this further, to unlock greater efficiencies and create improved/smarter ways of working across the charity. In particular we intend to focus on:

- Development of a new suite of regular clinical reports/dashboard from our clinical system laptus.
- Development of a suite of reports to measure and track progress against our operational plans and strategic priorities.
- Further development of our CRM system to enable effective and regular communications and stewardship with our supporter base and volunteers.
- Building further on the work to date developing a strong volunteering offer for the charity.

Our 2022-2023 accounts

Statement of Board of Trustees' responsibilities

The Trustees, who are also directors of the Charity for the purposes of the Companies Act, are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and regulations. Company law requires the Trustees to prepare financial statements for each financial year. Under that law they are required to prepare the financial statements in accordance with UK Accounting Standards and applicable law (UK Generally Accepted Accounting Practice), including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland.

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the excess of income over expenditure for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and,
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue its activities.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the charitable company and to prevent and detect fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions. In addition, the Trustees confirm that they are happy that the content of the annual review on pages 4 to 17 of this document meets the requirements of both the Trustees' Annual Report under charity law and the Directors' Report under company law.

They also confirm that the financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the Charity's governing document, the Charities Act 2011, the 'Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) second edition (effective 1 January 2019)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Trustees confirm that:

- so far as each Trustee is aware, there is no relevant information of which the Charity's independent examiner is unaware; and,
- each Trustee has taken all the steps that they should have taken as a Trustee/Director in order to make themselves aware of any relevant independent examination information and to establish that the Charity's independent examiner is aware of that information.

Preparation of the report

This report has been prepared taking advantage of the small companies exemption of section 415A of the Companies Act 2006, and the exemptions available for smaller charities under the Statement of Recommended Practice.

A final thank you

What a year – one which has seen a number of historic milestones for the charity that will now set us on a good course for the future. Of course, none of this would have been possible without the unwavering support and hard work of so many individuals, groups, businesses and organisations. Whether it's our Board of Trustees, staff team, clinical team, youth panel, supporters, volunteers, fundraisers – the list just goes on, and we thank you all.

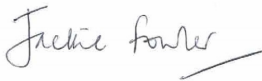
We know from talking to our founder Ida Fairbairn at our special 25th Anniversary event in September 2022 that she could never have imagined the vital role Youth Talk was going to play in the lives of so many local young people. Our 25-year journey has only been made possible by all of you. It is something we should all be so proud of, as we acknowledge that as a result countless lives have been changed for the better and in some instances saved. Thank you.

We know that the coming year is going to bring ever greater challenges for Youth Talk – in terms of meeting our significant plans for growth against a backdrop of constant and increasing demand – whilst in parallel facing another challenging year of very ambitious fundraising targets.

We have a duty to every young person experiencing mental health challenges to do everything we possibly can to make sure Youth Talk is there for them when they need us.

Thank you so much in advance for your continued support and everything you will do for us over the coming year. We could not deliver our vital service without you.

This report was approved and authorised for issue by the Board of Trustees on 13 July 2023 and signed on its behalf by:



JACKIE FOWLER

CHAIR OF TRUSTEES

Independent examiner's report

I report to the Trustees on my examination of the accounts of Youth Talk Limited (charity number 1063572, company number 03322319) for the year ended 31 March 2023 which are set out on pages 19 to 31.

Respective responsibilities of trustees and examiner

The Trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act'). The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 ('the 2011 Act') nor under Part 16 of the 2006 Act, and that an independent examination is needed. 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, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- follow the procedures laid down in the general directions given by the Charity Commission under section 145(5) (b) of the Charities Act; and,
- state whether particular matters have come to my attention.

This report, including my statement, has been prepared for and only for the Charity's Trustees as a body. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body for my examination work, for this report, or for the statements I have made.

Basis of independent examiner's statement

My examination was carried out in accordance with general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the Charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 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 & Wales, which is one of the listed bodies. I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

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

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



ANDREW PHILIP NASH ACA

MEMBER OF THE INSTITUTE OF CHARTERED ACCOUNTANTS IN ENGLAND AND WALES - 2461833

DATED: 13 JULY 2023

Andy Nash Accounting & Consultancy Ltd
Units 24 & 25, Goodsheds Container Village
Hood Road, Barry, CF62 5QU

Statement of financial activities**Incorporating the Income and Expenditure Account & Statement of Realised Gains and Losses**

For the year ended 31 March 2023

		Unrestricted Funds Year ended 31-Mar-23 £	Restricted Funds Year ended 31-Mar-23 £	Total Funds Year ended 31-Mar-23 £	Total Funds Year ended 31-Mar-22 £
	Notes				
Income from:					
Donations and legacies	3	136,975	206,547	343,522	255,561
Charitable activities	4	129,942	-	129,942	120,460
Other trading activities		5,902	-	5,902	836
Total income		272,819	206,547	479,366	376,857
Expenditure on:					
Raising funds	5 & 6	96,162	7,570	103,732	67,690
Charitable activities	5 & 7	202,898	135,487	338,385	261,137
Total expenditure		299,060	143,057	442,117	328,827
Net income/(expenditure)		(26,241)	63,490	37,249	48,030
Reconciliation of funds					
Total funds brought forward	12 & 13	285,524	-	285,524	237,494
Total funds carried forward	12 & 13	259,283	63,490	322,773	285,524

The notes on pages 21 to 31 form part of the financial statements.

Balance sheet

As at 31 March 2023

	Notes	£	Total Funds 31-Mar-23 £	Total Funds 31-Mar-22 £
Fixed assets				
Tangible assets	9		1,339	2,970
Current assets				
Debtors and prepayments	10	28,433		25,121
Cash at bank		319,027		262,116
Total current assets		347,460		287,237
Creditors:				
Amounts falling due within one year	11	(26,026)		(4,683)
Net current assets			321,434	282,554
Net assets			322,773	285,524
Funds of the charity:				
Restricted funds	12 & 13		63,490	-
Unrestricted funds				
General funds	12 & 13	209,283		235,524
Designated funds	12 & 13	50,000		50,000
Total unrestricted funds			259,283	285,524
Total funds			322,773	285,524

The notes on pages 21 to 31 form part of the financial statements.

The financial statements have been prepared in accordance with section 415A of the Companies Act 2006 relating to small companies and FRS 102 Section 1A.

The charitable company is entitled to exemption from audit under section 477 of the Companies Act 2006 for the year ended 31 March 2023, and the members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2023 under section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

They were approved and authorised for issue by the Board of Trustees on 13 July 2023 and signed on their behalf by:



JACKIE FOWLER

CHAIR OF TRUSTEES

Notes to the financial statements

1. Accounting policies

Basis of preparation of the financial statements

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

The effect of any event relating to the year ended 31 March 2023, which occurred before the date of approval of the financial statements by the Board of Trustees has been included in the financial statements to the extent required to show a true and fair view of the state of affairs at 31 March 2023 and the results for the year ended on that date.

The functional currency of the Charity is GBP and amounts in the financial statements are rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Going concern

The financial statements have been prepared on the going concern basis as the Board of Trustees is confident that future reserves and future income is more than sufficient to meet current commitments. There are no material uncertainties that impact this assessment, and the ongoing global COVID-19 pandemic has had no material impact on this assessment.

Legal status

Youth Talk Ltd is a charitable company registered in England & Wales and meets the definition of a public benefit entity. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member. The registered address is 64 London Road, St Albans, Herts, AL1 1NG.

Fund Accounting

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

Designated funds comprise of unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in note 12 of the financial statements.

Restricted funds are funds that are to be used in accordance with specific restrictions imposed by donors or that have been raised by the Charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in note 12 of the financial statements.

Income

Income is recognised when the Charity has entitlement to the funds, any performance indicators attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably.

Donations are recognised in full in the Statement of Financial Activities when entitled, receipt is probable and when the amount can be quantified with reasonable accuracy. Gift aid receivable is included when claimable. Client contributions are classed as donations as they are entirely voluntary and do not impact access to service.

Grant income is credited to the Statement of Financial Activities when received or receivable whichever is earlier, unless the grant relates to a future period, in which case it is deferred.

Income from charitable activities and other trading activities is credited to the Statement of Financial Activities when received or receivable whichever is earlier, unless it relates to a specific future period or event, in which case it is deferred, except for tickets sales and bar revenue which are recognised on a cash basis.

1. Accounting policies (continued from previous page)

Expenditure and irrecoverable VAT

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities.

Indirect costs, including governance costs, which cannot be directly attributed to activities, are allocated between activities proportionate to the direct costs incurred in those activities.

Irrecoverable VAT is charged against the category of expenditure for which it was incurred.

Tangible fixed assets and depreciation

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their residual value, over their useful life, on a straight-line basis. The useful life used is:

Computer equipment	3 years
Office equipment	5 years

Cash at bank and in hand

Cash at bank and in hand includes cash in hand, deposits with banks and funds that are readily convertible into cash at, or close to, their carrying values, but are not held for investment purposes.

Debtors and prepayments

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

Creditors and accruals

Creditors are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party, and the amount due to settle the obligation can be measured or estimated reliably.

Pensions

The Charity operates a defined contribution pension scheme which is administered by an external independent pension provider. Contributions are recognised in the Statement of Financial Activities as they fall due.

Financial instruments

Basic financial instruments are measured at amortised cost other than investments which are measured at fair value.

Critical estimates and judgements

In preparing financial statements it is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements. The treatment of tangible fixed assets is sensitive to changes in useful economic lives and residual values of assets. In the view of the Trustees in applying the accounting policies adopted, no judgements were required that have a significant effect on the amounts recognised in the financial statements nor do any estimates or assumptions made carry a significant risk of material adjustment in the next financial year.

2. Comparative statement of financial activities

		Unrestricted Funds Year ended 31-Mar-22 £	Restricted Funds Year ended 31-Mar-22 £	Total Funds Year ended 31-Mar-22 £
	Notes			
Income from:				
Donations and legacies	3	188,583	66,978	255,561
Charitable activities	4	120,460	-	120,460
Other trading activities		836	-	836
Total income		309,879	66,978	376,857
Expenditure on:				
Raising funds	5 & 6	67,690	-	67,690
Charitable activities	5 & 7	194,159	66,978	261,137
Total expenditure		261,849	66,978	328,827
Net income/(expenditure)		48,030	-	48,030
Reconciliation of funds				
Total funds brought forward	12 & 13	237,494	-	237,494
Total funds carried forward	12 & 13	285,524	-	285,524

3. Income from donations and legacies

Year ended 31 March 2023

Donations
Grant income

Unrestricted Funds	Restricted Funds	Total Funds
Year ended 31-Mar-23	Year ended 31-Mar-23	Year ended 31-Mar-23
£	£	£
101,237	3,051	104,288
35,738	203,496	239,234
136,975	206,547	343,522

Year ended 31 March 2022

Donations
Grant income

Unrestricted Funds	Restricted Funds	Total Funds
Year ended 31-Mar-22	Year ended 31-Mar-22	Year ended 31-Mar-22
£	£	£
151,919	-	151,919
36,664	66,978	103,642
188,583	66,978	255,561

4. Income from charitable activities

Year ended 31 March 2023

Contracts for services

Unrestricted Funds	Restricted Funds	Total Funds
Year ended 31-Mar-23	Year ended 31-Mar-23	Year ended 31-Mar-23
£	£	£
129,942	-	129,942
129,942	-	129,942

Year ended 31 March 2022

Contracts for services

Unrestricted Funds	Restricted Funds	Total Funds
Year ended 31-Mar-22	Year ended 31-Mar-22	Year ended 31-Mar-22
£	£	£
120,460	-	120,460
120,460	-	120,460

5. Total expenditure

	Direct staff costs	Direct other costs	Indirect costs	Total costs
Year ended 31-Mar-23	Year ended 31-Mar-23	Year ended 31-Mar-23	Year ended 31-Mar-23	Year ended 31-Mar-23
£	£	£	£	£
Raising funds	78,626	7,036	18,070	103,732
Charitable activities	97,426	182,014	58,945	338,385
	176,052	189,050	77,015	442,117

	Direct staff costs	Direct other costs	Indirect costs	Total costs
Year ended 31-Mar-22	Year ended 31-Mar-22	Year ended 31-Mar-22	Year ended 31-Mar-22	Year ended 31-Mar-22
£	£	£	£	£
Raising funds	43,341	12,314	12,035	67,690
Charitable activities	74,443	140,263	46,431	261,137
	117,784	152,577	58,466	328,827

Direct staff and other costs include costs that can be directly attributed to activities. Other direct costs relating to charitable activities includes clinical supervision costs, freelance counsellor costs, and costs relating to the clinical database. Indirect costs, including governance costs, which cannot be directly attributed to activities, are allocated between activities proportionate to the direct costs incurred in those activities.

