YOUTHLINE LIMITED

England & Wales · Charity number 1096248

Details

Other names	YOUTHLINE
Status	Registered
Legal form	Charitable company
Company number	04042477
Registered	2003-02-26
Register	View on the Charity Commission register

Contact

Address	7 Portman Close Bracknell Berkshire RG42 1NE
Phone	01344311200
Email	ask@youthlineuk.com
Website	www.youthlineuk.com

Activities

Objects: TO PROMOTE THE ADVANCEMENT OF EDUCATION, THE SAFE GUARDING OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS OF PERSONS IN BRACKNELL AND ITS LOCALITY, AND IN PARTICULAR YOUNG PERSONS IN THE AGE RANGE OF 11-24 BY ESTABLISHING, MAINTAINING AND DEVELOPING A SERVICE FOR GIVING TO SICK PERSONS, INDIVIDUAL COUNSELLING AND PRACTICAL ADVICE.

Activities: Youthline provides free one-to-one confidential counselling to young people (12-25), and to those who care for them, in Bracknell Forest and surrounding area. Youthline is established as an essential and valued part of the local community for its counselling services.

Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People

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Geography

- **Area of benefit:** BRACKNELL
- Bracknell Forest

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£223,495	£230,158	-	-
2024-03-31	£219,546	£230,055	-	-
2023-03-31	£226,839	£212,731	-	-
2022-03-31	£194,229	£183,809	-	-
2021-03-31	£146,904	£145,715	-	-

Trustees

Name	Role	Appointed
HILARY MASON		
JANET ELIZABETH HARRIS		2012-12-09
JUDITH LESLEY FENDER		2010-10-13
Katie Palmer		2025-01-22
Nidhish Chandra Parikh		2023-11-04
Philip Anthony Brown		2025-01-22
Riikka Orvokki Jokelainen		2025-01-22

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YOUTHLINE LIMITED

England & Wales - Charity number 1096248

Accounts

2024/2025

ANNUAL REPORT

Youthline

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ABOUT YOUTHLINE

Youthline provides a free, professional, and confidential one-to-one blended counselling service for young people aged 11 to 25 living in Bracknell Forest and surrounding areas. We also continue to offer support to adults who care for or work with young people, recognising the wider impact of our service across families and communities.

Now in our 37th year, Youthline remains a vital part of the youth support network in Bracknell Forest. We are proud to operate in partnership with both Bracknell Forest Council and the Frimley Integrated Care Board, through our formal contract agreements. These partnerships enable us to continue delivering a highly valued service to the local community.

Each month, we provide over 700 hours of counselling support, reflecting our continued commitment to accessible and timely mental health provision. Young people can access our service through self-referral, or they may be referred by parents, carers, schools, GPs, or other agencies. We offer flexibility through a blended model of in-person, online and telephone counselling, ensuring we can meet clients where they are most comfortable.

In addition to our core service, Youthline provides a dedicated school counselling programme, offered in partnership with local schools who financially contribute to its delivery.

We also run a Stress and Worry group programme, designed to support young people experiencing anxiety and low-level mental health difficulties. Facilitated by trained counsellors, these small group sessions help participants explore common challenges, learn healthy coping strategies, and build confidence in a safe, supportive environment. Feedback from participants and referrers has been extremely positive, and the programme is an important addition to our early intervention work.

As a registered charity, we rely on a mix of external funding and community support to sustain and grow our services. Our long-standing reputation for professionalism and compassion has helped us attract valued support from local funders, donors, and corporate partners. We are incredibly grateful for this continued generosity.

Youthline is governed by a committed Board of Trustees, who oversee the strategic direction of the charity. Our operational team includes five part-time staff members based at our counselling centre in Portman Close, as well as a small number of employed counsellors who support young people across the borough. At the heart of our organisation are our dedicated volunteers—counsellors, administrators, fundraisers, and receptionists—whose time and talent make our work possible.

To everyone who supports Youthline, whether through funding, volunteering, or advocacy, thank you. Your belief in our mission allows us to continue making a difference in the lives of local young people.

There are many ways you can get involved with our work. To learn more about our services or to support our charity, please visit: www.youthlineuk.com.

OUR TEAM 2024-25

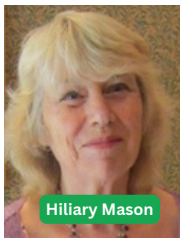
Trustees



Chair of Trustees



Treasurer

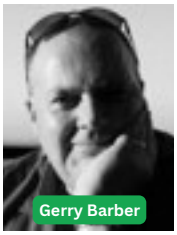




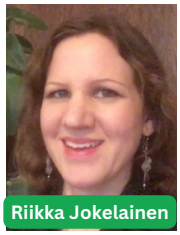












Coordination and Young People Counsellors



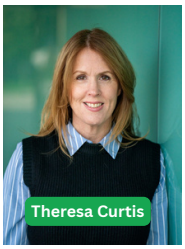
Head of Operations



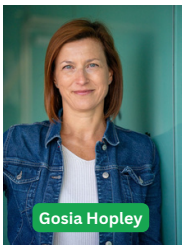
Head of Counselling



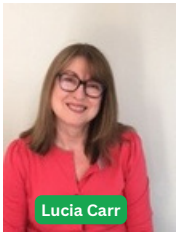
Outreach/ Counselling Coordinator



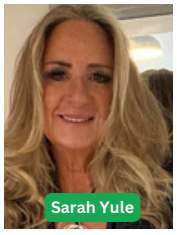
Administrator



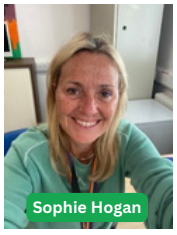
Administrative Assistant



YP Counsellor



YP Counsellor



YP Counsellor



YP Counsellor

Counselling Team

Adam, Amber, Amelia, Andrea, Anna M, Anna T, Carly, Caroline C, Caroline W, Char, Charlotte, Corinne, Clara, Clare, Dara, Debbie, Diane, Elouise, Emily, Emma, Gabriela, Gemma, Helen, Kelli, Jemma, Jennifer, Jenny, Jill, Julia, Imogen, Karen, Lisa, Lucia, Lynne, Mac, Marta, Natalie, Neal, Neil, Nicki, Red, Rebecca, Reem, Rob, Sam, Samantha, Sammy-Jo, Sandra, Sarah L, Sarah Y, Shanice, Sherryl, Simi, Sophie, Stefano, Sundeep, Tina, Ulli,Vicky

Volunteer Administration & Fundraising

Anne, Emily, Fiona, Jenny, Lisa, Lynne, Mandy, Natalie, Ophelie, Sam, Samantha

Supervisors

Annie, Beverley, Joan, Johanna, Mac, Michael

TRUSTEES REPORT

This has been a transition year for Youthline as we deliver to our new contract requirements with Bracknell Forest Council and the Integrated Care Board (ICB).

Every year we see an ever-increasing demand on our service. What has been notable is the wide range and complexity of the challenges we find our young people being exposed to. We have adapted and changed to meet these needs and have a high confidence that we can continue to respond effectively.

Our priorities as Trustees

Our commitment as Trustees is to ensure that our services to young people are of high quality; accessible; free at the point of delivery; and safe and accountable. We also strive to demonstrate that we are effectively governed. These five objectives guide us in all the discussions that we have with our team throughout the year. We were aware that we needed to increase our Trustee Board and have welcomed three new trustees: Phil Brown, Riikka Jokelainen and Katie Palmer to our team which has added to our existing experience and depth of knowledge.

Quality and Outcomes

We ensure that quality is maintained through the rigorous way in which we approach the recruitment of the team; the operational framework and guidance that provides a sound and secure basis for practice; the strength of our management and clinical supervision; and our delivery of a comprehensive training programme. All of these are key to ensuring that we have a steady flow of volunteers asking to work with us.

In terms of outcomes, we use simple client-friendly measures to assess the improvement in our clients' emotional health and well-being: these continue to be excellent and are recorded later in this report. Young people continue to be signposted to us from a variety of agencies and our conversations with those professionals also confirm the positive impact that Youthline has on individual young people. The report of our Head of Counselling Services, Simone, will go into more detail on both of these areas.

Accessibility

We continue to maintain a good range of access points to our services. Portman Close has provided more counselling rooms allowing us to cater to a higher volume of younger people simultaneously, which has been crucial during periods of such high demand. It provides a warm and welcoming venue for young people which puts them at ease and makes them feel comfortable. We have had support for redecoration of rooms from several local companies. The reports that follow, in particular that of our Head of Operations, Collette, gives more detail of our reach, but in simple terms we saw 758 young people and delivered 6048 sessions during 2024/25.

This year saw the introduction of Group Work Sessions focusing on Stress & Worry, delivered both in schools and at Portman Close. These have been very well received, and we plan to develop these further over the next year.

Our work in schools continues to be well received and in high demand. We have responded to this and have increased our delivery offering more appointments within the school environment. We have counsellors in the majority of secondary schools in Bracknell Forest, the Special School and the Pupil Referral Unit, until its closure in August 2024. More detail of our work in schools is reported by our Counsellor and Outreach Coordinator, Annabel.

Funding

As you know, we provide a free service to young people. Occasionally parents or carers want to contribute but, in the main, we rely on the funding from our contract with BFC and ICB, grant funding from local councils, local companies and organisations, charitable trusts and the activities of our excellent fundraising committee, led by Theresa (who not only generate income, but keep our profile high in the local area). Extracts from our draft accounts are set out later in this Annual Report together with a report from the Fundraising Committee. Our delivery model enables a huge number of sessions to be available at a relatively low level of funding. We are an extremely cost-effective organisation and have many examples of where we have saved the need for statutory services to intervene.

We wouldn't have been able to achieve this however, without the continued support of our statutory partners Bracknell Forest Council, ICB, our school partners and local donors. We remain incredibly grateful for your ongoing support and collaboration and would also like to thank all that have provided us with funding. We have some fantastic examples of individuals, groups and companies who have provided Youthline with financial support over the last period and for this we are extremely grateful to all.

Youthline also provide a counselling service to adults who care for young people. We ask for a contribution towards the cost of the counselling session, which then helps to support our free counselling to young people.

Safeguarding

Being safe and accountable is key to the work that we do. We are accountable to our clients; we contract with them at the start of the process and are committed to supporting improvements in their health and well-being. The very nature of our activity means that we are usually working with vulnerable young people and increasingly with vulnerable adults. We maintain a rigorous approach to their safeguarding and to the safety and security of our team. The move to 'on-line' work and the delivery of the group work sessions presented some new issues to consider but our team developed robust protocols and have reinforced them in their regular training sessions with volunteers and placement students.

Governance and Accountability

We pride ourselves on being a well-run charity with effective governance arrangements. As Trustees, we never forget that we are dealing with public money and donations and have a duty to use our resources in line with our charitable objectives. We have very clear duties towards our staff and volunteers.

Thanks to our staff and volunteers

The Trustees are immensely proud of how our team and volunteers have continued to respond to the challenges faced this last year. Our principal asset is most definitely our people and here at Youthline we are very blessed in that respect. Anyone who encounters them will recognise what a huge asset they are to the organisation. We are delighted that our Head of Operations, Collette was recognised with a Silver Award in the Adult category at the Pride of Bracknell Forest Awards.

You will also see throughout this report, how much of what Youthline does depends on the goodwill of volunteers. There are many different reasons why our volunteers are motivated to work with us, but a common theme is that all of them want to make a difference to young people. Some of our volunteers are longstanding and others are with us for a shorter period. All make a positive contribution to our work and are an integral part of our organisation.

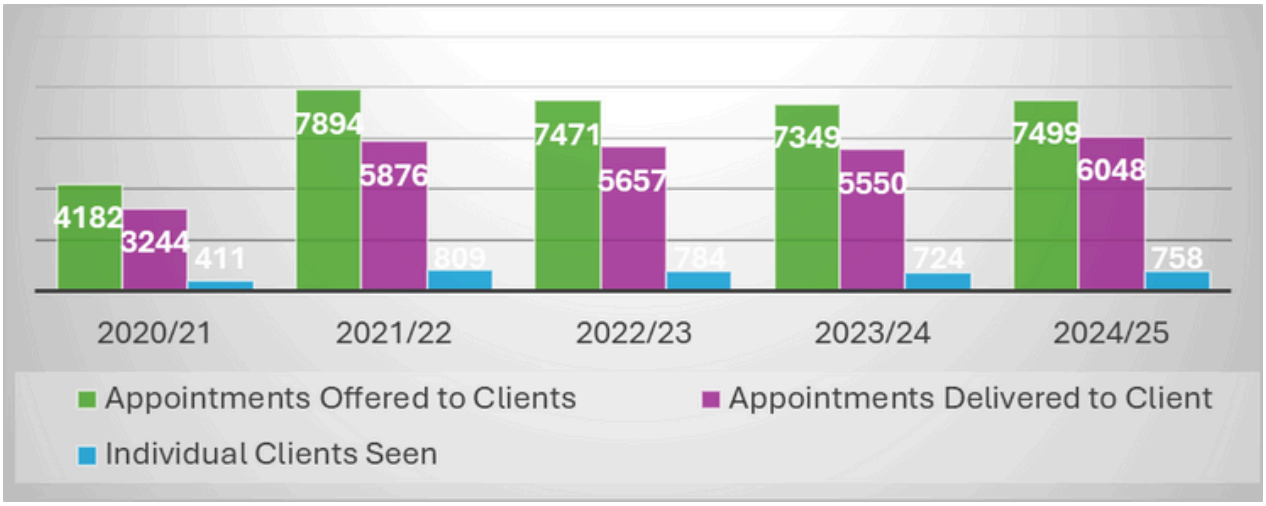
Youthline have been delivering a service to the young people of Bracknell Forest for the last 37 years we are extremely proud of this achievement and the longevity of the service.

We hope you enjoy reading the detail of our annual report and look forward to welcoming you at our AGM on 11th June.

The Trustees

HEAD OF OPERATIONS REPORT

Access to Counselling



This year, Youthline has continued to respond to rising demand with resilience, innovation, and care. Our services are operational six days a week from Portman Close, including evening and weekend sessions. Counselling is provided offering a blended service either face-to-face, online or telephone, ensuring accessibility for all preferences.

During 2024/25, we have been active in 11 secondary schools and specialist provisions across Bracknell Forest, to young people aged 12–25. As ever, we remain committed to our no-cost model for clients.

We are also proud to continue to provide a Low-Cost Adult Counselling Service, open to parents, carers, professionals, and adults working with young people within our community. This initiative provides accessible emotional support to those who may not otherwise be able to access private counselling. Sessions are offered at a reduced rate and are delivered by our trained and supervised volunteer counsellors.

To manage waiting times, we expanded group work delivery across schools and the community. These sessions focus on stress, worry, and emotional regulation. They've been highly rated by attendees and have proven effective in early intervention and prevention.

Operational Innovation: Lamplight and Technology Integration

2024–2025 has marked a digital transformation for Youthline. A highlight is the full implementation of the Lamplight client management system, which is now fully embedded in daily operations. Two significant system upgrades were introduced:

Safeguarding Module:

We now manage all safeguarding concerns within Lamplight. Staff can raise concerns securely, triggering an automated email and text to Safeguarding Leads. This end-to-end process ensures confidentiality, timely responses, and clear accountability. Actions are logged and reports generated.

Outcome Measures on Tablets:

Clients now complete wellbeing measures via Youthline tablets. These are directly uploaded into Lamplight, improving accuracy, reducing administrative workload, and enabling real-time tracking of outcomes.

Meeting Need and Planning for Growth

Despite offering over 7,000 sessions this year, demand for our services continues to exceed capacity, particularly among the 12–25 age group.

To address the growing waiting list, we have recruited an additional 14 placement student counsellors, while upholding our high standards of supervision and training. We have also improved our onboarding processes to enhance efficiency and support.

Recruitment is ongoing to ensure we consistently maintain a team of 55 active counsellors.

Community Presence and Young Ambassadors

Youthline continues to engage meaningfully with the Bracknell Forest community. We've had a presence at Bracknell & Wokingham College Freshers' Week, Bracknell Pride, school open evenings, and other events. We welcomed MP Peter Swallow to our service and strengthened partnerships with schools, charities, and local businesses.

Our Young Ambassador programme remains a point of pride. Ambassadors have delivered assemblies, advised on communications, and helped with outreach and fundraising. Listening Skills Training has enhanced their self-awareness and capacity to support peers. We're currently expanding the team and refining the induction pathway to harness early interest.

Facilities and Infrastructure

Thanks to continued support from Bracknell Forest Council and local businesses, Portman Close remains a safe, welcoming hub. Improvements this year include:

- Replacement of single-glazed windows
- Refreshed outdoor areas (thanks to Ascot Racecourse volunteers)
- Health and safety protocols have been reinforced, and we are always exploring further enhancements to accessibility and security.

Funding and Recognition

Youthline continues to build and maintain strong relationships across the Bracknell Forest community to support the mental health and wellbeing of young people. Thanks to our model, which primarily relies on dedicated volunteer counsellors, and the generous support of our funders, we are proud to continue offering our services free of charge to clients.

We are grateful for the funding we receive from parish and town councils, local businesses, charitable organisations, and trusts. Their ongoing support is vital to sustaining our work.

The level of community and corporate support over the past year has been truly overwhelming—not only in financial terms, but also through contributions that have enhanced our premises at Portman Close for the benefit of staff, volunteers, and clients.

We are thankful for the continued support of Bracknell Forest Council and the Frimley Integrated Care Board (ICB). Regular review meetings with both partners help ensure we meet contractual obligations while also providing a valuable platform to showcase the impact of our work.

Youthline would like to extend our heartfelt thanks to all the organisations, companies, and individuals whose generous donations and grants have secured funding for the 2024/25 period.

We were honoured to receive the Silver Charity of the Year Award at the 2024 Pride of Bracknell Forest Awards, along with a £500 prize. This recognition reflects the dedication of our entire team.

Special thanks go to:

Broadcom, who donated £952.03.
Safe Training Systems, for their generous £500 donation.

Duncan Yeardley, whose ongoing monthly contributions now total £9,500 since 2022. In addition to their financial support, their staff actively participate in fundraising events and have refurbished all our counselling rooms.

Public Health donated £10,000 to do a pilot project to deliver 10 sessions in schools and the community for Peer Led Group Work on 'Stress and Worry'.

We are in our second year of Berkshire Community Foundations anonymous donor who pledged £15,000 per year for three years, enabling us to fund a Young Person Counsellor to support up to 12 clients per week. Berkshire Community Foundation have also donated the tablets for our counselling rooms.

Lexicon Charity Fund, Abri Housing and Shanly Foundation all provided funding for targeted support for counselling sessions and group work.

Our sincere thanks also go to the Crowthorne Trust, who continue to subsidise the termly fees at both Edgbarrow School and Sandhurst School, helping us extend our reach to more young people in educational settings.

Mill Ride Golf Club chose Youthline as their Charity of the Year raising £13,000. We have been delighted to be part of the events by helping with raising funds through raffles, auctions, selling mulligans, completing the hole in the quickest time, coffee morning.

To all our supporters: your recognition of the work we do, and your financial and practical contributions, are deeply appreciated. You make it possible for us to continue delivering essential mental health support to young people and adults across Bracknell Forest.

Youthline remains committed to its mission, and we look forward to building on our success in the year ahead.

I was honoured to receive the silver Pride of Bracknell Forest Adult Award, which I was humbled to receive. It reflects the passion and commitment of our whole team, and I share it with every volunteer, trustee, and colleague.
Final Thoughts

Thank you to our Trustees, funders, staff, volunteers, young ambassadors, and partners. I am proud to lead our operations and excited for what we can achieve together in the year ahead.

Collette Reynolds



NHS
Frimley
Integrated Care Board

duncan yeardley

THE LEXICON CHARITY FUND

STS

Abri

PRIDE OF BRACKNELL FOREST AWARDS 2025

BERKSHIRE COMMUNITY FOUNDATION

SHANLY FOUNDATION

Localgiving.com
make a difference in your community

Winkfield Parish Council
Serving Winkfield Since 1894

BINFIELD PARISH COUNCIL

CROWTHORNE PARISH COUNCIL

BTC

SUNNINGHILL & ASCOT PARISH COUNCIL

Warfield Parish Council

MILLRIDE
GOLF & COUNTRY CLUB

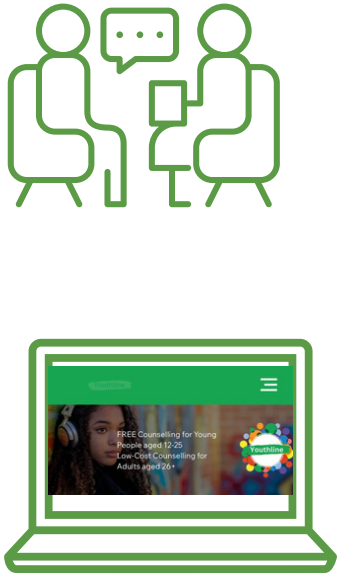
Rotary Club of Easthampstead

BROADCOM

Highlights during 2024/2025

758 Individual clients seen

7499 Counselling sessions offer

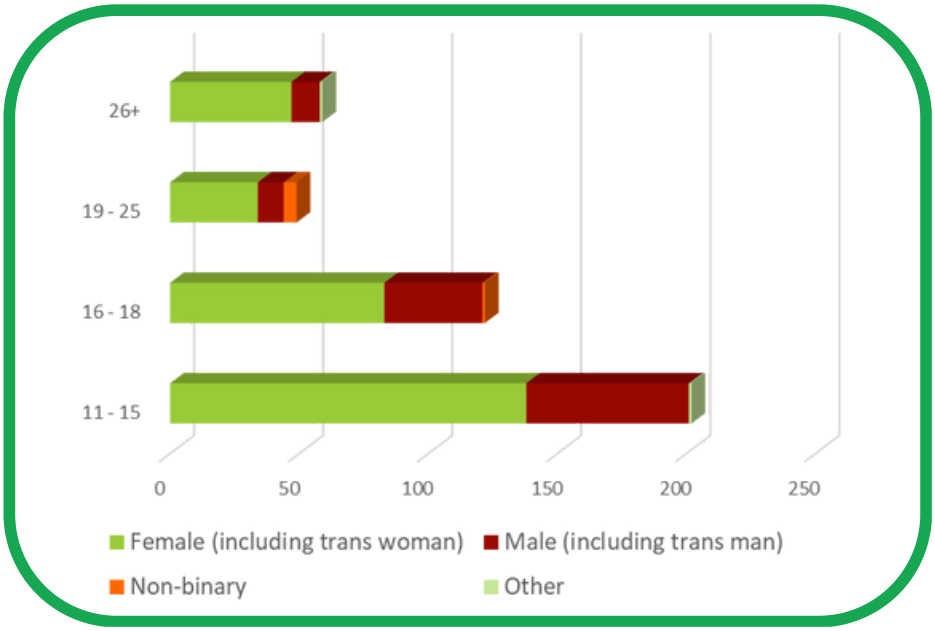


972 Referrals

6 Stress & Worry workshops delivered supporting **52** Young People

Portman Close - Overview

Client Age & Gender

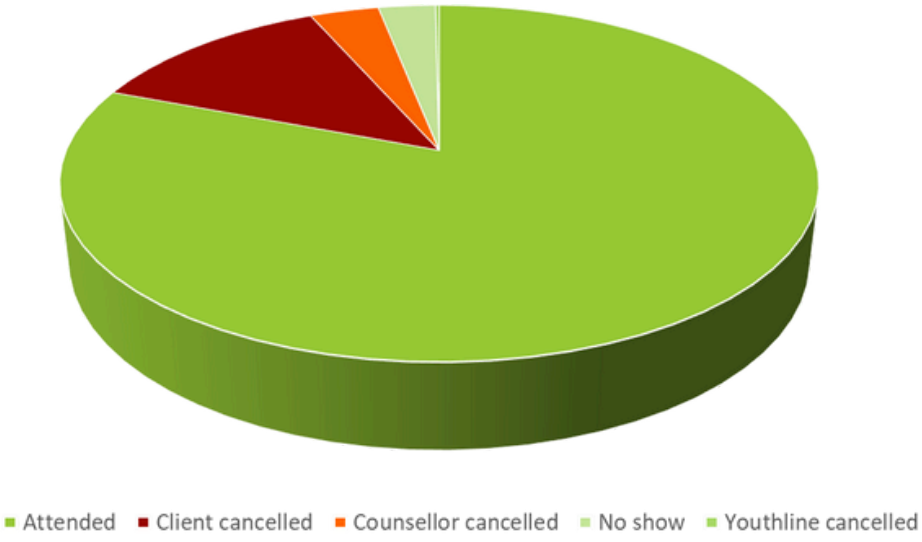


433 individual clients

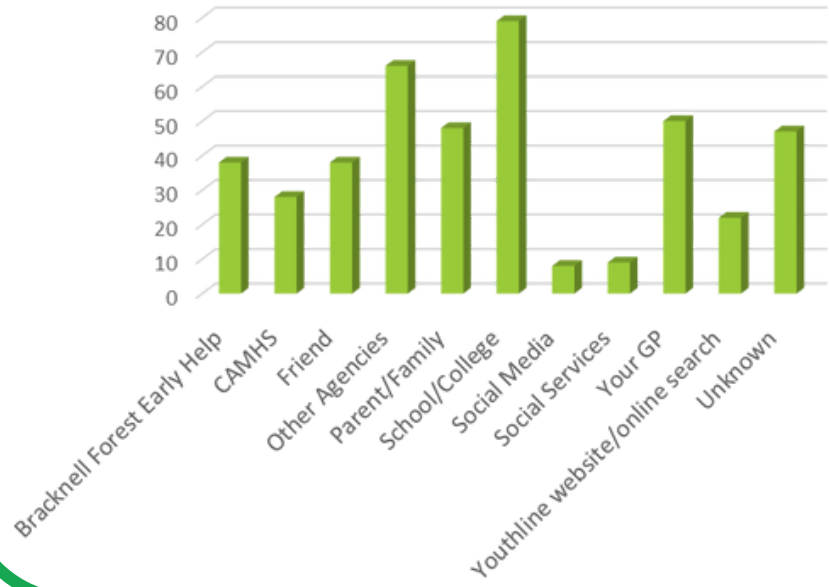
4614 appointments

3730 sessions delivered

Appointment Breakdown

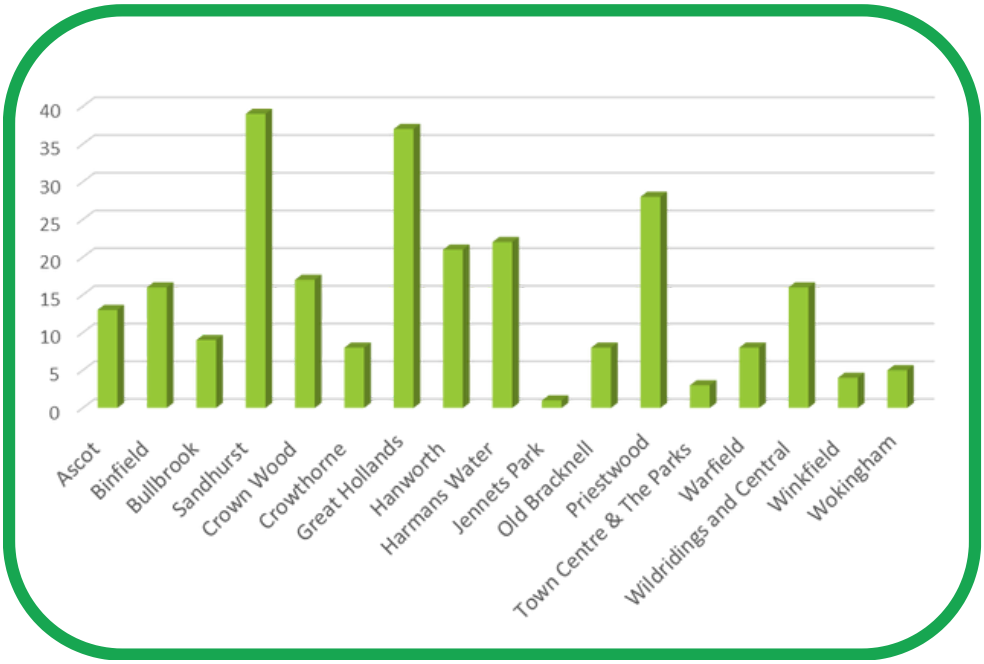


Signposting to Portman Close

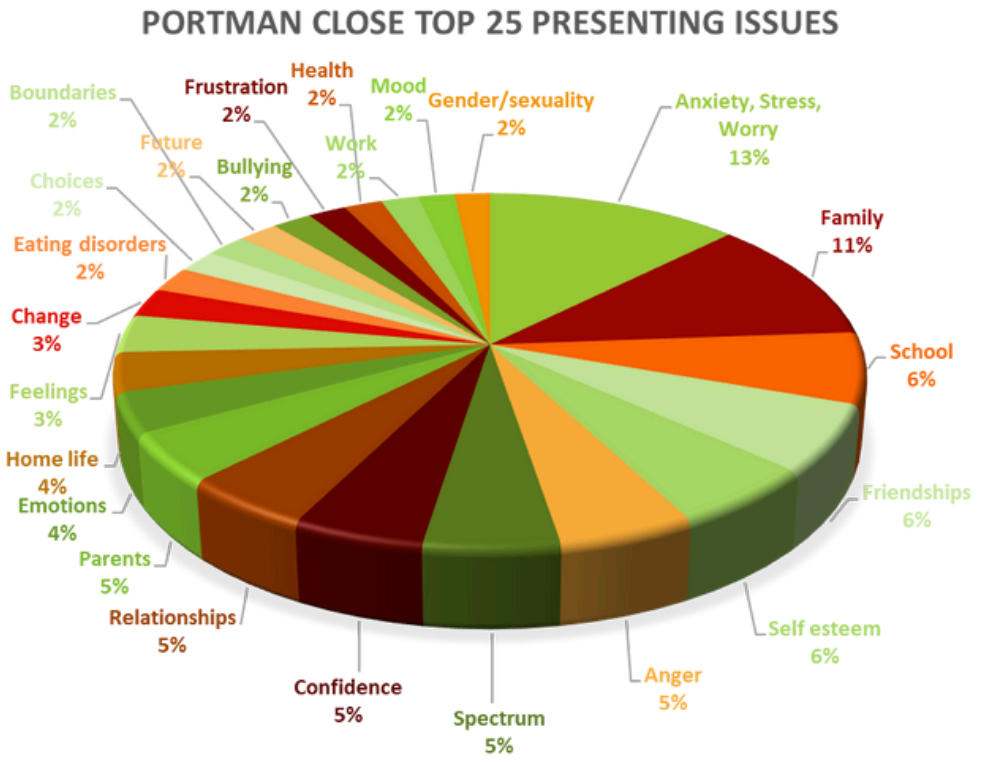


While we don't formally receive referrals, we consistently ask clients how they found Youthline. Most continue to come through family or schools, though we have seen a rise this year in contacts via GPs and other agencies. We promote our services through schools, GP surgeries and social media.

Portman Close Serving Clients Across Bracknell Forest



Issues Presented by Portman Close Clients



Reasons for coming to counselling at Portman Close

When clients join our waiting list, we ask them to share why they are seeking counselling at this time. In their own words, clients tell us about the emotional challenges they are facing. Many report experiencing overwhelming anxiety or feelings of isolation. Some disclose engaging in self-harming behaviours or struggling with suicidal thoughts. These deeply personal accounts highlight the urgent need for support and the importance of timely access to counselling. These statements help us understand the issues affecting our clients and ensure we are offering the right support when it's needed most.

> ***He struggles with concentrating at school and is struggling with his hormones.***
> ***My son is struggling to manage the differing feelings about the deaths of some of his relatives.***
> ***To talk to someone.***
> ***To manage certain emotions and feelings.***
> ***Constant low mood and feeling isolated.***
> ***Because of daily anxiety about going to school.***
> ***Young teenager, very worried about lots of things in her life***

HEAD OF COUNSELLING REPORT

Introduction: A Generation Under Pressure

In a world that feels increasingly uncertain, young people today are growing up in conditions few previous generations could have imagined. They face the overwhelm of climate change, the unfiltered immediacy of social media and a cost-of-living crisis that touches nearly every home. For many adolescents, the turbulence of the outside world mirrors their internal journey — confusion, anxiety, frustration and hope, all tangled into one.

Where earlier generations may have found shelter in relative stability, today's young people witness war and disaster unfold live on their screens. They grow up with knowledge far beyond their years — and often, with the weight of it too. In the face of these challenges, Youthline remains a steady presence, offering a safe space for expression, healing and growth.

A Surge in Emotional Complexity

More than 6000 counselling sessions were attended in 2024/25. What we are seeing isn't just more young people reaching out; it's a shift in why they're coming. A significant number of young people present with emotional and psychological needs that are complex, but don't meet the threshold for referral to NHS Child and Adolescent Mental Health Services (CAMHS). For them, Youthline often becomes the first, and sometimes only, place where they feel understood and heard.

Anxiety and related behaviours remains the most commonly reported issue, but we are increasingly working with young people struggling with identity, self-worth and low self-esteem. Family breakdown, cultural pressure, isolation, and a fractured sense of safety all contribute to a more layered and urgent need for early intervention.

Commitment to Excellence in Care

As our services grow, so does our responsibility to ensure they remain safe, ethical, and of the highest quality. Our placement students, the lifeblood of our delivery model, are supported with comprehensive training programme and regular supervision. Every counsellor, whether trainee or qualified, receives professional guidance that ensures they work confidently and competently within their professional boundaries.

Our standards are firmly rooted in the principles of the British Association for Counselling and Psychotherapy (BACP). This year, we introduced targeted training sessions on consent, neurodiversity, and gender identity; areas that have become increasingly relevant in our work with young people.

Our service is not just about meeting professional benchmarks; it is about delivering a service that is kind, human, and responsive to the evolving needs of a changing generation.

Community at the Heart of What We Do

Youthline's role in the wider Bracknell Forest community has never been more essential. We have continued to build strong partnerships with local schools, GPs, and adolescent services, working together to create a more connected network of support.

Our presence at Bracknell Forest Borough Council meetings allows us to align our services with the borough's mental health strategy. Through school-based group work and one-on-one counselling in educational settings, we are reaching more young people where they are — before crises escalate.

At the same time, our efforts to raise awareness about Youthline's services through local events, newsletters, and community outreach have significantly expanded our visibility.

Sustainability: Supporting Minds and the Planet

Mental health and environmental health are deeply interconnected. Many of our young clients speak about climate change not as a distant concern, but as an immediate source of anxiety. That's why we've made a conscious effort to reflect our values not just in our therapy rooms, but in the way we run our organisation. We have significantly reduced our paper usage, adopted digital case systems and encouraged staff and clients to consider their environmental impact. Our goal is simple: to model resilience not only in our counselling work, but in how we exist as an organisation within the wider community.

Sustained by Our Supporters

None of our work would be possible without the financial and moral support of our stakeholders. We are deeply grateful to Bracknell Forest Council, our Parish partners, local schools and private donors who continue to believe in the work we do.

Your commitment enables us to offer a free, accessible, high-quality service to those who need it most — not just for today, but for the future.

Looking Forward: Our Vision for 2025/26

Next year, we will continue expanding our services to meet the growing demand.

This includes:

- Introducing hybrid and digital counselling to widen access.
- Launching peer-support groups for young people struggling with social isolation.
- Further strengthening our links with CAMHS, GPs, and social care providers.
- Training more placement students to ensure we meet rising demand without compromising quality.
- Securing sustainable funding that allows us to grow responsibly and continue serving the most vulnerable in our community.

Our mission is clear: to stand beside young people through their hardest moments and to help them discover the strength and clarity they need to move forward.



COUNSELLING & OUTREACH COORDINATOR REPORT

COUNSELLING IN SCHOOLS

This year has been one of continued growth for Youthline's Outreach Service. With 11 dedicated counsellors working across 11 partner schools, we have brought accessible, in-school mental health support directly to young people who need it most. The schools served are; College Hall, Brakenhale, Edgbarrow, Garth Hill College, Kings Academy, Kings Academy Easthampstead Park, Kennel Lane, Ranelagh, Sandhurst, The Rise@GHC, and St George's Ascot.

Apr 2024-Mar 2025			Apr 2023-Mar 2024			Apr 2022-Mar 2023		
Sessions Delivered	No. of schools	No. of counsellors	Sessions Delivered	No. of schools	No. of counsellors	Sessions Delivered	No. of schools	No. of counsellors
2318	11	11	2130	11	11	2134	11	11

Growing Demand and Consistent Value

The demand for school-based mental health services remains high, with all participating schools maintaining waiting lists throughout the year. Our longstanding relationships and consistent year-on-year requests for support reflect the deep value schools place on Youthline's presence.

