

THE FINANCIAL STATEMENTS

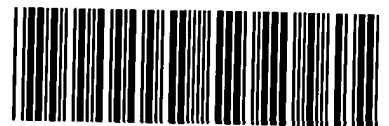
THE WHAT? CENTRE LIMITED

(A Company Limited by Guarantee)

for the year ended 31 March 2024

Company Number 3415168

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THE WHAT? CENTRE LIMITED

(A Company Limited by Guarantee)

Contents

31 March 2024

	Page
Reference and Administrative Information	1
Report of the Trustees and Directors	2 to 8
Independent Examiner's Report	9
Statement of Financial Activities	10
Balance Sheet	11
Notes forming part of the Financial Statements	12 to 21

THE WHAT? CENTRE LIMITED

REPORT OF THE TRUSTEES AND DIRECTORS

FOR THE YEAR ENDED 31 MARCH 2024

The Trustees and Directors present their report and financial statements for the year ended 31 March 2024

Charity Name:	The What? Centre Limited	
Charity Registration No:	1064579	
Company Registration No:	3415168	
Registered Office Address:	23 Coventry Street Stourbridge West Midlands DY8 1EP	
Directors & Trustees:	Jemma Morris Gill Leno Nadia Billingham	
Company Secretary:	Carol Wootton	
Senior Management Team:	Julie Duffy	Chief Officer
Bankers:	Lloyds 134 High Street Stourbridge West Midlands DY8 1DS	
Independent Examiner	G P Brookes FCA FCIE BSc Chartered Accountant 130 Wombourne Park Wombourne Wolverhampton WV5 0LY	

THE WHAT? CENTRE LIMITED
REPORT OF THEIR TRUSTEES AND DIRECTORS
FOR THE YEAR ENDED 31st MARCH 2024.

The Trustees and Directors present their report and financial statements for the year ended 31 March 2024

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

The organisation is a charitable company limited by guarantee, incorporated on 6 August 1997 and registered as a charity on 24 September 1997. In September 1997, the charitable company took over the charitable activities of the former charitable trust, The What? Centre, and acquired its net assets and funds. The former charitable trust had operated since March 1985.

The Company was established under a Memorandum of Association, which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Recruitment and Appointment of Trustees

The Directors of the Company are also charity trustees for the purposes of charity law. Under the requirements of the Memorandum and Articles of Association the trustees may at any time appoint a person who is willing to be a trustee. A trustee so appointed shall hold office only until the next annual general meeting but shall be eligible for re-appointment at such annual general meeting. Any person who is recommended by the trustees for appointment as a trustee can be proposed for appointment at a general meeting, given the appropriate notice to all persons entitled to receive notice of the meeting. The charity may also, by ordinary resolution, appoint a person who is willing to act to be a trustee.

The trustees have given due consideration to the qualities required for new trustees. They have a recruitment process that involves inviting people to express an interest in becoming a director and then providing a CV and a letter of application addressing the skills they would bring to the Board and why they would like to be a Trustee. They are then interviewed by the Board and young people and given information about their role, including the induction process and a job description of their role. The interview also looks at any possible conflicts of interest. The Chair and the Board in consultation with young people then make the final decision. All members of the Board are DBS checked.

New trustees are appointed on a probationary basis for the first six months to ensure that all prospective Board members gain knowledge of the Centre and its work, embrace the ethos of the Centre and show the skills needed for such a position.

The Board have an excellent background in working with children and young people. The Chair of the Board has a background in health, sexual health and learning disabilities and working with students with a range of disabilities, which is very valuable experience to our service. This year it was agreed that the Chair would, on a temporary basis pass this role to another Board member as she was completing a level 5 counselling qualification herself and so whilst on placement for her final year with another counselling organisation she stepped aside informally as Chair to ensure no conflict of interest. Another member of the Board was an employee at The What? Centre when the Centre first started and has come back to volunteer on the Board. She has vast experience of working with young people and chairs the board of a housing organisation for people with learning disabilities, and so brings great experience of board protocols and procedures. Another member of the Board was a placement with us many years ago under New Deal and now works in business and she has now taken on the role of temporary Chair. The organisation also has several young people's groups who can feed into the Board. These include the LGBTQ+ groups at the Centres. The Board is also looking to increase its size by two or three new members by the end of 2025.

Trustees Induction and Training

Trustees are offered opportunities for training through Dudley Council for Voluntary Services (DCVS) and Dudley Safeguarding Board, but also attend training within their own organisations which is relevant to their role. The information provided by the Chief Officer on a wide range of issues also constitutes internal training. They also contribute knowledge from their own training and experiences of working with young people.