As part of the charity's five-year strategy for growth there has been continued investment in fundraising over the current year, and in particular investment in starting to grow an experienced team to help the charity achieve its five-year strategy. As a result, there has been an increase in the direct staff costs attributed to raising funds.

A breakdown of expenditure on raising funds between restricted and unrestricted funds can be found in note 6.

A breakdown of charitable expenditure between restricted and unrestricted funds can be found in note 7.

An analysis of staff costs can be found in note 8.

Indirect costs consists of the following:

	Total Funds	Total Funds
Year ended 31-Mar-23	Year ended 31-Mar-22	Year ended 31-Mar-22
£	£	£
Staff costs	17,110	18,326
Premises	32,070	19,423
Other people costs	8,423	4,461
Marketing and communications	591	2,293
Administration	16,901	12,133
Governance	1,920	1,830
	77,015	58,466

5. Total expenditure (continued from previous page)

Governance costs includes:

	Total Funds	Total Funds
	Year ended 31-Mar-23	Year ended 31-Mar-22
	£	£
Independent examination	1,920	1,830
	1,920	1,830

6. Expenditure on raising funds

Year ended 31 March 2023

	Unrestricted Funds	Restricted Funds	Total Funds
	Year ended 31-Mar-23	Year ended 31-Mar-23	Year ended 31-Mar-23
	£	£	£
Direct staff costs	71,056	7,570	78,626
Direct other costs	7,036	-	7,036
Total direct costs	78,092	7,570	85,662
Indirect costs	18,070	-	18,070
	96,162	7,570	103,732

Year ended 31 March 2022

	Unrestricted Funds	Restricted Funds	Total Funds
	Year ended 31-Mar-22	Year ended 31-Mar-22	Year ended 31-Mar-22
	£	£	£
Direct staff costs	43,341	-	43,341
Direct other costs	12,314	-	12,314
Total direct costs	55,655	-	55,655
Indirect costs	12,035	-	12,035
	67,690	-	67,690

As part of the charity's five-year strategy for growth there has been continued investment in fundraising over the current year, and in particular investment in starting to grow an experienced team to help the charity achieve its five-year strategy. As a result, there has been an increase in the direct staff costs attributed to raising funds.

7. Expenditure on charitable activities**Year ended 31 March 2023**

Direct staff costs
Direct other costs (incl. clinical team)
Total direct costs
Indirect costs

Unrestricted Funds	Restricted Funds	Total Funds
Year ended 31-Mar-23	Year ended 31-Mar-23	Year ended 31-Mar-23
£	£	£
97,426	-	97,426
46,527	135,487	182,014
143,953	135,487	279,440
58,945	-	58,945
202,898	135,487	338,385

Year ended 31 March 2022

Direct staff costs
Direct other costs (incl. clinical team)
Total direct costs
Indirect costs

Unrestricted Funds	Restricted Funds	Total Funds
Year ended 31-Mar-22	Year ended 31-Mar-22	Year ended 31-Mar-22
£	£	£
55,349	19,094	74,443
104,287	35,976	140,263
159,636	55,070	214,706
34,523	11,908	46,431
194,159	66,978	261,137

8. Staff costs

Gross salaries
Employers NIC
Employers pension

Total Funds	Total Funds
Year ended 31-Mar-23	Year ended 31-Mar-22
£	£
178,417	126,938
9,809	5,914
4,936	3,258
193,162	136,110

The average employed headcount during the period was 8 persons (2022: 6 persons).

No employee received employee benefits of more than £60,000 (2022: Nil).

The total employee benefits paid to key management personnel during the year was £84,303 (2022: £66,298). The increase in the current year is due to changes to the Operations Manager role including moving it from part time to a full-time role.

The Charity also employs a number of freelance counsellors and clinical supervisors on a freelance basis - these costs reflect within other direct costs in note 7 above.

9. Tangible fixed assets

	Office equipment £	Computer equipment £	Total £
Cost			
As at 1 April 2022	515	4,584	5,099
As at 31 March 2023	515	4,584	5,099
Accumulated depreciation			
As at 1 April 2022	119	2,010	2,129
Charge in year	103	1,528	1,631
As at 31 March 2023	222	3,538	3,760
Net book value			
As at 1 April 2022	396	2,574	2,970
As at 31 March 2023	293	1,046	1,339

10. Debtors and prepayments

	Total Funds 31-Mar-23 £	Total Funds 31-Mar-22 £
Accounts receivable	11,880	13,251
Prepayments	5,128	11,719
Rent deposit	11,425	-
Other debtors	-	151
	28,433	25,121

11. Creditors: amounts falling due within one year

	Total Funds 31-Mar-23 £	Total Funds 31-Mar-22 £
Accruals	2,032	3,858
Office lease rent free benefit	13,209	-
Deferred revenue	9,856	-
Pensions payable	929	825
	26,026	4,683

Deferred revenue consists of grant income to support counselling services in 2023-2024.

12. Analysis of charity funds

	Funds brought forward Year ended 31-Mar-23 £	Income in the period Year ended 31-Mar-23 £	Expenditure in the period Year ended 31-Mar-23 £	Transfers between funds Year ended 31-Mar-23 £	Funds carried forward Year ended 31-Mar-23 £
Year ended 31 March 2023					
Restricted funds					
New premises	-	90,051	(32,687)	-	57,364
KickStart	-	7,570	(7,570)	-	-
Harpenden Groups Pilot	-	11,000	(4,874)	-	6,126
Counselling services	-	97,926	(97,926)	-	-
Total restricted funds	-	206,547	(143,057)	-	63,490
Unrestricted funds					
General fund	235,524	272,819	(299,060)	-	209,283
Designated funds					
New premises	50,000	-	-	-	50,000
Total designated funds	50,000	-	-	-	50,000
Total unrestricted funds	285,524	272,819	(299,060)	-	259,283
Total funds	285,524	479,366	(442,117)	-	322,773

New premises restricted fund is funds the charity has received to support the refurbishment of the new premises on London Road.

KickStart grant was awarded to employ staff under the government KickStart scheme.

Harpenden Groups Pilot grant was awarded to support the groupwork pilot in Harpenden.

Counselling services fund consists of a number of grants provided to support the counselling services offered by the charity.

New premises designated fund is funds the trustees have set aside to support the search for and fit out of new premises in the next financial year.

At the year end our total reserves stood at £322,773 (2022: £285,524) with £50,000 (2022: £50,000) having been set aside for the refurbishment of the new premises which was completed in April 2023, and £63,490 (2022: £Nil) being restricted as to use. This leaves general reserves of £209,283 (2022: £235,524). This is within the current policy of holding at least six months of reserves. More details of the reserves policy can be found on page 10 of the trustees' report.

12. Analysis of charity funds (continued from previous page)

	Funds brought forward Year ended 31-Mar-22	Income in the period Year ended 31-Mar-22	Expenditure in the period Year ended 31-Mar-22	Transfers between funds Year ended 31-Mar-22	Funds carried forward Year ended 31-Mar-22
	£	£	£	£	£
Year ended 31 March 2022					
Restricted funds					
BBC Children in Need	-	15,803	(15,803)	-	-
KickStart	-	7,793	(7,793)	-	-
Masonic Charitable Foundation	-	5,000	(5,000)	-	-
Counselling services	-	38,382	(38,382)	-	-
Total restricted funds	-	66,978	(66,978)	-	-
Unrestricted funds					
General fund	237,494	309,879	(261,849)	(50,000)	235,524
Designated funds					
New premises	-	-	-	50,000	50,000
Total designated funds	-	-	-	50,000	50,000
Total unrestricted funds	237,494	309,879	(261,849)	-	285,524
Total funds	237,494	376,857	(328,827)	-	285,524

BBC Children in Need grant was awarded to provide counselling services.

Masonic Charitable Foundation grant was awarded to extend the opening hours of the service to include Monday sessions.

13. Analysis of net assets**Year ended 31 March 2023**

Fixed assets
Current assets
Current liabilities

Unrestricted Funds 31-Mar-23 £	Restricted Funds 31-Mar-23 £	Total Funds 31-Mar-23 £
1,339	-	1,339
283,970	63,490	347,460
(26,026)	-	(26,026)
259,283	63,490	322,773

Year ended 31 March 2022

Fixed assets
Current assets
Current liabilities

Unrestricted Funds 31-Mar-22 £	Restricted Funds 31-Mar-22 £	Total Funds 31-Mar-22 £
2,970	-	2,970
287,237	-	287,237
(4,683)	-	(4,683)
285,524	-	285,524

14. Other financial commitments

On 31 March 2023, the Charity had annual future minimum lease payments under a non-cancellable operating lease for the office premises as set out below:

	Total 31-Mar-23 £	Total 31-Mar-22 £
Within one year	16,511	13,000
Within two to five years	202,849	-
	219,360	13,000

15. Trustee remuneration

During the year, no Trustee received any remuneration (2022: £Nil). No members of the Board of Trustees received reimbursement of expenses (2022: £Nil).

16. Related party transactions

During the year there were no related party transactions (2022: £Nil).

17. Capital commitments

As of 31 March 2023 the Charity had capital commitments related to the refurbishment of the new premises and equipment relating to them of around £70,000 (2022: £Nil).

YOUTH TALK LIMITED

England & Wales - Charity number 1063572

Accounts



Youth Talk Limited

Trustees Annual Report and Unaudited Financial Statements

Year ended 31 March 2022

Charity registration - 1063572

Company number - 03322319

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Reference and administrative details

Charity number

1063572

Company number

03322319

Registered office

Lower Ground Floor
Dagnall House
2 Lower Dagnall Street
St Albans
AL3 4PA

Trustees

Gaynor Cashin	(appointed March 2022)
Christopher Clulow	
Teresa Dalley	
Gareth Evans	(Treasurer – appointed March 2022)
Jackie Fowler	(Chair)
Dr Roger Gibbs	(Stepped down September 2021)
Susan Holliday	(Treasurer – stepped down September 2021)
Samantha Keith	
Margaret Thirlway	(Secretary)
Ian Woods	

Chief Executive

David Barker

Independent examiners

Andy Nash Accounting & Consultancy
Units 24 & 25
Goodsheds Container Village
Hood Road
Barry
CF62 5QU

Principal Bankers

The Co-Operative Bank plc
PO Box 101
1 Balloon Street
Manchester
M60 4EP

Introduction

A word from our Chair & CEO

Thank you for all your help over the past six months. I will never be able to explain how much this has helped me. I feel the best I ever have and that's down to having you to help me get through the hard days. I wish you all the best and thank you again. Always remembering you can't have the good days without the bad.