We continue to champion the belief that every young person deserves timely, meaningful mental health support. This year, tailored interventions were delivered to meet the unique needs of specialist schools such as Kennel Lane, The Rise at Garth Hill College, and College Hall, with targeted input from our specialist young person counsellors.

Supervision, Training, and Development

Youthline remains committed to delivering a high standard of care through continued learning and reflective practice.

All school counsellors receive monthly supervision (individual and group) to ensure ethical, safe, and effective support. Throughout the year, counsellors accessed targeted workshops addressing key youth mental health issues. We supported attendance at the Annual School Counselling Conference at Wellington College, where counsellors explored topics including anxiety, neurodiversity, low mood, and relational difficulties.

Peer-Led Group Work

In response to rising levels of anxiety and stress, Youthline secured Public Health funding to expand our Peer-Led Group Work programme across 7 local schools. A specially trained team of group counsellors created safe, inclusive spaces where students could share experiences and build resilience.

Six-week group sessions focused on emotional regulation, stress, and wellbeing. Delivered at: Kings Academy Easthampstead Park, Sandhurst School, Edgbarrow School, and Garth Hill College. 100% of participants reported an improvement in their emotional wellbeing following participation.

Mental Health Assemblies

To break down stigma and increase awareness, Youthline delivered a series of school assemblies, including to Year 6 students preparing for secondary school. Assemblies outlined our services and how to access support. Co-delivered by Youthline Young Ambassadors, bringing a peer-led perspective to the conversation. These sessions played a key role in normalising mental health discussions and encouraging early help-seeking.

Safeguarding and Crisis Support

Safeguarding remains a central focus of our Outreach Service. We work closely with Designated Safeguarding Leads (DSLs) at each school to protect young people at risk. Our collaborative approach ensures timely responses and prioritises student wellbeing.

33 safeguarding referrals were made this year, covering 50 separate concerns.

Inter-agency Collaboration and Community Integration

Youthline continues to play an active role in Bracknell's wider support network. This year we participated in weekly Early Help/Getting Help referral meetings, facilitating quicker access to the right support. We engaged in Mental Health Support Team (MHST) consultations across some partner schools, improving communication and co-ordinated care. This strengthened ties with local mental health services to ensure integrated, holistic support for young people

SCHOOLS OVERVIEW

The Brakenhale School

Ranelagh School
VALUES - TRADITION - VISION - EXCELLENCE

Kennel Lane School
Valuing Achievement
Encouraging Independence

King's Academy Easthampstead Park

ST GEORGE'S ASCOT

Sandhurst School
the opportunity to succeed

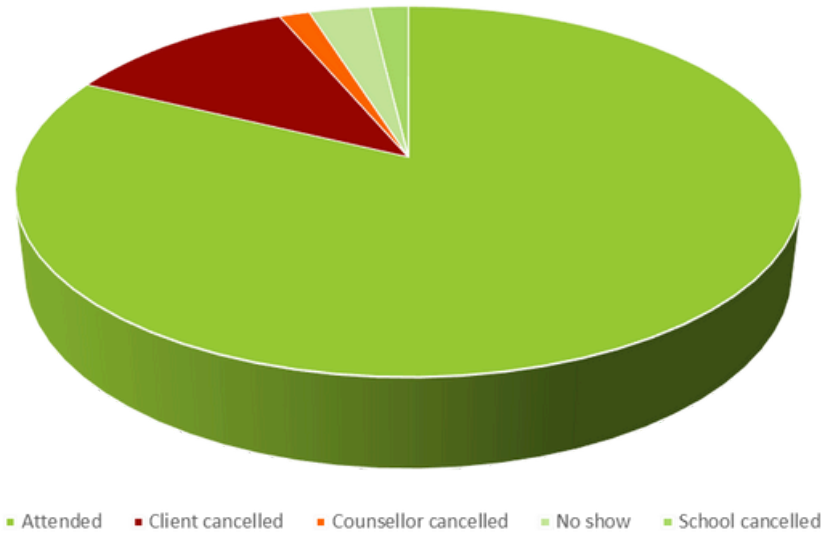
College Hall

11 schools

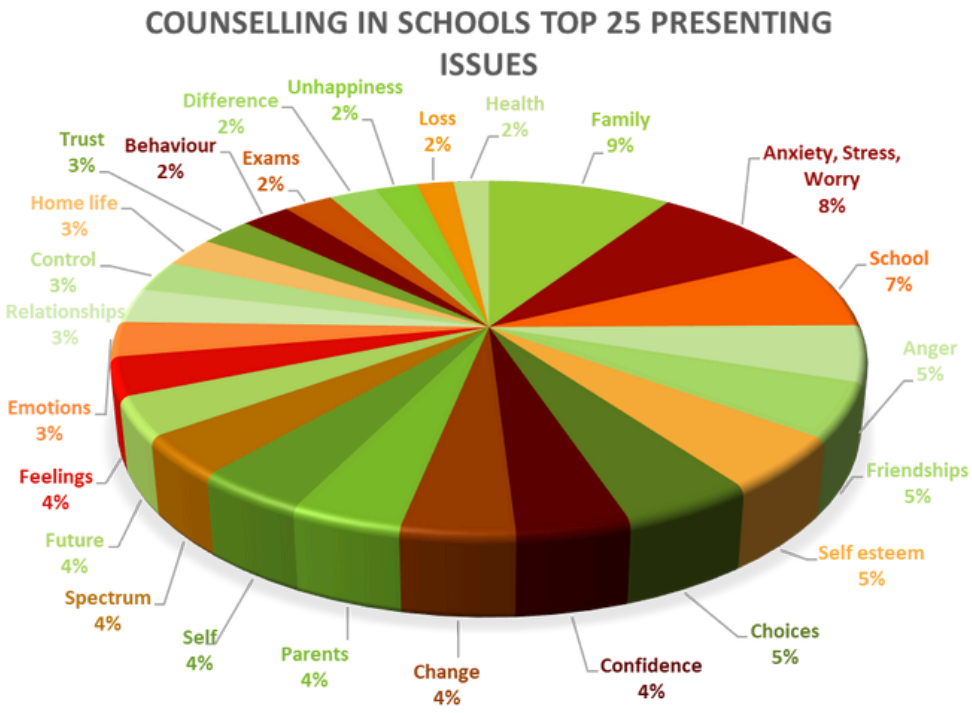
2318 appointments

339 Individual clients seen

Schools Appointment Breakdown



Issues Presented by School Clients



Summary of Key Themes in Client Work

The counselling space frequently reflects the complex emotional and developmental challenges faced by young people. A prominent theme is relationships, including dynamics with family, parents, and friendships. Anxiety, stress, and worry consistently emerge as central issues, often linked to the pressures young people face in daily life.

Another core area involves emotional expression and self-understanding, where clients explore their feelings, develop emotional literacy, and build confidence. School-related pressures, such as exams, academic choices, and uncertainty about the future, also feature regularly in sessions.

Clients often bring emotions such as anger, unhappiness, grief, and the impact of change or loss into the counselling space. Additionally, neurodiversity and individual differences are increasingly discussed, with many clients seeking understanding and support in navigating their unique experiences.

COUNSELLING AT PORTMAN CLOSE

At our community hub in Portman Close, Youthline has continued to provide vital therapeutic support to young people, their families, and professionals across the community. This year, we have seen increasing complexity in referrals—and have responded with tailored, compassionate care.

A Skilled and Committed Team

Our team of 38 counsellors, including final-year trainees, qualified volunteers, and three specialists trained to work with under-16s, generously contribute their time and expertise to support our clients. Each brings unique skills, shared values, and an unwavering commitment to young people.

Increasing Complexity and Need

Demand has grown, with many clients presenting complex, multi-layered challenges. The option to offer up to 24 sessions has been key in allowing clients to process difficult experiences at a meaningful pace.

Ongoing Training and Supervision

All counsellors receive monthly group supervision to support reflective and ethical practice. Year-round training sessions address issues such as family breakdown, school stress, anger, consent, relationships, confidence, and self-esteem. These sessions help counsellors stay equipped to meet the evolving needs of the young people we serve.

Community-Based Group Work

To further reduce waiting times and support early intervention, we launched three group work programmes in the community, thanks to Public Health funding.

Group work is offered to clients awaiting one-to-one counselling and those interested in group work directly. Sessions focus on developing coping strategies, emotional literacy, and resilience. Many participants report positive change and no longer require further support, while others continue with 1:1 support as needed and describe feeling better equipped to access and communicate their emotions to support their counselling sessions.

Safeguarding in Practice

Safeguarding remains at the heart of our work.
35 referrals were made to MASH (Multi-Agency Safeguarding Hub), addressing 70 distinct concerns.

Counsellors receive ongoing safeguarding training and follow clear, robust procedures. We continue to liaise closely with MASH and Early Help Teams to ensure each concern is acted on appropriately and effectively.

Supporting Adults in the Community

Alongside our work with young people, Youthline continues to provide vital support to parents, carers, and professionals who play a key role in the lives of young people. Through our Portman Close service, we offer up to 24 one-to-one counselling sessions to adults navigating challenges related to parenting, caregiving, or working with young people. Over the past year, we have seen a steady increase in demand for this service, highlighting the growing need for emotional support among adults in the community. In response, from October 2024, this strand of our service has transitioned to a low-cost counselling model. This change ensures continued access to quality support for adults, while also contributing to the sustainability of our free counselling provision for young people aged 11–25.

Annabel Davis



CLIENT FEEDBACK



The people I encountered at Youthline have been amazing. Soon after filling in some initial details online, I received an email suggesting some start dates for my counselling. The process was easy and the communication from the admin team was excellent. I wanted to reach out for help as I was going through a divorce and the notion of meeting my counsellor for the first time seemed quite daunting. However, right from the start, my counsellor made me feel so relaxed, that I was able to open up and share some difficult things without feeling uncomfortable. My counsellor was professional, helpful and listened very well, allowing me the freedom to express my thoughts and feelings.

My experience with Youthline has been invaluable and helped me loads. I would highly recommend Youthline to anyone who needs counselling.

I felt seen and heard for the first time.

Counselling helped me feel comfortable and supported on my journey.





Just being able to talk to somebody and NOT being told what to do.

Being able to put my feelings into words.

When I met you I was by the side of the road and now I am on the road moving forward.

Understanding other people's views - I am now less angry.

Knowing it is a safe place.

Work Experience

I thoroughly enjoyed my time at Youthline and couldn't be more thankful for the opportunity. I have taken everything I wanted to from it and more. You all created such a safe and comfortable environment for me which is really appreciated. I gained experience I wanted to and had a super fun time. YEAR 12 STUDENT

Group Work

- It helped me understand my emotions better
- I have learnt coping mechanisms
- Talking about stress, the situations I experience it and how to cope with it.
- Talking to others with a similar experience

ANNUAL ACCOUNTS

Youthline Ltd

Company number 4042477

Registered Charity 1096248

Annual accounts for the year ended 31 March 2025

DRAFT subject to independent review

Statement of Financial Activities (including Income & Expenditure Account)

		Unrestricted funds £	Restricted income funds £	Total this year £	Total last year £
Incoming Resources					
Donations and Grants	Note 2	154,464	-	156,464	157,094
Other Income	Note 2	66,504	-	66,504	61.960
Interest Received		527	-	527	492
Total income resources		**223,495**	-	**223,495**	**219,546**
Resources expended					
Direct charitable activites	Note 3	201,359	-	201,359	191.258
Support costs for charitable activities	Note 3 Note 3a	27,148	- -	27,148	37,956
Governance costs		1,651	-	1,651	841
Total resources expended		230,158	-	**230,158**	**230,051**
Net incoming/(outgoing) resources before transfers		**-6,663**	-	**-6,663**	**-10,509**
Gross transfers between funds				-	
Net incoming/(outgoing) resources before other recognised gains/(loses)		**-6,663**	**0**	**-6,663**	**-10,509**
Other recognised gains/(losses)		-	-	-	-
			-		-
Net movement in funds		**-6,663**	-	**-6,663**	**-10,50**
Total funds bought forward		**59,039**	-	**59,039**	**69,548**
Total funds carried forward		**52,376**	-	**52,376**	**59,039**

ANNUAL ACCOUNTS

Youthline Ltd

Registered Charity 1096248

Company number 4042477

DRAFT subject to independent review

Balance sheet for the year ended 31st March 2025

		Unrestricted funds £ FO1	Restricted income funds £ FO2	Total this year £ FO4	Total last year £ FO5
Current assets					
Debtors	Note 4	27,680	-	27,680	-
Cash at bank and in hand		65,364	-	65,364	89,829
		93,044	**-**	**93,044**	**81,829**
Creditors: amounts falling due within one year	Note 5	40,668	-	40,066	30,790
Net current assets/(liabilities)		**52,376**	**-**	**52,376**	**59,039**
Total assets less current liabilities		**52,376**	**-**	**52,376**	**59,039**
Creditors: amounts falling due after one year		-	-	-	-
Net assets		**52,376**	**-**	**52,376**	**59,039**
Funds of the Charity					
Unrestricted funds	Note 6	52,376	-	52,376	59,039
Restricted income funds	Note 6			-	-
Total funds		**52,376**	**-**	**52,376**	**59,039**

Audit exemption statement For the year ended 31st March 2025, the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit of its accounts for the year in question following section 476 of the Companies Act 2006.

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

These accounts have been prepared following the provisions applicable to small companies subject to the small companies regime and in accordance with FRS102 SORP.

ANNUAL ACCOUNTS

Notes to the Accounts (continued)

Note 2	Analysis of incoming resources					
				Restricted income -IWillFund	Total this year	Total last year
				£	£	£
Donations and Grants	Donations - Town and Parish Councils		14,950		14,950	16,700
	Donations - Corporate		5,841		5,841	17,657
	Donations - Local Giving		1,525		1,525	1,028
	Donations - Other		7,032		7,032	3,574
	Grants - Bracknell Forest Borough Council		104,000		104,000	103,135
	Grants - Other		1,116		1,116	2,500
	Grants - Berkshire Health		6,000		6,000	-
	Grants - Berkshire Community Foundation		16,000		16,000	12,500
		Total	**156,464**		**156,464**	**157,094**
Other income	Schools		50,352		50,352	50,059
	Training		334		334	3,194
	Fundraising		15,818		15,818	8,707
		Total	**66,504**	-	**66,504**	**61,960**

Note 3	Analysis of resources expended					
			Unrestricted funds	Restricted income -IWillFund	Total this year	Total last year
			£	£	£	£
Direct charitable activities	Salaries		177,590		177,950	160,057
	Supervision		20,805		20,805	23,260
	Training		2,593		2,593	7,162
	Travel and incidentals		-		-	687
	Counselling resources		371		371	92
		Total	**201,359**		**201,359**	**191,258**
Support costs for charitable activities	Heat, light, power, water		7,996		7,996	7,931
	Subscriptions		578		578	514
	Printing, stationery and consumables		930		930	700
	Cleaning		2,863		2,863	2,866
	Advertising, phones, IT		9,955		9,955	18,499
	Miscellaneous		2,039		2,039	3,382
	Premises expenses		2,787		2,787	4,064
		Total	**27,148**		**27,148**	**37,956**
	Governance costs Note 3 (b)	**Total**	**1,651**		**1,651**	**841**

Fundraising Report

At Youthline, fundraising is not just a necessity — it's a lifeline that enables us to continue supporting young people across Bracknell Forest who are struggling with their mental health. With a very small team and limited resources, we continue to rely on the dedication and creativity of our supporters to help us make a difference. Throughout 2024/25, we have been deeply moved by the passion, generosity, and determination of individuals, community groups, and businesses who chose to raise funds in aid of Youthline. Their efforts not only help keep our service running — they remind us that we are not alone in our mission.

- **Andy from Sears took on the challenge of a half marathon, raising vital funds and awareness for Youthline through his determination and community spirit.**
- **Binfield Club kindly hosted a quiz night, bringing people together in a fun and relaxed atmosphere to support our cause.**
- **Our wonderful volunteers took part in the Bracknell Together Walk, proudly representing Youthline and helping to raise both funds and awareness.**
- **Bucket collections held throughout the year gave our supporters a simple and effective way to contribute. A special thank you to Tesco Warfield for kindly allowing us to hold collections in-store, especially during the busy Christmas period. We're also incredibly grateful to Monika, whose festive fancy dress brought smiles and helped draw in generous donations from shoppers.**
- **The Big Give and Kind 2 Mind challenges saw fantastic support from individuals and businesses who generously contributed to our fundraising targets.**
- **Garth Hill School selected Youthline for one of their mufti days, engaging students and staff in a meaningful way to support young people in their local area.**
- **Kelli completed an incredible 500km sponsored bike ride, pedalling with purpose and helping to fund the support we offer to others.**
- **Richard, a long-time supporter, took on the iconic London Marathon, showing immense strength and dedication in every mile run.**
- **Hannah, a former Youthline client, bravely stepped into the ring for an Ultra White Collar Boxing challenge, turning her personal journey into a powerful statement of support.**
- **Abbie committed to walking 300,000 steps during June, proving that consistent small steps can make a big impact.**
- **Our Summer Online Auction brought together donated items and experiences to raise funds through the generosity of the community.**
- **Bracknell Flames Over 40s Netball Club celebrated their league win by donating to Youthline — a thoughtful gesture that turned victory into community impact.**
- **Wokingham Theatre hosted a charity evening in support of Youthline, bringing culture and kindness together for a night to remember.**
- **Maxica raised funds as part of their team's 10k run, showing how businesses can rally together to support mental health.**
- **A huge thank you to Voices Anon, a talented choir based in Maidenhead, whose wonderful Christmas concert raised an incredible £1,257.24 in support of Youthline.**

- **The Quince Players generously raised funds for Youthline through their Christmas pantomime, helping to bring seasonal joy and meaningful support to our work.**
- **Numerous local businesses contributed prizes for our raffles, helping to create exciting fundraising opportunities throughout the year.**
- **Thank you also to Rock Choir, who brought festive cheer and support with a beautiful performance at The Lexicon, raising £143.38 through a bucket collection.**

A special thank you to **Duncan Yeardley**, whose support since February 2022 has gone above and beyond. Their total contributions now exceed £9,000, and their team continues to champion Youthline in the community — from supporting events and making regular monthly donations to painting and refreshing our counselling rooms. Their generosity has made a real difference to the young people we support, and we're incredibly grateful for their ongoing partnership.

We would like to end this year's report with a special thank you to **Mill Ride Golf Club**, who selected Youthline as their Charity of the Year. They launched their support with a fantastic Captains' Day and Santa Run, and have continued to fundraise throughout the year with a range of events, showing an ongoing commitment to helping young people in Bracknell Forest.

Each fundraiser, donation, event, and shared story this year has helped us reach more young people with vital support. We never take that for granted. To all the individuals, groups, and businesses who chose to stand with Youthline — thank you. Your support helps us to keep showing up for young people when it matters most.



Theresa Curtis

Youthline Limited

Company number 4042477
Registered Charity 1096248

Report and Financial Statements
For the year ended 31 March 2025

Youthline Limited
Trustees' Report
For the year ended 31 March 2025

The directors present their report and the financial statements of the company for the year ended 31st March 2025.

Structure, governance and management
Youthline is a registered charity and a company limited by guarantee.
The governing document of the charity is the Memorandum and Articles of Association dated July 2000.

The following directors, who are also the Trustees of the charity, served during the year:

Mr G Barber
Mr P Brown (appointed 22 January 2025)
Mrs J L Fender
Mr R Frost (retired by rotation and re-appointed 5 June 2024)
Mrs J Harris
Ms R Jokelainen (appointed 22 January 2025)
Mrs H Mason
Ms K Palmer (appointed 22 January 2025)
Mr N Parikh (retired by rotation and re-appointed 5 June 2024)
Mr O W E Sylvester (resigned 16 October 2024)

New Trustees who have suitable experience and interest in the work of the charity are appointed by the serving Trustees as required. The Trustees consider that, at this time, seven to nine trustees are an appropriate number for the organisation.

Objects and activities
The principal object of the charity is the provision of free, confidential counselling to young people in the Bracknell Forest area (aged 12 to 25), and to those who care for them, at Portman Close, Bracknell, RG42 1NE.

The organisation provides free counselling to local young people using placement students and suitably qualified counsellors. During the year we have continued to provide counselling at Portman Close, in local schools and online as appropriate to ensure safe working for both clients and counsellors.

The Trustees have complied with their duty to have due regard to the guidance on public benefit, as published by the Charity Commission, in exercising their duties.

Financial review
The results for the year are set out on pages 4 to 9.

Charity reserves are used for the general purposes of the charity unless they have been designated for specific purposes when donated.
The Trustees policy over unrestricted funds is that reserves should be sufficient to wind the company up in an ordered manner if it became necessary to do so, and to ensure time for completing work with vulnerable young people.

Youthline Limited
Trustees' Report
For the year ended 31 March 2025

Trustees responsibilities for the Financial Statements
Charity and company law require the Trustees, who are also the Directors of Youthline Limited, to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure for that period. In preparing those financial statements, the Trustees are required to:

- select suitable accounting policies and apply them consistently

- observe the methods and principles in the Charities SORP

- make judgements and estimates that are reasonable and prudent

- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements

- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the charity will continue in business

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

This report was approved by the Board on: 16 July 2025

J E Harris

Director Janet ~~Hughes~~ Harris
For and on behalf of the Trustees of Youthline Limited

Youthline Limited
Charity number 1096248
Company number 4042477

Report of the independent examiner to the Trustees of Youthline Limited

I report on the accounts for the year ended 31st March 2025 set out on pages 4 to 9.

Respective responsibilities of trustees and examiner
The charity's trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year (under Section 144(2) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is required.

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

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

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

Independent examiner's statement
In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that, in any material respects, the requirements

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

have not been met; or

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

AGHS Accounting & Taxation Services Limited

AGHS Accounting & Taxation Services Limited
14 Progress Business Centre
Whittle Parkway
Slough SL1 6DQ

Date: 16 July 2025

Youthline Limited

Company number 4042477 **Registered Charity 1096248**

Annual accounts for the year ended 31 March 2025

Statement of Financial Activities (including Income and Expenditure Account)

		Unrestricted funds	Restricted income funds	Total this year	Total last year
		£	£	£	£
Incoming resources					
Donations and Grants	Note 2	156,464	-	156,464	157,094
Other income	Note 2	66,504	-	66,504	61,960
Interest received		527	-	527	492
Total incoming resources		223,495	-	223,495	219,546
Resources expended					
Direct charitable activities	Note 3	201,359	-	201,359	191,258
Support costs for charitable activities	Note 3	27,148	-	27,148	37,956
Governance costs	Note 3(a)	1,651	-	1,651	841
Total resources expended		230,158	-	230,158	230,055
Net incoming/(outgoing) resources before transfers		(6,663)	0	(6,663)	(10,509)
Gross transfers between funds		-	-	-	-
Net incoming/(outgoing) resources before other recognised gains/(losses)		(6,663)	0	(6,663)	(10,509)
Other recognised gains/(losses)		-	-	-	-
Net movement in funds		(6,663)	0	(6,663)	(10,509)
Total funds brought forward		59,039	-	59,039	69,548
Total funds carried forward		52,376	-	52,376	59,039

Youthline Limited

Company number 4042477 **Registered Charity 1096248**

Balance sheet for the year ended 31 March 2025

		Unrestricted funds	Restricted income funds	Total this year	Total last year
		£	£	£	£
		F01	F02	F04	F05
Current assets					
Debtors	Note 4	27,680	-	27,680	-
Cash at bank and in hand		65,364	-	65,364	89,829
Total current assets		93,044	-	93,044	89,829
Creditors: amounts falling due within one year	Note 5	40,668	-	40,668	30,790
Net current assets/(liabilities)		52,376	-	52,376	59,039
Total assets less current liabilities		52,376	-	52,376	59,039
Creditors: amounts falling due after one year		-	-	-	-
Net assets		52,376	-	52,376	59,039
Funds of the Charity					
Unrestricted funds	Note 6	52,376		52,376	59,039
Restricted income funds	Note 6		-	-	-
Total funds		52,376	-	52,376	59,039

Audit exemption statement
For the year ended 31st March 2025 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

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

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

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies' regime and in accordance with FRS102 SORP.

Approved by the Board and signed on its behalf by:

Janet ~~Hughes~~ Harris J-E. Harris **(Director)**

Date of approval

16 July 2025

NOTES TO THE ACCOUNTS

Note 1 ACCOUNTING POLICIES

Basis of accounting

These accounts have been prepared on the basis of historic cost 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 UK and Republic of Ireland (FRS 102) (effective 1 January 2015), also known as the Charities SORP (FRS 102), the Companies Act 2006 and the Charities Act 2011.

The principal accounting policies adopted in the preparation of these financial statements are as follows:

Incoming Resources

Grants

Income from grants is included in incoming resources when these are received with the exception of grants for purposes for which expenditure will be incurred in a future period.

Donations

Income from donations are included in incoming resources when received.

Resources expended

Resources expended are included in the Statement of Financial Activiities on an accruals basis.

Fixed Assets

The company currently has no fixed assets and small assets are expensed on purchase.

Trustees' remuneration

The Trustees receive no remuneration and are only reimbursed for items paid for on behalf of the charity.

Related party transactions

The Trustees confirm that there are no related party transactions to disclose.

Fund Accounting

The unrestricted fund comprises those monies, which may be used towards the meeting of the charitable objectives of the company at the discretion of the Trustees.

Restricted funds are monies received for a specific purpose at the time of donation.

Reserves policy

The policy set by the Trustees is for reserves to be sufficient to wind up the company in an ordered manner and to ensure time for completing work with vulnerable young people.
This is estimated to be the equivalent of three months costs.

NOTES TO THE ACCOUNTS (CONTINUED)

Note 2 Analysis of incoming resources

			Unrestricted funds £	Restricted income £	Total this year £	Total last year £
Donations and Grants	Donations - Town and Parish Councils		14,950		14,950	16,700
	Donations - Corporate		5,841		5,841	17,657
	Donations - Local Giving		1,525		1,525	1,028
	Donations - Other		7,032		7,032	3,574
	Grants - Bracknell Forest Borough Council		104,000		104,000	103,135
	Grants - Other		1,116		1,116	2,500
	Grants - Berkshire Health		6,000		6,000	-
	Grants - Berkshire Community Foundation		16,000		16,000	12,500
		Total	**156,464**	**-**	**156,464**	**157,094**
Other income	Schools		50,352		50,352	50,059
	Training		334		334	3,194
	Fundraising		15,818		15,818	8,707
		Total	**66,504**	**-**	**66,504**	**61,960**

Note 3 Analysis of resources expended

			Unrestricted funds £	Restricted income £	Total this year £	Total last year £
Direct charitable activities	Salaries Note 3 (a)		177,590	-	177,590	160,057
	Supervision		20,805		20,805	23,260
	Training		2,593		2,593	7,162
	Travel and incidentals		-		-	687
	Counselling resources		371		371	92
		Total	**201,359**	**-**	**201,359**	**191,258**
Support costs for charitable activities	Heat, light, power, water		7,996		7,996	7,931
	Subscriptions		578		578	514
	Printing, stationery and consumables		930		930	700
	Cleaning		2,863		2,863	2,866
	Advertising, phones, IT		9,955		9,955	18,499
	Miscellaneous		2,039	-	2,039	3,382
	Premises expenses		2,787		2,787	4,064
		Total	**27,148**	**-**	**27,148**	**37,956**
	Governance costs Note 3 (b)	**Total**	1,651	-	1,651	841

NOTES TO THE ACCOUNTS (CONTINUED)

Note 3 (a) **Staff costs**

	This year £	Last year £
Salaries and wages	170,479	153,447
Social security costs	4,099	3,438
Pension costs	3,012	3,172
Total	**177,590**	**160,057**

Average headcount in the year

Management and administration (part-time)	5	5
Paid counsellors at Portman Close and in schools (part-time)	13	16

No employees received employee benefits for the reporting period of more than £60,000.

Note 3 (b) The cost of the annual Independent Review is £858 and is included within Governance costs.

NOTES TO THE ACCOUNTS (CONTINUED)

Note 4 Debtors and prepayments

Analysis of debtors	Amounts falling due within one year		Amounts falling due after more than one year	
	This year £	Last year £	This year £	Last year £
Trade debtors	27,680	-	-	-
Other debtors	-	-	-	-
Prepayments and accrued income	-	-	-	-
Total	27,680	-	-	-

Note 5 Creditors and accruals

Analysis of creditors	Amounts falling due within one year		Amounts falling due after more than one year	
	This year £	Last year £	This year £	Last year £
Loans and overdrafts	-	-	-	-
Trade creditors	462	54	-	-
Other creditors	-	-	-	-
Accruals and deferred income	40,206	30,736	-	-
Total	40,668	30,790	-	-

Note 6 Movements of major funds

Fund names	Fund balances brought forward £	Incoming resources £	Outgoing resources £	Transfers £	Gains and losses £	Fund balances carried forward £
Unrestricted	59,039	223,495	230,158	-	-	52,376
Restricted:	-	-	-	-	-	-
Total Funds	59,039	223,495	230,158	-	-	52,376

Youthline Limited
Charity number 1096248
Company number 4042477

Report of the independent examiner to the Trustees of Youthline Limited

I report on the accounts for the year ended 31st March 2025 set out on pages 4 to 9.

Respective responsibilities of trustees and examiner
The charity's trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year (under Section 144(2) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is required.

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

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

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

Independent examiner's statement
In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that, in any material respects, the requirements

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

have not been met; or

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

AGHS Accounting & Taxation Services Limited
14 Progress Business Centre
Whittle Parkway
Slough SL1 6DQ

Date: 16 July 2025

Youthline Limited
Charity number 1096248
Company number 4042477

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

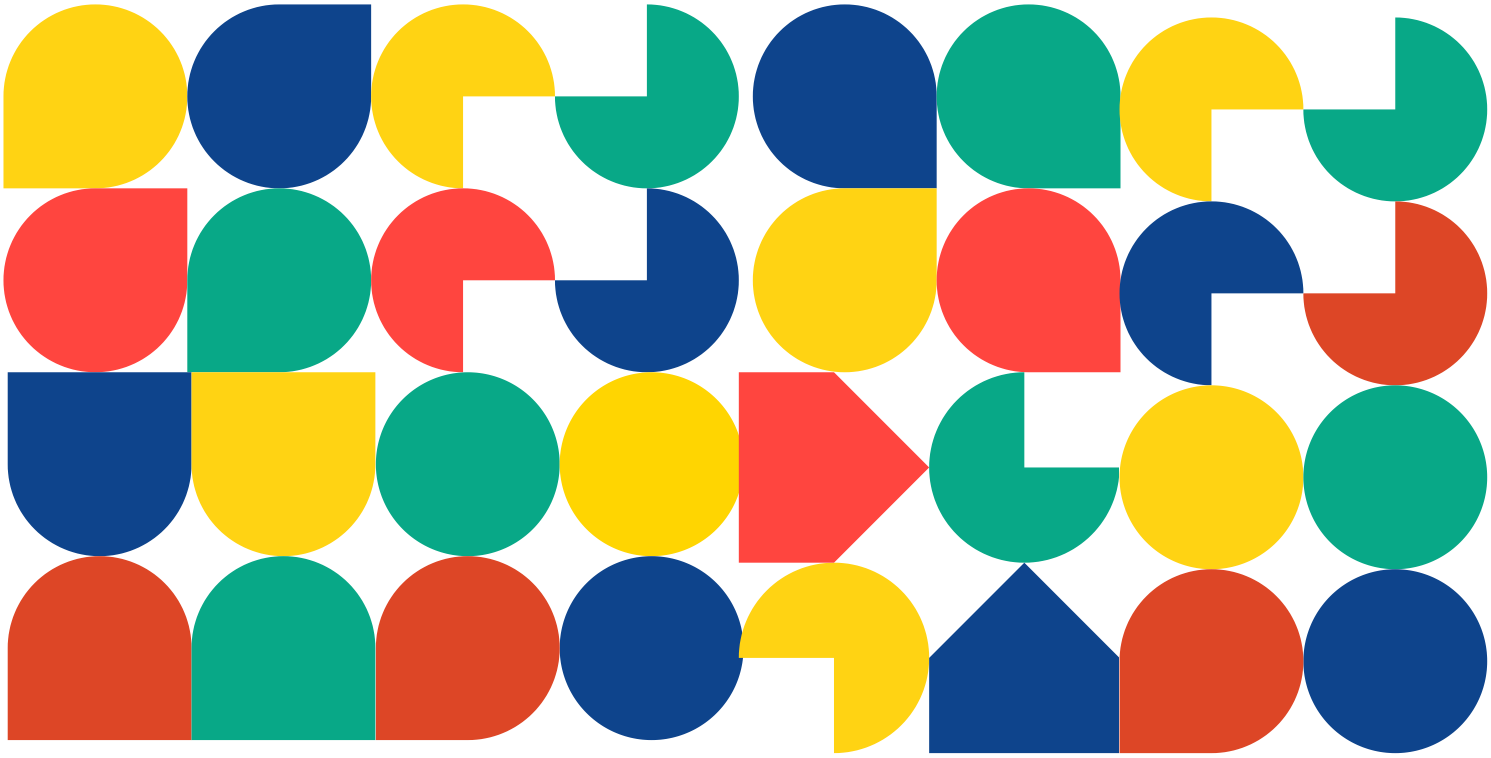
AGHS Accounting & Taxation Services Limited
AGHS Accounting & Taxation Services Limited
14 Progress Business Centre
Whittle Parkway
Slough SL1 6DQ

Date: 16 July 2025

YOUTHLINE LIMITED

England & Wales - Charity number 1096248

Accounts





2023/2024

ANNUAL REPORT

Youthline

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ABOUT YOUTHLINE

Youthline provides a professional and confidential one-to-one blended counselling service for young people of secondary school age to 25 living in Bracknell Forest and surrounding areas. We continue to provide counselling to adults who care for or support young people.

Youthline has been providing an important service for young people in Bracknell Forest as we are part of the youth support provision in the Borough. We have a Contract with Bracknell Forest Council and Frimley Integrated Care Board.

We offer more than 612 hours of counselling support every month.

Youthline offers accessibility to clients who can either self-refer or be referred by their families, schools, GPs, or other agencies. The service is provided free of charge. Furthermore, there's a dedicated service tailored for schools, for which they contribute financially.

For 36 years, we, as a charitable organisation, have dedicated ourselves to serving the Bracknell Forest community. Our operations rely on the generosity of external funding due to our voluntary nature. The esteemed reputation of Youthline plays a pivotal role in attracting support from numerous sponsors and advocates, both locally and beyond our immediate community.

The Trustees hold the overall responsibility for Youthline. Our team consists of five part-time staff members located at Portman Close, along with employed young person counsellors providing 12 hours per week to Youthline. Our operations heavily rely on the dedication of our volunteers—counsellors, fundraisers, administrative, and reception staff. We extend our sincere appreciation and heartfelt thanks to the staff and volunteers of Youthline whose commitment enables us to deliver our services.