The Chief Officer provides the Board with regular in-depth reports on funding applications, financial viability, background information on the progress of the Centre regarding new areas of work and funding of current

activities and information on any changes in children and young people's funding. The Chief Officer advises the Board of locally and nationally arising opportunities and anything relative to the charity's operations.

Financial and governance information is furnished in the form of annual reports and accounts, information relating to the operating and funding environment, plans and budgets.

Risk management

The Management Team has become reduced this year, but the organisation does have plans to increase this to three members of management as soon as funds allow. For example, this year the Counselling Manager moved to another area of the country due to a house move and to have more support from the wider family after the birth of their first child. She returned to us following maternity leave and then needed to move. This was a loss to the organisation and because of reduced funds this year we were not able to replace her post, so this was managed mainly by the CEO and a new admin post. The Management team then consisted of the Chief Officer and the Business Manager and they conduct reviews of the major risks to which the charity is exposed and report on these risks to the Trustees; such risks are worked through in Board meetings. The Business Manager has now retired but is supporting the organisation as it moves its financial operations under an SLA with a larger Charity who will from July/August 2024 take over the financial operations such as producing budgets, cash flows, payments of salaries and invoices and preparing the accounts ready for the accountants at end of the 2024/25 financial year. The Board has previously looked to move some of the financial elements such as payment of salaries to another organisation, so this move makes a great deal of sense to the organisation. This will then allow the Centre to consolidate the other roles needed by the Centre.

Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors to either of our centres.

The Centre has a robust Child and Vulnerable Youth Adult Protection Policy and Procedure, updated yearly, and all members of staff and volunteers have received the relevant level 2 in Child and Vulnerable Young Adult Protection Training through the Safeguarding Children Board or other external training organisations, the CEO have level 3 Safeguarding training. All members of the team, Board members, volunteers and placements are subject to DBS checks before starting work with the organisation and updates in line with current DBS requirements, and the Centre complies with GDPR. The Centre makes several Child Protection referrals on Child and Vulnerable Young Adults each year and so the Chief Officer and her team are highly aware of the process of referral and action on child protection matters.

Organisational Structure

The Charity is governed by the Board of Directors (Trustees) who meet as a Board every three months but also the Chief Officer and the Board regularly keep in touch via email and zoom so that the Chief Officer can update the Board, and the Board can alert the Chief Officer of any potential opportunities. The Board meets more frequently when this is necessary to do so.

The Chief Officer reports to the Trustees and is supported by a team of staff and volunteers. She also receives line management and external supervision for her counselling and management role. All staff and volunteers in the organisation receive supervision, external clinical supervision and line management, as appropriate. Training needs are regularly addressed and agreed in supervision sessions. Trustees are informed of any relevant training opportunities. Training opportunities are also circulated to the whole of the team, including the Board, via our regular in-house newsletter.

The Chief Officer has the major role in producing funding applications and negotiating new contracts and of expanding the work of the centre both geographically and into new areas of work. The Chief Officer's role also includes leadership, operational planning and management, human resources, financial planning, community relations and partnership and advocacy. The Chief Officer and Business Manager report to the Board on the financial viability of the organisation and this will remain the same when we transition to Beacon providing the financial data for the Board. The Board receives financial reports at each Board meeting and agrees budgets for the organisation. The CEO and the Business Manager have overseen human resources, supporting the staff team, sessional staff, volunteers and placements. Peninsula are also engaged by us to provide support in this role, including the writing and production of the staff handbook, legal employment issues, up-dating statutory policies and a range of other employment issues.

The Chief Officer and the Business Manager have a major role in the development of the Social Enterprise Company, What Enterprise Limited. Opportunities to develop the Social Enterprise through online services and

face to face services have increased this year. The CEO will continue this work post 2024 financial year until decisions are made about whether to employ another Business Manager or a Deputy Manager.

The Centre has a computerised statistical system called IAPTUS that enables the production of reports which in turn help to monitor performance against targets. It also has electronic systems for collecting quantitative and qualitative data through the STAR and CORE systems which show the improvements and outcomes for clients and assess the client risk scores both before and after attending counselling. In the coming financial year, we will continue to use STAR but will use online IAPTUS scoring systems for risk as the funding we have previously needed to find for the CORE system will then go towards our IAPTUS system.