Client of Youth Talk

2021 – 2022 has been another very difficult year for many young people. As COVID-19 restrictions relaxed in September 2021, schools started to get more back to normal – but with the arrival of the COVID-19 omicron variant over the winter months, school absences, disruptions and uncertainties continued. Young people are navigating a world full of challenges from personal to global, and the incidence of mental health issues of all kinds continues to rise – as we are all too well aware from national headlines.

We have seen this directly at Youth Talk. Demand for our service is unprecedented, and that pressure has led to the waiting list reaching a new high of 100 young people. Knowing these young people are waiting, struggling, unable to access help, drives us to innovate and grow as fast as we can.

This urgent need for growth and development drove the outcomes of our recent rigorous five-year planning exercise, where we consulted with many different people, reviewed our service, evaluated the changing needs of our community, and developed Youth Talk's five-year plan. This challenges us to double in size over the next five years, to develop group work alongside individual counselling, to focus more on some under represented groups, to support people through the transition to university, to continue to attract experienced counsellors, and to evolve our fundraising to deliver the challenging targets that lie ahead. This plan was completed towards the end of the financial year 2021-22, including developing a detailed financial and fundraising plan, and work has already begun on the delivery of our agreed strategic goals. In the coming year we look forward to reporting on the progress we are making.

During the year we have continued to develop not just our funding but awareness of Youth Talk and its work. We have been privileged to be the chosen partner charity of the Mayor of St Albans Edgar Hill and his Mayoress Caroline Jane Lee. Together they have worked tirelessly to organise some wonderful events enjoyed by many and bringing not just income but stronger awareness of the mental health struggles faced by so many young people and the services offered to our young people by Youth Talk. Our sincere and grateful thanks to you, Edgar and Caroline, for all you have done.

Our thanks as ever go to our staff and counsellors who give their energy and commitment to Youth Talk. Over the past few challenging years they have continued to always give their best, adapting to rapidly changing needs, embracing new systems and ways of working, and continuing to ensure we are there for so many local young people. Our thanks too to our Board of Trustees who give their time, talents and skills to steward Youth Talk into the future.

We extend a huge and heartfelt thank you to every one of our supporters, funders and volunteers – who give, care, fundraise, organise, help, and spread the word. You are the network within the community who work so hard to make sure we can stand by the young people reaching out for help.

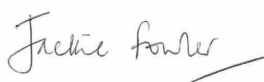
In December 2021 we said goodbye to our longstanding Operations Manager Jo Banks. During her 17 years of service Jo has embraced a multitude of challenges and been a constant stalwart: caring, thoughtful, efficient and effective. We also said farewell to our outgoing Treasurer Sue Holliday and past Chair Roger Gibbs – we thank you for giving your time, energy, and professional skills to Youth Talk for many years.

In March 2022 we welcomed new Trustees: a new Treasurer Gareth Evans who brings a wealth of business and financial expertise and Gaynor Cashin, a former Headteacher and educational specialist. More recently we were delighted to welcome a newly retired GP David Hems to the Board. We have also welcomed our new Operations Manager Kaz Underwood in February, and two new counsellors also joined us across the year.

As this annual report is published, we are making plans to move into much bigger new premises on London Road in St Albans. As well as this significant challenge, we are planning to celebrate Youth Talk's 25th anniversary. With our proud track record of lives changed, the main focus will be to look forward and focus on the need to grow, and we will use this as a springboard to reach out further, to raise more funds, to grow awareness further, and to be able to say yes to more young people who need help.

It will be an important year for Youth Talk with daunting new challenges ahead, not least the growing demand on the service and the significant funds that we need to raise to enable our plans for growth. But with all of you beside us, we are confident we can achieve the progress we need.

Thank you, as ever, for your vital support.



JACKIE FOWLER

CHAIR



DAVID BARKER

CHIEF EXECUTIVE

About us

I just wanted to send a message to let you know how incredible my therapist was! I feel I've progressed so much thanks to our time together. Thank you for existing as a local charity, it means the world to me that I was able to access such quality counselling free of charge. Wishing you all the best!

Client of Youth Talk

Our vision

Every young person can talk to someone who can help with whatever's worrying them.

Our mission

To provide the best possible mental health support to young people in St Albans and surrounding areas.

Our values

We are open and accepting

We do not judge. Whatever a young person is going through we take time to listen, understand and respond in confidence.

We always give our best

From the expertise and care of our qualified counsellors, to the professionalism of our staff, the energy, passion and creativity of our fundraisers to the ambition of our strategy – we always give our absolute best in everything we do.

We are stronger together

We can't deliver our mission alone. By working with others we can achieve more and make a lasting difference to the lives of young people.

Our message to young people

When you need help, you can contact Youth Talk directly for free, confidential counselling support. Our expert team have time for you and provide a safe space to talk. We will listen, respond and support you with your mental health and emotional wellbeing.

Structure, governance and management

Constitution

The Company was incorporated on 21st February 1997. The governing document is the Memorandum and Articles of Association adopted on that date and amended by special resolution on 5th June 1997. On 15th July 2004 a further resolution increased the limit on the number of trustees to 14; and on 24th September 2015 another special resolution removed the specific limits on the age of beneficiaries.

Objectives and activities

The charity's primary objective is to improve young people's mental health. This is delivered by one-to-one counselling, outreach and information services for young people.

Organisation

The Company is under the control of the Trustees who usually meet 6 times a year. The Chief Executive reports to the Chair of Trustees, and is responsible for all members of the clinical team and administrative/fundraising staff.

Trustees and officers

The names of the Trustees and Officers who have served during the year are shown on page 4 of this report.

Trustee, recruitment, induction and training

Trustees are appointed from people who have the necessary skills and experience to fulfil specific areas of need within the charity. In addition we look for individuals who have experience of or an interest in dealing with young people and their welfare.

New Trustees are provided with documentation to enable them to appreciate our objectives, organisation, method of operation and their responsibilities under the law. In addition, existing Trustees assist them in becoming fully conversant with their role.

Public benefit

The Trustees confirm that they have complied with the duty in Charities Act 2011 to have due regard to the Charity Commission General Guidance on Public Benefit, when reviewing their aims and objectives and in planning future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

Risk assessment

The major risks to the charity have been identified and documented for assessment. The Trustees and management have an ongoing process to review these risks via the charity's risk register.

There are policies for Health and Safety, Safeguarding, Lone Working, Data Protection, Equality and Diversity, Grievance/Harassment and Whistleblowing. All policies are reviewed regularly and updated as appropriate. Disclosure and Barring Service (DBS) checks are undertaken annually on each member of staff and our counsellors.

Clinical procedures are under the regular scrutiny of our consultant clinical supervisors, who review all cases considered to be high risk.

The Trustees and management regularly review operational processes to ensure ongoing delivery of activities. Investment in these processes is made as appropriate.

My counsellor was great. She really helped me. I feel like a different person to when I came in.

Youth Talk Client

Financial review

How we raised our money

The results for the year are set out on pages 17 to 30.

In 2021-22, we raised £376,857 to provide the best possible mental health support to local young people. Thanks to you, that's just under a 10% increase on the previous year.

How we achieved this together ...

• Community & Events	£106,454
• Corporate fundraising	£7,527
• Individual Giving	£34,901
• Statutory Grants	£120,460
• Trusts & Foundations	£89,038
• Other income	£18,477

Over the last year, we are incredibly grateful to have received grants from the following organisations: The Batchworth Trust, The Blandford Trust, Children in Need, Graham Rowlandson Foundation (via HCF) Hertfordshire County Council - Children and Adolescents Mental Health Service (CAMHS), Hertfordshire Community Foundation (HCF), Harpenden Building Society (via HCF), The Childwick Trust, St Albans District Council, The Masonic Charitable Foundation, The Garfield Weston Foundation, The Shanly Foundation, Mrs Smith & Mount Trust.

In addition, we are greatly indebted for the support shown from a large number of local organisations, sports clubs and religious organisations across the District which can be found on our website. In particular we are very grateful to the Mayor and Mayoress of St Albans City and District who over the last year selected Youth Talk as their chosen charity for the year, and worked tirelessly for the charity's benefit.

This crucial funding has supported both the provision of our counselling services and our general operating costs.

How we spent your money

At Youth Talk, we pride ourselves on our focus. We place young people at the centre of everything we do, ensuring they're supported by the expert care of our qualified counsellors and dedicated staff.

In 2021/2022 our total expenditure on running Youth Talk was £328,827. The breakdown of our spend was as follows:

• Direct costs of counselling	£214,706
• Direct costs of fundraising	£55,655
• Indirect costs	£58,466

Staff remuneration

Youth Talk is committed to ensuring a proper balance between (i) paying the people who work for us fairly so that we attract and retain people with the right experience, skills and qualities and (ii) careful management of our charity funds. In so doing we ensure the greatest effectiveness in delivering our charitable objectives and meeting the needs of the local young people who need our help.

Our work is dependent on voluntary donations and we act in an open and transparent way that respects the money, time and energy given by donors and volunteers. In our commitment to openness, we disclose information about senior staff salaries within our annual report. This is in line with recommendations and guidelines from the Charity Commission and the National Council for Voluntary Organisations (NCVO).

In 2021 the Board of Trustees made a commitment to formally review staff remuneration annually and to also regularly review the sessional rates paid to our freelance counsellors, with a view to making changes if the charity is financially able to do so.

Reserves policy

The charity's policy is to have sufficient resources to fund at least 6 months' operations on hand at any given time. This is important so that in the event of the charity needing to cease activities we are able to operate for a period of at least six months in order to allow us to properly complete clinical programmes of counselling with existing clients.

Free reserves comprise the total reserves available to the charity, less those reserves which are restricted or designated for specific purposes.

At the year end our total reserves stood at £285,524 (2021: £237,494) with £50,000 (2021: £Nil) having been set aside for the new premises that are currently being found as noted on page 12 of this report. This leaves general reserves of £235,524 (2021: £237,494). This is within the current policy of holding at least six months of reserves.

As a result of the unprecedented demand on the service, the need to grow and scale up our counselling provision as well as the urgent need to secure new premises, we anticipate there will be significant pressure placed on our finances and reserves in the coming year. During the next financial year the trustees are also intending to review the reserves policy to ensure it is robust and fit for the challenges ahead.

During my time as a GP, I always viewed Youth Talk as the 'Rolls Royce' service for local young people struggling with their mental health and wellbeing. As a newly appointed Trustee I am now truly honoured to be part of this vital charity offering such an important and desperately needed service to our local young people.

David Hems
Retired GP & new Youth Talk Trustee

The difference we've made

Last year in our annual report we set out some of the main priorities for the coming year.

So how have we done?