There are lots of ways in which you could become involved with our work. For comprehensive insights into our mission and activities, kindly visit our website: www.youthlineuk.com - Youthline, 7 Portman Close, Bracknell, Berkshire, RG42 1NE

OUR TEAM 2023-24

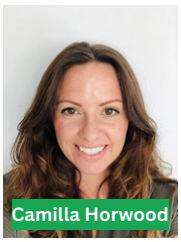
Trustees


Janet Harris
Chair of Trustees


Judy Fender
Treasurer


Hiliary Mason

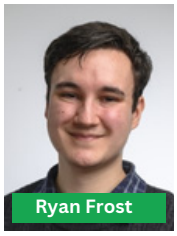

Nidhish Parikh


Camilla Horwood


Oli Sylvester

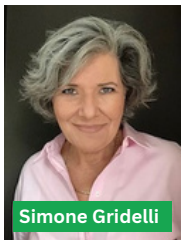

Edwin Wai


Gerry Barber


Ryan Frost

Coordination and Young People Counsellors

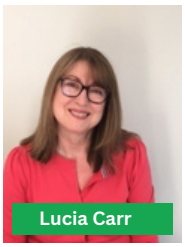

Collette Reynolds
Head of Operations

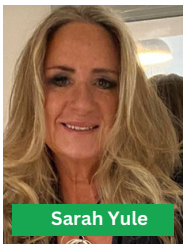

Simone Gridelli
Head of Counselling


Annabel Davis
Outreach & Counselling Coordinator


Theresa Curtis
Administrator


Gosia Hopley
Administrative Assistant


Lucia Carr
YP Counsellor


Sarah Yule
YP Counsellor

Counselling Team

Adam, Adriana, Amber, Amy, Andrea, Anna, Annabel, Becky, Carly M, Carly N, Caroline C, Caroline W, Char, Charlotte, Clara, Clare, Corinne, Dara, Debbie B, Debbie W, Diane, Donna, Elouise, Emma, Gemma, Helen, Jenny, Jill, Judith, Julia, Karen, Kelli E, Kelly J, Kirsty, Laura, Lia, Lisa L, Lisa P, Lucia, Lynne, Mac, Marta, Natalie, Naz, Neal, Neil, Nidhish, Red, Reem, Rob, Samantha C, Sam P, Sammy, Sandra, Sarah L, Shanice, Sherryl, Simi, Sophie, Stefano, Sundeep, Tina, Uli, Vicky

Volunteer Administration & Fundraising

Amelia, Anne, Denise, Fiona, Gemma, James, Jenny, Jo, Lisa, Lynne, Mandy, Natalie, Neal, Samantha G, Samantha N

Supervisors

Annie Wilson, Beverley Thorpe-Radhdo, Joan Devoil, Johanna Bishop, Richard Carroll, Stephanie Fitzwilliamsn

TRUSTEES REPORT

This has been a critical year for Youthline as we were required to take part in a tender process for our funding from Bracknell Forest Council and Integrated Care Board. Youthline was successful in this bid which has been a relief to all the trustees and staff and has enabled us to continue the service we provide at Portman Close.

During the last year we have seen an ever-increasing demand on our service. What has been notable is the wide range and complexity of the challenges we find our young people being exposed to. We have adapted and changed to meet these needs and have a high confidence that we can continue to respond effectively.
As an organisation Youthline were delighted to have been recognised with a Silver Award in the Charity of the Year category at the Pride of Bracknell Forest Awards.

Our Priorities as Trustees

Our commitment as Trustees is to ensure that our services to young people are of high quality; accessible; free at the point of delivery; and safe and accountable. We also strive to demonstrate that we are effectively governed. These five objectives guide us in all the discussions that we have with our team throughout the year. We have welcomed a new trustee, Nidhish Parikh to our team which has added to our existing experience and depth of knowledge.

Quality and Outcomes

We ensure that quality is maintained through the rigorous way in which we approach the recruitment of the team; the operational framework and guidance that provides a sound and secure basis for practice; the strength of our management and clinical supervision; and our delivery of a comprehensive training programme. All of these are key to ensuring that we have a steady flow of volunteers asking to work with us.

In terms of outcomes, we use simple client-friendly measures to assess the improvement in our clients' emotional health and well-being: these continue to be excellent and are recorded later in this report. Young people continue to be signposted to us from a variety of agencies and our conversations with those professionals also confirm the positive impact that YouthLine has on individual young people. The report of our Head of Counselling Services, Simone, will go into more detail on both of these areas.

Accessibility

We continue to maintain a good range of access points to our services. Portman Close has provided more counselling rooms allowing us to cater to a higher volume of younger people simultaneously, which has been crucial during periods of such high demand. It provides a warm and welcoming venue for young people which puts them at ease and makes them feel comfortable. We have had support for redecoration of rooms from several local companies. The reports that follow, in particular that of our Head of Operations, Collette, gives more detail of our reach, but in simple terms we saw 724 young people and delivered more than 5550 sessions during 2023/24

Our work in schools continues to be well received and in high demand. We have responded to this and have increased our delivery offering more appointments within the school environment. We have counsellors in all eight secondary schools in Bracknell Forest, the Special School and the Pupil Referral Unit. More detail of our work in schools is reported by our Counsellor and Outreach Coordinator, Annabel.

Funding

As you know, we provide a free service to young people. Occasionally parents or carers want to contribute but, in the main, we rely on the funding from our contract with BFC and ICB, grant funding from local councils, local companies and organisations, charitable trusts and the activities of our excellent fundraising committee, led by Theresa (who not only generate income, but keep our profile high in the local area). Extracts from our draft accounts are set out later in this Annual Report together with a report from the Fundraising Committee. Our delivery model enables a huge number of sessions to be available at a relatively low level of funding. We are an extremely cost-effective organisation and have many examples of where we have saved the need for statutory services to intervene.

We wouldn't have been able to achieve this however, without the continued support of our statutory partners Bracknell Forest Council, ICB, our school partners and local donors. We remain incredibly grateful for your ongoing support and collaboration. We would also like to thank all that have provided us with funding. We have some fantastic examples of individuals, groups and companies who have provided Youthline with financial support over the last period and for this we are extremely grateful to all.

Safeguarding

Being safe and accountable is key to the work that we do. We are accountable to our clients; we contract with them at the start of the process and are committed to supporting improvements in their health and well-being. The very nature of our activity means that we are usually working with vulnerable young people and increasingly with vulnerable adults. We maintain a rigorous approach to their safeguarding and to the safety and security of our team. The move to 'on-line' work presented some new things to consider but our team developed really strong protocols and have reinforced them in their regular sessions with volunteers and placement students.

Governance and Accountability

We pride ourselves on being a well-run charity with effective governance arrangements. As Trustees, we never forget that we are dealing with public money and donations and have a duty to use our resources in line with our charitable objectives. We have very clear duties towards our staff and volunteers.

Thanks to our Staff and Volunteers

The Trustees are immensely proud of how our team and volunteers have continued to respond to the challenges faced this last year. Our principal asset is most definitely our people and here at YouthLine we are very blessed in that respect. Anyone who encounters them will recognise what a huge asset they are to the organisation.

You will also see throughout this report, how much of what Youthline does depends on the goodwill of volunteers. There are many different reasons why our volunteers are motivated to work with us but a common theme is that all of them want to make a difference to young people. Some of our volunteers are longstanding and others are with us for a shorter period. All make a positive contribution to our work and are an integral part of our organisation.

YouthLine have been delivering a service to the young people of Bracknell Forest for the last 36 years we are extremely proud of this achievement and the longevity of the service.

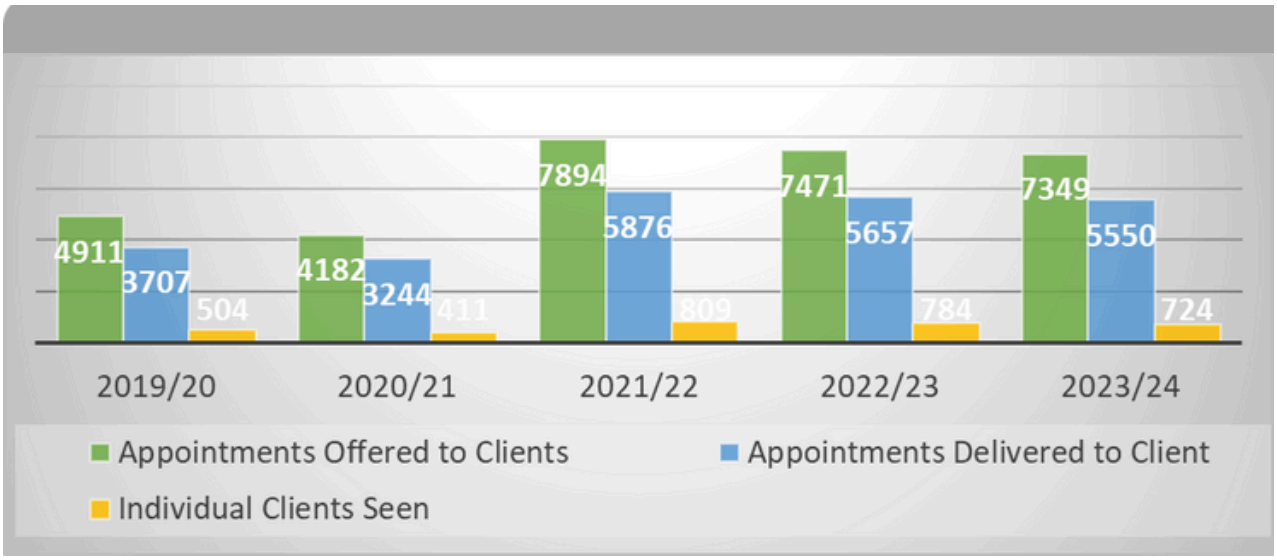
We hope you enjoy reading the detail of our annual report and look forward to welcoming you at our AGM on 5th June.

With regards,

The Trustees

HEAD OF OPERATIONS REPORT

Access to Counselling



This year has been one of considerable development for Youthline.

The passion and dedication that our team bring to Youthline makes it a pleasure working together. We have a fantastic strong team who have continually adapted and acted on the needs of our clients and the community.

We are fully operational delivering face to face appointments at Portman Close on six days of the week, Monday – Thursday 3-9pm, Friday 4-7pm and Saturday 10am – 1pm. Most of our sessions are provided in person, driven by client preference, although we still deliver online and telephone sessions giving the client the flexibility to access their preferred method of counselling.

We continue to offer different locations in which our clients can access our service to ensure their needs are met. Provision continues at Brakenhale School, College Hall, Edgbarrow School, Garth Hill College, Kennel Lane School, Kings Academy Binfield, Kings Academy Easthampstead Park, Ranelagh School, Sandhurst School, The Rise @ Garth Hill College and St. George's School in Ascot.

We meet as a team regularly to review our waiting list. A big concern is ensuring that our clients are not on waiting lists for a long period of time. and with this in mind we have delivered group work sessions in the training room at Portman Close to help reduce our waiting list. We have received such positive outcomes (see Clients Voice) and shall carry on providing these sessions.

We continue to see a significant demand for our service. More placement students were recruited in January to meet this demand. The recruitment programme and vigorous checks takes a lot of administrative and managerial time to 'on board' the counsellors. We take the competency of our counsellors extremely seriously. With the additional counsellors, it means they will be seeing three clients each per week.

Throughout 2023/24 our delivery was quite consistent with the previous year offering 7349 counselling sessions to 724 individual clients at Portman Close and in schools.

Management and Operations

Youthline has a new website! After months of hard work and collaboration, we were delighted to launch our new website in December 2023. The new website is much easier to navigate with a fresher, more modern look. Please do look! www.youthlineuk.com

A huge task throughout this year has been to implement a new management system.

Our systems were predominantly paper based. Youthline decided to streamline all our operational tasks to an IT system eliminating the need for multiple systems and ensure our data is more secure.

We went live with our chosen system, Lamplight, in March 2024 where 75 staff and volunteers were trained on the new system. This shall improve the client onboarding process and journey, improve the counsellor experience by managing their diary online, create relevant insights and analytics to measure success and evidence this to funders, improve our communications with our clients, provide better outcomes and will be easier to manage reporting and clearer statistical data evidence.

While it's still early in the process, our team holds a strong belief that we will reap the rewards of implementing this system.

Our counselling and office space at Portman Close is perfect and we feel delighted to have this space to deliver our service. Our thanks to Bracknell Forest Council for their continued support.

Through Bracknell Forest Council, we are also involved in Bracknell Children & Young People Emotional Wellbeing & Mental Health Network Meetings which gives us the opportunity to meet 'virtually' with key individuals and decision makers.

Staff actively engage and participate in various social community activities. It encompasses interaction with our community, local organisations, businesses, and local councillors who contribute positively to the shared environment.

The Councillors across Bracknell Forest that we met during these activities have shown great support for our initiatives.

Our funders have an expectation that we will have a social media presence both to recognise their support and to promote our service.

We have a small team who have developed a social media strategy to continue to engage on these platforms and develop our communications.

By conducting this through social media, means we are speaking to the audience in real time to celebrate our successes, raise awareness of our service and other support through other organisations, share our clients' comments and signpost to our website.

Please like/follow our pages!

Young Ambassadors

Having young ambassadors involved in creating awareness of our charity brings numerous benefits. Firstly, young ambassadors often possess a natural enthusiasm and energy, drawing attention to our cause. Their passion can inspire others, especially peers, to get involved and support the charity.

Secondly, young ambassadors represent the next generation of leaders and influencers. By engaging them early on, we are not only spreading awareness now but also investing in long-term advocacy. These ambassadors can continue promoting our charity throughout their lives, potentially becoming lifelong supporters.

Additionally, young ambassadors offer fresh perspectives and innovative ideas.

Involving young ambassadors gives them a sense of ownership and empowerment among youth. It gives them a platform to make a meaningful impact on issues they care about, promoting personal development and leadership skills.

Over the last year, our amazing young people have been engaged in regular meet ups, producing videos, presenting at Garth Hill College Year 7 assembly, giving ideas on advertising and publicity materials, attending fundraising and Bracknell Pride events. They are currently in the process of setting up a Young Ambassador Recruitment Day for the summer.

Youthline provide Listening Skills Training which will support our Young Ambassadors with self-awareness and self-care tips.

Thank you to all of those who have been involved.

Funding

We continue to develop strong relationships within the Bracknell Forest community to support young people.

We provide a free service for our clients. This is due to Youthline using predominantly volunteer counsellors and the funders that support our work. We rely on funding from parish and town councils, local companies and organisations and charitable trusts.

Last year, we engaged in the tender process for the Youth Counselling provision throughout Bracknell Forest. We are delighted to announce that we've been granted a five-year contract starting from October 2023.

We are very grateful for the support from Bracknell Forest Council and Frimley Integrated Care Board (ICB).

Regular review meetings take place with Bracknell Forest Council and Frimley ICB to ensure we meet the contract requirements but also giving us the opportunity to showcase the work Youthline are doing.

Youthline would like to thank all the organisations, companies and individuals that have given grants or donations securing our funding for 2023/24.

The community and local corporate support of Youthline has been overwhelming this last year, not just financially but also to improve our premises for staff, volunteers and clients coming to Portman Close.

We are so grateful to Duncan Yeardley Estate Agents who continue to support Youthline with not only providing a monthly donation but also decorated our newest room, Superberry Room. Ascot Fire Brigade Trust, Power of Parenting, Masonic Charitable Trust, Co-Op, The Business Travel Network all of whom donated towards our counselling sessions. Energy Saving Lighting donated two air conditioning units making the very hot summer days more manageable in our two front counselling rooms, Lilaberry and Gooseberry.

We received a call from Berkshire Community Foundation advising Youthline are being awarded £15,000 per year for three years from an anonymous donor. This will pay for a Young Person Counsellor to deliver counselling to 12 clients per week. We also received a grant from Berkshire Community Foundation to support with the increase in energy bills over the winter of 2023/24.

Crowthorne Trust continue to support Youthline by subsidising the termly fee to both Edgbarrow School and Sandhurst School.

To all our supporters, we are very grateful of your recognition of the work we do and the financial support to deliver our service.

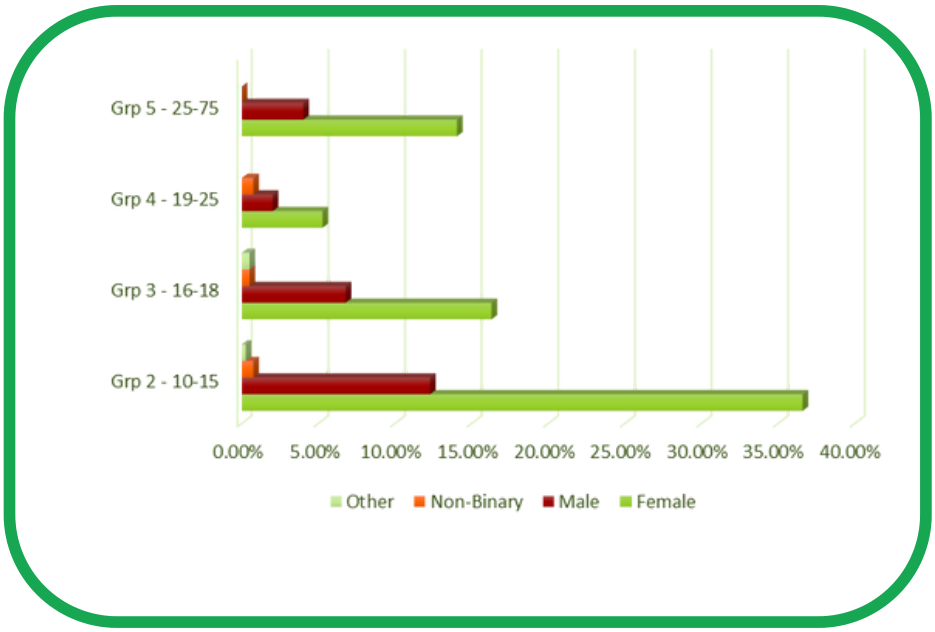
Overall, Youthline's commitment to providing essential mental health support for young people and adults in the Bracknell Forest community is truly admirable. We shall continue to keep up the fantastic work, and here's to continued success in the year to come!

I would like to thank everyone who makes our service possible, from our Trustees, our Administrator, Admin Assistant, Clinical Lead, Outreach Coordinator, cleaners, counsellors at Portman Close, school counsellors, Young people counsellors, our support volunteers, young ambassadors, funders and friends for making Youthline a place to be proud of.

Collette Reynolds

Portman Close - Overview

Client Age & Gender



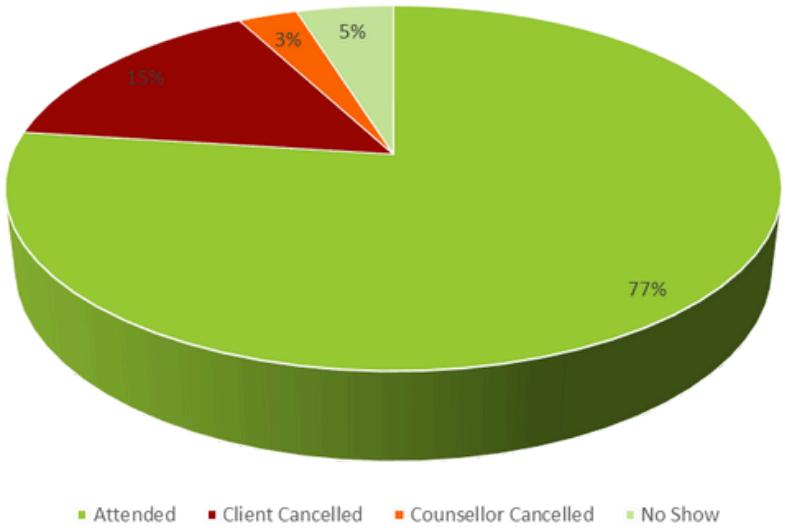
52 counsellors

399 individual clients

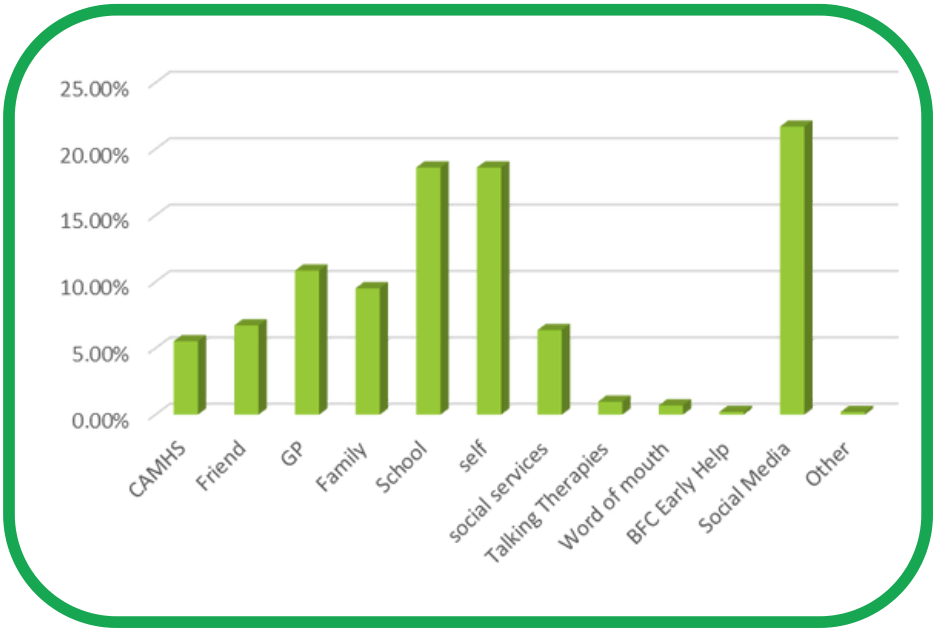
4444 appointments

3420 sessions delivered

Appointment Breakdown



Signposting to Portman Close

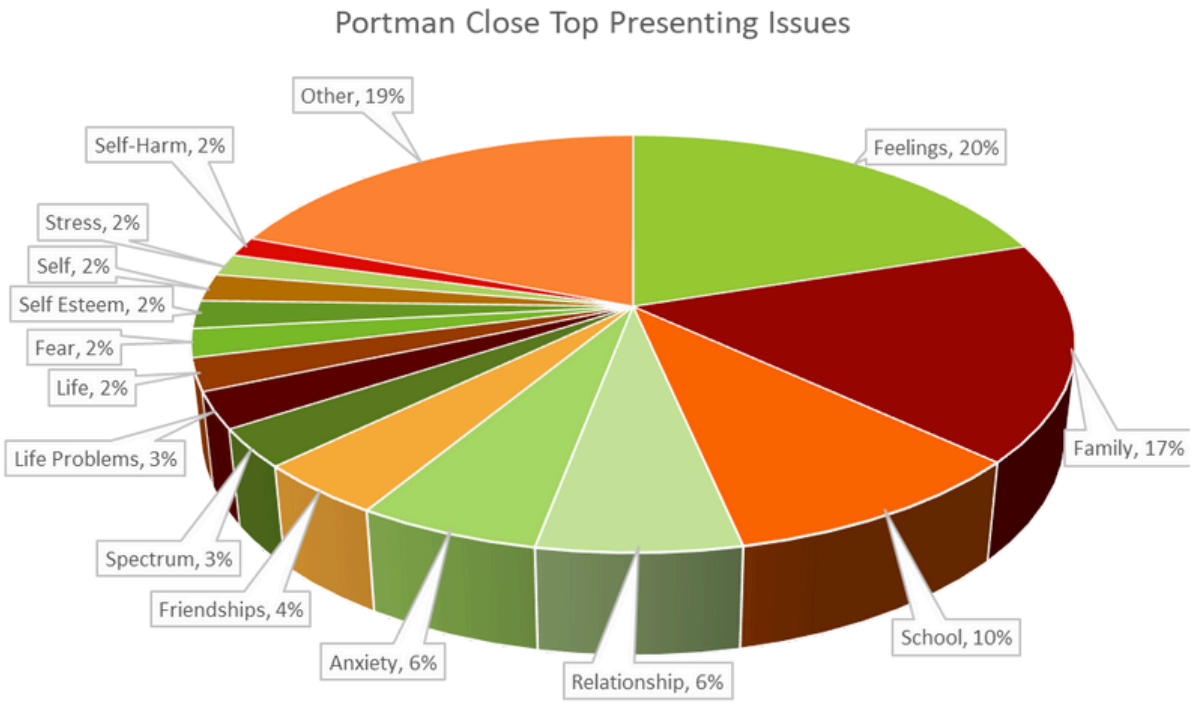


While we don't formally receive referrals, we make it a point to inquire about how clients discovered Youthline. It's notable that most clients still come to us through family, school, or by reaching out themselves. We actively spread awareness of our services through initiatives in schools, GP surgeries, and across various social media platforms.

Portman Close Serving Clients Across Bracknell Forest

Ascot	7	Easthampstead	25	Old Bracknell	4	Wildridings	10
Binfield	32	Great Hollands	41	Priestwood	29	Windsor	1
Birch Hill	1	Hanworth	21	Sandhurst	49	Winkfield Row	24
Bullbrook	20	Harmans Water	12	Sunningdale	3	Wokingham	3
Crown Wood	9	Jennets Park	1	The Parks	12		
Crowthorne	16	Martins Heron	42	Warfield	29		

Issues Presented by Portman Close Clients



Reasons for coming to counselling at Portman Close

When clients refer to our waiting list, we ask, '**Why are they seeking counselling now?**' - In their own words, these are some reasons during 2023-24.

Ongoing Anxiety Issues
Grandad is dying, parents are divorcing, school is hard
Bereavement, low mood, bullying
Having panic attacks due to anxiety
Finding transition from primary school to secondary school really hard
Parents have split and not getting on with either parent
Seeking support as a long time carer for my grandson
I just need someone to talk to
I struggle to sleep and no one understands me
Friendship issues and possible ADHD

HEAD OF COUNSELLING REPORT

In an era marked by unprecedented global challenges, young people find themselves at the forefront of change. From climate crises to geopolitical awareness, they grapple with a world that often seems chaotic and uncertain, they confront a world characterised by chaos and uncertainty—a journey that aligns with the heightened awareness that accompanies adolescence. Unlike previous generations, today's young people witness graphic and distressing scenes and brings with it emotional reactions of distress, anxiety, confusion, hopelessness anger and frustration. At Youthline our mission remains steadfast – to provide vital counselling services to those who need it most, our young people, their families and professionals who work with them.

Mental Health Development

While the overall demand for counselling sessions across various mental health concerns has risen, certain issues have experienced notable increases. These issues primarily relate to complex mental health challenges that fall short of meeting the CAMHS (Child and Adolescent Mental Health Services) threshold. We collaborate closely with our mental health support providers to ensure that clients are suitably matched with our service and have new protocols in place to ensure clients who access our service are getting the appropriate support.

Ensuring Quality

We take pride in providing outstanding training to our placement students. To ensure competent practice, Youthline requires all counsellors and placement students to participate in ongoing training sessions throughout the year. We also offer all placement students and counsellors monthly group supervision to complement their own personal supervision. These requirements are in line with the safe practice standards established by the BACP.

Links with the Community

Throughout this year, we have maintained and strengthened positive relationships with both adolescent and adult services. Our efforts to raise awareness of Youthline through local media channels have been notably successful. Our objective remains to sustain high visibility, ensuring accessibility to every young person within our service area. We are fortunate to be invited to BFBC meetings, which keep us informed of Bracknell Forest's Wellbeing strategy for young people. This engagement fosters robust connections with various youth services across Bracknell, furthering our collaborative efforts in supporting young individuals.

Future Directions and Sustainability As we look to the future, we remain committed to fostering resilience and wellbeing in our community while maintaining a focus on sustainability in all aspects of our work. Our counselling team has provided sustainable mental health support to young people in our community. We have implemented sustainable practices within our organisation, including reducing waste, conserving resources, and promoting eco-friendly paperless initiatives. By prioritising sustainability, we aim to not only support the mental health of our youth but also contribute to a healthier environment for future generations to ensure that our service is accessible and impactful for those who need them most.

Our gratitude extends to our stakeholders, Parishes, Council and Schools for their funding, which enables our current services. With unwavering support from our stakeholders, we will continue to provide a well-rooted exceptional service in the community.

Simone Gridelli



OUTREACH COORDINATOR REPORT

Throughout 2023-2024 Youthline's Outreach service has continued to develop with 16 counsellors working across eleven Secondary schools to include Brakenhale, College Hall, Edgbarrow, Garth Hill College, Kings Academy, Kings Academy Easthampstead Park, Kennel Lane, Ranelagh, Sandhurst, The Rise@GHC, and St George's Ascot.

Growing Demand: Youthline has observed an increased demand for School Counselling, resulting in waiting lists across all participating schools. We firmly believe that every young person deserves access to our service and in line with this commitment, we have provided tailored support to address the specific needs of each school. For instance, Kennel Lane School has received support from our specialised Art Therapist, while The Rise@GHC and College Hall have benefitted from the expertise of our specialist young person counsellors. These interventions are designed to adapt to the changing needs of students, ensuring that our services remain relevant and effective.

Supervision and Training

We deliver high-quality services to our young people in schools, with Youthline school counsellors engaging in tailored workshops addressing various issues affecting young people. We emphasise continuous professional development by ensuring counsellors attend the Annual School Counsellors Conference at Wellington College. Common themes in school counselling encompass anxiety, stress, low mood, neurodiversity, and relationship challenges. To uphold safe practices, Youthline provides monthly group and one-on-one supervision for all school counsellors.

Group Work

To address the high presentation of anxiety, stress and worry and following receiving funding from CCG, Easthampstead Rotary Club and the Shanly Foundation, Youthline have been able to train counsellors in delivering group work and pilot a Group Work project supporting young people in schools.



The Youthline Group Work Counsellors offer students a safe and supportive environment to talk through issues, listening to their views and experiences, and equip them with resources to help regulate their feelings on themes such as stress and worry. Youthline has successfully completed 6-week groups in Brakenhale and Kings Academy Easthampstead Park School. The outcome measures from this, show that 100% of the students felt their wellbeing had improved following the Group Work.

Youthline has provided information workshops to reach year 6 and year 7 students to highlight the importance of mental health support, what to expect from counselling at Youthline and how to access it.

Safeguarding

We have established robust connections with School Safeguarding Leads, facilitating the effective management of the growing safeguarding requirements of our clients. In total, there have been 21 safeguarding referrals within the Outreach programme, addressing a total of 44 reported concerns. Collaborating closely to address these needs ensures the effectiveness of our efforts in meeting the requirements of our young people.

Links with the community

Youthline have been attending the Child and Adolescent Mental Health Service (Berkshire East) Bracknell GHT/ Early Help Referrals meeting on a weekly basis to ensure the young people of Bracknell are getting the right support from the appropriate surrounding agencies. We continue to attend consultation meetings with the Mental Health Support Teams (MHSTs) in several schools in the local authority to ensure the young people are accessing the right support for their needs.



COUNSELLOR COORDINATOR REPORT

Throughout 2023 to 2024, the Youthline Portman Close site has been able to support many young people, as well as parents, caregivers and professionals supporting young people.

At Portman Close, we are fortunate to have a dedicated team of 38 counsellors who collectively contribute over 3 hours each per week to providing invaluable support to our clients. Among them are trainee counsellors in their final year of training, whom we are proud to nurture and guide and qualified counsellors who generously volunteer their time to Youthline, embodying our shared commitment to serving those in need. Our team includes two specialised young people counsellors specifically trained to work with individuals under the age of 16, ensuring that our services are tailored to meet their unique needs.

Growing Demand We have seen an increase in the level of need coming into Youthline with many clients having complex issues requiring support from many services in the community. Being able to offer clients up to 24 sessions has proved useful to these clients in helping them work through the complexities of their situation and the individual impact this has had on their mental health. Themes prevalent in Portman Close counselling include family, school, anxiety, anger, relationships, self-esteem, confidence and feelings.

Group work To support young people on our waiting list, they are offered the opportunity to take part in group work before being allocated a 1-1 counsellor. This allows clients to focus on their concerns, to give them mechanisms to explore specific problems related to stress and worry, making more informed choices, working through difficult feelings, and improving relationships within their environment. Clients can go on to work 1-1 with a counsellor following the group work if they still require support. This permits clients to receive support sooner and allows clients to develop coping strategies to manage their needs.

Safeguarding Ensuring the safety and wellbeing of our clients is paramount. Identified safeguarding issues have been increasing this year with 25 MASH referrals and a total of 66 reported concerns, has seen Youthline in touch with MASH and Early Help Team more often to ensure our clients receive the right level of support. We have ensured counsellors remain up to date with thorough safeguarding training and we have clear policies and procedures in place to support our counsellors and clients safely.

As we look ahead, Youthline remains committed in our mission to prioritise the mental well-being of our youth, parents, caregivers, and professionals. Our dedicated team of counsellors, consisting of both qualified and trainee professionals, will continue to provide a safe and supportive environment to ensure free counselling remains accessible for our community members.

Annabel Davis

SCHOOLS OVERVIEW

The Brakenhale School

Ranelagh School
VALUES - TRADITION - VISION - EXCELLENCE

Kennel Lane School
Valuing Achievement
Encouraging Independence

King's Academy Easthampstead Park

ST GEORGE'S ASCOT

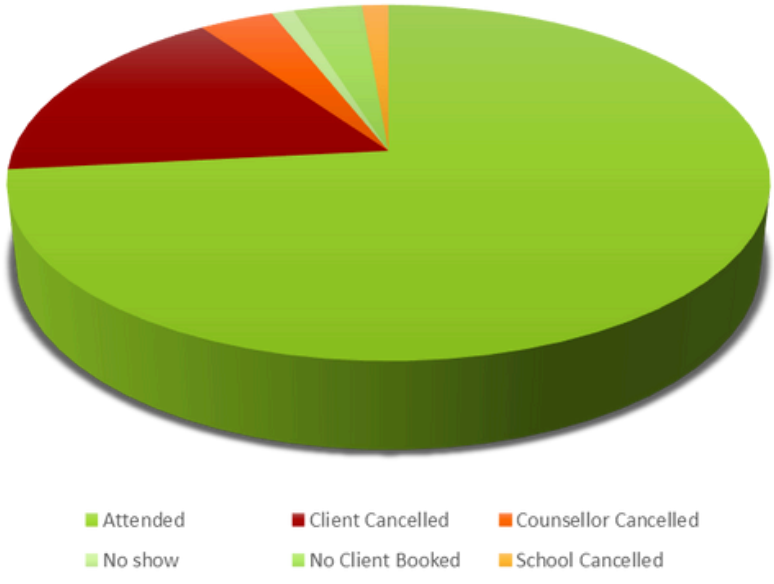
Sandhurst School
the opportunity to succeed

College Hall

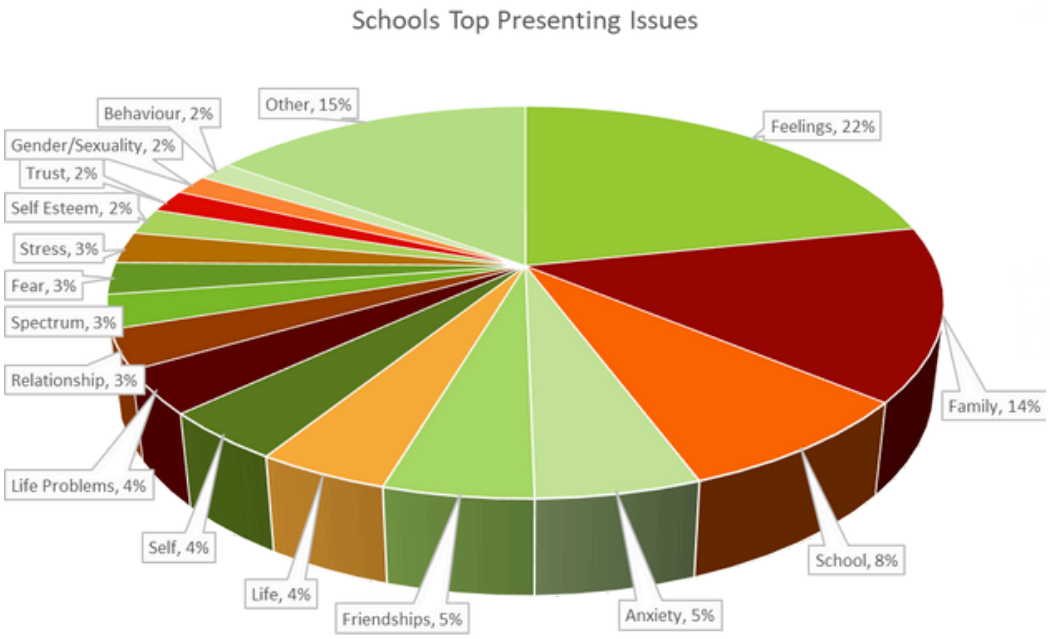
11 schools
23 counsellors

2905 appointments
2130 sessions delivered

Schools Appointment Breakdown



Issues Presented by School Clients



The above table demonstrates the main themes that are presented within the counselling sessions each week.

Counsellors usually record the main 2-3 themes that the clients discuss within their weekly session.

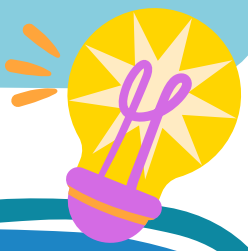
The main ones that come up during school counselling sessions are Family, Anxiety, Feelings, School, and relationships.

CLIENT FEEDBACK



I was lucky enough to have a friend who shared the amazing service that Youthline offers. I was at a really low point with my mental health due to a situation that had taken place at work. My Youthline counsellor was very approachable. It was a lot easioer to talk about my worries and deep feelings with her than it was to my own family. We explored how I could communicate with my loved ones which was most helpful. Naturally the counselling journey was very up and down and emotioonal. I had six sessions and woredon a lot of healing, exploring my emotions and how I was going to return to work which I did. I would recommend Youthline and know that the option of the service will be available should the need for the support occur again.