All the Trustees have a good understanding of the finance of the organisation and monitor these at each Board meeting. The Centre has a computerised accounting system so that reports can be easily downloaded for meetings. The Business Manager, who is also the bookkeeper/accounts administrator, ensures that budgets and accounts are kept up to date and their role also includes helping to develop the Social Enterprise. Towards the end of the financial year the Business Manager took retirement, and the Centre is now in full negotiation with a larger Charity called Beacon who will provide bookkeeping and salary payments services for the Centre. The Board agreed that this will be a good approach to managing our funds in the future and although we tried to recruit for a part-time bookkeeper to take on those elements of the Business Manager's post this proved very difficult to find someone with the right skills. This will take a few months to handover completely but luckily the Business Manager will assist this with a few hours until the handover is complete, the CEO will also continue that engagement meeting with Beacon on a regular basis and agreeing invoices for payment. A service level agreement is being produced by Beacon for the bookkeeping and salary payments to be managed through them and this will entail them providing regular financial reports to the CEO and to the Board and ensuring prompt agreed payments invoices and salaries.

OBJECTIVES AND ACTIVITIES

The company's objects, and principal activities as set out in the governing document are to relieve the mental and physical ill health of young people and to promote their mental, physical and social well-being, in particular, but not exclusively, by establishing and maintaining a free advice and information service and confidential counselling service. The service focuses on young people between the ages of 13 and 25 in the Borough of Dudley within the County of the West Midlands. However there has been great demand on their services for younger clients and so the Charity now provides counselling for 5–25-year-olds.

The charity's mission statement and aims are reviewed each year at the strategic planning event. Currently these aims and objectives and mission statement are summarised as follows:

Mission Statement "To provide a high quality, client centred service for young people mainly between the ages of 13 and 25"

Aims:

1. Providing an advice and information service that helps young people to cope with issues such as housing, homelessness, sexual health, employment and training.
2. Providing a therapeutic counselling service.
3. Continuously developing services that reflect changing needs and opportunities.
4. Lobbying on behalf of young people.
5. Pioneering new ways of working with young people.

Objectives:

1. To liaise and network with other organisations.
2. To achieve and maintain high quality standard quality marks, including their Investors in People status and British Association for Counselling and Psychotherapy Accreditation (BACP)
3. To recognise, utilise and develop staff and volunteer skills to meet the needs of the organisation and its clients.
4. Accessing clients through drop in / telephone / post / e-mail / outreach / referral
5. To build on the good name of The What? Centre.
6. To offer support, mentoring and advocacy.

PUBLIC BENEFIT

The Trustees confirm that they paid due regard to the guidance given by the Charity Commission on the public benefit. The Trustees consider that all the charitable activities of the charity are for the public benefit.

ACHIEVEMENTS AND PERFORMANCE

Activities undertaken this year have resulted in the provision of around nearly 6,000 counselling sessions over the year and around 2,000 calls for advice and information, including referrals into counselling, queries about our services, support for parents and their children, alongside 55 in depth advice cases around benefits enquiries, emergency grants, working with homeless and very vulnerable young people. We have also provided around 840 counselling sessions in senior schools and 450 individual attendances at our LGBTQ+, BAME and anxiety groups.

All our funding provides services for young people in the daytime and evenings until 7.00pm on weekdays, and all-day Saturday; daytime appointments are mainly for children who are not in school or maybe in further education and have days off during their week.

Funding streams this year have been somewhat different. In January 2023 the What? Centre was asked to produce a Business Plan for Dudley Health, and this included for expansion of our counselling services, however at short notice our contract was taken over at its previous level of cover by Black Country NHS Foundation Trust. At that stage we had a large waiting list, not because we were not seeing clients, indeed we were seeing hundreds of clients, but more and more were being referred to us each year so at the beginning of the financial year we had over 400 children and young people on the waiting list. This led the Trust to fund us for the year to reduce the waiting list which we did and by September that year we were ready to take new referrals again. The Trust who already held the contracts for Wolverhampton and other parts of the Black Country had a different system of referral, which we now use alongside all the other similar services in the Black Country. Now all referrals for our services come through the GP and into a Single Point of Access based at CAMHS and then they refer to us. In March 2024 the Trust funded us for a month to run a pilot for a consortium we were part of called the MHCC and this has now led to a contract for the consortium for next year with The What? Centre as the Lead and other Members of the consortium contributing to that contract. This has then enabled us to significantly reduce waiting times for counselling down to just a few weeks.

A couple of the not so good points about this contract is that we find that less BAME and LGBTQ+ clients are referring into the SPA (Single Point of Access at CAMHS), although they still can refer into the LGBTQ+ groups via our website. We have raised this with the Trust because young people who use the LGBTQ+ groups met with commissioners and told them they would be unlikely to refer in via their GP. and the SPA system.

In the first year of working with the Trust, we still had our Fusion Project which worked with LGBTQ+ and BAME clients. This was funded through Public Health, and we were hoping that it would be taken under their wing for the longer term as it had been a Health and Wellbeing Project funded through Government and then towards its end taken on by Public Health and then again funded for a couple of years. This project unfortunately ended in March 2024, and we are re-applying for funding for family, and individual LGBTQ+ Counselling and BAME counselling.

