



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 Stranders; 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?
<p>Growing capacity and helping more young people</p> <p>Specifically:</p> <ul style="list-style-type: none"> • 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 	<p>We've had a busy and rewarding year – supporting more young people than ever before.</p> <ul style="list-style-type: none"> • 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. <div> <p>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.</p> <p>Youth Talk client</p> </div> <ul style="list-style-type: none"> • 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.”
<p>Build further on our group therapy counselling provision</p> <p>Specifically:</p> <ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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?
<p>Sustaining and grow our Income</p> <ul style="list-style-type: none"> • 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. 	<p>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.</p> <p>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.</p> <p>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:</p> <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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. <p>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!</p>

What we said we'd do	How did we do?
<p>Extending our reach – redressing the balance</p> <ul style="list-style-type: none"> • Focus on boys and young men • Partner with Youth Panel • Develop support during university transitions 	<ul style="list-style-type: none"> • 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.
<p>Continued modernisation and building of a robust infrastructure to facilitate growth</p> <ul style="list-style-type: none"> • Redevelop website • Improve IT systems and security • Develop KPI dashboard • Enhance clinical reporting • Further develop CRM system • Strengthen our volunteer offer 	<ul style="list-style-type: none"> • 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

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).