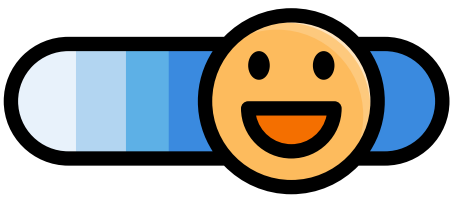
My son benefitted greatly from his time spent with his Youthline counsellor and always came out brighter after seeing her and it has made such a difference and has set him up positively for the future.



I became a Youthline Young Ambassador after receiving counselling from the charity a year ago after my sessions were over. I was presented with an opportunity to become a Young Ambassador for the charity. I decided to take this opportunity to give back as Youthline had given me so much, it was great to be able to be involved in helping others like myself. What I enjoy most about being a Young Ambassador is to be able to brainstorm with others and work on making this brilliant counselling sevices more well know.

Group Work

- Having mulltiple people in the group
- Doing the little activities
- Gaining coping mechanisms
- Doing activites together



ANNUAL ACCOUNTS

Youthline Ltd

Company number 4042477 **Registered Charity 1096248**

Annual accounts for the year ended 31 March 2024

DRAFT subject to independent review

Statement of Financial Activities (including Income & Expenditure Account)

		Unrestricted funds £	Restricted income funds £	Total this year £	Total last year £
Incoming Resources					
Donations and Grants	Note 2	156,844	250	157,094	166,290
Other Income	Note 2	61,960	-	61,960	60,295
Interest Received		492	-	490	254
Total income resources		**219,296**	250	**219,546**	**226,839**
Resources expended					
Direct charitable activites	Note 3	189,578	1,680	191,258	184,783
Support costs for charitable activities	Note 3	37,633	323	37,956	27,149
Governance costs	Note 3a	841	-	841	799
Total resources expended		**228,052**	2,003	**230,055**	**212,731**
Net incoming/(outgoing) resources before transfers		**-8,756**	-1,753	**-10,509**	**14,108**
Gross transfers between funds				-	
Net incoming/(outgoing) resources before other recognised gains/(loses)		**-8,756**	**-1,753**	**-10,509**	**14,108**
Other recognised gains/(losses)		-	-	-	-
					-
Net movement in funds		**-8,756**	-1,753	**-10,509**	**14,108**
Total funds bought forward		**67,795**	1,753	**69,548**	**55,440**
Total funds carried forward		**59,039**	-	**59,039**	**69,548**

ANNUAL ACCOUNTS

Youthline Ltd

Company number 4042477 **Registered Charity 1096248**

DRAFT subject to independent review

Balance sheet for the year ended 31st March 2024

		Unrestricted funds £ FO1	Restricted income funds £ FO2	Total this year £ FO4	Total last year £ FO5
Current assets					
Debtors	Note 4	-	-	-	1,700
Cash at bank and in hand		89,829	-	89,829	89,735
		89,829	**-**	**89,829**	**91,435**
Creditors: amounts falling due within one year	Note 5	30,790	-	30,790	21,887
Net current assets/(liabilities)		**59,039**	**-**	**59,039**	**69,548**
Total assets less current liabilities		**59,039**	**-**	**59,039**	**69,548**
Creditors: amounts falling due after one year		-	-	-	-
Net assets		**59,039**	**-**	**59,039**	**69,548**
Funds of the Charity					
Unrestricted funds	Note 6	59,039		59,039	67,795
Restricted income funds	Note 6		-	-	1,753
Total funds		**59,039**	**-**	**59,039**	**69,548**

Audit exemption statement

For the year ended 31st March 2024, the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit of its accounts for the year in question following section 476 of the Companies Act 2006.

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

These accounts have been prepared following the provisions applicable to small companies subject to the small companies regime and in accordance with FRS102 SORP.

ANNUAL ACCOUNTS

Notes to the Accounts (continued)

Note 2	Analysis of incoming resources					
			Unrestricted funds	Restricted income -IWillFund	Total this year	Total last year
			£	£	£	£
Donations and Grants	Donations - Town and Parish Councils		16,700		16,700	12,400
	Donations - Corporate		17,657		17,657	4,819
	Donations - Local Giving		1,028		1,028	2,033
	Donations - Other		3,324	250	3,574	806
	Grants - Bracknell Forest Borough Council and CCG		103,135		103,135	115,932
	Grants - Other		2,500		2,500	2,300
	Grants - Berkshire Health		-		-	23,000
	Grants - Berkshire Community Foundation		12,500		12,500	5,000
	Grants - Berkshire Community Foundation		5,000		5,000	4,249
		Total	**156,844**	**250**	**157,094**	**166,290**
Other income	Schools		50,059		50,059	46,242
	Training		3,194		3,194	330
	Fundraising		8,707		8,707	13,723
		Total	**61,960**	-	**61,960**	**60,295**

Note 3	Analysis of resources expended					
			Unrestricted funds	Restricted income -IWillFund	Total this year	Total last year
			£	£	£	£
Direct charitable activities	Salaries		158,377	1,680	160,057	155,649
	Supervision		23,260		23,260	20,077
	Training		7,162		7,162	6,331
	Travel and incidentals		687		687	2,369
	Counselling resources		92		92	357
		Total	**189,578**	**1,680**	**191,258**	**184,783**
		e				
Support costs for charitable activities	Heat, light, power, water		7,931		7,931	9,834
	Subscriptions		514		514	494
	Printing, stationery and consumables		700		700	1,601
	Cleaning		2,866		2,866	2,736
	Advertising, phones, IT		18,499		18,499	8,044
	Miscellaneous		3,059	323	3,382	2,064
	Premises expenses		4,064		4,064	2,376
		Total	**37,633**	**323**	**37,956**	**27,149**
	Governance costs Note 3 (b)	**Total**	**841**		**841**	**799**

Fundraising Report

At Youthline, we have a small fundraising team who embarked on the 2023/2024 fundraising campaign with collective action and innovative approaches. As we reflect on the past year, our aspirations were not only met but exceeded, thanks to the dedication of our supporters. Despite the challenge of relying on volunteers and operating with limited resources, our team persevered with unwavering determination. Below are the highlights of our fundraising endeavors, showcasing the remarkable impact achieved through persistence, creativity, and the generosity of our community.



Youthline's Bucket Collection at The Lexicon April 2024 raised £321.96.
Monika pounded the streets of Bracknell dressed as a squirrel for the Virtual London Marathon raising £2082.
In May 2023, Youthline's fundraising team organised a Pub Quiz at the Admiral Arms, Bracknell raising £329.14.
Leah and Keith from Duncan Yeardley ran the Asics 10k London Landmark run raising £303.75.
Youthline's volunteers helped raise £279.46 from a bucket collection at Sainsburys Bracknell.

Youthline's Summer Online Auction raised £269. Thank you to all those companies that donated the prizes for the bids.
Youthline's Christmas Dinner raised £125 through holding a raffle during the evening.
Tesco, Warfield invited us to hold two very busy bucket collections during December 2023 raising £721.83 and £646.42.
Youthline were part of EASTHAMPSTEAD ROTARY CLUB Christmas Raffle 2023 which raised £340.
The Binfield Club held a Quiz Night in aid of Youthline which raised £576.



We extend our deepest gratitude to Monika Taplin again for her unwavering support and dedication to Youthline throughout the 2023/24 year. As a steadfast ambassador, Monika has remained instrumental in amplifying awareness of our mission. Over the past year, she has continued to actively participate in numerous fundraising initiatives, including local events and campaigns. Notably, her spirited participation in various fundraising activities, such as running half-marathons and adorning Bracknell's streets in an array of captivating costumes, has not only showcased her commitment but also inspired others to join in our cause. Monika's ongoing enthusiasm and generosity embody the spirit of community and solidarity that fuels our organisation's efforts to support those struggling with mental health challenges in Bracknell and beyond.







We extend our heartfelt appreciation to Duncan Yeardley for their steadfast support of Youthline throughout the past year. Their unwavering commitment to our cause has played a pivotal role in expanding our reach and impact within the community. We are deeply grateful for Duncan Yeardley's continued partnership and meaningful contributions to our charity's mission.

The Rotary Club of Easthampstead continue to be great supporters of Youthline and through their own fundraising activities donate their money to our charity.

Youthline are proud to be involved with the Bracknell Lottery and for 2023-2024 this raised £1426.50 for our charity.



Youthline were lucky enough to be chosen as a local cause with COOP and received £3051.72.

As well as the above fundraising events, we would also like to mention all those that have contributed to Youthline through Local Giving, raising £1028.37.

Theresa Curtis

Youthline Limited

Company number 4042477
Registered Charity 1096248

Report and Financial Statements
For the year ended 31 March 2024

Youthline Limited
Trustees' Report
For the year ended 31 March 2024

The directors present their report and the financial statements of the company for the year ended 31st March 2024.

Structure, governance and management
Youthline is a registered charity and a company limited by guarantee.
The governing document of the charity is the Memorandum and Articles of Association dated July 2000.

The following directors, who are also the Trustees of the charity, served during the year:

Mr G Barber (retired by rotation and re-appointed 14 June 2023)
Mrs J L Fender
Mr R Frost (appointed 18 April 2023)
Ms C E Horwood (resigned 4 November 2023)
Mrs J Harris
Mrs H Mason
Mr N Parikh (appointed 4 November 2023)
Mr O W E Sylvester
Mr H Wei (resigned 4 November 2023)

New Trustees who have suitable experience and interest in the work of the charity are appointed by the serving Trustees as required. The Trustees consider that, at this time, seven to nine trustees are an appropriate number for the organisation.

Objects and activities
The principal object of the charity is the provision of free, confidential counselling to young people in the Bracknell Forest area (aged 12 to 25), and to those who care for them, at Portman Close, Bracknell, RG42 1NE.

The organisation provides free counselling to local young people using placement students and suitably qualified counsellors. During the year we have continued to provide counselling at Portman Close, in local schools and online as appropriate to ensure safe working for both clients and counsellors.

The Trustees have complied with their duty to have due regard to the guidance on public benefit, as published by the Charity Commission, in exercising their duties.

Financial review
The results for the year are set out on pages 4 to 9.

Charity reserves are used for the general purposes of the charity unless they have been designated for specific purposes when donated.
The Trustees policy over unrestricted funds is that reserves should be sufficient to wind the company up in an ordered manner if it became necessary to do so, and to ensure time for completing work with vulnerable young people.

Youthline Limited
Trustees' Report
For the year ended 31 March 2024

Trustees responsibilities for the Financial Statements
Charity and company law require the Trustees, who are also the Directors of Youthline Limited, to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure for that period. In preparing those financial statements, the Trustees are required to:

- select suitable accounting policies and apply them consistently

- observe the methods and principles in the Charities SORP

- make judgements and estimates that are reasonable and prudent

- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements

- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the charity will continue in business

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

This report was approved by the Board on: 17 July 2024

Janet Harris J E Harris

Director
For and on behalf of the Trustees of Youthline Limited

Youthline Limited
Charity number 1096248
Company number 4042477

Report of the independent examiner to the Trustees of Youthline Limited

I report on the accounts for the year ended 31st March 2024 set out on pages 4 to 9.

Respective responsibilities of trustees and examiner
The charity's trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year (under Section 144(2) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is required.

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

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

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

Independent examiner's statement
In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that, in any material respects, the requirements

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

have not been met; or

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

AGHS Accounting & Taxation Services Limited

AGHS Accounting & Taxation Services Limited
14 Progress Business Centre
Whittle Parkway
Slough SL1 6DQ

Date: 17 July 2024

Youthline Limited

Company number 4042477 **Registered Charity 1096248**

Annual accounts for the year ended 31 March 2024

Statement of Financial Activities (including Income and Expenditure Account)

		Unrestricted funds	Restricted income funds	Total this year	Total last year
		£	£	£	£
Incoming resources					
Donations and Grants	Note 2	156,844	250	157,094	166,290
Other income	Note 2	61,960	-	61,960	60,295
Interest received		492	-	492	254
Total incoming resources		219,296	250	219,546	226,839
Resources expended					
Direct charitable activities	Note 3	189,578	1,680	191,258	184,783
Support costs for charitable activities	Note 3	37,633	323	37,956	27,149
Governance costs	Note 3(a)	841	-	841	799
Total resources expended		228,052	2,003	230,055	212,731
Net incoming/(outgoing) resources before transfers		(8,756)	(1,753)	(10,509)	14,108
Gross transfers between funds		-	-	-	-
Net incoming/(outgoing) resources before other recognised gains/(losses)		(8,756)	(1,753)	(10,509)	14,108
Other recognised gains/(losses)		-	-	-	-
Net movement in funds		(8,756)	(1,753)	(10,509)	14,108
Total funds brought forward		67,795	1,753	69,548	55,440
Total funds carried forward		59,039	-	59,039	69,548

Youthline Limited

Company number 4042477 **Registered Charity 1096248**

Balance sheet for the year ended 31 March 2024

		Unrestricted funds	Restricted income funds	Total this year	Total last year
		£	£	£	£
		F01	F02	F04	F05
Current assets					
Debtors	Note 4	-	-	-	1,700
Cash at bank and in hand		89,829	-	89,829	89,735
Total current assets		89,829	-	89,829	91,435
Creditors: amounts falling due within one year	Note 5	30,790	-	30,790	21,887
Net current assets/(liabilities)		59,039	-	59,039	69,548
Total assets less current liabilities		59,039	-	59,039	69,548
Creditors: amounts falling due after one year		-	-	-	-
Net assets		59,039	-	59,039	69,548
Funds of the Charity					
Unrestricted funds	Note 6	59,039		59,039	67,795
Restricted income funds	Note 6		-	-	1,753
Total funds		59,039	-	59,039	69,548

Audit exemption statement
For the year ended 31st March 2024 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

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

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

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies' regime and in accordance with FRS102 SORP.

Approved by the Board and signed on its behalf by:

Janet Harris

J E Harris

(Director)

Date of approval

17 July 2024

NOTES TO THE ACCOUNTS

Note 1 ACCOUNTING POLICIES

Basis of accounting
These accounts have been prepared on the basis of historic cost 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 UK and Republic of Ireland (FRS 102) (effective 1 January 2015), also known as the Charities SORP (FRS 102), the Companies Act 2006 and the Charities Act 2011.

The principal accounting policies adopted in the preparation of these financial statements are as follows:

Incoming Resources
Grants
Income from grants is included in incoming resources when these are received with the exception of grants for purposes for which expenditure will be incurred in a future period.

Donations
Income from donations are included in incoming resources when received.

Resources expended
Resources expended are included in the Statement of Financial Activiities on an accruals basis.

Fixed Assets
The company currently has no fixed assets and small assets are expensed on purchase.

Trustees' remuneration
The Trustees receive no remuneration and are only reimbursed for items paid for on behalf of the charity.

Related party transactions
The Trustees confirm that there are no related party transactions to disclose.

Fund Accounting
The unrestricted fund comprises those monies, which may be used towards the meeting of the charitable objectives of the company at the discretion of the Trustees.

Restricted funds are monies received for a specific purpose at the time of donation.

Reserves policy
The policy set by the Trustees is for reserves to be sufficient to wind up the company in an ordered manner and to ensure time for completing work with vulnerable young people.
This is estimated to be the equivalent of three months costs.

NOTES TO THE ACCOUNTS (CONTINUED)

Note 2 Analysis of incoming resources

			Unrestricted funds £	Restricted income - IWillFund £	Total this year £	Total last year £
Donations and Grants	Donations - Town and Parish Councils		16,700		16,700	12,400
	Donations - Corporate		17,657		17,657	4,819
	Donations - Local Giving		1,028		1,028	2,033
	Donations - Other		3,324	250	3,574	806
	Grants - Bracknell Forest Borough Council		103,135		103,135	115,932
	Grants - Other		2,500		2,500	2,300
	Grants - Berkshire Health		-		-	23,000
	Grants - Berkshire Community Foundation		12,500		12,500	5,000
		Total	**156,844**	**250**	**157,094**	**166,290**
Other income	Schools		50,059		50,059	46,242
	Training		3,194		3,194	330
	Fundraising		8,707		8,707	13,723
		Total	**61,960**	**-**	**61,960**	**60,295**

Note 3 Analysis of resources expended

			Unrestricted funds £	Restricted income - IWillFund £	Total this year £	Total last year £
Direct charitable activities	Salaries Note 3 (a)		158,377	1,680	160,057	155,649
	Supervision		23,260		23,260	20,077
	Training		7,162		7,162	6,331
	Travel and incidentals		687		687	2,369
	Counselling resources		92		92	357
		Total	**189,578**	**1,680**	**191,258**	**184,783**
Support costs for charitable activities	Heat, light, power, water		7,931		7,931	9,834
	Subscriptions		514		514	494
	Printing, stationery and consumables		700		700	1,601
	Cleaning		2,866		2,866	2,736
	Advertising, phones, IT		18,499		18,499	8,044
	Miscellaneous		3,059	323	3,382	2,064
	Premises expenses		4,064		4,064	2,376
		Total	**37,633**	**323**	**37,956**	**27,149**
	Governance costs Note 3 (b)	**Total**	841	-	841	799

NOTES TO THE ACCOUNTS (CONTINUED)

Note 3 (a)

Staff costs

	This year £	Last year £
Salaries and wages	153,447	147,960
Social security costs	3,438	4,276
Pension costs	3,172	3,413
Total	**160,057**	**155,649**

Average headcount in the year

Management and administration (part-time)	7	7
Schools work (part-time)	14	12

No employees received employee benefits for the reporting period of more than £60,000.

Note 3 (b)

The cost of the annual Independent Review is £828 and is included within Governance costs.

NOTES TO THE ACCOUNTS (CONTINUED)

Note 4 Debtors and prepayments

Analysis of debtors	Amounts falling due within one year		Amounts falling due after more than one year	
	This year £	Last year £	This year £	Last year £
Trade debtors	-	1,700	-	-
Other debtors	-	-	-	-
Prepayments and accrued income	-	-	-	-
Total	-	1,700	-	-

Note 5 Creditors and accruals

Analysis of creditors	Amounts falling due within one year		Amounts falling due after more than one year	
	This year £	Last year £	This year £	Last year £
Loans and overdrafts	-	-	-	-
Trade creditors	54	-	-	-
Other creditors	-	-	-	-
Accruals and deferred income	30,736	21,887	-	-
Total	30,790	21,887	-	-

Note 6 Movements of major funds

Fund names	Fund balances brought forward £	Incoming resources £	Outgoing resources £	Transfers £	Gains and losses £	Fund balances carried forward £
Unrestricted	67,795	219,296	228,052	-	-	59,039
Restricted: I Will Fund	1,753	250	2,003	-	-	-
Total Funds	69,548	219,546	230,055	-	-	59,039

Youthline Limited
Charity number 1096248
Company number 4042477

Report of the independent examiner to the Trustees of Youthline Limited

I report on the accounts for the year ended 31st March 2024 set out on pages 4 to 9.

Respective responsibilities of trustees and examiner
The charity's trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year (under Section 144(2) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is required.

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

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

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

Independent examiner's statement
In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that, in any material respects, the requirements

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

have not been met; or

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

AGHS Accounting & Taxation Services Limited

AGHS Accounting & Taxation Services Limited
14 Progress Business Centre
Whittle Parkway
Slough SL1 6DQ

Date: 17 July 2024

YOUTHLINE LIMITED

England & Wales - Charity number 1096248

Accounts

Youthline

youthlineuk.com

2022/2023

ANNUAL REPORT

celebrating 35 years

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ABOUT YOUTHLINE

Youthline provides a professional and confidential one-to-one blended counselling service for young people of secondary school age to 25 in Bracknell Forest and surrounding areas. We continue to support families of young people and other adults when it is clear this will help the young person.

Youthline has been providing an essential service for young people in Bracknell Forest as part of the youth support provision in the Borough. We have a Service Level Agreement with the Council's youth service and a partnership agreement with Frimley ICB.

We offer more than 620 hours of counselling support every month.

Youthline is accessible to clients who can refer themselves to the service or may be referred by their families, schools, GPs, and other agencies. The service is free at the point of delivery. In addition, a dedicated service is available to schools to which the schools contribute.

We are a charity and are delighted to be celebrating 35 years of being operational in Bracknell Forest. As a voluntary organisation, we depend upon the funding we raise from external sources. Youthline's reputation in the local community and beyond is essential in securing funding from various sponsors and supporters.

Overall responsibility for Youthline rests with the Trustees. We have five part-time staff members based at Portman Close. We also had 1.5 (full-time equivalent) employed young person counsellors working at Youthline, however, this was short-term funding, and their contracts ended on the 31st March. We hugely depend on our volunteers - volunteer counsellors, volunteer fundraisers, admin, and reception staff. Sincere appreciation and many thanks go to Youthline's team and volunteers who make it possible to provide our service.

There are lots of ways in which you could become involved with our work. For more detail about us and what we do, please see our website: www.youthlineuk.com

OUR TEAM 2022-23

Trustees

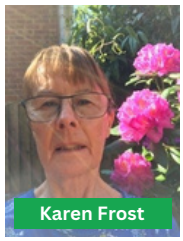


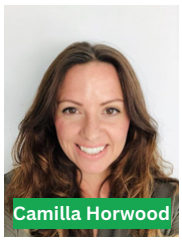
Chair of Trustees

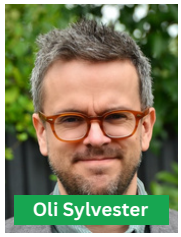


Treasurer



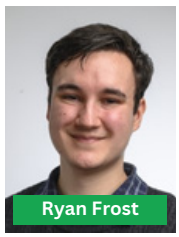












Coordination and Young People Counsellors



Head of Operations



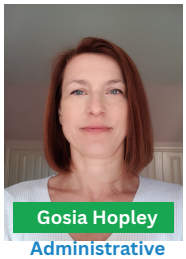
Head of Counselling



Outreach Coordinator
YP Counsellor



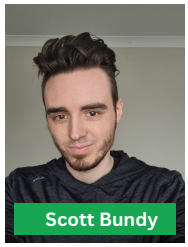
Administrator



Administrative
Assistant



YP Counsellor



YP Counsellor

Counselling Team

Adriana, Andrea, Ann, Athan, Becky, Carly, Caroline B, Caroline C, Charlotte, Clara, Corinne, Dara, David, Debbie, Donna, Elouise, Helen P, Helen T, Helena, Holly, Jan, Jill L, Jill S, Judith, Julia, Karen, Kelly, Kirsty, Laura, Lia, Lisa, Lucia, Lynne, Mac, Melanie, Michelle C, Michelle P, Natalie, Naz, Neil, Nidhish, Red, Samantha, Sam, Sandra, Sarah P, Shanice, Sherryl, Simi, Sophie, Susan, Tina, Vicky

Volunteer Administration & Fundraising

Anne, Avril, Brera, Denise, Emma, Fiona, Gemma G, Heloise, James, Kirsty, Lisa C, Lynne, Magda, Mandy, Neal, Samantha M, Sue

Supervisors

Annie Wilson, Beverley Thorpe-Radhdo Joan Devoil, Richard Carroll, Stephanie Fitzwilliams and Susanne Grandvoinet

TRUSTEES REPORT

This year with the removal of restrictions 2022/23, has seen something approaching normality for many of us. We have been able to increase our ability to offer face-to-face counselling and return to our work in schools. Although this was a welcome return for most, the aftermath of the pandemic still has consequences on our young people, and we at Youthline are facing increasing demands on the service. We have also noticed that the presenting issues facing young people are more complex and at a higher level than previously seen.

Reflecting on the past year, Youthline has continued to demonstrate agility and responsiveness to the fast-changing conditions we have found ourselves in. This has seen the continuation of a hybrid model of delivering counselling, involving a mixture of virtual and face-to-face appointments. Innovations have included introducing group work focusing on stress and anxiety management in schools. More information on this will be provided later in the report. We have also had a new logo with input from our Young Ambassadors. This year also saw Youthline working with Hart Counselling agency to deliver training at Portman Close on a Level 5 Diploma in Counselling Adolescents.

Despite the challenges, our service continues to grow in strength and is now more resilient than ever. Considering the ever-increasing demand we continue to see, and the complex array of challenges our young people are exposed to, we find some reassurance in this and have high confidence that we can continue responding effectively to the need we see in our local community.

Our priorities as Trustees

Our commitment as Trustees is to ensure that our services are of high quality; accessible; free at the point of delivery; safe, and accountable. We also strive to demonstrate that we are effectively governed. These five objectives guide all our discussions with our team throughout the year. We have welcomed three new trustees, Edwin Wai, Gerry Barber, and Ryan Frost, to our team, adding to our existing experience and depth of knowledge.

Quality and Outcomes

We ensure that quality is maintained through the rigorous way in which we approach the recruitment of the team; the operational framework and guidance that provides a sound and secure basis for practice; the strength of our management and clinical supervision; and our delivery of a comprehensive training programme. These are key to ensuring a steady flow of volunteers asking to work with us.

In terms of outcomes, we use simple client-friendly measures to assess the improvement in our client's emotional health and well-being: these continue to be excellent and are recorded later in this report. Young people continue to be signposted to us from various agencies, and our conversations with those professionals also confirm the positive impact that Youthline has on individual young people. The report of our Head of Counselling Services, Simone, will go into more detail on both areas.

Accessibility

We continue to maintain a good range of access points to our services. Portman Close has provided more counselling rooms allowing us to cater to a higher volume of young people simultaneously, which has been crucial during such high demand. It provides a warm and welcoming venue for young people, which puts them at ease and makes them feel comfortable. We have had support for the redecoration of rooms from several local companies. The reports that follow, in particular that of our Head of Operations, Collette, give more detail of our reach, but in simple terms we saw 784 young people and delivered 5657 sessions during 2022/23

Our work in schools continues to be well received and in high demand. We have responded to this and have increased our delivery offering more appointments within the school environment. We have counsellors in all 11 secondary schools in Bracknell Forest, the Special School and the Pupil Referral Unit. Our Counsellor and Outreach Coordinator, Annabel, reports more about our school work.

Funding

As you know, we provide a free service to young people. Occasionally parents or carers want to contribute, but, in the main, we rely on grant funding predominantly from local councils, the CCG, (now ICB) local companies and organisations, charitable trusts and the activities of our excellent fundraising committee, led by Theresa (who not only generate income but keep our profile high in the local area). Extracts from our draft accounts are set out later in this Annual Report, together with a report from the Fundraising Committee. Our delivery model enables a vast number of sessions to be available at a relatively low level of funding. We are an extremely cost-effective organisation with many examples of where we have saved the need for statutory services to intervene.

However, we wouldn't have been able to achieve this without the continued support of our statutory partners Bracknell Forest Council, East Berkshire CCG and our school partners and local donors. We remain incredibly grateful for your ongoing support and collaboration. We would also like to thank all that have provided us with funding. We have some fantastic examples of individuals, groups and companies who have provided Youthline with financial support over the last period, and for this, we are incredibly grateful to all.

In particular, we would like to thank East Berkshire CCG for the additional funding we received, which has enabled us to employ three part-time young people's counsellors, which has had a significant impact on our waiting list and has been extremely helpful.

When writing this report, Bracknell Forest will be putting out to tender Youth Counselling Services as part of their contractual procedures. While this means we have uncertainty over our funding, we will be taking part in the tender process and hope that we will successfully secure the contract to ensure that we continue to deliver high-quality service to the young people of Bracknell Forest.

Safeguarding

Being safe and accountable is vital to the work that we do. We are responsible to our clients; we contract with them at the start of the process and are committed to supporting improvements in their health and well-being. Our activity's very nature means that we usually work with vulnerable young people and increasingly with vulnerable adults. We maintain a rigorous approach to their safeguarding and our team's safety and security. The move to 'online' work presented some new things to consider, but our team developed robust protocols and reinforced them in their regular sessions with volunteers and placement students.

Governance and Accountability

We pride ourselves on being a well-run charity with adequate governance arrangements. As Trustees, we always remember that we are dealing with public money and donations and must use our resources per our charitable objectives. We have very clear duties towards our staff and volunteers.

Thanks to our staff and volunteers

The Trustees are immensely proud of how our team and volunteers have continued to respond to the challenges faced this last year. Our principal asset is our people, and here at Youthline we are very blessed in that respect. Anyone who encounters them will recognise what a tremendous asset they are to the organisation.

You will also see throughout this report how much of what Youthline does depends on the goodwill of volunteers. Our volunteers are motivated to work with us for many different reasons, but a common theme is that they all want to make a difference to young people. Some of our volunteers are longstanding, and others are with us for a shorter period. All contribute positively to our work and are integral to our organisation.

Youthline has been delivering a service to the young people of Bracknell Forest for the last 35 years. We are incredibly proud of this achievement and the longevity of the service. We are hoping that this will continue for the next 35 years.

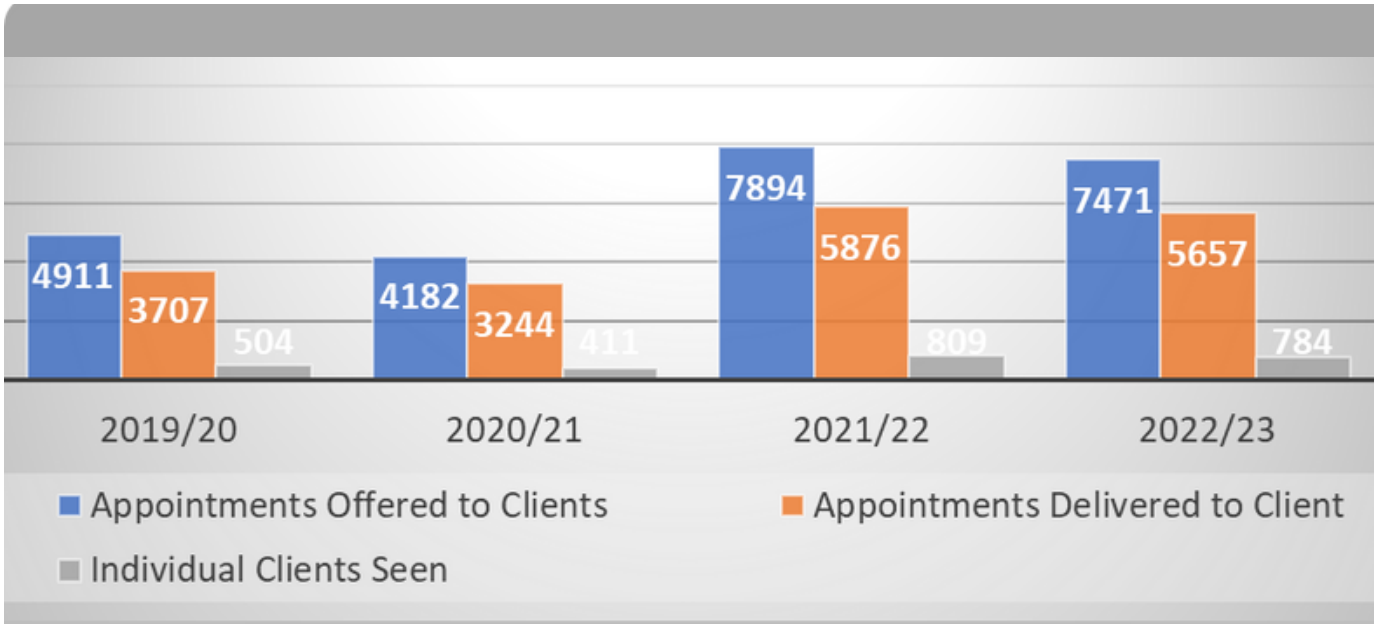
We hope you enjoy reading the detail of our annual report and look forward to welcoming you at our AGM on 14th June.

With regards,

The Trustees

HEAD OF OPERATIONS

Access to Counselling



Welcome to Youthline's 35th year of delivering counselling to OUR community in Bracknell Forest and my 16th year of being part of this fantastic charity.

Throughout 2022/2023, we have continued to show resilience. Our team's passion and dedication to Youthline make it a pleasure to work together. We have a solid team who have continually adapted and acted on the needs of our clients and the community.

We continue to provide a blended counselling service to our clients by offering telephone appointments and face-to-face both in person & remotely. We continue to deliver face-to-face appointments at Portman Close in all six of our counselling rooms; it gives our clients and counsellors flexibility and autonomy to choose which method meets the need of our clients.

The demand for our service continues to be a significant one. More placement students have been recruited to meet this need. However, with our recruitment programme and vigorous checks, it takes a lot of administrative and managerial time to 'onboard' them as we take the competency of our counsellors exceptionally seriously. With the additional counsellors, it means they will be seeing three clients each per week.

Our non-recurring funding ended on the 31st March 2023 for our young person counsellors. We are searching and applying for additional funding to continue with recruitment to help reduce our waiting list and wait time.

As I mentioned, we continue to see a significant increase in demand for our services, and we are always looking for ways to support clients and meet their needs. We applied for funding to deliver group work to small groups within the school setting. We were delighted to receive enough funding to produce a pilot project and train qualified counsellors in providing group work. This has been delivered in two schools so far with highly positive outcomes.

A big concern is not allowing clients to be on long waiting lists, and with this in mind, we would like to deliver our group work in the training room at Portman Close to help reduce our waiting list. We are very settled in our premises at Portman Close and feel delighted to have this ideal space and location to deliver our services. Our thanks to Bracknell Forest Council for their continued support.

Throughout 2022-23 our delivery was consistent with the previous year offering 7471 counselling sessions to 784 individual clients at Portman Close and in schools.

We offer counselling six days a week, Monday – Thursday 3-9pm, Friday 4-7pm and Saturday 10am – 1pm.

We continue to offer different locations in which our clients can access our service to ensure their needs are met. The provision continues at Brakenhale School, College Hall, Edgbarrow School, Garth Hill College, Kennel Lane School, Kings Academy Binfield, Kings Academy Easthampstead Park, Ranelagh School, Sandhurst School, The Rise @ Garth Hill College and St. George's School in Ascot.

Management and Operations

The administration is a military operation that is delivered promptly and efficiently. Managing the booking process, liaising with the waiting list effectively and booking clients when spaces become available is essential to keep clients informed of the process at every step of their journey.

Our Support Volunteers have not only been the constant friendly face greeting our clients and supporting our counsellors on a rota but have undertaken several additional tasks to support fundraising events and data input.

We updated our logo in December with a fresh, vibrant theme that has been well received.

We are constantly looking at ways to improve the operations and administration at Youthline and address any issues we face. Since our last writing, we have reviewed and enhanced Youthline's IT systems regarding network performance and resilience. We have migrated to SharePoint, removing the old file server and improving our data security. Thank you to our friend, Derron Taplin, for your support.

Our software package is reviewed regularly, and changes have been made to address the need to gather statistical data to report to our stakeholders and flow data to the NHS with the support of our software designer, Stuart.

Our current administration process is predominately a paper-based system, and we are looking into funding streams for a more robust system which will mean we could manage everything in one place with an automated SMS system, making it a more straightforward process and easier collation of data and statistical reporting.

We shall also be updating our website as the version of WordPress means that updates are becoming more complex. This is where clients make their referrals; therefore, we need it to be reliable.

Young Ambassadors

Having a young ambassador scheme has been a project we have wanted to develop for some time.

As an organisation, we want to engage with our young ambassadors and create a program where it will attract more service users to become young ambassadors. Young people are the best people to deliver our message in schools and the community.

We were delighted to be successful with funding from #SovereignIWill, which has meant we have been able to develop our scheme.

Over the last six months, six hardworking, outstanding young people have joined the scheme and been engaged in regular meet-ups. They have produced a presentation they will deliver in secondary schools, a video with revision and exam technique tips, giving ideas on advertising and publicity materials and attending fundraising and other events.
Youthline is providing Listening Skills Training to provide our Young Ambassadors with self-awareness and self-care tips.

Thank you to all of those who have been involved.

Social Media

Youthline has a presence on Facebook, Instagram and Twitter. Our Facebook followers have grown again this year to 749, 353 on Instagram and 447 on Twitter. Our funders expect that we will have a social media presence both to recognise their support and to promote our service.

By conducting this through social media, we are speaking to the audience in real-time to celebrate our successes, raise awareness of our service and other support through other organisations, and share our clients' comments and signposts on our website.

Please like/follow our pages!

Funding

We provide a free service to our clients. However, we rely on grant funding from local parish and town councils, local companies and organisations and charitable trusts.

Many thanks go to Bracknell Forest Council and Frimley Integrated Care Board (ICB).

Regular review meetings take place with Bracknell Forest Council and Frimley ICB to not only ensure we are meeting their expectation but also allow us to showcase the work Youthline are doing.

Through Bracknell Forest Council, we are also involved in Bracknell Children & Young People Emotional Wellbeing & Mental Health Network Meetings, allowing us to meet virtually with crucial individuals and decision-makers.