We also at the end of April saw the end of our Family Project called "Together". This project also saw large numbers of families, many of whom were neuro-divergent accessing Family Therapy and helped many families and children who were struggling. However, this work has helped greater understanding of family work in all its forms for the organisation and its staff members.

Mid-summer in 2023 we tendered for the HIV project we had carried out for several years and fortunately we were successful alongside our partners on that bid - Brook. The contract is for 3+2+2 years. Our project is called BeeHive and provides support for people of all ages in the borough living with HIV/AIDS, provides training for the statutory and voluntary sector on HIV Awareness and provides a range of LGBTQ+ groups for over 18's and HIV testing throughout the borough. Public Health commissioned an external report on all their sexual health services, which was very favourable about value which service users gained, and Public Health felt the project provided.

The Charity also holds school contracts for counselling with the Wordsley School, and Link Academy, senior schools within the Dudley Borough. Our services there are between 1 and 2.5 days per week and all initially started at one day per week but increased due to pupil needs and the demand for mental health support for their pupils. The Centre has been praised by the schools we are based in for offering an excellent service to pupils and staff. Feedback indicates that this service is cost effective, reliable, well organised and, more importantly, enables pupils to cope with problems and leads to improvements in school behaviour.

The Centre business planning is regularly reviewed and allows for new emerging work and opportunities and, indeed, the plans meet the aims of the organisation in terms of providing advice and counselling services but also developing services that reflect the changing needs and opportunities, using the voices of young people who use the service to lobby on their behalf and continuing to develop the good name of the What? Centre.

Since Covid we have continued to provide a mixture of face-to-face, online and telephone counselling. Although face-to-face is the most popular, we realised that for some clients travelling to our Centre's can be problematic - both are in local towns - but many families are experiencing difficulties with the high price of petrol or bus fares which mean that getting their children to the service could prove problematic, so this approach enables us to mix and match according to client needs.

The Centre has been able to successfully benchmark its counselling service with other organisations across the country, which has identified that our outcomes are 20% higher and that more than one-third of our clients receiving counselling with us are at severe risk at the start of counselling and more than two-thirds of the clients are above the clinical cut-off point for counselling, so we see clients with very complex needs.

We have also identified that at the time of coming to the service 30% reported self-harm and 21% of clients expressed suicidal thoughts or feelings or had made an attempt on their own life. The service also looked at client rating and identified that 92.5% rated the service as excellent and 7.5% as good.

There is a great deal of respect for the counselling we provide for children and young people throughout the borough, both within the voluntary and community sector and with mental health clinicians, with most of our clients being referred through CAMHS and iCAMHS SPA.

The Government sets national outcomes targets regarding mental health provision for young people, and we support BCHCFT in its role to show the numbers of young people who were accessing support through their contracted provision by being part of the national data collection system to prove how many young people are accessing services.

Our IAPTUS system allows for secure storage of client data and outcome reporting, which has meant that through a very secure system we have been able to allocate clients and counsellors have been able to access the client's assessments without paper copies. The IAPTUS system also enables some 200 different counselling outcomes measurements. We will, of course, mainly use two outcomes' measurements but can also use others which may be helpful to the clients.

The Chief Officer feels that the organisation is in a much stronger position now both in terms of being able to evidence outcomes but also in terms of being able to use these outcomes to try to negotiate further contracts and sees the organisation going from strength to strength in terms of its reputation amongst professionals and children and young people and their families. The CEO also feels that being the lead in the Consortium work with BCHCFT also sets a bar for the level of work we are able to provide and all the CEOs from the MHCC Consortium are working together to ensure that this contract continues.

Some trainee placement counsellors have gone on to volunteer as counsellors once their placement has been completed and they are fully qualified and in some cases the Centre has been able to offer them paid posts or paid sessional work. The organisation has performed very well against all targets and outcomes required by funders.

The Centre holds many awards for their counselling services including:

- BACP Accreditation – a highly prestigious accreditation which now requires yearly accreditation goals to maintain accreditation rather than the five-year re-accreditation. The Centre abides by the Code of Ethics of the British Association of Counselling and Psychotherapy.
- The Queens Award for Voluntary Services
- Investors in People for The What? Centre and The What? Enterprise.
- Quality Standard assessed as green the highest score available. This Quality standard was assessed by Black Country Health Foundation Trust. This inspection involved review of all policies, checking of DBS's, proof of safeguarding training, speaking with staff and placements and contact with 12 young people who had used our services and had agreed to speak to the Quality Assessors.