What we said we'd do	How did we do?
Meet the growing demand Over the coming year we plan to grow the number of counselling sessions we are able to offer each week. By the end of the coming year, we want to be in a position where we are able to offer at least 20% more counselling sessions a week.	It has been an extremely busy year, one in which we have seen unprecedented demand on the service. We are proud to report that across the year we have been able to significantly increase the number of counselling sessions offered to local young people. In 2021/22 we offered 4,304 counselling sessions – an increase of 32% on the previous year. During the year we increased our number of counsellors to eleven and also welcomed an additional Clinical Supervisor to the team as well as a new Operations Manager. We have also continued work on embedding our new clinical system into the day-to-day workings of the charity. This has been a challenging project to implement but it has given us a solid, secure platform from which to grow the service and increase our efficiencies, clinical insight and service reporting. Despite this significant increase in the number of sessions we have been able to offer, we have struggled to meet the demand and we currently have over 100 young people on our waiting list – the highest number we have seen in our 25 year history.
Sustaining and growing our income In order to set us up to meet the growing demand on the service a key priority is to review our finances and identify the steps we need to take to grow and sustain our income.	As outlined on page 9 we are delighted to report that despite the tough economic environment we were able to grow our overall income by just under 10% (from £341k to £377k) over the last year. We saw a strong showing from our community fundraising efforts, helped by the support we received from being selected as the Mayor of St Albans' chosen charity. Innovative work was undertaken this year to enable people to easily donate or give regularly to the charity through our website. A significant amount of time and effort has been spent developing the back-end systems to support this and we are delighted that people can now easily give to Youth Talk via this route. Across the year our Board reviewed progress against our fundraising strategy, our financial targets and our priority areas of focus. We are pleased with the progress we have made, but it is clear that we need to invest further in our fundraising efforts in order to be able to provide the necessary resources required to scale up and grow our counselling capacity in the future. As such, the Board have agreed to a new fundraising structure and investment, to be implemented from April 2022, designed to help us deliver an ambitious new five-year financial and operational plan. Work has already begun on building the fundraising capacity we will require and we look forward to reporting further on this next year. In order to ensure we are able to grow, nurture and look after our supporters, fundraisers and volunteers we have this year worked hard on the implementation of a new supporter database which will enable us to develop more effective stewardship and communication with our local community.

What we said we'd do	How did we do?
A focus on our premises Our current premises no longer give us the provision we need to run the service and a major focus over the coming year will be to find suitable new premises for the charity.	Across the year we have looked at a number of options for new premises for the charity. We are delighted to report that we have recently agreed Heads of Terms with St Albans District Council on a new property in central St Albans which will give us a tremendous new home for the charity. The new facility will give us nine counselling suites (up from three), a waiting area for our young people, proper office space and capacity to run group sessions in the future which is an area we identified as a priority as part of our five-year strategy. Detailed negotiations are currently underway on the lease agreement, and we are currently securing contractors to assist us with the fit-out work that will be required. It is our intention to be in our new space by early 2023.
Finalising & embedding our five-year strategy In the coming year we will consolidate and complete this work and build a clear and ambitious operational and financial plan for Youth Talk's next five years, supported by a clear and ambitious fundraising plan.	During the year the Board agreed the key areas of priority for our five-year strategy (2022-2027) as follows: Grow our psychodynamic therapy capacity • Over 5 years, to double the total number of counselling sessions we offer (from 100 sessions a week to 200) • Introduce group-based counselling work • Invest in additional counselling resource (and associated supervision) with a focus on developing our recruitment practices in order to continue to attract high calibre counsellors Extend reach within the following areas: • Support for 17-19 year olds during any transition period when moving away from St Albans to University etc • A focus on encouraging under represented groups to access the service Priority focus on securing new premises for the charity Investment in fundraising in order to grow income • We have set an ambitious stretch target for fundraising over the coming year where we need to raise over a third more income (£506k) • In order to achieve this we will invest in fundraising resource in order to grow fundraising • Invest in and develop a volunteering programme (volunteer led fundraising) Ensuring a strong and scalable platform to enable our future growth plans • Appropriate investment in IT, clinical systems, supporter database and the necessary supporting infrastructure etc Good progress has been made to develop a detailed five-year financial plan to help us deliver the five-year strategy and in tandem time has been spent reviewing our fundraising capability and strategy. Due to other organisational pressures, work has been delayed on turning the high-level goals into a detailed annual operational plan and a set of organisational KPI's but this will be a focus for us over the coming year. In the meantime, the key strategic aims agreed drive our detailed ongoing planning.

The coming year

In the coming year we intend to focus our efforts on the following key priorities:

Growing capacity and helping more young people

Over the coming year we intend to grow further the number of counselling sessions we are able to offer each week. By the end of the coming year, we want to be in a position where we are able to offer at least 20% more counselling sessions. This will mean that we will be supporting up to 120 young people every week. In order to achieve this growth we will need to make further investment in our professional counselling team and the associated infrastructure required in order to deliver this increase.

Piloting and roll out a new provision for group counselling

As part of our five-year strategic goals we will over the coming year begin to scope and pilot a new group counselling provision for local young people.

Sustaining and growing our Income

As part of our five-year strategy, we have agreed a new financial plan for the charity. Our most ambitious fundraising target to date has been set for the coming year and we are aiming to raise in excess of £500k.

In order to deliver this we will increase our fundraising capacity, develop a new team structure and ensure we have the necessary systems and processes in place to develop a strong foundation for income generation. We will focus on growing our individual giving portfolio in order to provide us with greater security for the future and we will concentrate our efforts on growing our income from Trusts and Foundations. In parallel we will actively work on establishing and strengthening our supporter base and growing a volunteer led fundraising model.

Over the coming year we will also use our 25th Anniversary as a strong platform for heightened awareness and call for support.

A new home for Youth Talk

As mentioned earlier we have agreed a Heads of Terms for a new home for the charity in central St Albans and over the coming year there will be an intense focus on finalising all of the legal/practical requirements and refurbishing the premises so that it is fit for purpose and provides a fantastic base from which to deliver and grow the service over the next ten years and beyond.

Continued modernisation and building of a robust infrastructure to facilitate growth

We have worked hard over the last year to modernise and develop our internal infrastructure, systems, procedures and processes. Over the coming year we aim to build on this further, to unlock greater efficiencies and improved ways of working across the charity. In particular we intend to focus on:

- the continued development of our clinical system (laptus)
- the full integration of our financial systems with our supporter database
- development of our CRM system to enable regular communications with our supporter base and volunteers
- updating of our HR policies and procedures
- further development of our website and social media channels
- embedding and developing our supporter database

Our 2021-2022 accounts

Statement of Board of Trustees' responsibilities

The Trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and regulations. Company law requires the Trustees to prepare financial statements for each financial year. Under that law they are required to prepare the financial statements in accordance with UK Accounting Standards and applicable law (UK Generally Accepted Accounting Practice), including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland.

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the excess of expenditure over income for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and,
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue its activities.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the charitable company and to prevent and detect fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions. In addition, the Trustees confirm that they are happy that the content of the annual review on pages 4 to 15 of this document, meet the requirements of both the Trustees' Annual Report under charity law and the Directors' Report under company law.

They also confirm that the financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the Charity's governing document, the Charities Act 2011, the 'Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) second edition (effective 1 January 2019)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Trustees confirm that:

- so far as each Trustee is aware, there is no relevant information of which the Charity's independent examiner is unaware; and,
- each Trustee has taken all the steps that they should have taken as a Trustee/Director in order to make themselves aware of any relevant independent examination information and to establish that the Charity's independent examiner is aware of that information.

Preparation of the report

This report has been prepared taking advantage of the small companies exemption of section 415A of the Companies Act 2006, and the exemptions available for smaller charities under the Statement of Recommended Practice.

A final thank you

This has been another very challenging year for so many of our local young people, who have turned to Youth Talk to help them through a difficult time.

We could not have been there to support so many young people and achieved what we have over the last year without YOU and we send all our supporters, friends, volunteers and partners a most heartfelt THANK YOU for continuing to support Youth Talk and the young people we are able to help across the District.

We know that the coming year is going to bring ever greater challenges for Youth Talk – in terms of meeting the anticipated and significant growth in demand for our service, getting us into a new home whilst facing a challenging year of very ambitious fundraising ahead of us.

We have a duty to every young person experiencing mental health challenges to do everything we possibly can to make sure Youth Talk is there for them when they need us.

Thank you so much in advance for your continued support and everything you will do for us over the coming year. We could not deliver this vital service without you.

This report was approved and authorised for issue by the Board of Trustees on 21 July 2022 and signed on its behalf by:



JACKIE FOWLER

CHAIR OF TRUSTEES

Independent examiner's report

I report to the Trustees on my examination of the accounts of Youth Talk Limited (charity number 1063572, company number 03322319) for the year ended 31 March 2022 which are set out on pages 17 to 30.

Respective responsibilities of trustees and examiner

The Trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act'). The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 ('the 2011 Act') nor under Part 16 of the 2006 Act, and that an independent examination is needed. 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, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general directions given by the Charity Commission under section 145(5) (b) of the Charities Act; and,
- to state whether particular matters have come to my attention.

This report, including my statement, has been prepared for and only for the Charity's Trustees as a body. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body for my examination work, for this report, or for the statements I have made.

Basis of independent examiner's statement

My examination was carried out in accordance with general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the Charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

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

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

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



ANDREW PHILIP NASH ACA

MEMBER OF THE INSTITUTE OF CHARTERED ACCOUNTANTS IN ENGLAND AND WALES - 2461833

DATED: 21 JULY 2022

Andy Nash Accounting & Consultancy Ltd
Units 24 & 25
Goodsheds Container Village
Hood Road, Barry
CF62 5QU

Statement of financial activities**Incorporating the Income and Expenditure Account & Statement of Realised Gains and Losses**

For the year ended 31 March 2022

		Unrestricted Funds Year ended 31-Mar-22 £	Restricted Funds Year ended 31-Mar-22 £	Total Funds Year ended 31-Mar-22 £	Total Funds Year ended 31-Mar-21 £
	Notes				
Income from:					
Donations and legacies	3	188,583	66,978	255,561	227,983
Charitable activities	4	120,460	-	120,460	113,095
Other trading activities		836	-	836	-
Investments		-	-	-	73
Total income		309,879	66,978	376,857	341,151
Expenditure on:					
Raising funds	5 & 6	67,690	-	67,690	46,943
Charitable activities	5 & 7	194,159	66,978	261,137	251,302
Total expenditure		261,849	66,978	328,827	298,245
Net income/(expenditure)		48,030	-	48,030	42,906
Reconciliation of funds					
Total funds brought forward	12 & 13	237,494	-	237,494	194,588
Total funds carried forward	12 & 13	285,524	-	285,524	237,494

The notes on pages 19 to 30 form part of the financial statements.

Following the appointment of a new independent examiner, the Charity carried out a review of its fund allocation model and has subsequently redesigned the model to more suitably reflect the areas of work the Charity is engaged in. As a result, the prior year expenditure figures have been reallocated to reflect this change. Total expenditure remains unchanged.

In addition, income has been reallocated to more accurately represent the correct headings under the SORP, and the prior period figures have been represented to reflect this. Total income remains unchanged.

Balance sheet

As at 31 March 2022

	Notes	£	Total Funds 31-Mar-22 £	Total Funds 31-Mar-21 £
Fixed assets				
Tangible assets	9		2,970	3,858
Current assets				
Debtors and prepayments	10	25,121		4,825
Cash at bank		262,116		233,854
Total current assets		287,237		238,679
Creditors:				
Amounts falling due within one year	11	(4,683)		(5,043)
Net current assets			282,554	233,636
Net assets			285,524	237,494
Funds of the charity:				
Restricted funds	12 & 13		-	-
Unrestricted funds				
General funds	12 & 13	235,524		237,494
Designated funds	12 & 13	50,000		-
Total unrestricted funds			285,524	237,494
Total funds			285,524	237,494

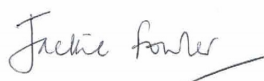
The notes on pages 19 to 30 form part of the financial statements.

The financial statements have been prepared in accordance with section 415A of the Companies Act 2006 relating to small companies and FRS 102 Section 1A.

The charitable company is entitled to exemption from audit under section 477 of the Companies Act 2006 for the year ended 31 March 2022, and the members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2022 under section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

They were approved and authorised for issue by the Board of Trustees on 21 July 2022 and signed on their behalf by:



JACKIE FOWLER

CHAIR OF TRUSTEES

Notes to the financial statements

1. Accounting policies

Basis of preparation of the financial statements

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

The effect of any event relating to the year ended 31 March 2022, which occurred before the date of approval of the financial statements by the Board of Trustees has been included in the financial statements to the extent required to show a true and fair view of the state of affairs at 31 March 2022 and the results for the year ended on that date.