We want to thank Frimley ICB for the additional funding which provided paid young person counsellors. We wouldn't have achieved this level of work without their continued support.

Youthline would like to thank all the organisations, companies and individuals that have given grants or donations securing our funding for 2022/23.

The community and local corporate support of Youthline has been overwhelming this last year, not just financially but also to improve our premises for staff, volunteers and clients coming to Portman Close. As well as fundraising for Youthline, Energy Saving Lighting replaced our current lights with LED lights to be more efficient and cost-effective. Duncan Yeardley Estate Agents continue to support Youthline with a monthly donation by decorating all our counselling rooms and supporting our fundraising activities.

We are grateful to Easthampstead Rotary Club, who donated funds towards our Group Work project and updated our website. Wood Ltd kindly donated funds through Berkshire Community Foundation towards our computer IT updates. At an exhibition they were attending, instead of using the money to purchase promotional 'toys' which would end up in a landfill, Maxica Consulting chose to donate funds to Youthline. Alpha Chemicals donated funds to Youthline. Crowthorne Trust continues to support Youthline by subsidising the termly fee to both Edgbarrow School and Sandhurst School.

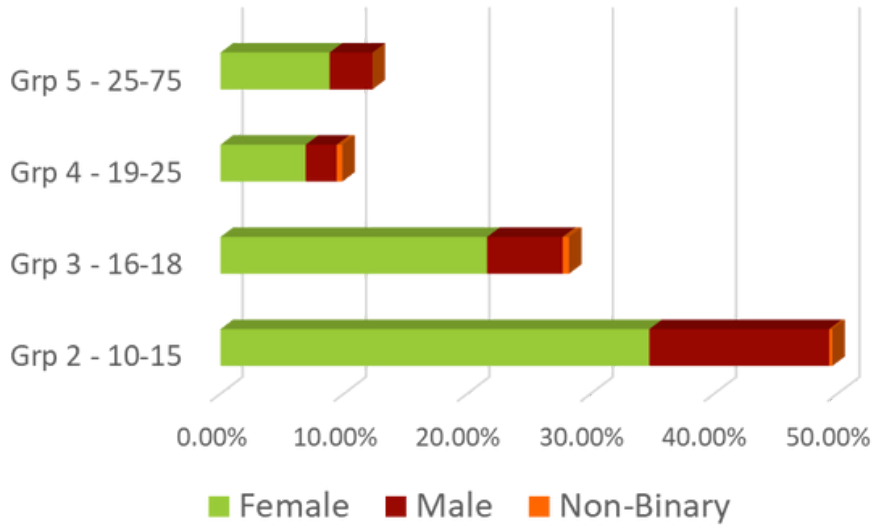
To all our supporters, we are very grateful for your recognition of our work and the financial support to deliver our service.

I would like to thank everyone who makes our service possible, from our Trustees, our Administrator, Admin Assistant, Head of Counselling Services, Outreach Coordinator, cleaners, counsellors at Portman Close, school counsellors, Young person counsellors, our support volunteers, young ambassadors, funders and friends for making Youthline a place to be proud of and I look forward to working with you all throughout the coming year.

Collette Reynolds

Portman Close - Overview

Client Age & Gender



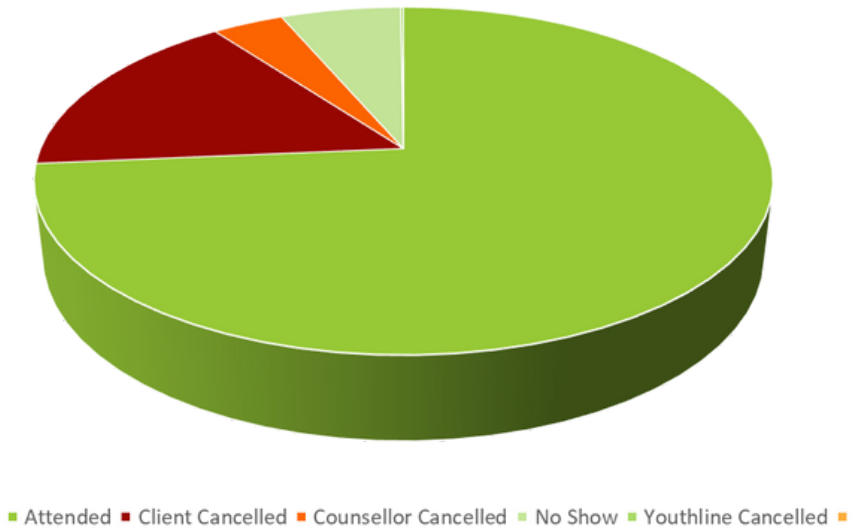
53 counsellors

463 individual clients

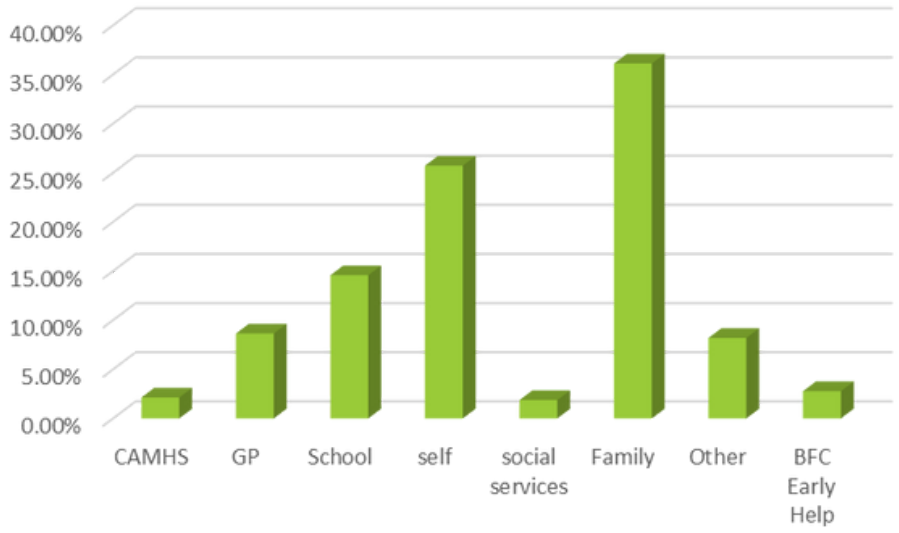
4786 appointments

3523 sessions delivered

Appointment Breakdown



Signposting to Portman Close

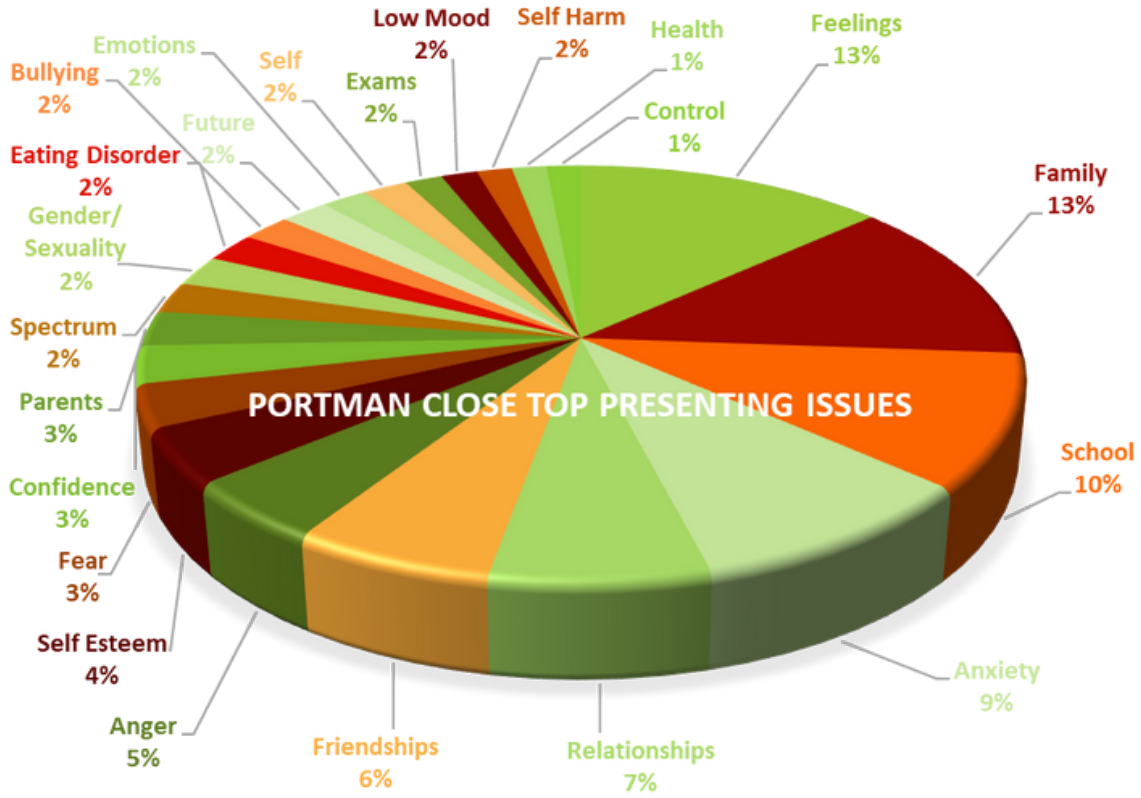


We do not receive referrals as such, but we always ask clients how they heard about Youthline. We continue to see the majority of clients being signposted to Youthline by family, school or self referral. We continue to promote our services in schools, GP surgeries and social media.

Portman Close Serving Clients Across Bracknell Forest

Ascot	15	Easthampstead	9	Old Bracknell	18	Wildridings	21
Binfield	30	Forest Park	5	Priestwood	18	Windsor	2
Birch Hill	2	Great Hollands	54	Sandhurst	52	Winkfield Row	25
Bullbrook	18	Hanworth	29	Sunningdale	3	Winnersh	1
Camberley	3	Harmans Water	15	The Parks	1	Wokingham	5
Crown Wood	12	Jennets Park	2	Warfield	31		
Crowthorne	21	Martins Heron	53	Whitegrove	1		

Issues Presented by Portman Close



Reasons for coming to counselling at Portman Close

When clients refer to our waiting list, we ask, '**Why are they seeking counselling now?**' - In their own words, these are some reasons during 2022-23.

Life stresses
Low mood, low self-esteem, drug use, relationships
My daughter struggles to control her emotions and is currently getting into trouble at school
I am struggling to cope with family relationships and historical abuse
Low mood and self-harming
bullying at school and has multiple worries about everyday things
Dealing with ASD, anxiety and depression
He has panic attacks and hyperventilates at the thought of going to school
Sometimes I'm ok, but I get stressed and overwhelmed and
I can't get hold of feeling sad.

HEAD OF COUNSELLING

Thirty-five years on, Youthline strives to deliver a professional, safe, and confidential counselling service that provides early intervention mental health support to our young people in all Bracknell Forest Secondary Schools and Portman Close. Our service is in demand, and I am delighted that our secondary schools continue to invest in and benefit from the service. Our team of 54 counsellors has worked hard to meet the ever-increasing demand for the service enabling us to deliver counselling to more clients than in previous years. Each team member contributes in different ways to running this service, and all have a shared passion for supporting young people and their families in the Borough.

We play an essential role in supporting young people, and for some, Youthline is the only safe place to talk about their issues without fear of parental involvement. With that, our clients know that we attune our ears to any safeguarding concerns where we are obliged by law to report severe disclosures. This year we held 43 recorded problems, and 15 cases were identified for MASH, Early Help, or CAMHS referral.

Mental Health Development: Whilst most areas of mental health have seen an increase in the number of counselling sessions, some issues have seen more significant increases than others, those relating to more complex mental health problems that don't quite meet the CAMHS threshold. There are four main issues where we provided more counselling sessions compared to other issues, and they have all seen substantial increases in the past year in obsessive and compulsive thoughts and behaviour; post-traumatic stress, flashbacks, and disassociation; actively suicidal or severe self-harming; and eating disorders.

Ensuring Quality: To maintain the competent practice, Youthline requires all counsellors and placement students to attend specialist training throughout the year and group supervision every month to comply with safe practice standards set by the BACP. Over the past year, we have recruited two new Group Supervisors to support our counsellors. Frequent conversations with our supervisors help to address any issues that arise to maintain a high level of quality control to deliver a safe and ethical service to young people.

Links with the Community: This year, we have continued to build good relationships with other adolescent and adult services. We have worked hard to bring Youthline to the public's attention through the local media and have done this successfully. We aim to continue our high visibility to reach every young person in the area that we serve. We are also very fortunate to attend BFBC meetings to keep us in the loop with Bracknell Forest's Well-being strategy for young people fostering solid links with other young people's services throughout Bracknell.

Future developments: In this challenging economic climate, we recognise we will need to work even harder to gain additional funding from a variety of sources as well as maintain the funding we gratefully receive from the Council and Schools. Without their support and funding, we could not achieve our current level of delivery.

We continue to aim to reduce our waiting list times by recruiting young people counsellors who will work specifically with those under 15. I am confident that with the continued support and commitment from the Trustees, counsellors, supervisors, admin staff, and support from our funders, we will maintain and develop our service to young people and continue to be a well-rooted professional service in the community.

Simone Gridelli

OUTREACH REPORT

Throughout 2022-2023 Youthline's Outreach service has continued to develop with 14 counsellors working across eleven Secondary schools including Brakenhale, College Hall, Edgbarrow, Garth Hill College, Kings Academy, Kings Academy Easthampstead Park, Kennel Lane, Ranelagh, Sandhurst, The Rise@GHC, and St George's Ascot.

Apr 2022 - Mar 2023			Apr 2021 - Mar 2022			Apr 2020 - Mar 2021		
Sessions Delivered	**No. of Schools**	**No. of counsellors**	**Sessions Delivered**	**No. of Schools**	**No. of counsellors**	**Sessions Delivered**	**No. of Schools**	**No. of counsellors**
2134	11	14	2771	11	11	1257	11	12

Growing Demand: Youthline continues to see an increase in the demand for School Counselling with waiting lists in each of our schools. Edgbarrow and Kings Academy have taken on an additional Youthline Counsellor this academic year. Kennel Lane School and The Rise have been supported by Youthline's specialist Art Therapist tailoring sessions to meet the changing needs of students.

We believe that all young people have the right to access our service. With our Art Therapist leaving her role at College Hall – Bracknell's Pupil Referral Unit, we continue supporting the students within our Portman Close site outside school hours. We strive to support College Hall with specialist counselling support at the school as we move into the next financial year.

Training and Development: We deliver a high-quality professional service to our young people. With that, we offer our school counsellors a variety of workshops on specific young people's issues throughout the year and attend the Annual School Counselling Conference at Wellington College to further their professional development. The current themes and trends within the counselling space are anxiety, stress and worry, low mood and relationship issues to name but a few.

Group Work: To address the high presentation of anxiety, stress and worry, Youthline has received funding from ICB, Easthampstead Rotary Club and the Shanly Foundation to deliver group work to young people in schools. Youthline has trained Counsellors to offer groups a safe and supportive environment to talk through issues, listen to their views and experiences, and equip them with resources to help regulate their feelings.

Youthline has also piloted information workshops to reach year six students to highlight the importance of mental health support, what to expect from counselling at Youthline and how to access it.

Links with the community: Youthline has been attending the Child and Adolescent Mental Health Service (Berkshire East) Bracknell GHT/ Early Help Referrals meeting every week to ensure Bracknell's young people get the proper support from the appropriate surrounding agencies.
Youthline continues to attend consultation meetings with the Mental Health Support Teams (MHSTs) in several schools in the local authority to ensure that young people are accessing the proper support for their needs. Attending these meetings has strengthened Youthline's relationships and built links with other community adolescent and adult services.

Annabel Davis

SCHOOLS OVERVIEW

The Brakenhale School

EDGBARROW

College Hall

ST GEORGE'S ASCOT

King's Academy Easthampstead Park

KING'S GROUP HONESTY · FAITH · COURAGE

Kennel Lane School
Valuing Achievement
Encouraging Independence

Ranelagh School
VALUES - TRADITION - VISION - EXCELLENCE

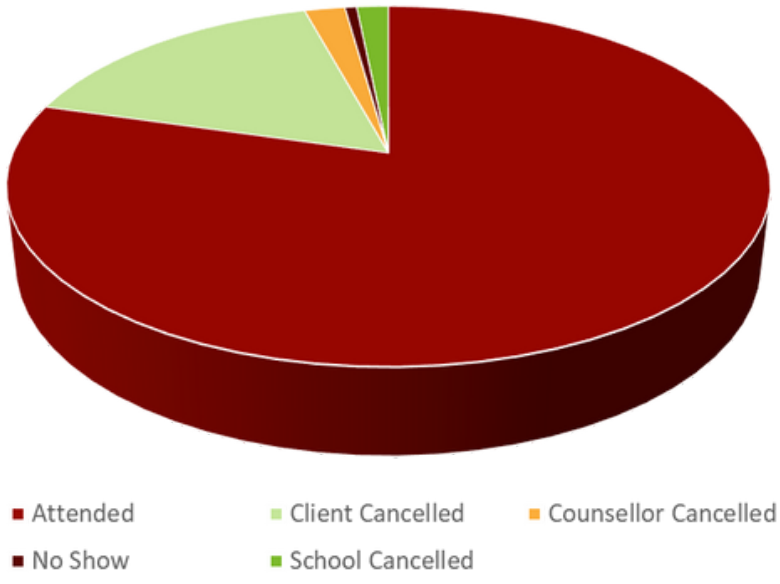
Sandhurst School
the opportunity to succeed

11 schools

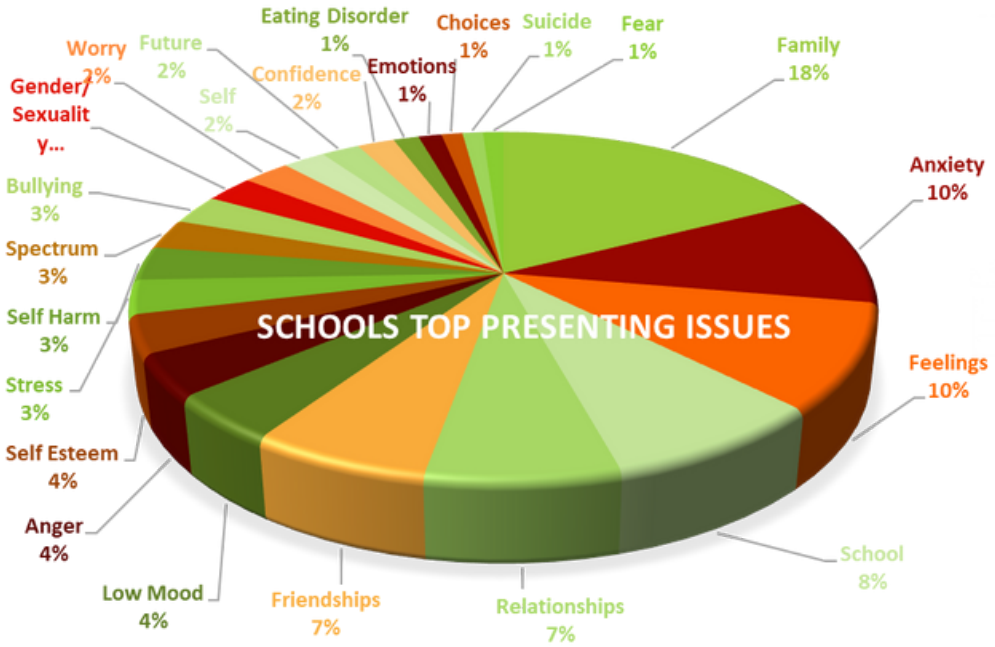
2685 appointments

2134 sessions delivered

Schools Appointment Breakdown



Issues Presented by School Clients



The above table demonstrates the main themes that are presented within the counselling sessions each week.

Counsellors usually record the main 2-3 themes that the clients discuss within their weekly session.

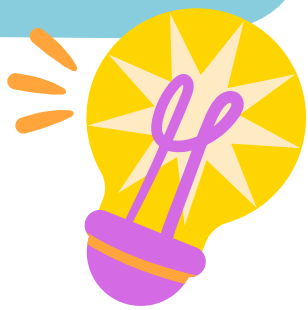
The main ones that come up during school counselling sessions are Family, Anxiety, Feelings, School, and relationships.

CLIENT FEEDBACK

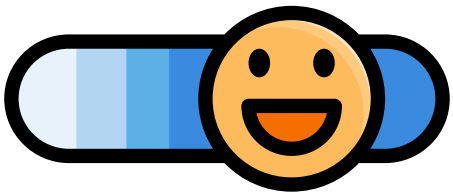


I doubted the help of councelling as I had given up on trying to understand my emotions, but I decided to give it a go as I needed the help.
When I began my first session, I was nervous but was soon comforted by the trust and sense of safety I had with my counsellor, she didn't just listen; she understood and expanded on my feelings and worries. I was happy that, finally, someone was there to listen to me. A few sessions later, I started feeling less worried and more hopeful about my sessions as they made me understand my emotions and how I felt, which I often struggled with. My counselling sessions ended a few months ago, but I often find myself still using advice from my counsellor , she restored my hope and always found the right words to say,
I will continue to use the help and ideas I gained from my sessions, and they helped me through a lot.

Youthline has helped me tremendously through one of the most challenging times of my life. Getting an appointment was easy, and my counsellor was incredible - she was so supportive and didn't judge me on anything. I admit I was nervous meeting her at first, but that soon blew over, and I was comfortable enough to open up about things I was struggling with. My mental health improved immensely, and I feel happier and more confident after my sessions.



As a parent, I was also invited to access some counselling support, so I did. The wait was a few weeks, and we were offered a session for my daughter and, very soon afterwards, a completely separate one for me. She went to the session, and after that, in the car on the way home, she and I talked, and she seemed so much lighter. She only attended two more sessions as she felt she had already worked through her issues. My sessions were even more helpful. The first couple of sessions were all about my daughter and my worries about her self-harming. My counsellor helped me understand that the concern came from me and my childhood traumas. It meant that the next time my daughter was upset and yelling, I could separate what was happening now and the fear my brain was causing in me.
It has transformed how I manage my daughter and has led to some honest, clarifying chats with her. I have been able to stay in the present and begin to notice and understand how and why I was catastrophizing situations in my mind, which in turn was affecting my coping strategies.



ANNUAL ACCOUNTS

Youthline Ltd

Company number 4042477 **Registered Charity 1096248**

Annual accounts for the year ended 31 March 2023

DRAFT subject to independent review

Statement of Financial Activities (including Income & Expenditure Account)

		Unrestricted funds £	Restricted income funds £	Total this year £	Total last year £
Incoming Resources					
Donations and Grants	Note 2	163,990	2,300	166,290	145,,246
Other Income	Note 2	60,295	-	60,295	48,980
Interest Received		254	-	254	3
Total income resources		**224,539**	2,300	**226,839**	**194,229**
Resources expended					
Direct charitable activites	Note 3	184,356	427	184,783	171,271
Support costs for charitable activities	Note 3	27,029	120	27,149	11,775
Governance costs	Note 3a	799	-	799	763
Total resources expended		**212,184**	547	**212,731**	**183,809**
Net incoming/(outgoing) resources before transfers		**12,355**	1,1753	**14,108**	**10,420**
Gross transfers between funds				-	
Net incoming/(outgoing) resources before other recognised gains/(loses)		**12,355**	**17,53**	**14,108**	**10,420**
Other recognised gains/(losses)		-	-	-	-
					-
Net movement in funds		**12,355**	1,753	**14,108**	**10,420**
Total funds bought forward		**55,440**	-	**55,440**	**45,020**
Total funds carried forward		**67,795**	1,753	**69,548**	**55,440**

ANNUAL ACCOUNTS

Youthline Ltd

Company number 4042477 **Registered Charity 1096248**

DRAFT subject to independent review

Balance sheet for the year ended 31st March 2023

		Unrestricted funds £ FO1	Restricted income funds £ FO2	Total this year £ FO4	Total last year £ FO5
Current assets					
Debtors	Note 4	1,700	-	1,700	28,000
Cash at bank and in hand		87,982	1,753	89,735	128,234
Total current assets		**89,682**	**1,753**	**91,435**	**156,234**
Creditors: amounts falling due within one year	Note 5	21,887	-	21,887	100,794
Net current assets/(liabilities)		**67,795**	**1,753**	**69,548**	**55,440**
Total assets less current liabilities		**67,795**	**1,753**	**69,548**	**55,440**
Creditors: amounts falling due after one year		-	-	-	-
Net assets		**67,795**	**1,753**	**69,548**	**55,440**
Funds of the Charity					
Unrestricted funds	Note 6	67,795		67,795	55,440
Restricted income funds	Note 6		1,753	1,753	-
Total funds		**67,795**	**1,753**	**69,548**	**55,440**

Audit exemption statement

For the year ended 31st March 2023, the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit of its accounts for the year in question following section 476 of the Companies Act 2006.

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

These accounts have been prepared following the provisions applicable to small companies subject to the small companies regime and in accordance with FRS102 SORP.

ANNUAL ACCOUNTS

Notes to the Accounts (continued)

Note 2	Analysis of incoming resources					
			Unrestricted funds	Restricted income - IWillFund	Total this year	Total last year
			£	£	£	£
Donations and Grants	Donations - Town and Parish Councils		12,400		12,400	12,950
	Donations - Corporate		4,819		4,819	11,283
	Donations - Local Giving		2,033		2,033	815
	Donations - Other		806		806	1,190
	Grants - Bracknell Forest Borough Council and CCG		115,932		115,932	23,750
	Grants - Other		-	2,300	2,300	4,800
	Grants - Edward Gostling Foundation		-		-	4,384
	Grants - CCG (now included with Bracknell Forest grant)		-		-	78,825
	Grants - Berkshire Health		23,000		23,000	-
	Grants - Masonic Charitable Trust		-		-	3,000
	Grants - Berkshire Community Foundation		5,000		5,000	4,249
		Total	**163,990**	**2,300**	**166,290**	**145,246**
Other income	Schools		46,242		46,242	39,392
	Training		330		330	670
	Fundraising		13,723		13,723	8,918
		Total	**60,295**	-	**60,295**	**48,980**

Note 3	Analysis of resources expended					
			Unrestricted funds	Restricted income - IWillFund	Total this year	Total last year
			£	£	£	£
Direct charitable activities	Salaries		155,222	427	155,649	142,365
	Supervision		20,077		20,077	21,179
	Training		6,331		6,331	5,147
	Travel and incidentals		2,369		2,369	2,277
	Counselling resources		357		357	303
		Total	**184,356**	**427**	**184,783**	**171,271**
		e				
Support costs for charitable activities	Heat, light, power, water		9,834		9,834	-1,673
	Subscriptions		494		494	509
	Printing, stationery and consumables		1,601		1,601	1,083
	Cleaning		2,736		2,736	2,667
	Advertising, phones, IT		8,044		8,044	5,567
	Miscellaneous		1,944	120	2,064	1,182
	Premises expenses		2,376		2,376	2,440
		Total	**27,029**	**120**	**27,149**	**11,775**
	Governance costs Note 3 (b)	**Total**	**799**		**799**	**763**

Fundraising Report



Youthline's 2021/22 goal was to inspire even more people to support our work for young people and those that care for and support them by fundraising and spreading awareness of our charity. Thanks to our supporters' incredible passion and generosity – through gifts in wills, company fundraising days, individuals challenging themselves, our fundraising team holding events, and our charity champion Monika – we exceeded our fundraising target.



ENERGY SAVING LIGHTING raised £1070 by sponsoring three male colleagues to be waxed.
The Vocalese Choir held an event for charity and chose Youthline raising £300.
In May 2022 a Youthline team participated in the Bracknell Together Walk, raising £310.
At the Binfield Jubilee Summer Fayre Youthline had a chocolate tombola and raised £245.50
One of our Young People Counsellors, Annabel soared the skies on a Wing Walk and raised £1600.
August 2022 Youthline held an Online Auction which was open to everyone and raised £298.
One of our supporters, ANDREW cycled from Lands End to John O'Groats and raised £1070.

MARTIN GOCKE, Youthlines former Chair of Governors daughter donated a Chocolate Hamper which was auctioned and raised £80.
We had various bucket collections at TESCO WARFIELD throughout the year and raised a total of £1696.90.
CARLY, one of our Counsellors ran the Brighton Half Marathon and raised £346.
The Staff of Foundation Homes raised £940 in a staff raffle.
Residents of Kingfisher Chase, Bracknell raised £1010 showcasing their Christmas Lights.
Youthline's Christmas Meal held a raffle on the night and raised £154.
Youthline were part of EASTHAMPSTEAD ROTARY CLUB Christmas Raffle which raised £371.



Monika Taplin has been a great ambassador for Youthline the last few years. She continues to help raise awareness of our work, over the last year engaging in many of our fundraising activities, as well as running local half-marathons and running the streets of Bracknell in her multitude of costumes.

Monika was recognised for her work by both the Warfield Parish Council and Bracknell Town Council.







Youthline appreciates the ongoing support of Duncan Yeardley. Their continued promotion of our services which helps reach even more young people, as well as supporting our fundraising events, fundraising events themselves, and a monthly donation to Youthline - they genuinely make a difference.

The Rotary Club of Easthampstead are great supporters of Youthline and through their own fundraising activities donate their money to our charity. Last July they donated £1300.

Youthline are proud to be involved with the Bracknell Lottery and for 2022-2023 this raised £1545 for our charity

As well as the above fundraising events, we would also like to mention all those that have contributed to Youthline through Local Giving, raising £2032.86.

Theresa Curtis

Youthline Limited

Company number 4042477
Registered Charity 1096248

Report and Financial Statements
For the year ended 31 March 2023

Youthline Limited
Trustees' Report
For the year ended 31 March 2023

The directors present their report and the financial statements of the company for the year ended 31st March 2023.

Structure, governance and management
Youthline is a registered charity and a company limited by guarantee. The governing document of the charity is the Memorandum and Articles of Association dated July 2000.

The following directors, who are also the Trustees of the charity, served during the year:

Mr G Barber (appointed 27 July 2022)
Mrs J L Fender (retired by rotation and re-appointed 15 June 2022)
Mrs K Frost (resigned 14 September 2022)
Mr M N Gocke (deceased 24 April 2022)
Ms C E Horwood
Mrs J Harris
Mrs H Mason (retired by rotation and re-appointed 15 June 2022)
Mr O W E Sylvester
Mr H Wei (appointed 27 July 2022)

New Trustees who have suitable experience and interest in the work of the charity are appointed by the serving Trustees as required. The Trustees consider that, at this time, seven trustees are an appropriate number for the organisation.

Objects and activities
The principal object of the charity is the provision of free, confidential counselling to young people in the Bracknell Forest area (aged 12 to 25), and to those who care for them, at Portman Close, Bracknell, RG42 1NE.

The organisation uses volunteer counsellors to provide this free service to local young people. During the year we have continued to provide counselling at Portman Close, in local schools and, in addition, online during and after the Covid-19 pandemic as appropriate to ensure safe working for both clients and counsellors.

The Trustees have complied with their duty to have due regard to the guidance on public benefit, as published by the Charity Commission, in exercising their duties.

Financial review
The results for the year are set out on pages 4 to 9.

Charity reserves are used for the general purposes of the charity unless they have been designated for specific purposes when donated.
The Trustees policy over unrestricted funds is that reserves should be sufficient to wind the company up in an ordered manner if it became necessary to do so, and to ensure time for completing work with vulnerable young people.

Post balance sheet events

Young Persons Counselling Services in Bracknell Forest were put out to tender in June 2023. Youthline submitted for the tender and were awarded the contract for five years from October 2023.

Youthline Limited
Trustees' Report
For the year ended 31 March 2023

Trustees responsibilities for the Financial Statements
Charity and company law require the Trustees, who are also the Directors of Youthline Limited, to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure for that period. In preparing those financial statements, the Trustees are required to:

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

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

This report was approved by the Board on: 15th August 2023

JANET HARRIS J. E. Harris

Director
For and on behalf of the Trustees of Youthline Limited

Report of the independent examiner to the Trustees of Youthline Limited

I report on the accounts for the year ended 31st March 2023 set out on pages 4 to 9.

Respective responsibilities of trustees and examiner
The charity's trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year (under Section 144(2) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is required.

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

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

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

Independent examiner's statement
In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that, in any material respects, the requirements

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

have not been met; or

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

AGHS Accounting & Taxation Services Limited

AGHS Accounting & Taxation Services Limited
14 Progress Business Centre
Whittle Parkway
Slough SL1 6DQ

Date: 15 August 2023

Youthline Limited

Company number 4042477 **Registered Charity 1096248**

Annual accounts for the year ended 31 March 2023

Statement of Financial Activities (including Income and Expenditure Account)

		Unrestricted funds	Restricted income funds	Total this year	Total last year
		£	£	£	£
Incoming resources					
Donations and Grants	Note 2	163,990	2,300	166,290	145,246
Other income	Note 2	60,295	-	60,295	48,980
Interest received		254	-	254	3
Total incoming resources		224,539	2,300	226,839	194,229
Resources expended					
Direct charitable activities	Note 3	184,356	427	184,783	171,271
Support costs for charitable activities	Note 3	27,029	120	27,149	11,775
Governance costs	Note 3(a)	799	-	799	763
Total resources expended		212,184	547	212,731	183,809
Net incoming/(outgoing) resources before transfers		12,355	1,753	14,108	10,420
Gross transfers between funds		-	-	-	-
Net incoming/(outgoing) resources before other recognised gains/(losses)		12,355	1,753	14,108	10,420
Other recognised gains/(losses)		-	-	-	-
Net movement in funds		12,355	1,753	14,108	10,420
Total funds brought forward		55,440	-	55,440	45,020
Total funds carried forward		67,795	1,753	69,548	55,440

Youthline Limited

Company number 4042477 **Registered Charity 1096248**

Balance sheet for the year ended 31 March 2023

		Unrestricted funds £ F01	Restricted income funds £ F02	Total this year £ F04	Total last year £ F05
Current assets					
Debtors	Note 4	1,700	-	1,700	28,000
Cash at bank and in hand		87,982	1,753	89,735	128,234
Total current assets		89,682	1,753	91,435	156,234
Creditors: amounts falling due within one year	Note 5	21,887	-	21,887	100,794
Net current assets/(liabilities)		67,795	1,753	69,548	55,440
Total assets less current liabilities		67,795	1,753	69,548	55,440
Creditors: amounts falling due after one year		-	-	-	-
Net assets		67,795	1,753	69,548	55,440
Funds of the Charity					
Unrestricted funds	Note 6	67,795		67,795	55,440
Restricted income funds	Note 6		1,753	1,753	-
Total funds		67,795	1,753	69,548	55,440

Audit exemption statement
For the year ended 31st March 2023 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

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

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

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies' regime and in accordance with FRS102 SORP.

Approved by the Board and signed on its behalf by: JANET HARRIS J. E. Harris. **(Director)** **Date of approval** 15th August 2023

NOTES TO THE ACCOUNTS

Note 1 ACCOUNTING POLICIES

Basis of accounting

These accounts have been prepared on the basis of historic cost 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 UK and Republic of Ireland (FRS 102) (effective 1 January 2015), also known as the Charities SORP (FRS 102), the Companies Act 2006 and the Charities Act 2011.

The principal accounting policies adopted in the preparation of these financial statements are as follows:

Incoming Resources

Grants

Income from grants is included in incoming resources when these are received with the exception of grants for restricted purposes for which expenditure will be incurred in a future period.

Donations

Income from donations are included in incoming resources when received.

Resources expended

Resources expended are included in the Statement of Financial Activiities on an accruals basis.

Fixed Assets

The company currently has no fixed assets and small assets are expensed on purchase.

Trustees' remuneration

The Trustees receive no remuneration and are only reimbursed for items paid for on behalf of the charity.

Related party transactions

The Trustees confirm that there are no related party transactions to disclose.

Fund Accounting

The unrestricted fund comprises those monies, which may be used towards the meeting of the charitable objectives of the company at the discretion of the Trustees.

Restricted funds are monies received for a specific purpose at the time of donation.

Reserves policy

The policy set by the Trustees is for reserves to be sufficient to wind up the company in an ordered manner and to ensure time for completing work with vulnerable young people.
This is estimated to be the equivalent of three months costs.