The Centre has received excellent feedback from clients and other agencies throughout the year and this anonymised feedback is used in bid writing and contract updates with commissioners.

FINANCIAL REVIEW

The income for the year was £454,998.

The Centre always works hard to raise funds for the service and to work closely with Commissioners to address the issues of sustainability of funding. A lot of work goes into sustainability and the Centre's income this year was less than half that of two years ago, partly due to the lack of non-recurrent funding we had received in the previous few years. It was a difficult year for us financially as we moved from being commissioned by the CCG and then DIHC and then the reduced contract last year as we passed over to Black Country Trust meant that we were not able to replace the Counselling Manager and indeed our Management Structure per say needed to reduce. So, growth was really halted.

This coupled with the fact that we have only just started the 2024/2025 contract with BCHCFT and again this has meant a new way of working where the CEO of the What? Centre has had to take a leading role in the new consortium way of working and this together with meetings and reports has taken a lot of the CEO's time. The CEO is hoping that once this is all embedded that she will have more chances to apply for further funds to meet the needs of children, young people and families which has grown year on year but also as demand on services continues to rise.

We recognise the increased need for counselling provision and advice services and for provision for the 18-25 yr. olds and we are mindful in trying to secure ongoing funding for this. We have received some excellent donation from a local councillor and his wife, whose son used our services previously. There is a big gap in mental health services when young people become too old to use CAMHS and do not meet the criteria for adult mental health services and we recognise that many potentially suicidal young people sit in that gap so need to support them in their transitions. We have been involved in a bid for Talking Therapies Plus fund where Beacon will take a lead on the bid and ourselves and other members of the consortium and wider members of the LLP and wider voluntary and community sector involvement. This funding was due to be decided on some months ago and there has been much delay, but we are assured that some funding will be made available for the 18 - 25's we work with.

We have been successful in gaining some Wider Determinates Funding for advice work with parents and young people and this has enabled more advice hours within the Centre.

The Centre has a clear policy on monitoring spend against contracts and has fulfilled all its contracts. Such contracts have clear stipulations regarding the kind of support people can receive, the age groups, issues etc. and they are fully within the remit of the work undertaken by the Charity.

Reserves policy

The Board has a policy of maintaining at least three months reserves and working towards six months reserves in the longer term, mainly to ensure that young people who use the service would always have due notice if ever the Centre became financially unviable. This is particularly important because the Centre works with some extremely vulnerable young people, but also to ensure that due notice and redundancy can be provided to staff.

The continuing development of What Enterprise, a social enterprise company, is seen as key to developing reserves as much of the Centres' funding is restricted to the funding criteria, but we are all mindful of the fact that the busier the Charity is, the less time there is available to develop the Social Enterprise, although this will still be vital. The Chief Officer is encouraged by the Board to ensure that all funding applications, where appropriate, include for full cost recovery and management costs because all new projects require significant input from the management team.

General Funding and Going Concern

One of our ongoing concerns are the limited number of sessions we are able to provide for children and young people who may need more than 7 sessions (including an assessment) this is because the Trust mainly fund short term counselling although we do have a bit of discretion on that, some children and young people do need longer term therapy. Another concern for us is that since all our referrals for CYP must go through the SPA, some young people have expressed that they would not go through the CAMHS service and would like to self-referral. We had a consultation between LGBTQ+ young people who use the groups and they said that this would be the case and it is proving to be so, so we need to find more funding for LGBTQ+ and BAME clients. who are desperately trying to self-refer.

We would also like to see that our main contracts are for longer terms. The current one we have with BCHCFT is just for the year and this makes it difficult to plan. We have no reason to believe that we will not continue with this contract after this year is over, but we will not know until January 2025. However, feedback from CAMHS

has been very positive and so it looks very likely that as a consortium we will be commissioned again after 2024/25 financial year.

PLANS FOR THE FUTURE

We will continue to meet the targets for current funding and to identify longer term funds for a Counselling Manager and a Deputy Manager or similar posts. The CEO plans to retire by the end of 2025 and so this will be crucial.

We will continue to keep the IAPTUS system permanently and pay a fee to be able to use the site. There are three separate security measures to access the site which means that no unauthorised access can be obtained. The site also enables us to send SMS reminders to clients and to collect outcomes data and reports on how our service is performing.

The What? Centre has Business Continuity Plans and a Business Plan in place but as stated above sometimes planning is difficult in this climate with shorter term contracts.

We have two premises, one based in Stourbridge which is the main site and the other in Dudley, both just off the main High Street. Both buildings are under full repair leases and so the onus has mainly been on us to raise the funds for repairs.

Going concern is presumed by the Trustees in preparing their financial statements.