The functional currency of the Charity is GBP and amounts in the financial statements are rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Going concern

The financial statements have been prepared on the going concern basis as the Board of Trustees is confident that future reserves and future income is more than sufficient to meet current commitments. There are no material uncertainties that impact this assessment, and the ongoing global COVID-19 pandemic has had no material impact on this assessment.

Legal status

Youth Talk Ltd is a charitable company registered in England & Wales and meets the definition of a public benefit entity. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member. The registered address is Lower Ground Floor, Dagnall House, 2 Lower Dagnall Street, St Albans, AL3 4PA.

Fund Accounting

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

Designated funds comprise of unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in note 12 of the financial statements.

Restricted funds are funds that are to be used in accordance with specific restrictions imposed by donors or that have been raised by the Charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in note 12 of the financial statements.

Income

Income is recognised when the Charity has entitlement to the funds, any performance indicators attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably.

Donations are recognised in full in the Statement of Financial Activities when entitled, receipt is probable and when the amount can be quantified with reasonable accuracy. Gift aid receivable is included when claimable. Client contributions are classed as donations as they are entirely voluntary and do not impact access to service.

Grant income is credited to the Statement of Financial Activities when received or receivable whichever is earlier, unless the grant relates to a future period, in which case it is deferred.

Income from charitable activities and other trading activities is credited to the Statement of Financial Activities when received or receivable whichever is earlier, unless it relates to a specific future period or event, in which case it is deferred, except for tickets sales and bar revenue which are recognised on a cash basis.

1. Accounting policies (continued from previous page)

Expenditure and irrecoverable VAT

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities.

Indirect costs, including governance costs, which cannot be directly attributed to activities, are allocated between activities proportionate to the direct costs incurred in those activities.

Irrecoverable VAT is charged against the category of expenditure for which it was incurred.

Tangible fixed assets and depreciation

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their residual value, over their useful life, on a straight-line basis. The useful life used is:

Computer equipment	3 years
Office equipment	5 years

Cash at bank and in hand

Cash at bank and in hand includes cash in hand, deposits with banks and funds that are readily convertible into cash at, or close to, their carrying values, but are not held for investment purposes.

Debtors and prepayments

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

Creditors and accruals

Creditors are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party, and the amount due to settle the obligation can be measured or estimated reliably.

Pensions

The Charity operates a defined contribution pension scheme which is administered by an external independent pension provider. Contributions are recognised in the Statement of Financial Activities as they fall due.

Financial instruments

Basic financial instruments are measured at amortised cost other than investments which are measured at fair value.

Critical estimates and judgements

In preparing financial statements it is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements. The treatment of tangible fixed assets is sensitive to changes in useful economic lives and residual values of assets. In the view of the Trustees in applying the accounting policies adopted, no judgements were required that have a significant effect on the amounts recognised in the financial statements nor do any estimates or assumptions made carry a significant risk of material adjustment in the next financial year.

2. Comparative statement of financial activities

		Unrestricted Funds Year ended 31-Mar-21 £	Restricted Funds Year ended 31-Mar-21 £	Total Funds Year ended 31-Mar-21 £
	Notes			
Income from:				
Donations and legacies	3	169,130	58,853	227,983
Charitable activities	4	113,095	-	113,095
Other trading activities		-	-	-
Investments		73	-	73
Total income		282,298	58,853	341,151
Expenditure on:				
Raising funds	5 & 6	46,943	-	46,943
Charitable activities	5 & 7	174,449	76,853	251,302
Total expenditure		221,392	76,853	298,245
Net income/(expenditure)		60,906	(18,000)	42,906
Reconciliation of funds				
Total funds brought forward	12 & 13	176,588	18,000	194,588
Total funds carried forward	12 & 13	237,494	-	237,494

3. Income from donations and legacies

Year ended 31 March 2022

Donations
Grant income

Unrestricted Funds	Restricted Funds	Total Funds
Year ended 31-Mar-22	Year ended 31-Mar-22	Year ended 31-Mar-22
£	£	£
151,919	-	151,919
36,664	66,978	103,642
188,583	66,978	255,561

Year ended 31 March 2021

Donations
Grant income
HMRC Coronavirus Job Retention Scheme

Unrestricted Funds	Restricted Funds	Total Funds
Year ended 31-Mar-21	Year ended 31-Mar-21	Year ended 31-Mar-21
£	£	£
95,020	-	95,020
74,110	57,700	131,810
-	1,153	1,153
169,130	58,853	227,983

Income has been reallocated to more accurately represent the correct headings under the SORP, and the prior period figures have been represented to reflect this. Total income remains unchanged.

4. Income from charitable activities

Year ended 31 March 2022

Contracts for services

Unrestricted Funds	Restricted Funds	Total Funds
Year ended 31-Mar-22	Year ended 31-Mar-22	Year ended 31-Mar-22
£	£	£
120,460	-	120,460
120,460	-	120,460

Year ended 31 March 2021

Contracts for services

Unrestricted Funds	Restricted Funds	Total Funds
Year ended 31-Mar-21	Year ended 31-Mar-21	Year ended 31-Mar-21
£	£	£
113,095	-	113,095
113,095	-	113,095

Income has been reallocated to more accurately represent the correct headings under the SORP, and the prior period figures have been represented to reflect this. Total income remains unchanged.

5. Total expenditure

	Direct staff costs	Direct other costs	Indirect costs	Total costs
Year ended 31-Mar-22	Year ended 31-Mar-22	Year ended 31-Mar-22	Year ended 31-Mar-22	Year ended 31-Mar-22
£	£	£	£	£
Raising funds	43,341	12,314	12,035	67,690
Charitable activities	74,443	140,263	46,431	261,137
	117,784	152,577	58,466	328,827

	Direct staff costs	Direct other costs	Indirect costs	Total costs
Year ended 31-Mar-21	Year ended 31-Mar-21	Year ended 31-Mar-21	Year ended 31-Mar-21	Year ended 31-Mar-21
£	£	£	£	£
Raising funds	22,734	13,334	10,875	46,943
Charitable activities	61,451	131,632	58,219	251,302
	84,185	144,966	69,094	298,245

Following the appointment of a new independent examiner, the Charity carried out a review of its fund allocation model and has subsequently redesigned the model to more suitably reflect the areas of work the Charity is engaged in. As a result, the prior year expenditure figures have been reallocated to reflect this change. Total expenditure remains unchanged.

Direct staff and other costs include costs that can be directly attributed to activities. Other direct costs relating to charitable activities includes clinical supervision costs, freelance counsellor costs, and costs relating to the clinical database. Indirect costs, including governance costs, which cannot be directly attributed to activities, are allocated between activities proportionate to the direct costs incurred in those activities.

A breakdown of expenditure on raising funds between restricted and unrestricted funds can be found in note 6.

A breakdown of charitable expenditure between restricted and unrestricted funds can be found in note 7.

An analysis of staff costs can be found in note 8.

5. Total expenditure (continued from previous page)

Indirect costs consists of the following:

	Total Funds	Total Funds
	Year ended	Year ended
	31-Mar-22	31-Mar-21
	£	£
Staff costs	18,326	18,599
Premises	19,423	19,853
Other people costs	4,461	2,346
Marketing and communications	2,293	16,714
Administration	12,133	8,681
Governance	1,830	2,901
	58,466	69,094

Governance costs includes:

	Total Funds	Total Funds
	Year ended	Year ended
	31-Mar-22	31-Mar-21
	£	£
Independent examination	1,830	2,901
	1,830	2,901

6. Expenditure on raising funds**Year ended 31 March 2022**

Direct staff costs
Direct other costs
Indirect costs

Unrestricted Funds	Restricted Funds	Total Funds
Year ended 31-Mar-22	Year ended 31-Mar-22	Year ended 31-Mar-22
£	£	£
43,341	-	43,341
12,314	-	12,314
12,035	-	12,035
67,690	-	67,690

Year ended 31 March 2021

Direct staff costs
Direct other costs
Indirect costs

Unrestricted Funds	Restricted Funds	Total Funds
Year ended 31-Mar-21	Year ended 31-Mar-21	Year ended 31-Mar-21
£	£	£
22,734	-	22,734
13,334	-	13,334
10,875	-	10,875
46,943	-	46,943

Following the appointment of a new independent examiner, the Charity carried out a review of its fund allocation model and has subsequently redesigned the model to more suitably reflect the areas of work the Charity is engaged in. As a result, the prior year expenditure figures have been reallocated to reflect this change. Total expenditure remains unchanged.

7. Expenditure on charitable activities

Year ended 31 March 2022

	Unrestricted Funds	Restricted Funds	Total Funds
Year ended 31-Mar-22	Year ended 31-Mar-22	Year ended 31-Mar-22	Year ended 31-Mar-22
£	£	£	£
Direct staff costs	55,349	19,094	74,443
Direct other costs	104,287	35,976	140,263
Indirect costs	34,523	11,908	46,431
	194,159	66,978	261,137

Year ended 31 March 2021

	Unrestricted Funds	Restricted Funds	Total Funds
Year ended 31-Mar-21	Year ended 31-Mar-21	Year ended 31-Mar-21	Year ended 31-Mar-21
£	£	£	£
Direct staff costs	60,298	1,153	61,451
Direct other costs	78,471	53,161	131,632
Indirect costs	35,680	22,539	58,219
	174,449	76,853	251,302

Following the appointment of a new independent examiner, the Charity carried out a review of its fund allocation model and has subsequently redesigned the model to more suitably reflect the areas of work the Charity is engaged in. As a result, the prior year expenditure figures have been reallocated to reflect this change. Total expenditure remains unchanged.

8. Staff costs

	Total Funds	Total Funds
Year ended 31-Mar-22	Year ended 31-Mar-21	Year ended 31-Mar-21
£	£	£
Gross salaries	126,938	96,197
Employers NIC	5,914	4,198
Employers pension	3,258	2,389
	136,110	102,784

The average headcount during the period was 6 persons (2021: 5 persons).

No employee received employee benefits of more than £60,000 (2021: NIL).

The total employee benefits paid to key management personnel during the year was £66,298 (2021: £69,468).

The Charity also employs a number of freelance counsellors and clinical supervisors on a freelance basis - these costs reflect within other direct costs in note 7 above.

9. Tangible fixed assets

	Office equipment £	Computer equipment £	Total £
Cost			
As at 1 April 2021	515	12,210	12,725
Additions in year	-	600	600
Disposals in year	-	(8,226)	(8,226)
As at 31 March 2022	515	4,584	5,099
Accumulated depreciation			
As at 1 April 2021	15	8,852	8,867
Charge in year	104	1,384	1,488
Disposals in year	-	(8,226)	(8,226)
As at 31 March 2022	119	2,010	2,129
Net book value			
As at 1 April 2021	500	3,358	3,858
As at 31 March 2022	396	2,574	2,970

10. Debtors and prepayments

	Total Funds 31-Mar-22 £	Total Funds 31-Mar-21 £
Accounts receivable	13,251	-
Prepayments	11,719	4,825
Other debtors	151	-
	25,121	4,825

11. Creditors: amounts falling due within one year

	Total Funds 31-Mar-22 £	Total Funds 31-Mar-21 £
Accruals	3,858	4,364
Pensions payable	825	679
	4,683	5,043

12. Analysis of charity funds

	Funds brought forward Year ended 31-Mar-22 £	Income in the period Year ended 31-Mar-22 £	Expended in the period Year ended 31-Mar-22 £	Transfers between funds Year ended 31-Mar-22 £	Funds carried forward Year ended 31-Mar-22 £
Year ended 31 March 2022					
Restricted funds					
BBC Children in Need	-	15,803	(15,803)	-	-
KickStart	-	7,793	(7,793)	-	-
Masonic Charitable Foundation	-	5,000	(5,000)	-	-
Counselling services	-	38,382	(38,382)	-	-
Total restricted funds	-	66,978	(66,978)	-	-
Unrestricted funds					
General fund	237,494	309,879	(261,849)	(50,000)	235,524
Designated funds					
New premises	-	-	-	50,000	50,000
Total designated funds	-	-	-	50,000	50,000
Total unrestricted funds	237,494	309,879	(261,849)	-	285,524
Total funds	237,494	376,857	(328,827)	-	285,524

[BBC Children in Need](#) grant was awarded to provide counselling services.