NOTES TO THE ACCOUNTS (CONTINUED)

Note 2 Analysis of incoming resources

			Unrestricted funds £	Restricted income - IWillFund £	Total this year £	Total last year £
Donations and Grants	Donations - Town and Parish Councils		12,400		12,400	12,950
	Donations - Corporate		4,819		4,819	11,283
	Donations - Local Giving		2,033		2,033	815
	Donations - Other		806		806	1,190
	Grants - Bracknell Forest Borough Council and CCG		115,932		115,932	23,750
	Grants - Other		-	2,300	2,300	4,800
	Grants - Edward Gostling Foundation		-		-	4,384
	Grants - CCG (now included with Bracknell Forest grant)		-		-	78,825
	Grants - Berkshire Health		23,000		23,000	-
	Grants - Masonic Charitable Trust		-		-	3,000
	Grants - Berkshire Community		5,000		5,000	4,249
		Total	**163,990**	**2,300**	**166,290**	**145,246**
Other income	Schools		46,242		46,242	39,392
	Training		330		330	670
	Fundraising		13,723		13,723	8,918
		Total	**60,295**	**-**	**60,295**	**48,980**

Note 3 Analysis of resources expended

			Unrestricted funds £	Restricted income - IWillFund £	Total this year £	Total last year £
Direct charitable activities	Salaries	Note 3 (a)	155,222	427	155,649	142,365
	Supervision		20,077		20,077	21,179
	Training		6,331		6,331	5,147
	Travel and incidentals		2,369		2,369	2,277
	Counselling resources		357		357	303
		Total	184,356	427	184,783	171,271
Support costs for charitable activities	Heat, light, power, water		9,834		9,834	- 1,673
	Subscriptions		494		494	509
	Printing, stationery and consumables		1,601		1,601	1,083
	Cleaning		2,736		2,736	2,667
	Advertising, phones, IT		8,044		8,044	5,567
	Miscellaneous		1,944	120	2,064	1,182
	Premises expenses		2,376		2,376	2,440
		Total	27,029	120	27,149	11,775
	Governance costs	Note 3 (b) **Total**	799		799	763

NOTES TO THE ACCOUNTS (CONTINUED)

Note 3 (a) **Staff costs**

	This year £	Last year £
Salaries and wages	147,960	131,352
Social security costs	4,276	7,945
Pension costs	3,413	3,068
Total	**155,649**	**142,365**

Average headcount in the year

Management and administration (part-time)	7	7
Schools work (part-time)	12	11

No employees received employee benefits for the reporting period of more than £60,000.

Note 3 (b) The cost of the annual Independent Review is £786 and is included within Governance costs.

NOTES TO THE ACCOUNTS (CONTINUED)

Note 4 Debtors and prepayments

Analysis of debtors	Amounts falling due within one year		Amounts falling due after more than one year	
	This year £	Last year £	This year £	Last year £
Trade debtors	1,700	28,000	-	-
Other debtors	-	-	-	-
Prepayments and accrued income	-	-	-	-
Total	1,700	28,000	-	-

Note 5 Creditors and accruals

Analysis of creditors	Amounts falling due within one year		Amounts falling due after more than one year	
	This year £	Last year £	This year £	Last year £
Loans and overdrafts	-	-	-	-
Trade creditors	-	-	-	-
Other creditors	-	-	-	-
Accruals and deferred income	21,887	100,794	-	-
Total	21,887	100,794	-	-

Note 6 Movements of major funds

Fund names	Fund balances brought forward £	Incoming resources £	Outgoing resources £	Transfers £	Gains and losses £	Fund balances carried forward £
Unrestricted	55,440	224,539	212,184	-	-	67,795
Restricted: I Will Fund	-	2,300	547	-	-	1,753
Total Funds	55,440	226,839	212,731	-	-	69,548

Youthline Limited
Charity number 1096248
Company number 4042477

Report of the independent examiner to the Trustees of Youthline Limited

I report on the accounts for the year ended 31st March 2023 set out on pages 4 to 9.

Respective responsibilities of trustees and examiner
The charity's trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year (under Section 144(2) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is required.

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

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

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

Independent examiner's statement
In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that, in any material respects, the requirements

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

have not been met; or

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

AGHS Accounting & Taxation Services Limited

AGHS Accounting & Taxation Services Limited
14 Progress Business Centre
Whittle Parkway
Slough SL1 6DQ

Date: 15 August 2023

YOUTHLINE LIMITED

England & Wales - Charity number 1096248

Accounts



Youth*line* – Annual report
2021-22

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About Youth*line*

Youthline provides a professional and confidential one-to-one blended counselling service for young people of secondary school age to 25 living in Bracknell Forest and surrounding areas. We continue to provide Youth*line* Plus to support families of young people and other adults when it is clear this will help the young person.

Youth*line* provides an important service for young people in Bracknell Forest as we are part of the youth support provision in the Borough. We have a Service Level Agreement with the Council's youth service and a partnership agreement with the East Berkshire CCG. In 21/22 we provided a service to 809 individual clients.

We have again increased the delivery and now offer more than 700 hours of counselling support every month.

Youth*line* is accessible to clients who can refer themselves to the service or may be referred by their families, schools, GPs and other agencies. The service is free at the point of delivery. In addition, there is a dedicated service available to schools for which the schools pay a contribution.

We are a charity and have been operational in Bracknell Forest for 34 Years. As a voluntary organisation we are dependent upon the funding that we raise from external sources. The reputation that Youth*line* has in the local community and beyond is important in securing funding from a variety of sponsors and supporters.

Overall responsibility for Youth*line* rests with the Trustees. We have six part time staff members based at Portman Close. We also have 1.5 (full time equivalent) employed young person counsellors working at Youthline. We are hugely dependent on our team of volunteers - volunteer counsellors, volunteer fundraisers, admin and reception staff. Sincere appreciation and many thanks go to Youth*line*'s staff and volunteers who make it possible to provide our service.

There are lots of ways in which you could become involved with our work. For more detail about us and what we do, please see our website:

www.youthlineuk.com

Youth*line*
7 Portman Close
Bracknell
Berkshire
RG42 1NE

Our Team 2021-22

Trustees









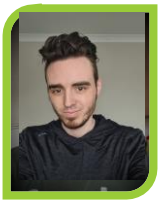
Martin Gocke (Chair of Trustees), Judy Fender (Treasurer), Karen Frost, Camilla Horwood, Janet Hughes, Hilary Mason, Oli Sylvester

Coordination team and Young Person Counsellors









Collette Reynolds (Practice Manager), Simone Gridelli (Head of Counselling Services), Annabel Davis (Outreach Coordinator/YP Counsellor), Theresa Curtis (Administrator), Gosia Hopley, Administration Assistant, Rob Millist & Scott Bundy (Young Person Counsellor PT).

Counselling team

Abbigail, Andrea, Ann, Athan, Becky, Caroline B, Caroline C, Charlotte, Clara, Dara, David, Debbie, Donna, Elouise, Eva, Fabiola, Helena, Helen P, Helen T, Holly, Jan, Jacqueline, Jill L, Jill S, Judith, Karen, Kelly, Kirsty, Lia, Lisa, Lucia, Mac, Marta, Melanie, Michelle C, Michelle P, Natalie, Naz, Nidhish, Samantha, Sam, Sandra, Sarah E, Sarah P, Shanice, Sherryl, Simi, Sophie, Susan, Tina, Vicky

Volunteer Administration and Fundraising

Amy, Anne, Brera, Emma, Fiona, Gemma G, Gemma M, Heloise, James, Jill, Karen, Kirsty, Lena, Lisa C, Lisa P, Lynne, Mandy, Samantha, Zoe

Counselling Supervisors

Annie Wilson, Joan Devoil, Richard Carroll and Stephanie Fitzwilliams

Trustees Report

Whilst we had hoped that 21/22 was going to see a return to something that resembled the normality of the pre-pandemic period, the year continued to pose challenges and unpredictable circumstances for YouthLine, as it did for everyone. The unchartered journey of living with Covid-19 saw continued periods of restrictions on our personal freedoms, social and working lives, as well as confusing circumstances to have to navigate and make sense of. For our young people - the client group we are here to serve - there have continued to be many unsettling factors – changes to family life and the home dynamic; periods of enforced social isolation; limitations on socialising; disruption to education at key stages, delays in examinations; concern over the impact of this on further education opportunities and anxiety about joining the world of work under remote working conditions. Sadly, for some, they have also continued to face the loss and bereavement of dear loved ones.

The Youthline team have also sadly experienced a major loss in recent weeks, which we are struggling to come to terms with. Martin Gocke, our Chair of Trustees, sadly lost his long running battle with Lymphoma on the 24th April 2022. Our sincerest condolences go out to his wife Christine and his children, Peter and Kathryn at this very sad and difficult time. Martin was a vital part of Youthline, and his loss is going to be strongly felt by the staff team, trustees, our counsellors, and no doubt, the stakeholders who also interacted with him. We would like to acknowledge here the incredible contribution he made to the organisation and pay thanks for all the valuable time and input he gave during his time with us. Youthline would not be what it is today without him. His passion, energy and commitment were integral in the evolution of the charity and the services we now provide. We are all dedicated in continuing the success that Martin helped to achieve and to ensure that we can continue supporting as many young people as possible, which is what we know he would want.

Reflecting on the last year, Youthline has continued to demonstrate agility and responsiveness to the fast-changing conditions we have found ourselves in. This has seen the continuation of a hybrid model of delivering counselling to our younger people, involving a mixture of virtual and face-to-face appointments. This has allowed us to account for continuing concerns surrounding high transmission rates, the ongoing need for social distancing, the intermittent closure of schools, and restrictions on travel and personal contact during lockdowns. Our concern for client safety and wellbeing has continued to be paramount during this period. However, we also wanted to ensure that those who felt they wanted and needed face to face interaction, could continue to access it, in a safe and appropriate setting. Our new home in Portman Close allowed us to achieve this objective.

Whilst the first period of Covid in 2020 had forced a rethink in our service delivery model, the feedback from our team and clients confirmed that the measures we had initially taken to adapt our approach were being well received. Therefore, we have continued to evolve it during 2021/22 to respond to the needs and preferences of our clients as the external factors around us have changed.

Despite the adversity of the times, we believe that our service continues to grow in strength and is now more resilient than ever before. Considering the ever-increasing demand we continue to see, and the complex array of challenges we find our young people being exposed to, we find some reassurance in this and have high confidence that we can continue responding effectively to the need we see in our local community.

Our priorities as Trustees

Our commitment as Trustees is to ensure that our services are of high quality; accessible; free at the point of delivery; and safe and accountable. We also strive to demonstrate that we are effectively governed. These five objectives guide us in all the discussions that we have with our team throughout the year.

Quality and Outcomes

We ensure that quality is maintained through the thorough way in which we approach the recruitment of the team; the operational framework and guidance that provides a sound and secure basis for practice; the strength of our management and clinical supervision; and our delivery of a comprehensive training programme. All of these are key to ensuring that we have a steady flow of volunteers asking to work with us and can maintain excellent retention rates.

In terms of outcomes, we use very simple measures to assess the improvement in our clients' emotional health and well-being: these continue to be excellent and are recorded later in this report. Young people continue to be signposted to us from a variety of agencies and our conversations with those professionals also confirm the positive impact that Youthline has on individual young people. The report of our Head of Counselling Services, Simone, will go into more detail on both of these areas.

Accessibility

We continue to maintain a good range of access points to our services. Our new home at Portman Close has allowed us to provide a 'Covid secure' environment and to be able to cater to a higher volume of younger people simultaneously, which has been crucial during periods of such high demand. All continue to be delighted with our new home and the way in which it has enabled us to deliver our services safely and effectively. It provides a warm and welcoming venue for young people which puts them at ease and makes them feel comfortable. The reports that follow, in particular that of our Practice Manager, Collette, give more detail of our reach, but in simple terms we saw over 800 young people and delivered more than 5800 sessions during 2021/22.

Our work in schools continues to be well received and in high demand. We now have counsellors in all seven secondary schools in Bracknell Forest, the Special School and the Pupil Referral Unit. More detail of our work in schools is reported by our Outreach Coordinator, Annabel.

Funding

As you know, we provide a free service to young people. Occasionally parents or carers want to make a contribution but, in the main, we rely on grant funding predominantly from local councils, the CCG, local companies and organisations, charitable trusts and the activities of our excellent fundraising committee, led by Theresa (who not only generate income, but keep our profile high in the local area).

Extracts from our draft accounts are set out later in this Annual Report together with a report from the Fundraising Committee. Our delivery model enables a huge amount of sessions to be available for small amounts of funding. We are an extremely cost-effective organisation and have many examples of where we have saved the need for statutory services to intervene.

We couldn't be able to achieve this however, without the continued support of our statutory partners Bracknell Forest Council, East Berkshire CCG and our school partners and local donors. We remain incredibly grateful for your ongoing support and collaboration. We would also like to thank all that have provided us with funding. We have some fantastic examples of individuals, groups and companies who have provided Youthline with financial support over the last period and for this we are extremely grateful to all.

In particular, we would like to thank East Berkshire CCG for the additional funding provided during 2021/22. This has allowed us to employ three part-time young people's counsellors which has had a big impact on our waiting list and has been extremely helpful.

Safeguarding

Being safe and accountable is key to the work that we do. We are accountable to our clients; we contract with them at the start of the process and are committed to supporting improvements in their health and well-being. The very nature of our activity means that we are usually working with vulnerable young people and increasingly with vulnerable adults. We maintain a rigorous approach to their safeguarding and to the safety and security of our team. The move to 'on-line' work presented some new things to consider but our team developed really strong protocols and have reinforced them in their regular sessions with volunteers and placement students.

Governance and Accountability

We pride ourselves on being a well-run charity with effective governance arrangements. As Trustees, we never forget that we are dealing with public money and donations and have a duty to use our resources in line with our charitable objectives. We also have duties towards our staff and volunteers.

Thanks to our staff and volunteers

Last but not least, the Trustees are immensely proud of how our team and volunteers have continued to respond to the challenges faced this last year. They have continued to demonstrate unwavering commitment and dedication during a turbulent and often uncertain external environment. Our asset is most definitely our people and here at Youthline we are very blessed in that respect. Anyone who encounters them will recognise what a huge asset they are to the organisation.

You will also see throughout this report, how much of what Youthline does depends on the goodwill of volunteers. There are many different reasons why our volunteers are motivated to work with us but a common theme is that all of them want to make a difference to young people. Some of our volunteers are longstanding and others are with us for a shorter period. All make a positive contribution to our work and are an integral part of our organisation.

We hope you enjoy reading the detail of our annual report and look forward to welcoming you at our AGM on the 15th June.

With regards,

The Trustees

Trustees



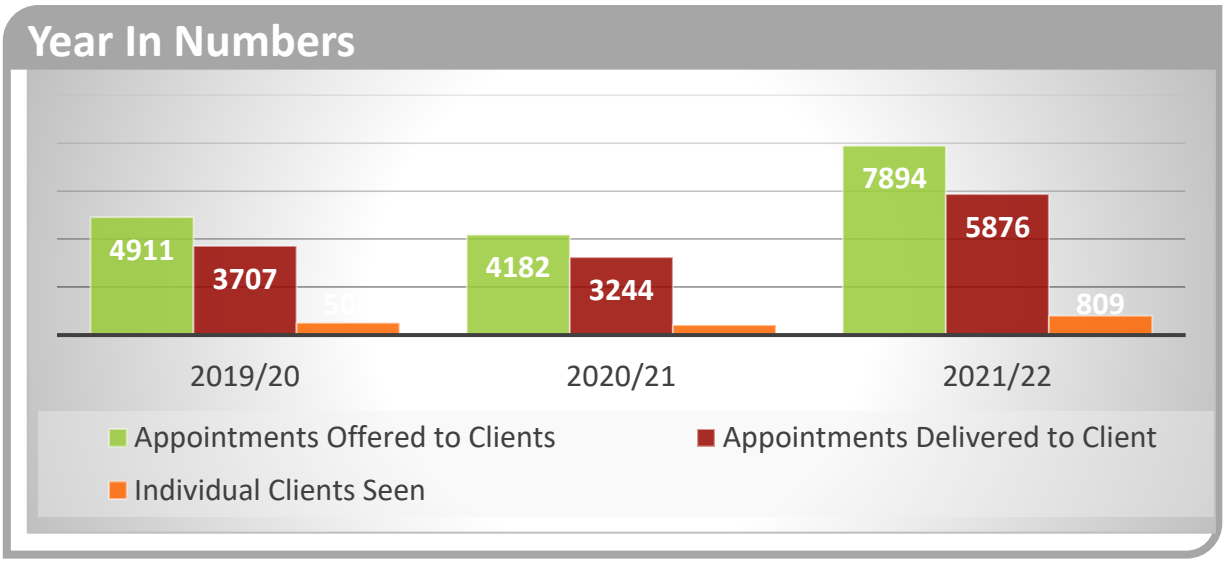






Martin Gocke (Chair of Trustees), Judy Fender (Treasurer), Karen Frost, Camilla Horwood, Janet Hughes, Hilary Mason, Oli Sylvester

Practice Managers Report



Access To Counselling

This last year really has shown the resilience of Youthline and all who work here. The passion and dedication that our team bring to Youthline makes it a pleasure working together. We have a fantastic strong team who have continually adapted and acted on the needs of our clients and the community.

As such, we are a more robust service which continues to provide a blended counselling service to our clients. The blended service was introduced due to restrictions of Covid, but we now see how beneficial it is to be able to offer face to face in person, face to face online and telephone counselling. Although we are fully operational delivering face to face appointments at Portman Close in all five of our counselling rooms, it gives our clients and counsellors flexibility i.e. due to isolating when having tested positive for Covid. You will see from the breakdown below that most clients prefer an in person counselling session. This is often due to online fatigue, worries of confidentiality and technical issues. Although we are delivering more in person sessions, we are continuing with a blended approach to ensure we meet all our clients' needs.

	Face to face	Online	Telephone	Total
Apr 21-Mar22	7229	604	61	7894

Throughout the last year we saw a significant increase in the demand for our service and we wanted to meet that demand. A big concern is not allowing clients to be on long waiting lists so we managed to secure funding to recruit more placement students and also 1.5 young person counsellors through the Clinical Commissioning Group. This has meant we have significantly increased our delivery on last years figures by a huge 89% offering 7894 counselling sessions at Portman Close and in schools. We have provided counselling to 809 individual clients, again an increase of 96% from last year. We offer counselling on six days of the week, Monday – Thursday 3-9pm, Friday 4-7pm and Saturday 9:30am – 1:30pm.

We continue to offer different locations in which our clients can access our service to ensure their needs are met. Provision continues at Brakenhale School, College Hall, Easthampstead Park School, Edgbarrow School, Garth Hill College, Kennel Lane School, Kings Academy, Ranelagh School, Sandhurst School, The Rise @ Garth Hill College and St. George's School in Ascot.

Management and Operations

This increase put a demand on the management and administration operation. I was delighted that we were able to recruit Gosia on a six-month contract with money received from the CCG, delivering administration support which meant Theresa was able to book clients in and liaise more effectively with the waiting list. Gosia has settled into the role and the team seamlessly and I have since been able to secure funding for Gosia's position until March 2023.

I am constantly looking at ways to improve the operations and administration at Youthline and address any issues we face. Our software package is reviewed regularly and changes made to address the need we have to gather statistical data to report to our stakeholders and flow data to the NHS with the support of our software designer, Stuart.

We have been working with a friend of Youthline, Derron Taplin who has kindly offered his time to review and improve Youthline's IT systems. This will help with improved service and also give us the opportunity review and reduce costs.

We are very settled in our premises at Portman Close and feel delighted to have this space to deliver our service. Our thanks to Bracknell Forest Council for their continued support.



We regularly carry out a risk assessment and health and safety audits and keep some measures that were put in place due to Covid. Correct social distancing procedures, one way systems and hygiene protocols are in place in order to continue to keep our clients, counsellors, volunteers and staff safe.

Waiting List

We have a much simplified way of receiving referrals. Clients can complete an online counselling enquiry form on Youthline's website. They can still call and speak to someone who will complete the form on their behalf. Once completed, the client receives a confirmation email.

For each person who has referred themselves for counselling, we then send a personal email with an information booklet and further information on Youthline and what to expect from our counselling services.

At the end of March 22 we had 43 people on our waiting list who are waiting on average 20 days to start their counselling sessions at Youthline. We really want to continue at the same level of service to ensure waiting lists and wait times remain at this level. The funding received from the CCG to employ young person counsellors has had a big impact on reducing our waiting list.

Young Ambassadors

As an organisation we want to engage with our young ambassadors and create a program where it will attract more service users to become young ambassadors. A young person is the best person to deliver our message in schools and in the community.

We are slowly developing our Young Ambassador program with a few service users joining our scheme.

We want to engage our Young Ambassadors and link them to support and contribute to the content on our social media and help update our website.

We have been delighted that our Young Ambassadors have developed some videos and art work over this year. Thank you to all who are involved.

Social Media

Youthline have a presence on Facebook, Instagram and Twitter. Our Facebook followers have grown again this year significantly to 679, 220 on Instagram and 421 on Twitter.

Our funders have an expectation that we will have a social media presence both to recognise their support and also to promote our service.

We have a small team who have developed a social media strategy to continue to engage on these platforms and develop our communications.

By conducting this through social media, means we are speaking to the audience in real time to celebrate our successes, raise awareness of our service and other support through other organisations, share our clients comments and signpost to our website.

Please like/follow our pages!

YouthlineBF

YouthlineBF

Youthline Bracknell Forest

Funding

We provide a free service to our clients. However, we rely on grant funding from local parish and town councils, local companies and organisations and charitable trusts.

In particular Giovanni Ferri and Samina Hussain from Frimley Integrated Care Board (ICB), formally East Berks CCG along with Elaine Morgan from Bracknell Forest Council.

Quarterly review meetings take place with Frimley ICB and Bracknell Forest Council giving us the opportunity to showcase the work Youthline are doing but also they offer practical support, updates and helpful advice.

Through Bracknell Forest Council, we are also involved in Bracknell Children & Young People Emotional Wellbeing & Mental Health Network Meetings which gives us the opportunity to meet 'virtually' with key individuals and decision makers.

We would like to thank East Berkshire CCG for the additional funding provided during 2021/22 which not only provided paid young person counsellors but also funding to recruit an admin assistant, to develop our diploma training, additional schools work and group work. We wouldn't have been able to achieve this level of work without their continued support.
Youthline would like to thank all the organisations, companies and individuals that have given grants or donations securing our funding for 2021/22 .

We have worked with some fantastic companies who have provided Youthline with financial support over the last year and we are delighted to continue working with them. Energy Saving Lighting have been fundraising for Youthline. We are delighted that Duncan Yeardley Estate Agent chose Youthline as their charity to support and as well as a monthly donation have decorated one of our counselling rooms. Maxica Consulting donated funds to Youthline and Safe Training Systems donated a new screen, computer, keyboard and mouse. To you all we are very grateful.

Thank you!



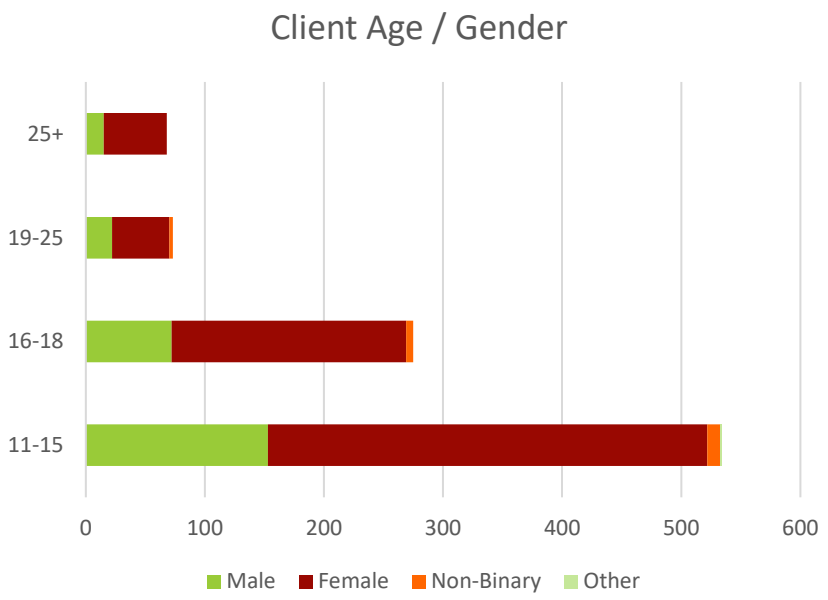
Collette Reynolds

Practice Manager

I would like to thank everyone who makes our service possible, from our Trustees, our Administrator, Admin Assistant, Clinical Lead, Outreach Coordinator, cleaners, counsellors at Portman Close, school counsellors, Young person counsellors, our support volunteers, young ambassadors, funders and friends for making Youth*line* a place to be proud of and I look forward to working with you all throughout the coming year.

Portman Close - Overview

Client Age And Gender



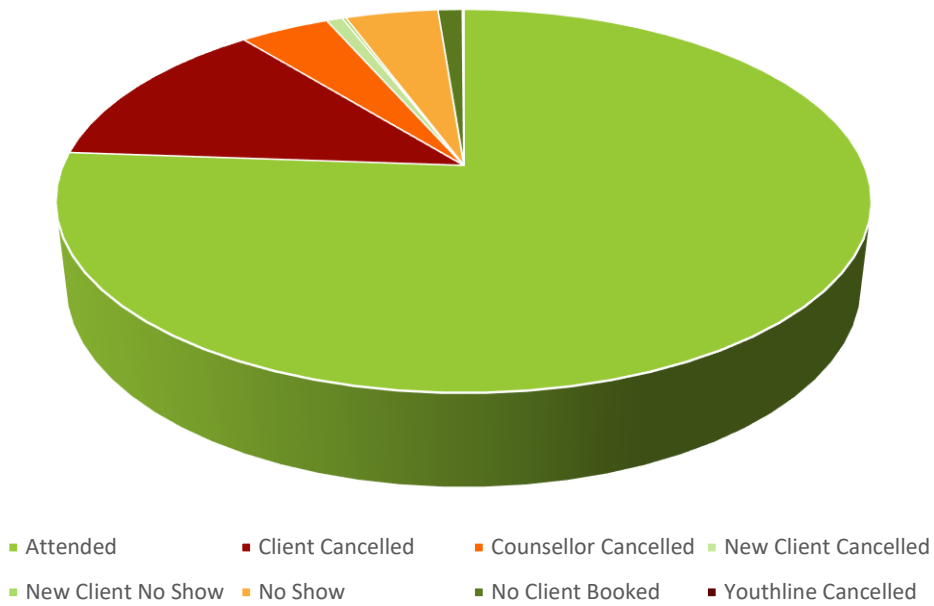
47 Counsellors

508 Individual clients

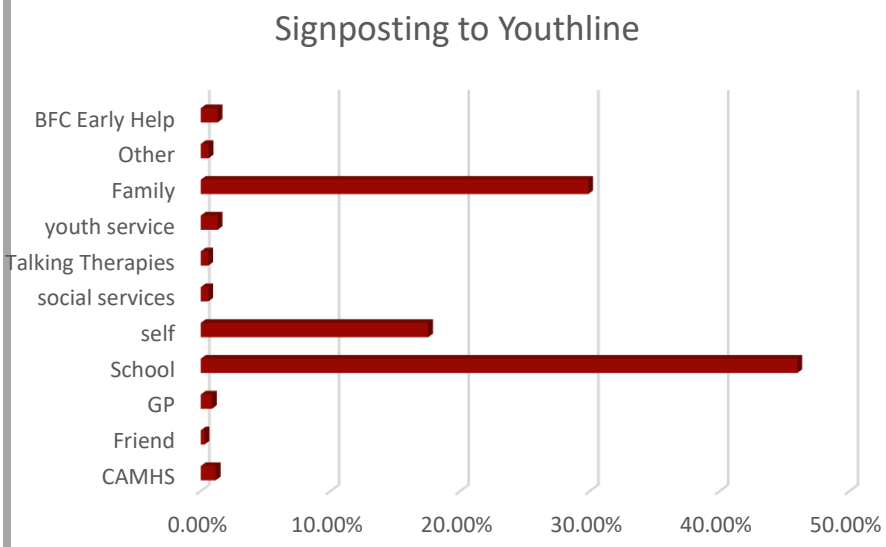
5123 Appointments

3900 Sessions delivered

Appointment Breakdown



Signposting

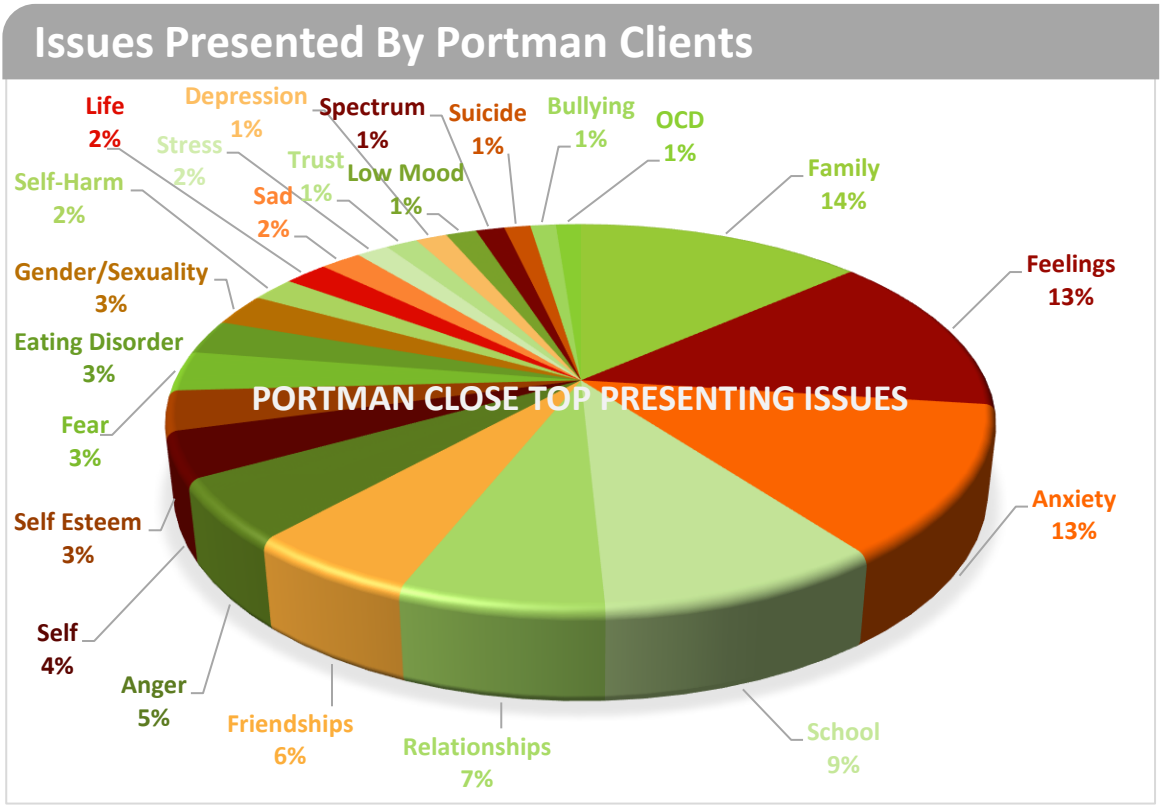


We do not receive referrals as such, but we always ask clients how they heard about Youthline or who suggested us. We have continued to see a significant increase in schools, family and self signposting clients to Youth*line* which shows that our promotional campaigns have been successful as potential clients are reading about our service and contacting us direct.

Serving Clients Across Bracknell Forest and Beyond

Ascot	31	Easthampstead	12	Priestwood	39	Winkfield Row	11
Binfield	78	Forest Park	0	Sandhurst	45	Winnersh	1
Birch Hill	3	Great Hollands	50	Sunningdale	2	Wokingham	7
Bullbrook	69	Hanworth	16	The Parks	3	Yateley	1
Camberley	9	Harmans Water	21	Warfield	38	Not Specified	7
College Town	8	Martins Heron	9	Whitegrove	2		
Crown Wood	49	Old Bracknell	14	Wildridings	17		
Crowthorne	83	Owlsmoor	3	Windsor	1		

Presenting Issues



Reasons for coming to counselling at Portman Close

When clients refer to our waiting list we ask why they are seeking counselling now.

In their own words, these are the reasons why clients are referring themselves or being referred to our service during 2021-22.

- Confidence and relationship with others, relationships with parents, low mood.
- Social interaction issues, problems at school and often angry behaviour.
- Difficulty coping with lessons and anxiety. Questioning identity, self-harming.
- Bereavement
- Bullying and as such a school refuser.
- Low mood, feeling sad, anxiety and confusion over sexuality.
- Sleeping habits, anxiety, mental and physical bullying,
- Struggling with return to school after long periods of online learning, highly anxious and struggling to sleep.
- Feeling stressed and anxious resulting in self harming, and not sleeping well at night.

Head of Counselling Services

This is my 16th year at Youthline and my 11th year as Youthline's Clinical Lead. In the past year, I have witnessed an extraordinary demand for counselling support where mental health conditions have become more common among children and young people. Amongst those aged 11 to 16 in England, one in six has a probable mental health condition in 2021, up from one in nine in 2017. Current figures are especially concerning for adolescent girls aged between 16 and 19: one in four had a probable mental health condition in 2021. The underlying causes are complex, but increased recognition of mental health issues, social isolation and disruptions to home and school routines during the pandemic likely played a role.

Young people's mental health continues to regularly make the news, with research supporting the need for early intervention in mental health at key transition times, and the knowledge that mental health disorders in adulthood have their antecedents in childhood and adolescence. Young people, and their families, are getting in contact with us in greater numbers, taking a step to seek support for the difficulties they are experiencing. Our team of counsellors dedicated to working with young people continue to offer a reflective and confidential space within which young people can be curious about themselves, and find ways to better manage their emotions, communicate their feelings and experiences and build their resilience.

The increase in the demand for our service specifically with our 11 to 16 year old clients and their parents has seen my role as Clinical Lead develop further. To address the growing demand for appointments, we received funding from the East Berks CCG (Clinical Commissioning Group) to grow our Counselling team to include three dedicated Young People Counsellors offering counselling support to our under 16's has significantly reduced how long a young person needs to wait for an appointment. Thanks to this funding we have met the growing demand for our service. We have also grown our team to 5 Group Supervisors who have supported our 45 counsellors, school counsellors and placement students with incredible professionalism, grace and generosity.

It has been an exceptionally productive year for Youthline as we continue striving to deliver a professional, safe and confidential counselling service to our young people at our premises in Portman Close and in all our Bracknell Schools. I am delighted that more schools are experiencing the value in Youthline's professional school counselling service and investing in more counselling from Youthline to support the mental health and emotional well-being of their students. We continue to offer a counselling service 6 days per week at our centre in Bracknell where we offer daytime and evening online and face to face appointments making the service more accessible to young people than ever before. As we anticipated, we have seen a rise in the uptake of this service as young people have sometimes struggled to come to terms with the events of the past few years.

Ensuring quality

We are committed to the continuing professional development of our counselling team by investing in high quality in-house workshops and training with reputable trainers who specialise in delivering training on specific developmental issues to better support the young person who is in need of a more specialised counselling service.

To maintain competent practice Youthline requires all counsellors and placement students to attend group supervision on a monthly basis in line with the British Association for Counselling and Psychotherapy (BACP) guidelines for ethical practice. I have regular conversations with our supervisors throughout the year to quickly address any issues that arise. It is very important to maintain this level of quality control to deliver a safe and ethical service to young people.

Links with the community

This year we have continued to build links with other adolescent and adult services through fostering good relationships with CAMHS, the Bracknell Forest Youth Service, in local schools and through running quarterly publicity shots to remind our GPs of the free service we offer young people, their family members and professionals who work with them. We have worked hard to bring Youthline to the public's attention through the local media campaigns, fundraising events and collections. We have done this with much success. Our aim is to continue our high visibility to every young person in the area that we serve.

We also continue to attend the Local Children and Young People's EW&MH Network meetings. This keeps us in the loop with Bracknell Forest's wellbeing strategy for young people, fostering strong links with other young people's services throughout Bracknell. Our service complements other services locally, providing a particular type of one-to-one support for young people.

Future developments

We are very proud of our strong counselling service provision and professional approach to counselling support for all young people age 11+, parents and carers and professionals who work with young people. We continue to ensure our strong roots with BACP Accreditation. Our training provision continues to strengthen focussing on developing our graduates by bringing onboard a CPCAB accredited specialist training diploma in 2022/23.