TRUSTEES' RESPONSIBILITIES

The trustees (who are also directors of The What? Centre Limited for the purposes of the company law) are required to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the company and of its financial activities for that year together with its assets and liabilities at the end of the year and adequately distinguish any material special trust or other restricted fund of the company. In preparing those financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether the policies adopted are in accordance with the appropriate SORP on Accounting by Charities and the Accounting Regulations and with applicable accounting standards 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 assume that the company will continue in its activities.

The directors are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements comply with the Companies Act 2006 and Statements of Recommended Practice (SORP 2019) and the regulations made under section 130 of the Charities Act 2011. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and irregularities.

This report was approved by the Board on the 9th July 2024 and signed on its behalf.

Jemma Morris
Chair of Trustees



THE WHAT? CENTRE LIMITED
Independent Examiners Report
For the year ended 31 March 2024

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2024 which are set out on the following pages

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent Examiner's Statement

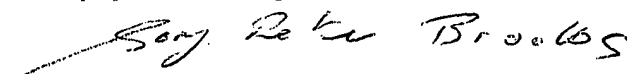
Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am member of the Institute of Chartered Accountants of England and Wales (ICAEW), which is one of the listed bodies.

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

- (1) accounting records were not kept in respect of the company as required by section 386 of the 2006 Act or
- (2) the accounts do not accord with those records
- (3) 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
- (4) 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 (FRS102).

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.

Name
Relevant Professional Qualifications
Address


Gary Peter Brookes
FCA BSc
130 Wombourne Park
Wolverhampton
South Staffs
WV5 0LY

Date: 20th April 2024

THE WHAT? CENTRE LIMITED
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2024

	<u>Notes</u>	Unrestricted Funds	Designated Funds	Restricted Funds	Total Funds	Total Funds
		2024	2024	2024	2024	2023
		£	£	£	£	£
Income						
Charitable activities	3	52,945	-	402,053	454,998	442,280
Donations & gifts	2	1,547	-	4,023	5,570	11,992
Investments		3,134	-	-	3,134	950
TOTAL INCOME		<u>57,626</u>	<u>-</u>	<u>406,076</u>	<u>463,702</u>	<u>455,222</u>
Expenditure						
Charitable Activities	4	173,118	-	393,954	567,072	630,041
TOTAL EXPENDITURE	4	<u>173,118</u>	<u>-</u>	<u>393,954</u>	<u>567,072</u>	<u>630,041</u>
Net Income		(115,492)	-	12,122	(103,370)	(174,819)
Reconciliation of funds						
Total funds brought forward		69,791	160,000	26,735	256,526	431,345
Transfers		45,701	(45,701)	-	-	-
Total funds carried forward		<u>-</u>	<u>114,299</u>	<u>38,857</u>	<u>153,156</u>	<u>256,526</u>

**

There were no recognised gains or losses for 2024 and 2023 other than those included in the Financial Activities.

This Statement of Financial Activities incorporates the same information required for an Income and Expenditure account under the Companies Acts

** See Note 17 for full 2023 comparatives

THE WHAT? CENTRE LIMITED
BALANCE SHEET
FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024	2023
		£	£
Fixed Assets			
Tangible Assets	9	61	77
Current Assets			
Debtors	10	43,978	6,112
Bank & Cash in hand		<u>182,687</u>	<u>263,134</u>
		226,665	269,246
Creditors : Amounts falling within one year	11	<u>73,570</u>	<u>12,797</u>
Net Current Assets		153,095	256,449
Net Assets	12	<u>153,156</u>	<u>256,526</u>
Funds			
Unrestricted funds	13	-	69,791
Designated Funds	13	114,299	160,000
Restricted funds	13	38,857	26,735
TOTAL FUNDS		<u>153,156</u>	<u>256,526</u>

The company was entitled to exemption from audit under s477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

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

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

Approved by the board of directors and trustees on 9 July 2024 and signed on its behalf

Jemma Morris
Director and trustee



Company registration number: 3415168

THE WHAT? CENTRE LIMITED
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

Basis of preparation of accounts

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with 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 United Kingdom and Republic of Ireland (FRS 102) second edition published October 2019 and the Charities Act 2011 the Companies Act 2006 and UK Generally Accepted Practice. The Financial statements are prepared on a going concern basis under the historic cost convention modified to include certain items at fair value when applicable. The financial statements are prepared in sterling which is the functional currency of the charity. 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.

Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102). Further detail is given in the Trustees' Annual Report.

Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. Resources expended are allocated to the particular activity where the cost relates directly to that activity. Salary and other office running costs are apportioned between charitable activity support costs and governance costs based on estimate of staff time to each. The same methods of apportionment have been used in previous years.