[KickStart](#) grant was awarded to employ staff under the government KickStart scheme.

[Masonic Charitable Foundation](#) grant was awarded to extend the opening hours of the service to include Monday sessions.

[Counselling services](#) fund consists of a number of grants provided to support the counselling services offered by the charity.

[New premises](#) designated fund is funds the trustees have set aside to support the search for and fit out of new premises in the next financial year.

At the year end our total reserves stood at £285,524 (2021: £237,494) with £50,000 (2021: £Nil) having been set aside for the new premises that are currently being found as noted on page 12 of the trustees' report. This leaves general or free reserves of £235,524 (2021: £237,494). This is within the current policy of holding at least six months of reserves. More details of the reserves policy can be found on page 10 of the trustees' report.

12. Analysis of charity funds (continued from previous page)

	Funds brought forward Year ended 31-Mar-21	Income in the period Year ended 31-Mar-21	Expended in the period Year ended 31-Mar-21	Transfers between funds Year ended 31-Mar-21	Funds carried forward Year ended 31-Mar-21
	£	£	£	£	£
Year ended 31 March 2021					
Restricted funds					
BBC Children in Need	-	34,295	(34,295)	-	-
The Childwick Trust	-	20,000	(20,000)	-	-
Harpenden Building Society	8,000	3,405	(11,405)	-	-
Blandford Trust	5,000	-	(5,000)	-	-
Masonic Charitable Foundation	5,000	-	(5,000)	-	-
Government furlough grant	-	1,153	(1,153)	-	-
Total restricted funds	18,000	58,853	(76,853)	-	-
Unrestricted funds					
General fund	160,088	282,298	(208,896)	4,004	237,494
Designated funds					
IT spend	16,500	-	(12,496)	(4,004)	-
Total designated funds	16,500	-	(12,496)	(4,004)	-
Total unrestricted funds	176,588	282,298	(221,392)	-	237,494
Total funds	194,588	341,151	(298,245)	-	237,494

The Childwick Trust grant was awarded to cover rental and overhead costs in the year.

Harpenden Building Society grant was awarded to provide counselling services.

Blandford Trust grant was awarded to support a database upgrade.

Government furlough grant was awarded to support furloughed staff through the HMRC Coronavirus Job Retention Scheme.

13. Analysis of net assets

Year ended 31 March 2022

Fixed assets
Current assets
Current liabilities

Unrestricted Funds 31-Mar-22 £	Restricted Funds 31-Mar-22 £	Total Funds 31-Mar-22 £
2,970	-	2,970
287,237	-	287,237
(4,683)	-	(4,683)
285,524	-	285,524

Year ended 31 March 2021

Fixed assets
Current assets
Current liabilities

Unrestricted Funds 31-Mar-21 £	Restricted Funds 31-Mar-21 £	Total Funds 31-Mar-21 £
3,858	-	3,858
238,679	-	238,679
(5,043)	-	(5,043)
237,494	-	237,494

14. Other financial commitments

On 31 March 2021, the Charity had annual future minimum lease payments under a non-cancellable operating lease for the office premises as set out below:

	Total 31-Mar-22 £	Total 31-Mar-21 £
Within one year	13,000	13,000
	13,000	13,000

15. Trustee remuneration

During the year, no Trustee received any remuneration (2021 - £NIL). No members of the Board of Trustees received reimbursement of expenses (2021 - £NIL).

16. Related party transactions

During the year there were no related party transactions (2021 - Nil).

YOUTH TALK LIMITED

England & Wales - Charity number 1063572

Accounts



YOUTH TALK LIMITED

ANNUAL REPORT OF THE TRUSTEES AND STATEMENT OF
UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2021

CHARITY NUMBER: 1063572

COMPANY NUMBER: 03322319

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YOUTH TALK LIMITED
ANNUAL REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

1. INTRODUCTION

A WORD FROM OUR CHAIR & CEO

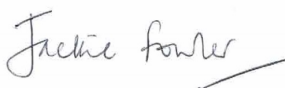
Without a doubt, the last year has been a tough one. As we were drafting the introduction to our 2019/2020 annual report the world was in the midst of experiencing the worldwide impact of the COVID-19 pandemic. Everyone's lives were changed, and the impact on young people was already taking its toll. It has certainly been a challenging year for us all, but also one in which we have seen extraordinary resilience, determination, innovation and progress. Across the year we have been truly humbled and tremendously proud of what the charity has managed to achieve in such uncertain times.

As the global pandemic was taking hold, we were determined that our service must remain open for the significant numbers of young people who needed someone and somewhere safe to talk. Our work has never been more important, and our staff team, counsellors and trustees rose to the challenge determined to ensure that we continued to be there for local young people. Our most heartfelt thanks go to each and every one of them and we also extend a further huge thank you to all our amazing supporters new and longstanding without whom none of what we do would be possible – thank you.

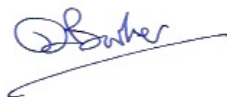
Despite the challenges we are very proud to report that we have been able to increase the number of counselling sessions across the year by 22% and have supplied 3253 counselling sessions to 274 local young people who reached out to us for help. However, we know that demand is growing at a rapid pace and over the coming year we will see further evidence of the silent pandemic of mental health challenges faced by young people across the District. We are in the midst of another tough year but we have a rich heritage of success and strong foundations from which to meet the challenges ahead.

In order to better prepare ourselves and give a solid platform from which to grow further we have, over the last year, invested in the further development of our infrastructure. In the coming year we will be undertaking an active search for new premises for the charity which are better suited to meet post-pandemic needs and our plans for growth. It will be another demanding year but there is lots to be excited about and celebrate.

Finally, our 2020/21 report would not be complete without saying a huge and most heartfelt thank you to our outgoing Chair, Dr Roger Gibbs, who stepped down during the year. We are delighted that he remains on the Board as an active trustee and continues to bring his wisdom, experience and energy to the charity. During his tenure as Chair of the Board of Trustees Roger helped steer Youth Talk through a number of very significant developments and periods of growth – thank you so much from us all!



Jackie Fowler
Chair of Trustees



David Barker
Chief Executive

YOUTH TALK LIMITED
ANNUAL REPORT OF THE TRUSTEES (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

2. ABOUT US

OUR VISION

Every young person can talk to someone who can help with whatever's worrying them.

OUR MISSION

To provide the best possible mental health support to young people in St Albans and surrounding areas.

OUR VALUES

We are open and accepting

We do not judge. Whatever a young person is going through we take time to listen, understand and respond in confidence.

We always give our best

From the expertise and care of our qualified counsellors, to the professionalism of our staff, the energy, passion and creativity of our fundraisers to the ambition of our strategy - we always give our absolute best in everything we do.

We are stronger together

We can't deliver our mission alone. By working with others we can achieve more and make a lasting difference to the lives of young people.

OUR MESSAGE TO YOUNG PEOPLE

When you need help, you can contact Youth Talk directly for free, confidential counselling support. Our expert team have time for you and provide a safe space to talk. We will listen, respond and support you with your mental health and emotional wellbeing.

YOUTH TALK LIMITED
ANNUAL REPORT OF THE TRUSTEES (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

2. ABOUT US - CONTINUED

REGISTERED OFFICE

Lower Ground Floor
Dagnall House
2 Lower Dagnall Street
St Albans
AL3 4PA

CHARITY NUMBER

1063572

COMPANY NUMBER

03322319

DIRECTORS/TRUSTEES

Christopher Clulow
Teresa Dalley
Jacqueline Fryer (appointed Chair of Trustees January 2020)
Roger Gibbs (stepped down as Chair of Trustees January 2020)
Susan Holliday (Treasurer)
Samantha Keith
Margaret Thirlway (Company Secretary)
Margaret Turner (Resigned 15th October 2020)
Ian Woods

CHIEF EXECUTIVE

David Barker

ACCOUNTANTS

Moore Kingston Smith LLP
Chartered Accountants
4 Victoria Square
St. Albans
Hertfordshire AL1 3TF

BANKERS

The Co-Operative Bank plc
PO Box 101
1 Balloon Street
Manchester M60 4EP

YOUTH TALK LIMITED
ANNUAL REPORT OF THE TRUSTEES (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

3. STRUCTURE, GOVERNANCE & MANAGEMENT

CONSTITUTION

The Company was incorporated on 21st February 1997. The governing document is the Memorandum and Articles of Association adopted on that date and amended by special resolution on 5th June 1997. On 15th July 2004 a further resolution increased the limit on the number of trustees to 14; and on 24th September 2015 another special resolution removed the specific limits on the age of beneficiaries.

OBJECTIVES AND ACTIVITIES

The charity's primary objective is to improve young people's mental health. This is delivered by one-to-one counselling, outreach and information services for young people.

ORGANISATION

The Company is under the control of the trustees who usually meet 6 times a year. The Chief Executive reports to the Chair of Trustees, and is responsible for all members of the clinical and administrative staff.

TRUSTEES AND OFFICERS

The names of the Trustees and Officers who have served during the year are shown on page three of this report.

STATEMENT OF RESPONSIBILITIES OF TRUSTEES

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

Company law requires trustees to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees have overall responsibility for ensuring that the charity has appropriate systems and controls, financial and otherwise, to provide reasonable assurance that:

- The charity is operating efficiently and effectively
- Proper records are maintained and financial information used within the charity, or for publication, is reliable.
- The charity complies with relevant laws and regulations.

YOUTH TALK LIMITED
ANNUAL REPORT OF THE TRUSTEES (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

3. STRUCTURE, GOVERNANCE & MANAGEMENT - CONTINUED

The systems of internal control are designed to provide reasonable, but not absolute, assurance against material misstatement or loss. These include:

- Annual objectives and annual budget approved by the trustees
- Regular consideration by the trustees of financial results, variances from budget, non-financial performance and indicators.
- Delegation of day-to-day management authority and segregation of duties.
- Identification and management of risks.

TRUSTEE RECRUITMENT, INDUCTION AND TRAINING

Trustees are appointed from people who have the necessary skills and experience to fulfil specific areas of need within the charity. In addition we look for individuals who have experience of or an interest in dealing with young people and their welfare.

New trustees are provided with documentation to enable them to appreciate our objectives, organisation, method of operation and their responsibilities under the law. In addition existing trustees assist them in becoming fully conversant with their role.

PUBLIC BENEFIT

The trustees confirm that they have complied with the duty in Charities Act 2011 to have due regard to the Charity Commission General Guidance on Public Benefit, when reviewing their aims and objectives and in planning future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

RISK ASSESSMENT

The major risks to the charity have been identified and documented for assessment. The trustees and management have an ongoing process to review these risks.

There are policies for Health and Safety, Safeguarding, Lone Working, Data Protection, Equality and Diversity, Grievance/Harassment and Whistleblowing. All policies are reviewed regularly and updated as appropriate. Disclosure and Barring Service (DBS) checks are undertaken annually on each member of staff.