Our challenging economic climate sadly continues to persist, however, we recognise we will need to work even harder to earn additional funding from a variety of sources as well as maintain the funding we gratefully receive from the Council, CCG and schools. Without their support and funding we could not achieve our current level of delivery and we need further funding to recruit, train and support more counsellors to enable us to meet this growing demand for counselling. The past year has been particularly challenging for all young people. There are some that continue to be adversely affected by these times and it is vital that statutory agencies recognise their needs. We have some exciting ideas in store moving forward to support our young people even further through information workshops, group work and training programmes for our counsellors.

I am confident that with the continued support and commitment from the Trustees, counsellors, supervisors, admin staff and support from our funders we will maintain our service to young people and continue to be a well rooted professional service in the community.

Each of our counsellors, placement students and supervisors have worked hard contributing in different ways to the running of this service and all have a common passion to support young people and their families in the Borough and surrounding areas, putting young people's needs and best interests at the core of our work.

What a pleasure it is to serve our community striving to provide the best mental health support to young people and parents/carers across Bracknell Forest!



Simone Gridelli
Head of Counselling Services

Outreach Report

Schools and Outreach

Throughout 2021-2022 Youthline's Outreach service has continued to develop with 10 counsellors working across eleven schools, including the special school and a special provision in Bracknell Forest and the surrounding area.

Apr 2021-Mar 2022		Apr 2020-Mar 2021		Apr 2019-Mar 2020		Apr 2018 - Mar 2019	
Sessions Delivered	No. of Schools	Sessions Delivered	No. of Schools	Sessions Delivered	No. of Schools	Sessions Delivered	No. of Schools
2771	11	1257	11	1632	9	1659	10

Growing Demand

Youthline continues to see an increase in demand for School Counselling provision with waiting lists continuing to grow in each of our schools.

To monitor our provision, regular meetings with the Outreach Coordinator and the schools' Pastoral Leads have continued and are a necessary platform to ensure that Service Level Agreements are being met and to receive ongoing feedback, evaluation, and data collection. Each term the Youthline's Outreach Coordinator meets with the school Counsellors to share good practice. Additionally, the Outreach Coordinator invites the school Counsellors to bi-termly Well-being Meetings.

Our School Counsellors have continued to adapt to the Covid-19 restrictions when they have come into force with being able to offer school clients in-person delivery or remote working if individuals or counsellors have had to isolate. Schools and School Counsellors have met the changing tides with flexibility and resilience.

The CCG provided extra funding to Youthline to offer a further 3 additional counselling hours each to Sandhurst School, Easthampstead Park Community School, and Kings Academy once a week till the end of the summer term 2022. This has been gratefully received to help support their school counselling waiting lists.

Youthline have sourced a qualified Art Therapist to support Kennel Lane School, and this is due to start in April 2022. This idea was developed to meet the school client's needs appropriately and effectively given the additional needs of their students.

In December 2021, Youthline paused their service with College Hall due to the pupils having varied timetables, often in school at different times each week and in different locations to have their studies. This meant that having consistent counselling sessions was not feasible which impacted on

the therapeutic relationship. We have offered the Art Therapist to College Hall and we are waiting for a decision from their SLT.

Training and Development

Counsellors welcome the School Counsellor Induction Training, which is specifically designed to meet the requirements and expectations of the School Counsellor role. Each of our School Counsellors are trained to, at least, Diploma level and most have undertaken additional post-Diploma training in Counselling Young People. To ensure that our School Counsellors have the opportunity to continue their professional development, Youthline provide them with targeted, comprehensive training on subjects and issues that relate closely to the young people they work with. Furthermore, all School Counsellors are required to attend ongoing monthly group supervision and monthly one-to-one supervision with experienced and qualified Supervisors.

Each year, School Counsellors are invited to attend an Annual School Counselling Conference to further their professional development. Last year we attended the Wellington College School's Counselling Conference remotely due to Covid-19 restrictions. This allowed us to explore provision in other areas in addition to accessing up to date training and linking with colleagues. The Youthline team attended a variety of workshops at the conference and cascaded information on our return. This year we hope to attend the Wellington College School's Counselling Conference in person for further training and resources.

Client Issues

Youthline School Counsellors have reported seeing similar themes and trends within the counselling space among their clients.

Anxiety, returning to school and school attendance, dealing with the impact of covid and isolation, low mood, exam stress and expectations, relationship issues with families and/or friends, self-esteem, gender/sexuality, self-harm, fear, and bereavement.

We are committed to the continuing professional development of our school counsellors by investing in high quality in-house workshops and training with reputable trainers who specialise in delivering training on specific issues in order to better support the young person with these themes.

Links with the community

Youthline have been attending the Child and Adolescent Mental Heath Service (Berkshire East) Bracknell GHT/ Early Help Referrals meeting on a weekly basis to support the services in ensuring the young people of Bracknell are getting the right support from the appropriate surrounding agencies.

Youthline have also been attending consultation meetings with the Mental Health Support Teams (MHSTs) in several schools in the local authority to ensure the young people are accessing the right support for their needs. Attending these regular meetings has strengthened Youthline's relationships and built links with other adolescent and adult services in the area.



Annabel Davis

O Outreach Coordinator

Schools – Overview

Schools

The Brakenhale School

College Hall

ST GEORGE'S ASCOT

Kennel Lane School
Valuing Achievement
Encouraging Independence

Easthampstead Park Community School
Respect & Pride

Sandhurst School
the opportunity to succeed

Ranelagh School
VALUES - TRADITION - VISION - EXCELLENCE

EDGBARROW

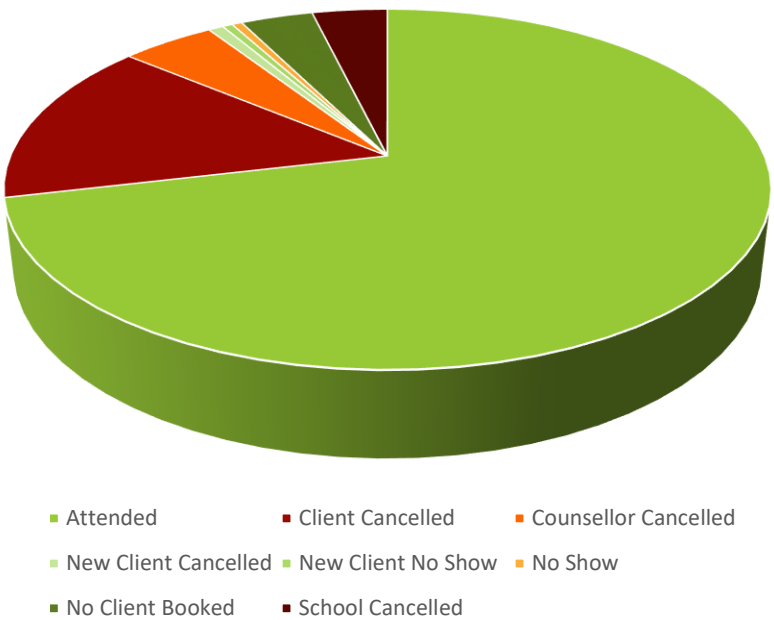
11 Schools

11 Counsellors

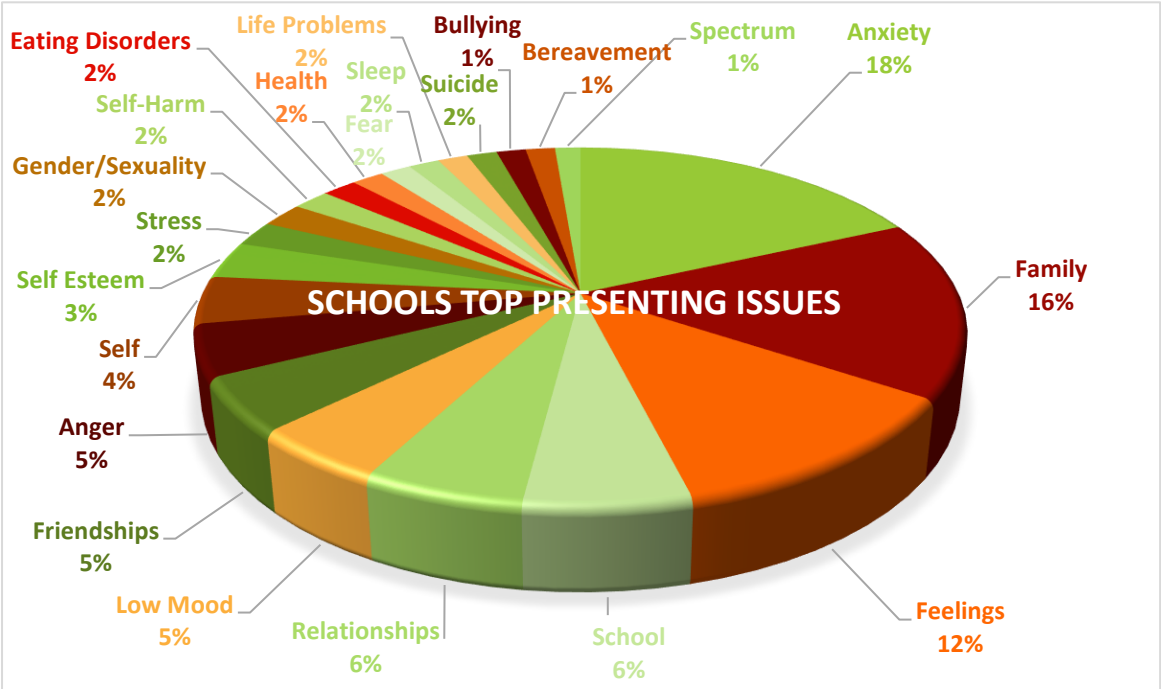
2771 Appointments

1976 Sessions delivered

School Counselling



Issues Presented By School Clients



Reasons for Coming to Counselling by School Clients

- Peer on peer abuse perpetrator, friendships, self-harm, exploring identity
- Bullying; home life; things are getting worse
- Low mood, looks after siblings; parents' divorce, parents' mental health
- Anxiety, not wanting to go to school
- School refusal, stress, anxiety
- Bereavement
- General anxiety, fear displayed at school, recent suspected panic attack.
- Teachers, feeling annoyed
- Low mood / exploring identity
- Low mood and worry; lockdown issues
- Young carer worrying about future; Year 13 – deadlines to apply for uni places
- Low mood, exam stress, additional caring responsibilities

Feedback from a parent Client

I'm a 45 year old parent of 2 girls, separated, with mental health issues, denied through fear of weakness.
A friend directed me to YouthLine. I didn't know parents had access to their service. I completed an online form. Days later, I was offered sessions with an experienced counsellor
My counsellor helped me ask questions of myself. I was open and began to identify actions I'd taken and why. Some days I'd cry, others laugh. Each session I spilled thoughts, emotions, and insight in to who I am. I'd take these thoughts away and be honest with myself
I needlessly blame myself for everything. My counsellor and YouthLine have helped me accept my mental state and appreciate me for whom I am
I'm not broken, it's not about being fixed, It's recognising that I am human, I have self-worth, I can ask for help, I can make mistakes. I can forgive others, I can forgive myself too
I'm a role model for my children. Asking for help is a sign of strength, courage, and self-worth that's important to instil in our children. I can do this only by accepting these flaws in myself and continuing to seek help.'

Feedback from young clients

My Youthline counsellor was lovely and very approachable, felt safe talking to her.

With my understanding of my feelings I have learned a lot about myself

It feels really nice coming to Youthline every week knowing I have someone to talk to.

Exploring ideas as opposed to ignoring them.

I have gotten a lot happier, starting to love myself, for who I am and not pretend to be this person that I am not.

I have learnt to accept the past as the past and it is important to let things go to make the best of the future.

Feedback from Schools

(The Counsellors) continue to be outstanding in what they do, and we are very happy with them. They are of such help to our students, who also highly rate them. They are simply brilliant. — Sandhurst School

Could I please say how pleased we are with (The Counsellors).
It makes such a difference being able to have the counsellors on site and being able to build a relationship with them.
The communication between us is so much better and I've no doubt the service for the kids is too! – Garth Hill

Getting in touch with Youthline was a smooth process; within a few days my online enquiry was accommodated and I had a session set up about a week later. My counsellor introduced themselves via email and provided me with a Zoom link. At this point, I was feeling both nervous and excited but I knew that counselling was what I needed, I was ready.

I met my counsellor virtually, their warm and friendly approach to the first session meant that it didn't take me long to feel comfortable enough to open up. I couldn't believe how quickly the time went and how different I felt afterwards. Although it may have been temporary, I felt lighter and my mind felt clear. A feeling I would soon feel more regularly after the sessions.

We discussed a wide range of topics; revealing all my thoughts both negative and positive, worries and concerns as well as tougher areas like anxiety and relationship difficulties. Often, Iwould begin a conversation with an agenda to follow and find myself diverting into unearthed feelings. Other times, I'd worry that I hadn't planned what I was going to say, or that some weeks I had less to talk about but no matter what I was always reassured and supported.

The experience of counselling has been helpful for my personal growth and healing. I've learnt that sharing the 'difficult areas' that life offers makes them easier to manage, and sometimes even eliminate. At times it was hard and upsetting, but out of this I've found good. I am so, so grateful for Youthline and the time spent with my counsellor.

M, age 26

****

I was 16 and had very very bad anxiety to the point I wasn't able to go to school I would cry before school and after school and often had panic attacks during school, I never found school easy and it stressed me out so much because you HAVE to go in but I couldn't mentally do it anymore luckily mum got in contact with youth line and I got my therapy sessions with such a lovely lady she helped me so much more then she could understand, and my anxiety is so much better now I've pushed through, I've left school and have started an apprenticeship which I never thought I'd be able to do but I enjoy it so much, I talk to new people every day and I wouldn't have been able to do it if it wasn't for youth line and my mum. Thank you.

Lilli, age 16

Annual Accounts

Youthline Limited

Company number 4042477 **Registered Charity 1096248**

Annual accounts for the year ended 31 March 2022

DRAFT subject to independent review

Statement of Financial Activities (including Income and Expenditure Account)

		Unrestricted funds £	Restricted income funds £	Total this year £	Total last year £
Incoming resources					
Donations and Grants	Note 2	145,246	-	145,246	107,136
Other income	Note 2	48,980	-	48,980	39,761
Interest received		3	-	3	7
Total incoming resources		194,229	-	194,229	146,904
Resources expended					
Direct charitable activities	Note 3	171,271	-	171,271	121,291
Support costs for charitable activities	Note 3	11,775	-	11,775	23,811
Governance costs	Note 3(a)	763	-	763	613
Other resources expended		-	-	-	-
Total resources expended		183,809	-	183,809	145,715
Net incoming/(outgoing) resources before transfers		10,420	-	10,420	1,189
Gross transfers between funds				-	-
Net incoming/(outgoing) resources before other recognised gains/(losses)		10,420	-	10,420	1,189
Other recognised gains/(losses)		-	-	-	-
Net movement in funds		10,420	-	10,420	1,189
Total funds brought forward		45,020	-	45,020	43,831
Total funds carried forward		55,440	-	55,440	45,020

Youthline Limited

Company number 4042477

Registered Charity 1096248

DRAFT subject to independent review

Balance sheet for the year ended 31 March 2022

		Unrestricted funds	Restricted income funds	Total this year	Total last year
		£	£	£	£
		F01	F02	F04	F05
Current assets					
Debtors	Note 4	28,000	-	28,000	20,885
Cash at bank and in hand		128,234	-	128,234	87,149
Total current assets		156,234	-	156,234	108,034
Creditors: amounts falling due within one year	Note 5	100,794	-	100,794	63,014
Net current assets/(liabilities)		55,440	-	55,440	45,020
Total assets less current liabilities		55,440	-	55,440	45,020
Creditors: amounts falling due after one year		-	-	-	-
Net assets		55,440	-	55,440	45,020
Funds of the Charity					
Unrestricted funds	Note 6	55,440		55,440	45,020
Restricted income funds	Note 6		-	-	-
Total funds		55,440	-	55,440	45,020

Audit exemption statement

For the year ended 31st March 2022 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

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

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

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies' regime and in accordance with FRS102 SORP.

NOTES TO THE ACCOUNTS (CONTINUED)

Note 2 Analysis of incoming resources (all funds)

	Analysis		This year £	Last year £
Donations and Grants	Donations - Town and Parish Councils		12,950	9,750
	Donations - Corporate		11,283	1,194
	Donations - Local Giving		815	1,726
	Donations - Other		1,190	1,248
	Grants - Bracknell Forest Borough Council		23,750	22,500
	Grants - Other		4,800	2,656
	Grants - Edward Gostling Foundation		4,384	-
	Grants - CCG		78,825	38,212
	Grants - National Lottery		-	9,770
	Grants - Neighbourhood Trust		-	9,769
	Grants - Masonic Charitable Trust		3,000	-
	Grants - Berkshire Community Foundation		4,249	10,311
		Total	**145,246**	**107,136**
Other income	Schools		39,392	33,467
	Training		670	60
	Fundraising		8,918	6,234
		Total	**48,980**	**39,761**

Note 3 Analysis of resources expended (all funds)

	Analysis		This year £	Last year £
Direct charitable activities	Salaries Note 3 (a)		142,365	96,227
	Supervision		21,179	18,663
	Training		5,147	2,960
	Travel and incidentals		2,277	1,644
	Counselling resources		303	1,119
	Miscellaneous		-	678
		Total	171,271	121,291
Support costs for charitable activities	Heat, light, power, water		- 1,673	8,787
	Subscriptions		509	394
	Printing, stationery and consumables		1,083	2,143
	Cleaning		2,667	1,703
	Advertising, phones, IT		5,567	8,484
	Miscellaneous		1,182	597
	Premises expenses		2,440	1,703
		Total	11,775	23,811
	Governance costs Note 3 (b)	**Total**	763	613

Fundraising Report

Youthline would like to thank everyone who has supported us by raising money for our charity this year. We have witnessed the bringing together of so many through fundraising events as well as putting the FUN into fundraising. Whatever the reason has been to choose Youthline and whatever has been done, fundraising is vital for Youthline to continue supporting young people's mental health in Bracknell Forest as well as those that care for and support them.



Monika's Inspiration
'*Change comes from inside, from the heart. Simply being kind can change the world'.*
Monika wants to help today's generation of teenagers find themselves and be the great people of tomorrow she knows they can be. But they are going to need some help!

Monika's Fundraising
Monika has been running in fancy dress and raising money for Youthline for over a year. She has run in the Reading Half Marathon, organised and attended countless bucket collections and pounded the streets of Bracknell. Hate to think about how many costumes she has worn and how many pairs of trainers she has gone through. Her target was extended along the way to reach a huge target of £10,000. This extra funding will continue to help reduce the waiting lists and allow even more children to access the help they need quickly. This is driving her desire to help, to give back and focus on the needs of others.

Fundraising Amount

So far, Monika has raised an incredible **£5236.**



Youthline work with adults who are parents/carers or work with young people. One of our former adult clients organised and baked for a charity bake-off at their place of work and chose Youthline as her charity, to say a thank you for the support she received.

Youthline was delighted to be involved again in the Easthampstead Rotary Community Christmas Draw which raises money for local charities and schools. Through selling tickets to our volunteers, family and friends we were able to raise £360 and thank the Rotary Club for being able to run this again.





Youthline was amazed at the generosity of those they met at Tesco Warfield just before Christmas. £569.91 was raised which we can't thank Bracknell residents enough. A big thank you to Monika who was dressed as 'Olaf' to bring a smile to the children's faces. Thank you also to our volunteers for giving up their time.

The Easthampstead Baptist Church **raised** £442.88 during their Christmas service. Youthline feels lucky to have their support and was chosen as their charity of choice.



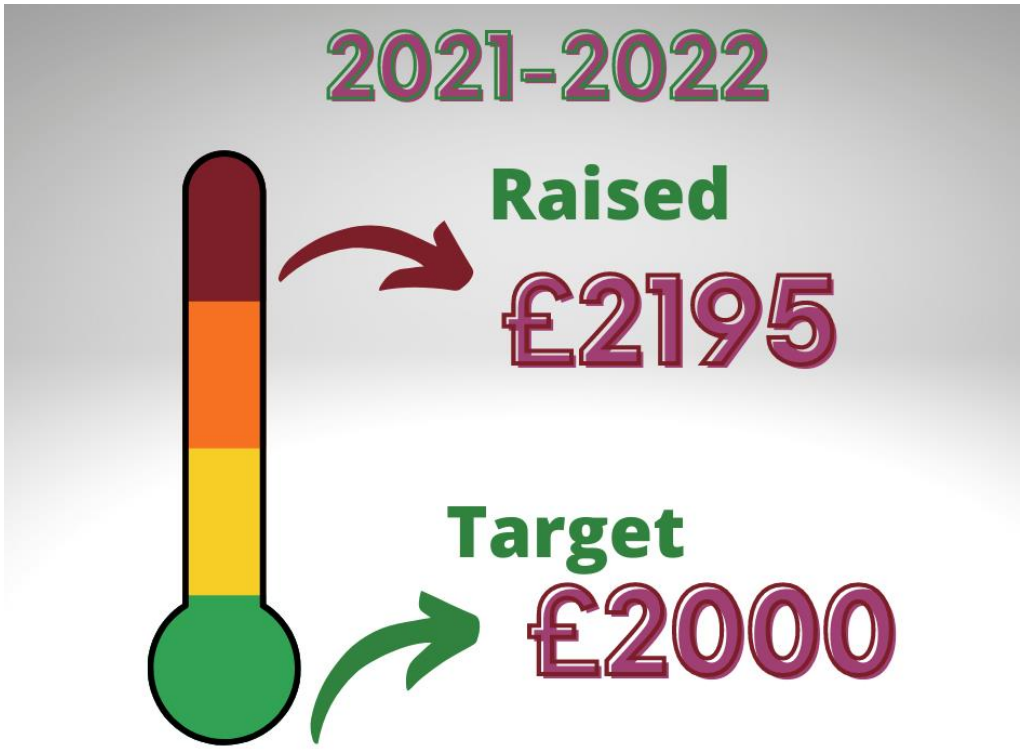


Simone, Youthline's Head of Counselling Services produced a set of therapeutic cards as a tool for our counsellors to work with their clients.

Currently, we have made £300 with a lot of interest from both counsellors internal and external wanting to purchase them. Thank you Simone for producing these wonderful cards.

As well as the above fundraising events we would also like to mention all those that have contributed to Youthline through Local Giving raising £815.25. Also to those that take part in the Bracknell Forest Lottery raising £1433.

This all means so much to us, especially through the last two years and coming out of lockdown.





In Memory of
Martin Gocke
4th February 1954 - 24th April 2022

Youthline's Chair of Trustees from 2010 – 2022

Youth*line*
7 Portman Close
Bracknell
RG42 1NE

www.youthlineuk.com

Youthline Limited

Company number 4042477
Registered Charity 1096248

Report and Financial Statements
For the year ended 31 March 2022

Youthline Limited
Trustees' Report
For the year ended 31 March 2022

The directors present their report and the financial statements of the company for the year ended 31st March 2022.

Structure, governance and management
Youthline is a registered charity and a company limited by guarantee.
The governing document of the charity is the Memorandum and Articles of Association dated July 2000.

The following directors, who are also the Trustees of the charity, served during the year:

Mrs J L Fender
Mrs K Frost (re-appointed 14 July 2021)
Mr M N Gocke
Ms C E Horwood
Mrs J Harris (formerly Mrs J Hughes)
Mrs H Mason
Mr O W E Sylvester (re-appointed 14 July 2021)

New trustees who have suitable experience and interest in the work of the charity are appointed by the serving trustees as required. The trustees consider that, at this time, seven trustees are an appropriate number for the organisation.

Objects and activities
The principal object of the charity is the provision of free, confidential counselling to young people in the Bracknell Forest area (aged 12 to 25), and to those who care for them, at Portman Close, Bracknell, RG42 1NE.
The charity moved from The Lodge, Bagshot Road, Bracknell in August 2020.

The organisation uses volunteer counsellors to provide this free service to local young people. During the year we have continued to provide counselling at Portman Close, in local schools and, in addition, online during the Covid-19 pandemic.

The trustees have complied with their duty to have due regard to the guidance on public benefit, as published by the Charity Commission, in exercising their duties.

Financial review
The results for the year are set out on pages 4 to 9.

Charity reserves are used for the general purposes of the charity unless they have been designated for specific purposes when donated.
The trustees policy over unrestricted funds is that reserves should be sufficient to wind the company up in an ordered manner if it became necessary to do so, and to ensure time for completing work with vulnerable young people.

Youthline Limited
Trustees' Report
For the year ended 31 March 2022

Trustees responsibilities for the Financial Statements
Charity and company law require the Trustees, who are also the Directors of Youthline Limited, to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure for that period. In preparing those financial statements, the Trustees are required to:

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

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

This report was approved by the Board on: 27 July 2022

Director JUDITH FENDER
For and on behalf of the Trustees of Youthline Limited

Youthline Limited
Charity number 1096248
Company number 4042477

Report of the independent examiner to the Trustees of Youthline Limited

I report on the accounts for the year ended 31st March 2022 set out on pages 4 to 9.

Respective responsibilities of trustees and examiner
The charity's trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year (under Section 144(2) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is required.

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

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

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

Independent examiner's statement
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- to prepare accounts which accord with the accounting records, comply with the accounting requirements of Section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

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

AGHS Accounting & Taxation Services Limited

AGHS Accounting & Taxation Services Limited
14 Progress Business Centre
Whittle Parkway
Slough SL1 6DQ

Date: 27 July 2022

Youthline Limited

Company number 4042477 **Registered Charity 1096248**

Annual accounts for the year ended 31 March 2022

Statement of Financial Activities (including Income and Expenditure Account)

		Unrestricted funds	Restricted income funds	Total this year	Total last year
		£	£	£	£
Incoming resources					
Donations and Grants	Note 2	145,246	-	145,246	107,136
Other income	Note 2	48,980	-	48,980	39,761
Interest received		3	-	3	7
Total incoming resources		194,229	-	194,229	146,904
Resources expended					
Direct charitable activities	Note 3	171,271	-	171,271	121,291
Support costs for charitable activities	Note 3	11,775	-	11,775	23,811
Governance costs	Note 3(a)	763	-	763	613
Other resources expended		-	-	-	-
Total resources expended		183,809	-	183,809	145,715
Net incoming/(outgoing) resources before transfers		10,420	-	10,420	1,189
Gross transfers between funds				-	-
Net incoming/(outgoing) resources before other recognised gains/(losses)		10,420	-	10,420	1,189
Other recognised gains/(losses)		-	-	-	-
Net movement in funds		10,420	-	10,420	1,189
Total funds brought forward		45,020	-	45,020	43,831
Total funds carried forward		55,440	-	55,440	45,020

Youthline Limited

Company number 4042477

Registered Charity 1096248

Balance sheet for the year ended 31 March 2022

		Unrestricted funds	Restricted income funds	Total this year	Total last year
		£	£	£	£
		F01	F02	F04	F05
Current assets					
Debtors	Note 4	28,000	-	28,000	20,885
Cash at bank and in hand		128,234	-	128,234	87,149
Total current assets		156,234	-	156,234	108,034
Creditors: amounts falling due within one year	Note 5	100,794	-	100,794	63,014
Net current assets/(liabilities)		55,440	-	55,440	45,020
Total assets less current liabilities		55,440	-	55,440	45,020
Creditors: amounts falling due after one year		-	-	-	-
Net assets		55,440	-	55,440	45,020
Funds of the Charity					
Unrestricted funds	Note 6	55,440		55,440	45,020
Restricted income funds	Note 6		-	-	-
Total funds		55,440	-	55,440	45,020

Audit exemption statement

For the year ended 31st March 2022 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

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

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

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies' regime and in accordance with FRS102 SORP.

Approved by the Board and signed on its behalf by: JUDITH FENDER

J Fender. **(Director)**

Date of approval 27 July 2022

NOTES TO THE ACCOUNTS

Note 1 ACCOUNTING POLICIES

Basis of accounting

These accounts have been prepared on the basis of historic cost 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 UK and Republic of Ireland (FRS 102) (effective 1 January 2015), also known as the Charities SORP (FRS 102), the Companies Act 2006 and the Charities Act 2011.

The principal accounting policies adopted in the preparation of these financial statements are as follows:

Incoming Resources

Grants

Income from grants is included in incoming resources when these are received with the exception of grants for restricted purposes for which expenditure will be incurred in a future period.

Donations

Income from donations are included in incoming resources when received.

Resources expended

Resources expended are included in the Statement of Financial Activities on an accruals basis.

Fixed Assets

The company currently has no fixed assets and small assets are expensed on purchase.

Trustees' remuneration

The Trustees receive no remuneration and are only reimbursed for items paid for on behalf of the charity.

Related party transactions

The Trustees confirm that there are no related party transactions to disclose.

Fund Accounting

The unrestricted fund comprises those monies, which may be used towards the meeting of the charitable objectives of the company at the discretion of the Trustees.

Restricted funds are monies received for a specific purpose at the time of donation.

Reserves policy

The policy set by the Trustees is for reserves to be sufficient to wind up the company in an ordered manner and to ensure time for completing work with vulnerable young people.
This is estimated to be the equivalent of three months costs.

NOTES TO THE ACCOUNTS (CONTINUED)

Note 2 Analysis of incoming resources (all funds)

	Analysis	This year £	Last year £
Donations and Grants	Donations - Town and Parish Councils	12,950	9,750
	Donations - Corporate	11,283	1,194
	Donations - Local Giving	815	1,726
	Donations - Other	1,190	1,248
	Grants - Bracknell Forest Borough Council	23,750	22,500
	Grants - Other	4,800	2,656
	Grants - Edward Gostling Foundation	4,384	-
	Grants - CCG	78,825	38,212
	Grants - National Lottery	-	9,770
	Grants - Neighbourhood Trust	-	9,769
	Grants - Masonic Charitable Trust	3,000	-
	Grants - Berkshire Community Foundation	4,249	10,311
	Total	**145,246**	**107,136**
Other income	Schools	39,392	33,467
	Training	670	60
	Fundraising	8,918	6,234
	Total	**48,980**	**39,761**

Note 3 Analysis of resources expended (all funds)

	Analysis	This year £	Last year £
Direct charitable activities	Salaries Note 3 (a)	142,365	96,227
	Supervision	21,179	18,663
	Training	5,147	2,960
	Travel and incidentals	2,277	1,644
	Counselling resources	303	1,119
	Miscellaneous	-	678
	Total	171,271	121,291
Support costs for charitable activities	Heat, light, power, water	- 1,673	8,787
	Subscriptions	509	394
	Printing, stationery and consumables	1,083	2,143
	Cleaning	2,667	1,703
	Advertising, phones, IT	5,567	8,484
	Miscellaneous	1,182	597
	Premises expenses	2,440	1,703
	Total	11,775	23,811
	Governance costs Note 3 (b)	**Total** 763	613

NOTES TO THE ACCOUNTS (CONTINUED)

Note 3 (a)

Staff costs

	This year £	Last year £
Salaries and wages	131,352	87,641
Social security costs	7,945	6,456
Pension costs	3,068	2,130
Total	**142,365**	**96,227**

Average headcount in the year

Management and administration (part-time)	7	4
Schools work (part-time)	11	11

No employees received employee benefits for the reporting period of more than £60,000.

Note 3 (b)

The cost of the annual Independent Review is £750 and is included within Governance costs.

NOTES TO THE ACCOUNTS (CONTINUED)

Note 4 Debtors and prepayments

Analysis of debtors	Amounts falling due within one year		Amounts falling due after more than one year	
	This year £	Last year £	This year £	Last year £
Trade debtors	28,000	20,885	-	-
Other debtors	-	-	-	-
Prepayments and accrued income	-	-	-	-
Total	28,000	20,885	-	-

Note 5 Creditors and accruals

Analysis of creditors	Amounts falling due within one year		Amounts falling due after more than one year	
	This year £	Last year £	This year £	Last year £
Loans and overdrafts	-	-	-	-
Trade creditors	-	8	-	-
Other creditors	-	-	-	-
Accruals and deferred income	100,794	63,006	-	-
Total	100,794	63,014	-	-

Note 6 Movements of major funds

Fund names	Fund balances brought forward £	Incoming resources £	Outgoing resources £	Transfers £	Gains and losses £	Fund balances carried forward £
Unrestricted	45,020	194,229	183,809	-	-	55,440
Training	-	-	-	-	-	-
Total Funds	45,020	194,229	183,809	-	-	55,440

Youthline Limited
Charity number 1096248
Company number 4042477

Report of the independent examiner to the Trustees of Youthline Limited

I report on the accounts for the year ended 31st March 2022 set out on pages 4 to 9.

Respective responsibilities of trustees and examiner
The charity's trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year (under Section 144(2) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is required.

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

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

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

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AGHS Accounting & Taxation Services Limited

AGHS Accounting & Taxation Services Limited
14 Progress Business Centre
Whittle Parkway
Slough SL1 6DQ

Date: 27 July 2022

YOUTHLINE LIMITED

England & Wales - Charity number 1096248

Accounts



Youth*line* – Annual report
2020-21

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About Youth*line*

Youthline provides a professional and confidential one-to-one face-to-face counselling service for young people of secondary school age, and young adults, living in Bracknell Forest and surrounding areas. We continue to provide Youth*line* Plus to support families of young people and other adults when it is clear this will help the young person.

Youth*line* provides an important service for young people in Bracknell Forest as we are part of the youth support provision in the Borough. We have a Service Level Agreement with the Council's youth service and a partnership agreement with the East Berkshire CCG. In 20/21 we provided a service to 411 young people.

We have increased the delivery from March 21 and now offer more than 700 hours of counselling support every month.

Youth*line* is accessible to clients who can refer themselves to the service or may be referred by their families, schools, GPs and other agencies. The service is free at the point of delivery. In addition there is a dedicated service available to schools for which the schools pay a contribution.

We are a charity and have been operational in Bracknell Forest for 33 Years. As a voluntary organisation we are dependent upon the funding that we raise from external sources. The reputation that Youth*line* has in the local community and beyond is important in securing funding from a variety of sponsors and supporters.

Overall responsibility for Youth*line* rests with the Trustees. We have four part time staff members based at Portman Close. We also have 1.5 fte employed young person counsellors working at Youthline from early 2021. We are hugely dependent on our team of volunteers - volunteer counsellors, volunteer fundraisers, admin and reception staff. Sincere appreciation and many thanks go to Youth*line*'s staff and volunteers who make it possible to provide our service.

There are lots of ways in which you could become involved with our work. For more detail about us and what we do, please see our website:

www.youthlineuk.com

Youth*line*
The Lodge
Coopers Hill
Bracknell
RG12 7QS

Our Team 2020-21

Trustees









Martin Gocke (Chair of Trustees), Judy Fender (Treasurer), Karen Frost, Camilla Horwood, Janet Hughes, Hillary Mason, Oli Sylvester

Coordination team and Young Person Counsellors








Collette Reynolds (Practice Manager), Simone Gridelli (Head of Counselling Services), Lesley Goad (Outreach Coordinator), Theresa Curtis (Administrator), Annabel Davis (Young Person Counsellor FT), Rob Millist (Young Person Counsellor PT).

Counselling team

Angella, Chris, Dara, Kelly, Kirsty, Lesley, Marion, Michael, Stephanie, Scott, Helen, Annabel, Sarah E, Alix, Caroline B, Caroline C, Ann, Naz, Simran, Susan, Andrea, Judith, Clara, Trisha, Sonia, Maddy, Lucia, David, Rob, Learoy, Beth, Alex, Mel, Jill, Athan, Lia, Fabiola, Sherryl, Eva, Sophie, Marta, Helen P, Helen T, Helena, Abbigail, Jan, Shaffrina, Sarah P, Vicky, Sandra, Nidhish, Holly

Volunteer Administration and Fundraising

Angela, Amy D, Amy M, Fiona, Gemma, Gillian, James, Helen, Karen, Lisa, Lynne, Mandy, Samantha, Sandra

Counselling Supervisors

Becky Teverson, Annie Wilson, Joan Devoil and Stephanie Fitzwilliams

Trustees Report

For everyone, the past year 2020/21 has been a year like no other. We have all had to adjust to restrictions on our personal and working lives in the face of the Covid 19 pandemic. For young people, our client group, there have been many challenges – disruption to family life and education including examinations; to friendships and socialising; concern about their future destinations in education and the workplace; and sadly for some, facing loss and bereavement.

In March 2020, the Youthline team knew that demand for our service was going to continue and probably increase but we were not going to be able to deliver as usual – face to face, in person in our premises or in the schools that we served. The concerns about transmission resulting in requirements for social distancing, the closure of schools, the restrictions on travel and 'lockdowns' all meant that normal delivery was not possible. We knew that we had to offer something different to meet our clients' needs.