Allocation of support and governance costs

Support costs have been differentiated between governance costs and other support costs. Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice . These costs include costs related to statutory examination and legal fees together with an apportionment of overhead and support costs relating to trustees meetings .

THE WHAT? CENTRE LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

Value Added Tax

The charity is not registered for VAT. In common with many other similar charities expenses are inflated by VAT, which cannot be recovered.

Estimation uncertainty

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.

Debtors

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

Cash at bank and in hand

Cash at bank and in hand includes a bank account and small amounts of cash.

Creditors and provisions

Creditors and provisions 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. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Tangible fixed assets for use by charity

These are capitalised if they can be used for more than one year, and cost at least £1,000. They are valued at cost.

Depreciation is provided at rates calculated to write off the cost less estimated residual value, over their expected useful lives.

Office Equipment	33% reducing balance
Fixtures and Fittings	17.5% reducing balance

The Directors consider that the charity remains viable for the year ahead

THE WHAT? CENTRE LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

2. DONATIONS

	Unrestricted	Restricted	2024	2023
	£	£	£	£
Gift Aid Tax Refunds	150	-	150	150
Small Donations	1,397	4,023	5,420	11,842
	<u>1,547</u>	<u>4,023</u>	<u>5,570</u>	<u>11,992</u>

3. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted	Restricted	2024	2023
	£	£	£	£
Dudley BCHT 13-17 yr olds	-	182,260	182,260	145,000
Dudley Public Health (BeeHive)	-	94,042	94,042	107,744
Public Health (Fusion)	-	38,196	38,196	60,696
National Lottery Community Fund Family Project	-	57,370	57,370	57,100
Counselling Contracts	33,261	-	33,261	45,010
Winter Pressures	-	-	-	18,650
What Enterprise Recharges	19,578	-	19,578	6,877
Wider Determination	-	2,000	2,000	-
BCH Pilot	-	26,175	26,175	-
Fusion DVCS	-	2,010	2,010	-
Room Hire	106	-	106	-
Insurance Claim	-	-	-	323
Other Income	-	-	-	880
	<u>52,945</u>	<u>402,053</u>	<u>454,998</u>	<u>442,280</u>

THE WHAT? CENTRE LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

4. EXPENDITURE

	2024 £	2023 £
Costs directly allocated to Activities		
Staff Costs	247,766	264,011
Sessional Workers	133,867	161,850
Premises and Utilities	33,300	43,519
Rent	21,822	21,867
Supervision	7,442	11,677
Computer and Software Expenditure	7,365	5,883
Small Capital Items	-	1,267
Database costs	24,514	23,324
Volunteer Expenses	-	144
Travelling and Subsistence	1,770	1,077
Training and Conference	292	2,297
Advertising and Publicity	598	216
Direct Resources	7,319	5,588
BeeHIVE direct costs	734	655
Bank Charges	101	89
Recruitment	556	324
Depreciation	14	18
Support costs allocated to Activities		
Staff Costs - Management, Finance and Administration	55,944	60,685
HR and Health & safety	5,564	7,367
Legal Costs	1,519	-
Office Costs	5,129	6,897
Telephone and Postage	7,893	8,153
Governance Costs	3,563	3,133
TOTAL	<u>567,072</u>	<u>630,041</u>

The charity has one main activity - providing advice and counselling services.

THE WHAT? CENTRE LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

5. GOVERNANCE COSTS

	2024	2023
	£	£
Statutory Accounts Preparation and Independent Examination	3,150	2,720
General Office and Finance Staff	400	400
Other Costs	13	13
	<u>3,563</u>	<u>3,133</u>

6. NET INCOME FOR THE YEAR

	2024	2023
	£	£
This is stated after charging:		
Depreciation	<u>16</u>	<u>18</u>

7. STAFF COSTS

	2024	2023
	£	£
Salaries and Wages	258,832	279,275
Social Security Costs	23,951	27,454
Pension Costs	15,979	17,909
Employment Allowance	(5,000)	(5,000)
Redundancy	1,683	-
	<u>295,445</u>	<u>319,638</u>

	2024	2023
Employee receiving emoluments of more than £60,000.	1	1

Pension costs relate to company contributions to a stakeholder pension scheme.