Clinical procedures are under the regular scrutiny of a consultant clinical supervisor, who reviews all cases considered to be high risk.

The trustees and management regularly review operational processes to ensure ongoing delivery of activities. Investment in these processes is made as appropriate. There is a separate Business Continuity plan, which is kept under review.

YOUTH TALK LIMITED
ANNUAL REPORT OF THE TRUSTEES (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

4. FINANCIAL REVIEW

HOW WE RAISED OUR MONEY

The results for the year are set out on pages 12 & 13. The trustees are satisfied with the financial progress of the charity.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

In 2020-21, we raised £341,150 to provide the best possible mental health support to local young people. Thanks to you, that's a 35% increase on the previous year.

How we achieved this together ...

Community & Events	£	54,305
Corporate fundraising	£	3,589
Individual Giving	£	34,246
Statutory Grants	£	113,095
Trusts & Foundations	£	123,449
Other income	£	12,466

Over the last year, we are incredibly grateful to have received grants from the following organisations: The Fairfield Trust; Children in Need; Hertfordshire County Council; Children and Adolescents Mental Health Service (CAMHS); Hertfordshire Community Foundation; Harpenden Building Society (administered by HCF); The Childwick Trust; St Albans District Council; The Blandford Trust; The Masonic Charitable Foundation; The Garfield Weston Foundation; The Shanley Foundation; The Mrs Smith & Mount Trust; Batchworth Trust; Global Media and the Department of Culture, Media & Sport (DCMS).

In addition, we are enormously grateful for the support shown by a large number of local organisations, sports clubs and religious organisations across the District which can be found on our website.

This crucial funding has supported both the provision of our counselling services and our general operating costs.

HOW WE SPENT YOUR MONEY

At Youth Talk, we pride ourselves on our focus. We place young people at the centre of everything we do, ensuring they're supported by the expert care of our qualified counsellors and dedicated staff.

In 2020/2021 our total expenditure on running Youth Talk was £298,245. The breakdown of our spend was as follows:

• Counselling & staff costs	£	217,258
• Property costs (rent)	£	19,853
• Office Costs	£	32,237
• IT Infrastructure & Clinical database	£	25,996
• Governance Costs	£	2,901

Office costs include:

- Raising awareness of the services Youth Talk provides.
- Providing literature in paper and digital format to support young people and promote the charity.
- Supporting fundraising activities – turning pounds into more pounds.
- Administrative costs associated with running the organisation (i.e. IT, website etc)

YOUTH TALK LIMITED
ANNUAL REPORT OF THE TRUSTEES (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

4. FINANCIAL REVIEW - CONTINUED

STAFF REMUNERATION

Youth Talk is committed to ensuring a proper balance between (i) paying our staff who work for us fairly so that we attract and retain people with the right experience, skills and qualities and (ii) careful management of our charity funds. In so doing we ensure the greatest effectiveness in delivering our charitable objectives and meeting the needs of our beneficiaries.

Our work is dependent on voluntary donations and we act in an open and transparent way that respects the money, time and energy given by donors and volunteers. In our commitment to openness, we disclose information about senior staff salaries within our annual report. This is in line with recommendations and guidelines from the Charity Commission and the National Council for Voluntary Organisations (NCVO).

RESERVES POLICY

The charity's policy is to have sufficient resources to fund at least 6 months' operations on hand at any given time. This is important so that in the event of the charity needing to cease activities it can be wound down in an orderly way and we can properly complete clinical programmes of counselling with existing clients.

Free reserves comprise the total reserves available to the charity, less those reserves which are restricted or designated for specific purposes.

At the year end our free reserves stood at £237,494. This is within the current policy of holding six months of free reserves.

As a result of the Covid-19 pandemic, the impact on our fundraising and the need for new premises we envisage significant pressure being placed on our reserves in the coming year.

YOUTH TALK LIMITED
ANNUAL REPORT OF THE TRUSTEES (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

5. THE DIFFERENCE WE'VE MADE

It has been an extremely busy year dealing with the challenges of the pandemic whilst continuing to run our business-as-usual service and ensuring that we continue to drive forward a number of the key organisational development projects. We're proud of what we've achieved and the impact we've had on young people's lives.

We are pleased that we have been able to provide 3253 counselling sessions to 274 young people in need of help who referred themselves to us - an increase of 22% on last year.

WHAT WE SAID WE'D DO	HOW DID WE DO?
Post Covid-19 recovery plan We had two core priorities: 1. Returning our service to safely offering some face to face counselling. 2. A strong focus on fundraising to offset the significant financial impact that we will experience as a result of the pandemic.	At the outbreak of the pandemic, we had one clear aim – to ensure that we kept the service running come what may. We adapted fast, taking all our counselling online, to be delivered via a video or telephone call. This was a huge task and a steep learning curve for Youth Talk, but counsellors and staff adapted quickly, and we saw over 90% of our young people take up their regular sessions bringing so much support and relief. In September 2020 we re-opened two of our counselling suites in order to be able to get back to some limited face to face work. It is our intention to build on this further in the coming year, and we recognise that while our online service has been hugely valuable, face to face work sits at the heart of what we do. Over the year we not only managed to keep the service running – but we have offered more counselling sessions than ever before whilst also undertaking some major development projects for the charity including the implementation of a new clinical system for managing our clients; roll out of a new brand; development of a new website to name a few. All of these are fundamental projects designed to set ourselves up for future success. With regards to our fundraising, we were delighted to welcome Rachel Simkin to the team in October 2020. Rachel joined the charity as our first ever Corporate and Community Fundraiser and she has been working hard to develop our infrastructure for future fundraising growth. We have also worked hard on securing grants from a variety of Trusts and emergency COVID funds, and despite our financial worries at the beginning of the year we are pleased that the last year we have been able to exceed the budget set by the Board. However, we believe the real financial challenge will be in the coming year when we will see a significant increase in demand on the service – set against a challenging financial environment including a recommissioning exercise for our current CAMHS contract plus an increasingly competitive Trusts and Foundations fundraising environment. In March 2021 we took part in our first ever live crowdfunding event and it was tremendous to have one of our Youth Panel, Mia, representing Youth Talk. We doubled our target and raised £6,380 on the night - it was a wonderful example of collaboration thanks to friends of the charity encouraging us to apply and tremendous corporate support from Private Fly.

YOUTH TALK LIMITED
ANNUAL REPORT OF THE TRUSTEES (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

5. THE DIFFERENCE WE'VE MADE - CONTINUED

Growing our counselling Capacity In order to meet increased demand, we will, by the end of the financial year, have worked to increase the number of weekly counselling sessions from 60 to 100.	The pandemic has made growing up today even more challenging in so many ways. In order to meet increased demand and help more young people experiencing difficulties, we worked hard across the year to increase the number of weekly counselling sessions from 60 to 100. Given the additional challenges of the pandemic we are delighted that we have managed to achieve this aim. In order to achieve this we have increased our team of professional counsellors to ten plus also increased our clinical supervisory capacity as well as the administrative resource required to meet such demand.
Youth Participation We will build further on the work to date to consult and involve young people in the work and priorities of the charity.	Across the year we have worked extensively with our Youth Panel and they have been fundamental to a number of development projects we have been working on, including our new website, an animated film, social media and communications and fundraising materials. In addition, as mentioned earlier, Youth Panel member Mia inspired the gathered masses at an online crowd funding event in March speaking about her personal journey with her mental health. We have also this year worked closely with St Albans School who have provided volunteers to join the Youth Panel and also organised a virtual fundraising event during lockdown three.
A new visual identity We will develop a new, refreshed 'look and feel' for the Youth Talk brand making it more modern, relevant and better understood by young people and our other key stakeholder groups.	At our AGM last year we unveiled the work that had been carried out on developing a new brand for Youth Talk. It has been a most enriching and rewarding project for the charity involving our Board, staff, counsellors and our external stakeholders. Our Youth Panel played a fundamental role in helping us to shape the new brand as well as come up with our new strapline 'We're listening'. We are delighted with our new brand and have received so much excellent feedback from young people, our supporters and the wider community. The new look and messaging has been rolled out via new materials and our new website and as we write this report we are currently working on a new video animation about the work of the charity and showcasing our new brand.

YOUTH TALK LIMITED
ANNUAL REPORT OF THE TRUSTEES (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

5. THE DIFFERENCE WE'VE MADE - CONTINUED

Setting ourselves up for future Success We will develop and implement the following programmes of work: • Phase 2 of our technical infrastructure update – work to embed a new clinical database and begin work on a core CRM system for the charity • Development of a new website based on our new visual identity and best digital practice. • Review of HR Policies and Procedures and development of a remuneration policy • A three-year outlook – development of a three year plan and budget	In 2020-21 we also committed to deliver the following developmental programmes of work: Phase 2 of our technical infrastructure update Extensive work has been completed and our new clinical system Iaptus is now fully embedded into the day to day workings of the charity. The new system enables easy and quick online referral as well as providing our clinical and admin teams with a more efficient platform to manage our clients. It also ensures compliance with all the necessary data security requirements as well as providing us with stronger insight and reporting. In the next phase of work we will be adding the ability to text clients reminders of their forthcoming appointments which will be another positive development. We have also begun the work of installing a new supporter database into the charity which will enable us to more effectively work with our growing team of supporters, donors and other partners. Development of a new website Our new website went live earlier this year www.youthtalk.org.uk and we are delighted with the work of our Youth Panel and local Digital Agency DigitalJen in supporting this. Review of HR Policies and Procedures Work was undertaken throughout the year updating our HR Policies and procedures. Core HR policies are now in place and we intend to develop further ones over the coming year. The Board also reviewed staff remuneration and payment rates for counsellors and agreed to undertake a regular review of this every year. Development of a strategy for Youth Talk The Board have been working hard on the development of a five-year strategy for Youth Talk and have received professional (part pro-bono) support from management and analytics company Carnall Farrar (CF). An extensive research phase was completed at the beginning of the year and the results of this were reviewed and discussed by the Board of Trustees at a specially convened Board Awayday. Work is currently underway to finalise the five year strategy and develop a clear operational and financial plan.
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YOUTH TALK LIMITED
ANNUAL REPORT OF THE TRUSTEES (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

6. THE COMING YEAR

In the coming year we intend to focus our efforts on the following:

- **Sustaining and growing our Income**

We know that the coming year is likely to be a tough one – both in meeting the continuing and growing demand for our service and in trying to increase our fundraising income. We will continue to invest in our fundraising efforts to further grow our income. In addition, the Board of Trustees have sanctioned the use of some of the charity's reserves to help meet this increasing demand and in particular look at options for investing in larger and more suitable premises for the work of the charity.

- **Meeting demand**

Over the coming year we are intending to continue to grow the number of counselling sessions we are able to offer each week. By the end of the coming year, we want to be in a position where we are able to offer at least 20% more counselling sessions a week. This will mean that we will be supporting up to 120 young people every week. In order to achieve this growth we will need to make further investment in our professional counselling team and the associated infrastructure required in order to deliver this increase.

- **A focus on our premises**

Our current premises no longer give us the provision we need to run the service and a major focus over the coming year will be to find suitable new premises for the charity. Given the upheaval and investment involved in any move, we plan to find premises that will suit Youth Talk for some years going forward. This will enable us to have more counselling suites, and will offer additional room for growth, and provide a more pleasant, suitable and covid-compliant space for our counselling and the day to day business of the charity.

- **Finalising and embedding our five-year strategy**

Extensive work is underway in preparation for the delivery of a new five year strategy for the charity. This includes a listening exercise, detailed information gathering, needs analysis, market research and a review of our financial plan. In the coming year we will consolidate and complete this work and build from it a clear and ambitious operational and financial plan for Youth Talk's next five years, supported by a clear and ambitious fundraising plan.