The average number of employees during the year was as follows:

	2024 Number	2023 Number
Chief Officer	1	1
Admin and Finance	1	1
Advice and counselling	7	8
	<u>9</u>	<u>10</u>

THE WHAT? CENTRE LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

8. TRUSTEE REMUNERATION AND RELATED PARTY TRANSACTIONS

No trustee received any remuneration during the year (2023 -£Nil) or received reimbursed expenses (2023 - £Nil)

No trustee or other person related to the charity had any personal interest in any contract or transactions entered into by the charity during the year (2023 - £Nil)

9. TANGIBLE FIXED ASSETS

	Equipment £	Fixtures & Fittings £	Total £
Cost			
At 1 April 2023	16,113	5,355	21,468
Additions	-	-	-
At 31 March 2024	<u>16,113</u>	<u>5,355</u>	<u>21,468</u>
Depreciation			
At 1 April 2023	16,113	5,278	21,391
Charge for Year	-	16	16
At 31 March 2023	<u>16,113</u>	<u>5,294</u>	<u>21,407</u>
Net Book Values			
At 31 March 2024	<u>-</u>	<u>61</u>	<u>61</u>
At 31 March 2023	<u>-</u>	<u>77</u>	<u>77</u>

10. DEBTORS

	2024 £	2023 £
Prepayments	4,195	4,032
Trade Debtors	<u>39,783</u>	<u>2,080</u>
	<u>43,978</u>	<u>6,112</u>

THE WHAT? CENTRE LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

11. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Other Creditors and Accruals	3,150	2,900
Sundry Creditors	66,326	-
Trade Creditors	4,094	9,897
	<u>73,570</u>	<u>12,797</u>

12. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	General Funds £	Restricted Funds £	Total Funds £
Tangible Fixed Assets	61	-	61
Net Current Assets	114,238	38,857	153,095
Net Assets at 31 March 2023	<u>114,299</u>	<u>38,857</u>	<u>153,156</u>

THE WHAT? CENTRE LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

13. MOVEMENT IN FUNDS

	1 April 2023 £	Incoming Resources £	Outgoing Resources £	Transfer between funds	2024 £
Restricted Funds:					
Dudley BCHT 13-17 yr olds	19,972	182,260	202,232	-	-
Dudley Public Health (BeeHive)	-	94,042	86,078	-	7,964
Public Health (Fusion)	-	38,196	38,196	-	-
National Lottery Community Fund Family Project	-	57,370	30,674	-	26,696
Douglas Turner Trust	1,000	-	-	-	1,000
BCH Pilot	-	26,175	26,175	-	-
18-25s	5,763	4,023	9,786	-	-
Fusion DVCs	-	2,010	813	-	1,197
Wider Determinant	-	2,000	-	-	2,000
Restricted Funds:	26,735	406,076	393,954	-	38,857
Designated Funds	160,000	-	-	(45,701)	114,299
General Funds:	69,791	57,626	173,118	45,701	-
Total Funds	256,526	463,702	567,072	-	153,156

Restricted Funds:

The restricted funds are all in connection with the charities one main activity providing advice and counselling services for children and young adults

Designated Funds:

The designated fund has been set up at the recommendation of the board of directors to: a) Cover the running costs, including salaries, of the charity during any possible transition of funding arrangements; b) Ensure that our obligation to current clients can be met in the event of loss of funding (six-months cover); c) Cover any increased premises charges in line with the business plan d) to deal with the current economic uncertainty and increases in utility costs e) contingency costs for repairs and renewals of the 2 buildings. Some of the contributions to the current designated fund have come from recharges and donations from What Enterprise.

THE WHAT? CENTRE LIMITED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

14. OPERATING LEASE COMMITMENTS

As at 31 March 2024 the charity had annual commitments under non-cancellable operating leases on land and buildings as follows:

		2024	2023
		£	£
Expiry Date: 1 July 2022	Stourbridge		
Next year		10,000	-
Between two to five years		40,000	
Between five and ten Years		10,000	
Expiry Date: 31 March 2024	Dudley		
Next year		-	12,500

15. MEMBERS' LIABILITY

The liability of the members is limited on a winding up to a sum not exceeding £1 each. The charity is limited by guarantee and therefore does not have a share capital.

16. RELATED PARTY TRANSACTIONS

The members of the What? Centre limited are also directors of The What Enterprise Limited, which was incorporated on 19 June 2009.

THE WHAT? CENTRE LIMITED
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2024

17. SOFA Comparatives

	<u>Notes</u>	Unrestricted Funds 2023 £	Designated Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £
Income from					
Charitable activities	3	53,090	-	389,190	442,280
Donations & gifts	2	2,797	-	9,195	11,992
Investments		950	-	-	950
TOTAL INCOME		56,837	-	398,385	455,222
Expenditure					
Charitable Activities	4	94,942	-	535,299	630,241
TOTAL EXPENDITURE	4	94,942	-	535,299	630,241
Net income		(38,105)	-	(136,914)	(175,019)
Reconciliation of funds					
Total funds brought forward		107,696	160,000	163,649	431,345
Transfers					
Total funds carried forward		69,591	160,000	26,735	256,326