7. OUR 2020-2021 ACCOUNTS

Independent Examiner's Report to the Trustees of Youth Talk Limited

I report on the accounts of Youth Talk Limited for the year ended 31 March 2021, which comprise the Statement of Financial Activities, the Balance Sheet and related notes.

Respective responsibilities of Trustees and Examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the company is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of Independent Examiner's Report

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanation from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent Examiner's Statement

In accordance with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in any material respect the requirements

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare accounts which accord with the accounting records, comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met: or

2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Silvia Vitiello
For and on behalf of Moore Kingston Smith LLP
Chartered Accountants

4 Victoria Square
St Albans
Hertfordshire
AL1 3TF

Date: 24/08/2021

YOUTH TALK LIMITED

STATEMENT OF FINANCIAL ACTIVITIES AND THE INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	General Fund £	Restricted Fund £	Total 2021 £	General Fund £	Restricted Fund £	Total 2020 £
Income and endowments from:							
Donations	2	224,330	57,700	282,030	174,129	44,567	218,696
Other trading activities	3	57,895	1,153	59,048	32,858	-	32,858
Investments	4	73	-	73	360	-	360
Total		282,298	58,853	341,151	207,347	44,567	251,914
Expenditure on:							
Youth Talk services	5	218,491	76,853	295,344	161,084	60,516	221,600
Other	6	2,901	-	2,901	1,440	-	1,440
Total		221,392	76,853	298,245	162,524	60,516	223,040
Net income/(expenditure)		60,906	(18,000)	42,906	44,823	(15,949)	28,874
Reconciliation of funds:							
Total funds brought forward	10	176,588	18,000	194,588	131,765	33,949	165,714
Total funds carried forward		237,494	-	237,494	176,588	18,000	194,588

All amounts relate to continuing activities.

There have been no recognised gains or losses, other than the results for the financial year.

The notes on pages 15 to 18 form part of these financial statements.

YOUTH TALK LIMITED

BALANCE SHEET AS
AT 31 MARCH 2021

	Notes	2021		2020	
		£	£	£	£
Fixed Assets:					
Tangible assets	7		3,858		-
Current Assets: Debtors					
Cash at bank and in hand	8	4,825		5,009	
		<u>233,854</u>		<u>192,099</u>	
		238,679		197,108	
Liabilities:					
Creditors: Amounts falling due within one year	9	<u>5,043</u>		<u>2,520</u>	
Total net assets			<u><u>237,494</u></u>		<u><u>194,588</u></u>
The funds of the charity:					
General Fund	10		237,494		176,588
Restricted Fund	10		-		18,000
			<u><u>237,494</u></u>		<u><u>194,588</u></u>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2021. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these accounts.

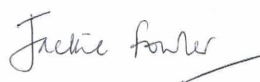
The directors acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with section 386 of the Act and for preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the company.

These accounts have been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

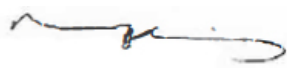
Approved by the Board on 18th August 2021

Jackie Fowler

Chair of the Trustees



Margaret Thirlway
Company Secretary



YOUTH TALK LIMITED

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting Policies

(a) The financial statements have been prepared in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). The company is a public benefit entity for the purposes of FRS102 and a registered charity established as a company limited by guarantee and therefore has also prepared its financial statements in accordance with the Charities SORP FRS 102 (second edition - October 2019) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland and the Companies Act 2006 and Charities Act 2011.

(b) Donations received and fund raising events are shown as income in the year in which they are received. Donations to fund activities for a specific period of time exceeding one year are apportioned over the period to which the donation relates.

Grants are recognised as income on a receivable basis, and are allocated to funds appropriate to the restrictions in place on the grants.

(c) All expenditure is accounted for on an accruals basis and, where incurred directly to further the charity's charitable objects, is shown under charitable activities.

Governance costs include the management of the charitable company's assets and organisational management and compliance with constitutional and statutory requirements.

(d) Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Computer equipment	33% straight line
Furniture and fixtures	20% straight line

(e) Rentals payable under operating leases are charged against income on a straight line basis over the lease term.

(f) Funds held by the charity are either:

Unrestricted Funds – these are funds which can be used in accordance with the charitable objects at the discretion of the trustees and include Designated Funds set aside by the directors for specific purposes.

Restricted Funds – these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

(g) Going concern

Trustees believe that the going concern basis is appropriate given the levels of anticipated income.

The impact of the coronavirus pandemic was mitigated by the actions taken by the management team to move all services online. The charity has been able to continue to deliver the same level of services as a result.

(h) Financial instruments

Cash and Cash Equivalents

Cash and cash equivalents include cash at banks and in hand and short term deposits with a maturity date of three months or less.

Debtors and Creditors

Debtors and creditors receivable or payable within one year of the reporting date are carried at their transaction price.

YOUTH TALK LIMITED
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2021
(CONTINUED)

2 Donations

	General Fund £	Restricted Fund £	Total 2021 £	General Fund £	Restricted Fund £	Total 2020 £
Donation income	78,235	-	78,235	67,120	5,000	72,120
Grants received	146,095	57,700	203,795	107,009	39,567	146,576
	<u>224,330</u>	<u>57,700</u>	<u>282,030</u>	<u>174,129</u>	<u>44,567</u>	<u>218,696</u>

3 Other trading activities

	General Fund £	Restricted Fund £	Total 2021 £	General Fund £	Restricted Fund £	Total 2020 £
Community & events fundraising	54,306	-	54,306	32,123	-	32,123
Corporate fundraising	3,589	-	3,589	-	-	-
Rental Income	-	-	-	735	-	735
Government furlough receipts	-	1,153	1,153	-	-	-
	<u>57,895</u>	<u>1,153</u>	<u>59,048</u>	<u>32,858</u>	<u>-</u>	<u>32,858</u>

4 Investment income

	General Fund £	Restricted Fund £	Total 2021 £	General Fund £	Restricted Fund £	Total 2020 £
Bank Interest	73	-	73	360	-	360
	<u>73</u>	<u>-</u>	<u>73</u>	<u>360</u>	<u>-</u>	<u>360</u>

5 Expenditure on providing Youth Talk services

	General Fund £	Restricted Fund £	Total 2021 £	General Fund £	Restricted Fund £	Total 2020 £
Property costs:						
Rent	-	19,853	19,853	4,709	14,226	18,935
Office costs:						
Telephone	960	384	1,344	-	940	940
Post and stationery	-	-	-	2,760	-	2,760
IT Support	340	1,787	2,127	1,080	-	1,080
Office equipment	-	102	102	762	5,000	5,762
Other office costs	4,877	413	5,290	6,929	116	7,045
Marketing costs	10,443	-	10,443	-	-	-
Fundraising costs	13,334	-	13,334	-	-	-
Website costs	6,271	-	6,271	-	-	-
Recruitment Expenses	1,826	-	1,826	-	-	-
Clinical database	12,496	5,000	17,496	13,215	-	13,215
Staff costs:						
Counselling fees	52,969	48,161	101,130	39,843	40,234	80,077
Administrative staff	102,150	1,153	103,303	81,820	-	81,820
Supervision	12,825	-	12,825	9,966	-	9,966
	<u>218,491</u>	<u>76,853</u>	<u>295,344</u>	<u>161,084</u>	<u>60,516</u>	<u>221,600</u>

YOUTH TALK LIMITED

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2021 (CONTINUED)

No trustee received remuneration or had any personal expenses reimbursed on behalf of the charity during the year to 31 March 2021 (2020: £nil)

5a Staff costs

Staff costs include gross salaries of £96,197 and social security costs of £4,198.

Key management personnel (including CEO and Operations Manager) wages amounted to £69,468 (2020: £64,106).

	2021	2020
Average number of employees during the year:	5	5

6 Other costs

	General Fund £	Restricted Fund £	Total 2021 £	General Fund £	Restricted Fund £	Total 2020 £
<i>Governance costs</i>						
Independent examiners fees	2,901	-	2,901	1,440	-	1,440
	<u>2,901</u>	<u>-</u>	<u>2,901</u>	<u>1,440</u>	<u>-</u>	<u>1,440</u>

7 Fixed assets

	Furniture and fittings £	Computer Equipment £	Total £
<i>Cost</i>			
As at 1 April 2020	-	8,226	8,226
Additions	515	3,984	4,499
As at 31 March 2021	<u>515</u>	<u>12,210</u>	<u>12,725</u>
<i>Depreciation</i>			
As at 1 April 2020	-	8,226	8,226
Charge for the year	15	626	641
As at 31 March 2021	<u>15</u>	<u>8,852</u>	<u>8,867</u>
<i>Net Book Value</i>			
As at 31 March 2021	<u>500</u>	<u>3,358</u>	<u>3,858</u>
As at 31 March 2020	-	-	-

8 Debtors

	2021 £	2020 £
Prepayments	4,825	5,009
Accrued income	-	-
	<u>4,825</u>	<u>5,009</u>

YOUTH TALK LIMITED
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2021
(CONTINUED)

9 Creditors due within one year

	2021 £	2020 £
Accruals	4,364	2,520
Other creditors	679	-
	5,043	2,520

10 Analysis of funds

	At 1 April 2020	Income	Expenditure	Transfers between funds	At 31 March 2021
General fund	160,088	282,298	(208,896)	4,004	237,494
Designated funds					
IT spend designated fund	16,500	-	(12,496)	(4,004)	-
Total unrestricted funds	176,588	282,298	-	221,392	-
Restricted funds					
BBC Children in Need	-	34,295	(34,295)	-	-
The Childwick Trust	-	20,000	(20,000)	-	-
Harpenden Building Society	8,000	3,405	(11,405)	-	-
Blandford Trust	5,000	-	(5,000)	-	-
Masonic Charitable Foundation	5,000	-	(5,000)	-	-
Government furlough grant	-	1,153	(1,153)	-	-
Total restricted funds	18,000	58,853	(76,853)	-	-
Total funds	194,588	341,151	(298,245)	-	237,494

(a) BBC Children in Need grant was awarded to provide counselling services.

(b) The Childwick Trust was awarded to cover the rental and overhead costs for the year.

(c) Harpenden Building Society grant was awarded to provide counselling services.

(d) Blandford Trust grant was awarded for a database upgrade.

(e) The Masonic Charitable Foundation grant was awarded to extend the opening hours to include Monday's.

11 Analysis of net assets between funds

	General Fund	Restricted Funds	Total 2021
Fixed Assets	3,858	-	3,858
Current Assets	238,679	-	238,679
Creditors due within one year			(5,043)
	237,494	-	237,494

12 Trustees and Related Party Transactions

During the year there were transactions with Hertfordshire Community Foundation where Margaret Turner has a directorship.

13 Financial commitments

At 31 March 2021 the company was committed to making the following payments under operating leases:

	2021	2020
Land and Buildings		
Within one year	13,000	3,250
Within 1 to 5 years	-	-
	13,000	3,250

YOUTH TALK LIMITED
ANNUAL REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021
(CONTINUED)

8. A FINAL THANK YOU

We could not have achieved what we have over the last year without **YOU** and we send all our supporters, friends and partners a most heartfelt and huge THANK YOU for continuing to support Youth Talk and the young people we are able to help across the District.

We know that the coming year is going to bring ever greater challenges for Youth Talk – both in terms of meeting the anticipated and significant growth in demand for our service and in facing a challenging year of fundraising ahead of us.

We have a duty to every young person experiencing mental health challenges to do everything we possibly can to make sure Youth Talk is there for them when they need us.

Thank you so much in advance for your continued support and everything you will do for us over the coming year.