As an organisation, we had always played to our strengths. We were committed to providing face to face counselling in properly equipped settings, with the counsellor and the young person interacting with each other. It is fair to say that we were hesitant about changes to this approach. We always had more than sufficient young people demanding our service and felt that our offer was strong and that this was where our expertise lay. Why change?

Covid forced a rethink. We could not just cease our activity and wait for things to return to normal. We had young people who were already experiencing our support and anticipated more would come forward. Out of adversity we think that we have now built a much better service.

The Trustees are immensely proud of how our team responded to the challenges. Our staff quickly researched how we could put in place an on-line offer, our volunteer counsellors and placement students were mostly able and willing to respond to the training, guidance and support that we put in place in quick time: all helped by everyone's growing familiarity with Zoom and Microsoft Teams through school and work. We were operating in an environment where on-line interaction was becoming normal.

Not all of our clients were willing to switch to the new environment and some preferred to wait, but the door was opened to others who had previously wanted 'on-line'. As time went on, some of the initially resistant were willing to give the new approach a go. Having developed an 'on-line' offer early, we were able to move from mode to mode as lockdowns came and went, providing continuity for clients and counsellors.

Over the period, our client numbers hardly changed and we have been able to deliver in the same volumes as in previous years.

Twelve months on we have a much better offer, we are more accessible and have a fully blended model of delivery. For Youthline, something good has come out of adversity.

Our priorities as Trustees

Our commitment is to ensure that our services are of high quality; accessible; free at the point of delivery; and safe and accountable. We also strive to demonstrate that we are effectively governed. These five objectives guide us in all of the discussions that we have with our team throughout the year.

Quality is maintained through the thorough way in which we approach the recruitment of the team; the operational framework and guidance that provides a sound and secure basis for practice; the strength of our management and clinical supervision; and our delivery of a comprehensive training programme. All of these are key to ensuring that we have a steady flow of volunteers asking to work with us (although we are currently addressing issues arising from changing accreditation frameworks) and can maintain excellent retention rates. The report of our Head of Counselling Services, Simone, reflects on some of these issues.

We continue to maintain a good range of access points to our services. A major change for us happened in August 2020 when we relocated from The Lodge at Coopers Hill to Portman Close. As Trustees we were concerned about the impact that the move would have on our staff, volunteers, counsellors and clients: we had been comfortable in The Lodge for over 25 years and we thought that it would be a wrench to move. However, we received fantastic support from the Council in making this move. It happened at a time when we were not operating as normal and, with hindsight, The Lodge would not have been a 'Covid secure' environment. All are delighted with our new home and the way in which it has enabled us to deliver safely. It provides a warm and welcoming facility for young people. It is easily accessible, given its location, and provides a confidential space as a result of the discreet access to the building. The reports that follow, in particular that of our Practice Manager, Collette give more detail of our reach, but in simple terms we saw over 400 young people and delivered more than 3244 sessions during 2020/21.

Our work in schools is well received. Schools have increased their demand this year and we now have counsellors in all seven secondary schools in Bracknell Forest, the Special School and the Pupil Referral Unit. More detail of our work in schools is reported by our Outreach Coordinator, Lesley.

We provide a free service to young people. Occasionally parents or carers want to make a contribution but, in the main, we rely on grant funding predominantly from local councils, the CCG, local companies and organisations, charitable trusts and the activities of our excellent fundraising committee (who not only generate income but keep our profile high in the local area). Our accounts are set out later in this Annual Report together with a report from the Fundraising Committee. Our delivery model enables a huge number of sessions to be available for small amounts of funding. We are an extremely cost-effective organisation and have many examples of where we have saved the need for statutory services to intervene.

Being safe and accountable is key to the work that we do. We are accountable to our clients; we contract with them at the start of the process and are committed to supporting improvements in their health and well-being. The very nature of our activity means that we are usually working with vulnerable young people and increasingly with vulnerable adults. We maintain a rigorous approach to their safeguarding and to the safety and security of our team. We have revised all of our safeguarding policies and reviewed our practice using the LSCB Safeguarding Audit tool. We have also revised all of the procedures that are important to the safety and security of our team. The move to 'on-line' work presented some new things to consider but our team developed really strong protocols and have reinforced them in their regular sessions with volunteers and placement students.

We pride ourselves on being a well-run charity with effective governance arrangements. As Trustees, we never forget that we are dealing with public money and donations and have a duty to use our resources in line with our charitable objectives. We also have duties towards our staff and volunteers.

Outcomes

We use very simple measures to assess the improvement in our clients' emotional health and well-being: these continue to be excellent and are recorded later in this report. Young people continue to be signposted to us from a variety of agencies and our conversations with those professionals also confirm the positive impact that Youthline has on individual young people.

Demand for our service

2020/21 has been a challenging year, but we think that we have risen to those challenges and emerged from them in good shape.

Prior to the pandemic, there was an increased focus on addressing mental health issues as they affect young people in local and national media. This has obviously intensified. The increased awareness of the availability of services such as ours and the reduced stigma attached to seeking support have all contributed. As Trustees, we are both pleased and concerned about the current situation: pleased that we can support such a large number of young people, but at the same time concerned that there is demand that we just cannot satisfy given our current resourcing.

Whilst we do not claim to be an 'emergency service', the fact that young people have plucked up the courage to contact us for support and that we are not in a position to respond quickly always concerns us.

We are grateful to our statutory partners for their ongoing support, particularly in the current situation. The CCG has provided additional financial resources to enable us to employ 1.5 additional young people's counsellors which has had a big impact on our waiting list. We also thank our CCG and Bracknell Forest contacts for their support and advice.

Thanks to our staff, volunteers and funders

Throughout this report you will see how much of what Youthline does depends on the goodwill of volunteers. There are many different reasons why our volunteers are motivated to work with Youthline but a common theme is that all of them want to make a difference to young people. Some of our volunteers are longstanding and others are with us for a shorter period. All make a positive contribution to our work.

The Trustees also would like to place on record their thanks to our staff for their commitment to Youthline in the past year. Anyone who encounters them will recognise what a huge asset they are to the organisation.

We would also like to thank those organisations that provide us with funding. Our fundraising committee – coordinated by Theresa, not only raises funds but raises our profile in the local community. We have some fantastic examples of individuals, groups and companies who have provided Youthline with financial support. We are grateful to all.

Trustees





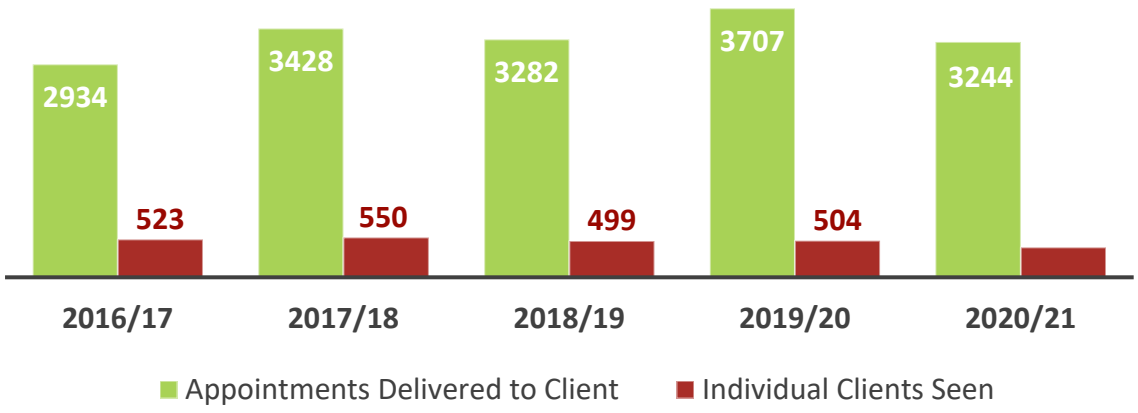




Martin Gocke (Chair of Trustees), Judy Fender (Treasurer), Karen Frost, Camilla Horwood, Janet Hughes, Hillary Mason, Oli Sylvester

Practice Managers Report

Year In Numbers



Access To Counselling

When I wrote my report last year little did any of us know what lay ahead. We have certainly found ourselves in a very different situation and had many challenges, however, we managed to overcome these and continue to provide a counselling service to our clients. This means we now have a blended approach to counselling and can now offer face to face in person, face to face online and telephone counselling to suit our clients needs and increase access to our service. For example, we can now support people impacted by agoraphobia.

Although we only ceased counselling for a couple of weeks last March, whilst policies and procedures were written and online counselling training was delivered, we provided regular updates to existing clients and those on our waiting list.

Many of our existing clients wanted to wait for face to face counselling to resume and we maintained regular communication with these clients to ensure they received updates on Youthline's recovery plans, but also on what other support they could access. We were then able to offer alternative ways to counsel our clients on the waiting list.

You can see the breakdown of the method used for our counselling during the last year. We briefly resumed face to face counselling in September 2020 but unfortunately when we went into the second and third lockdown, we made the decision to cease face to face work. On 22nd February 2021 we transitioned cautiously offering in person face to face counselling and I am pleased to say we continue to do so.

	Face to face	Online	Telephone	Total
Apr 20-Mar21	1378	2246	551	4175

We continue to offer different locations in which our clients can access our service to ensure their needs are met. Provision continues at Brakenhale School, Easthampstead Park School, Edgbarrow School, Garth Hill College, Kennel Lane School, Kings Academy, Ranelagh School, Sandhurst School, The Rise @ Garth Hill College and St. George's School in Ascot. In September 2020 we started offering sessions at College Hall.

New Premises

As well as a pandemic to contend with, Youthline also moved premises in August 2020! We are very grateful to Bracknell Forest Council for facilitating this move as part of their planning for the Coopers Hill site.



The move came at an opportune time for us. Under no circumstances would we have been able to operate at The Lodge with the existing restrictions. The office and the counselling rooms were all too small, circulation and social distancing would have been impossible.

Things are very different at Portman Close. We have space to ensure proper circulation. We have rooms that are large and airy enough for counselling. We have plenty of office space for our staff to 'distance'. We can also deliver online and telephone sessions from one of the small offices.

This involved a lot of planning and risk assessments for correct social distancing procedures, one way systems and hygiene protocols are in place in order to keep our counsellors, volunteers, staff and clients safe and Covid safe.. I continue to monitor the health and safety audit on a regular basis.

Waiting List

Prior to lockdown our waiting list was well over 100 with very long wait times.

A positive side-effect from this time has been Theresa was able to contact our 'waiters' and offer an online session. Due to being in lockdown, clients had more free time and therefore more open to appointment days/times which had previously been different when a client specifies the only appointment they can make is a Thursday at 7pm! So our waiting list started to reduce and by the end of March we had 27 clients on the list.

We support clients whilst they are on our waiting list by referring them to the information on our website and always signpost them to other help that might be available. We have worked with The Andy Clinic in Reading to produce a 'Care of waiters' information booklet that is sent to all clients who refer themselves for counselling.

Whilst in lockdown the number of referrals we received was very few. It seemed as if everyone's life was on hold and were waiting for something to happen. Our waiting list continued to reduce and then when the schools went back in September referrals started coming in thick and fast.

By this time we had received additional non-recurring funding from East Berks CCG for a full time young person counsellor. This has meant we have been able to increase the number of clients we see each week and increase the number of appointments available by offering a further 32 sessions.

This funding is specifically around counselling for our under 16 year old clients with more complex needs who typically wait longer for an appointment.

We have a much simplified way of receiving referrals. Clients can complete an online counselling enquiry form on Youthline's website. They can still call and speak to someone who will complete the form on their behalf.

Database

I spoke last year about our new Client Management System (CMS) was just about to go live. This happened in June 2020. This means we now have a more streamlined system in line with our reporting requirements to the CCG and NHS England.

I am now working with Youthline's software supporter, Stuart, to link our counselling enquiry form automatically to a waiting list function on the CMS. This will help manage our waiting list.

Social Media

Youthline have a presence on Facebook, Instagram and Twitter. Our Facebook followers has grown significantly to 499, 121 on Instagram and 409 on Twitter.

Our funders have an expectation that we will have a social media presence both to recognise their support and also to promote our service.

We have a small team working on a social media strategy where we want to grow the level of engagement on these platforms and develop our communications.

My vision is to build relationships and increase our engagement. The positive of conducting this through social media means we are speaking to the audience in real time to celebrate our successes, raise awareness of our service and other support through other organisations, share our clients comments and signpost to our website.

Please like/follow our pages!

Youthline Bracknell Forest YouthlineBF YouthlineBF

Young Ambassadors

When I wrote my report last year I spoke positively about recruiting more young ambassadors and their involvement. Unfortunately due to the pandemic it has taken a back seat.

As an organisation we want to re-engage with our young ambassadors and create a program where it will attract more young ambassadors as a young persons voice is the best to deliver our message in schools and in the community.

We want to engage our Young Ambassadors and link them to support and contribute to the content on our social media and help update our website.

Funding

Youthline would like to thank all the organisations that have given grants or donations securing our funding for 2020/21 .

In particular Janette Fullwood and Giovanni Ferri from East Berks CCG along with Elaine Morgan from Bracknell Forest Council and other agencies across East Berkshire. Janette and Giovanni provided weekly restoration and recovery meetings offering practical support, updates and helpful advice moving forward with the recovery stage.

These meetings continue on a less frequent basis but continue to be a real asset and I would like to take this opportunity to thank them for their continued support and encouragement especially during this year.

Through Bracknell Forest Council, we are also involved in Local Implementation Group Meetings which gives us the opportunity to meet 'virtually' with key individuals and decision makers.

Monitoring meetings take place with our main funders on a regular basis giving us the opportunity to discuss the work we are doing.

We are very fortunate to secure funding from a variety of other sources also all of the town and parish councils in Bracknell Forest.

We were able to secure additional funding particularly around Covid-19 response.

We thank those organisations and individuals for their support in ensuring we can meet the continuing demand for our service.

Thank you!

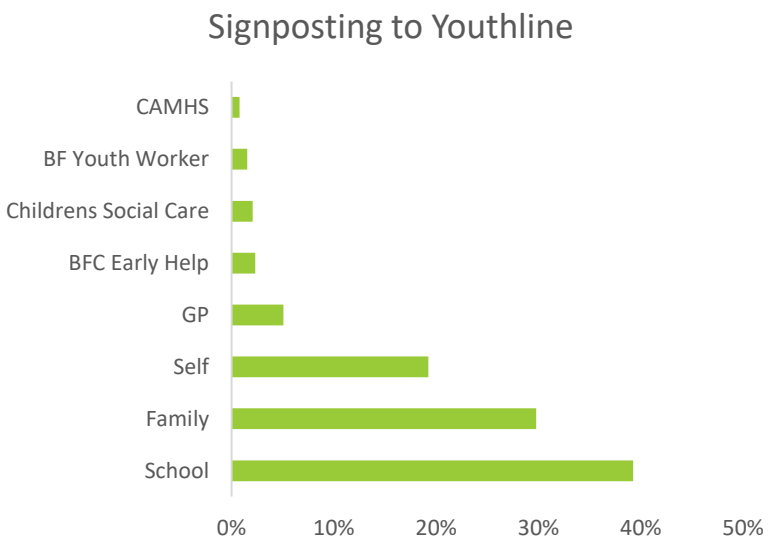


Collette Reynolds

Practice Manager

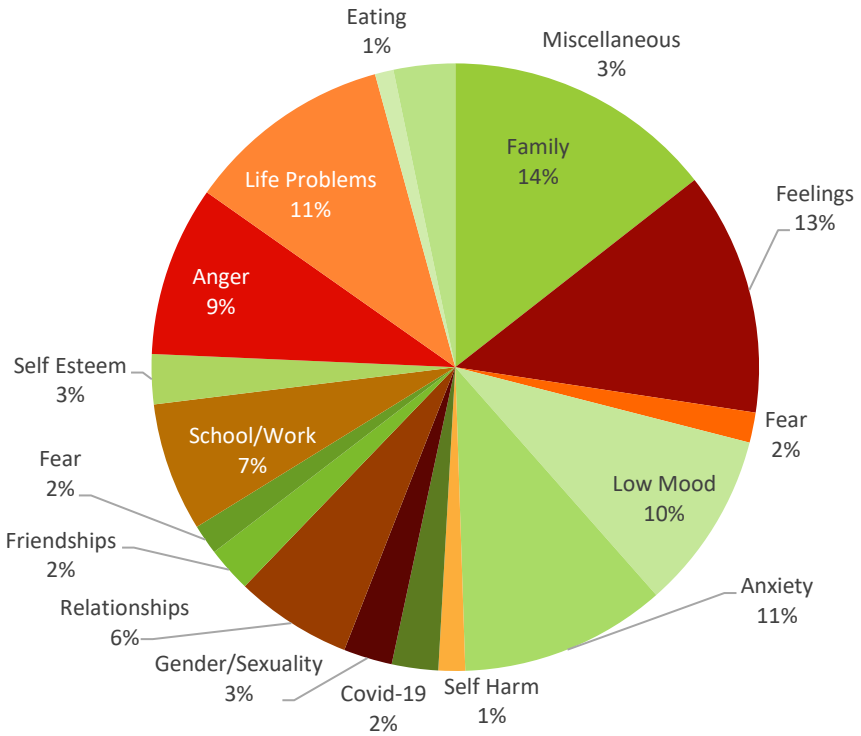
I would like to thank everyone who makes our service possible, from our Trustees, our Administrator, Clinical Lead, Outreach Coordinator, cleaners, counsellors at Portman Close, school counsellors, our support volunteers, young ambassadors, funders and friends for making Youth*line* a place to be proud of and I look forward to working with you all throughout the coming year.

Signposting



We do not receive referrals as such, but we always ask clients who has suggested Youth*line*. We have seen a significant increase in schools, family and self signposting clients to Youth*line* which shows that our promotional campaigns have been successful as potential clients are reading about our service and contacting us direct. We are working with Bracknell Forest Council to ensure local authority departments are aware of our service.

Issues Presented By The Lodge Clients



Reasons for coming to counselling at Portman Close

When clients refer to our waiting list we ask why they are coming to counselling now.

In their own words, the trends we have noticed for anyone coming on to our waiting list during 2020-21 are self harm, anxiety unresolved trauma, school/education worries, anger, bereavement, family issues, eating issues, low mood, suicidal thoughts.

Reasons for coming to counselling in schools

Anxiety, anger, family/relationships, school issues/friendships, self harm, someone to talk to, sexuality, low mood, fear & overwhelmed, preparing for adulthood, eating issues. See comments below:-

For the past year I have been shielding and my mental health has taken a massive nose dive. I have thoughts of not wanting to be here anymore and I feel it would be beneficial for me to speak with someone one to ones about my worries, anxiety and past issues.

Really struggled mentally with lockdown, feeling anxious and upset a lot of the time, not wanting to go back to school or part time job.

Comfort eating due to unresolved trauma

Due to stress at school with exams my anxiety has become worse again and I feel I can't cope. I am feeling exhausted and tired all the time.

Has reverted to self harming as a coping mechanism. Has no motivation for anything and cannot see the bigger picture. Has nothing to look forward to.

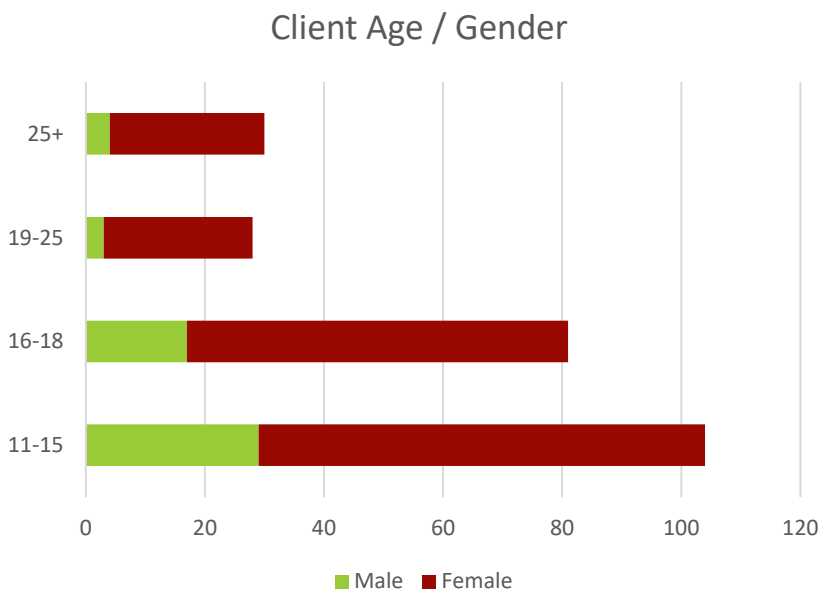
Since going back to school she has felt sad and angry. She feels she is lashing out lately at teachers

Serving Clients Across Bracknell Forest And Beyond

Ascot	16	Easthampstead	10	Priestwood	39	Winkfield Row	11
Binfield	28	Forest Park	3	Sandhurst	45	Winnersh	1
Birch Hill	3	Great Hollands	50	Sunningdale	2	Wokingham	7
Bullbrook	19	Hanworth	16	The Parks	3	Yateley	1
Camberley	4	Harmans Water	21	Warfield	38	Not Specified	7
College Town	2	Martins Heron	9	Whitegrove	2		
Crown Wood	13	Old Bracknell	14	Wildridings	17		
Crowthorne	19	Owlsmoor	3	Windsor	1		

The Lodge/Portman Close - Overview

Client Age And Gender



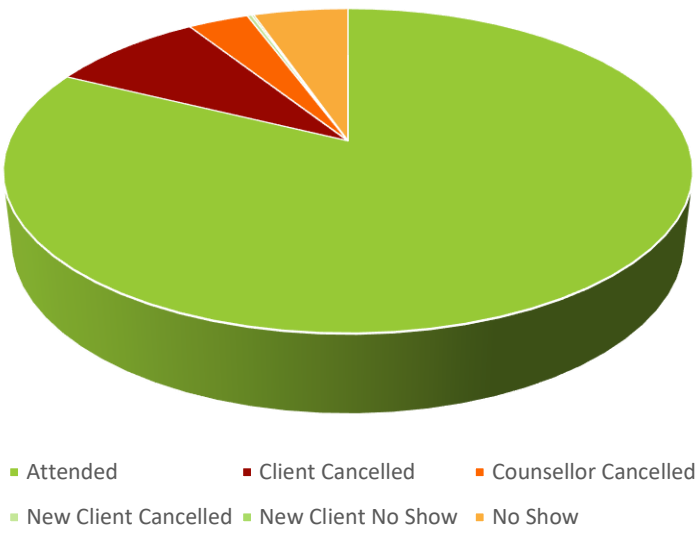
46 Counsellors

243 Individual clients

2415 Appointments

1987 Sessions delivered

Appointment Breakdown



Head of Counselling Services

My role has continued to develop over the past year. We now have a team of 40+ counsellors who are delivering sessions in a variety of ways, and from different locations. That has involved me in developing new systems and protocols in a very short space of time.

It has been an exceptionally exciting year for Youthline as we continue striving to deliver a professional, safe and confidential counselling service to our young people in all our Bracknell Schools and at our new premises in Portman Close. The successful launch of our online counselling service in response to the Covid pandemic has enabled Youthline to continue delivery and at the same time make us more accessible than ever before. Our service is in high demand and I am delighted that more schools are investing in Youthline to support the mental health and emotional well-being of their students. As we ease out of lockdown we have seen an increase in the demand for our service specifically with our 11 to 15 year old clients. To address the growing demand for appointments, we received funding from the CCG (Clinical Commissioning Group) to employ two dedicated Young People Counsellors at our new Portman Close premises which has significantly reduced how long a young person needs to wait for an appointment.

In August, Youthline was offered an opportunity to move into Portman Close, leaving behind The Lodge at Coopers Hill after a 32 year occupancy. The move signified the changes to come in a very positive way. The spaciousness of Portman Close allowed us to expand our service and transition safely back to face to face counselling. We were able to take part in the vaccination programme early thanks to Bracknell Forest Council which allowed us to work with clients safely. All of our counsellors, placement students, and support volunteers were vaccinated.

We continue to offer a counselling service 6 days per week at our centre in Bracknell where we offer daytime and evening online and face to face appointments making the service more accessible to young people than ever before. As we anticipated, we have seen a rise in the uptake of this service as young people have sometimes struggled to come to terms with the events of the past year.

Each of our counsellors, placement students and supervisors have worked hard to meet the ever increasing demand for the service enabling us to deliver counselling to more clients than in previous years. Each member of the team contributes in different ways to the running of this service and all have a common passion to support young people and their families in the Borough and surrounding areas, putting young people's needs and best interests at the core of our work.

Ensuring quality

We are committed to the continuing professional development of our counselling team by investing in high quality in-house workshops and training with reputable trainers who specialise in delivering training on specific issues in order to better support the young person who is in need of a more specialised counselling service.

In order to maintain competent practice Youthline requires all counsellors and placement students to attend group supervision on a monthly basis in line with the British Association for Counselling and Psychotherapy (BACP) guidelines for ethical practice. I have regular conversations with our supervisors throughout the year in order quickly address any issues that arise. It is very important to maintain this level of quality control in order to deliver a safe and ethical service to young people.

Links with the community

This year we have continued to build links with other adolescent and adult services through fostering good relationships with CAMHS, the Bracknell Forest Youth Service, Job Centre Plus, Citizens Advice Bureau, in local schools and through running quarterly publicity shots to remind our GPs of the free service we offer. We have worked hard to bring Youthline to the public's attention through the local media and we have done this with much success. Our aim is to continue our highly visibility to every young person in the area that we serve.

We are members of the Local Children and Young People's Mental Health and Emotional Wellbeing Group and attend regularly. This keeps us in the loop with Bracknell Forest's wellbeing strategy for young people, fostering strong links with other young people's services throughout Bracknell. Our service complements other services locally, providing a particular type of one-to-one support for young people.

Future developments

In this difficult economic climate, we recognise we will need to work even harder to gain additional funding from a variety of sources as well as maintain the funding we gratefully receive from the Council, CCG and schools. Without their support and funding we could not achieve our current level of delivery and we need further funding to recruit, train and support more counsellors to enable us to meet this growing demand for counselling to young people. The past year has been particularly challenging for all young people and has had a negative impact on their mental health. It is vital that statutory agencies recognise their needs in this time. We have some exciting ideas in store moving forward to support our young people even further through information workshops, group work and training programmes for our counsellors.

I am confident that with the continued support and commitment from the Trustees, counsellors, supervisors, admin staff and support from our funders we will maintain and develop our service to young people and achieve the expansion of our service to continue to be a well rooted professional service in the community.



Simone Gridelli
Head of Counselling Services

Outreach Report

Schools and Outreach

Throughout 2020-21 Youth*line*'s Outreach service has continued to develop with 12 counsellors working across eleven schools, including the special school and a special provision, in Bracknell Forest and the surrounding area.

Apr 2020-Mar 2021		Apr 2019-Mar 2020		Apr 2018 - Mar 2019		Apr 2017-Mar 2018	
Sessions Delivered	No. of Schools	Sessions Delivered	No. of Schools	Sessions Delivered	No. of Schools	Sessions Delivered	No. of Schools
1257	11	1632	9	1659	10	1341	12

Schools and Outreach

Despite the restrictions Covid-19 has placed on us all, Youthline's Outreach Service has continued to develop with twelve counsellors working across eleven schools in Bracknell Forest including a Pupil Referral Unit and Special School.

Growing Demand

With the uncertainty that came with Covid-19, and the anxiety this provoked in many, the demand for counselling across all schools saw a sharp increase. We were quick to respond. Our School Counsellors undertook additional training to ensure that the same high-quality service was delivered to school clients online. As Government restrictions changed, School Counsellors moved smoothly between in-person delivery and remote working; both schools and School Counsellors met the changing tides with flexibility and resilience. To monitor our provision, regular meetings with the Outreach Coordinator and the school's Pastoral Leads have continued and are a necessary platform to ensure that Service Level Agreements are being met and to receive ongoing feedback, evaluation and data collection. Each term the Youthline's Head of Counselling Services and the Outreach Coordinator meet with the School Counsellors to share good practice. Additionally, the Outreach Coordinator invites the School Counsellors to bi-termly Well-being Meetings.

Training and Development

Counsellors welcome the School Counsellor Induction Training which is specifically designed to meet the requirements and expectations of the School Counsellor role. Each of our School Counsellors is trained to, at least, Diploma level and most have undertaken additional post-Diploma training in Counselling Young People. To ensure that our School Counsellors have the opportunity to continue their professional development, Youthline provide them with targeted, comprehensive training. Furthermore, all School Counsellors are required to attend ongoing monthly supervision with experienced and qualified Supervisors.

Each year, School Counsellors are invited to attend an Annual School Conference to further their professional development.



Lesley Goad
Outreach Coordinator

Schools – Overview

Schools

The Brakenhale School

College Hall

ST GEORGE'S ASCOT

Kennel Lane School
Valuing Achievement
Encouraging Independence

Easthampstead Park Community School
Respect & Pride

Sandhurst School
the opportunity to succeed

Ranelagh School
VALUES - TRADITION - VISION - EXCELLENCE

EDGBARROW

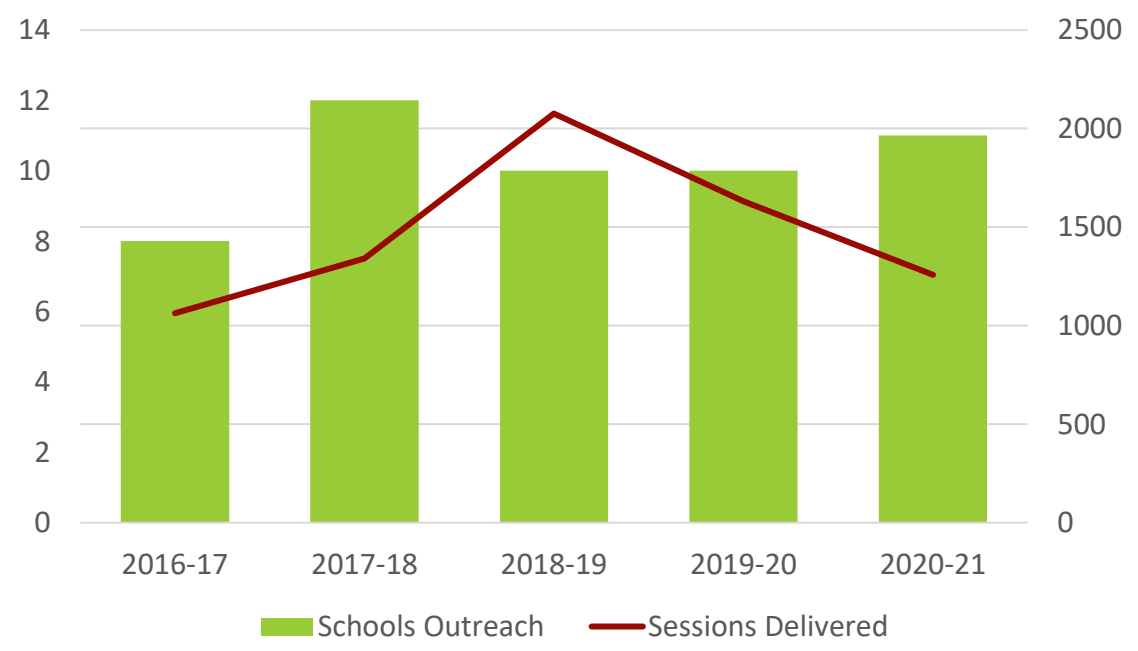
11 Schools

12 Counsellors

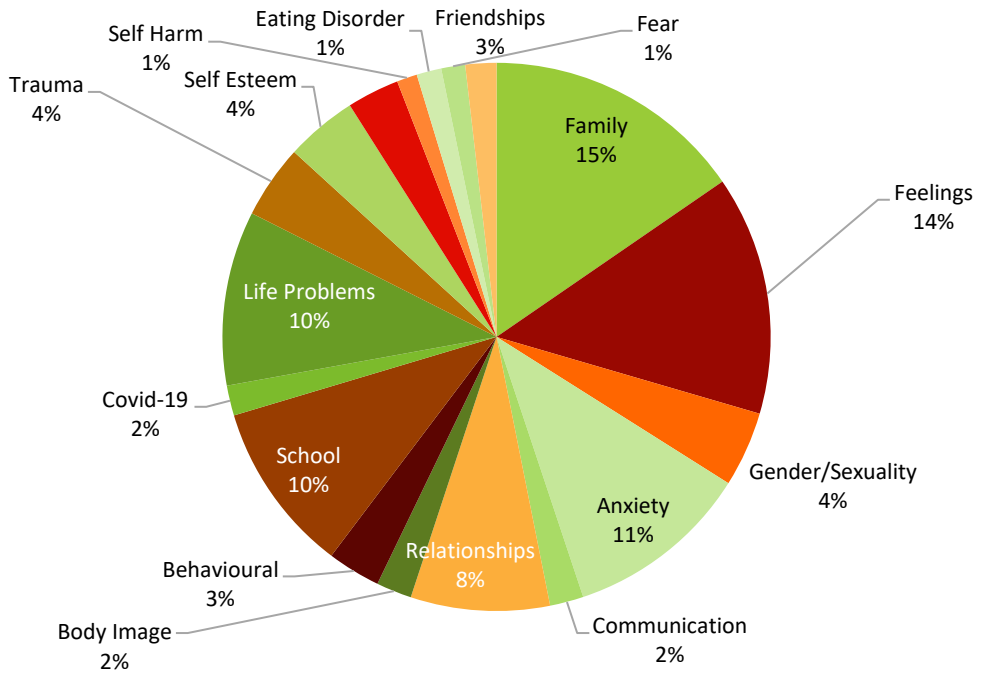
262 Individual clients

1632 Sessions delivered

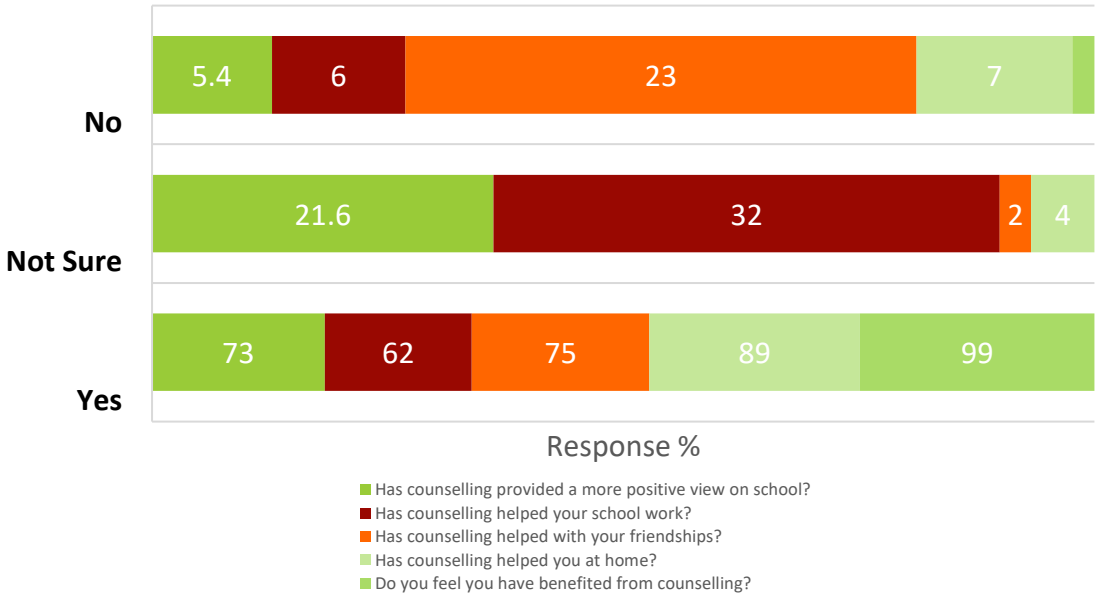
School Counselling



Issues Presented By School Clients



School Client Satisfaction



Feedback

Feedback from a parent

Thank you so much for all you have done for her. She is blossoming and so much happier and able to communicate her feelings to us all.

I so believe in the magic of counselling but you have given me my little girl back so thank you 🙏. More than that she totally believes in counselling now too and in mental wellness and I most importantly in herself. She has said to me if she ever needs it again through childhood or in life she would access services.

Feedback from clients

You have helped me so much during our sessions. You have helped me love myself for myself and that I don't need to change.

I hope you know how much you help people especially through this time.

well done on providing a vital service and taking the issues of young people seriously

Thank you also for being able to continue counselling in such lockdown situation through Youthline.

I found counselling extremely helpful because I received support and guidance through very tough moments of my life, which I am certain I wouldn't have been able to get through on my own. The sessions were very personal and I felt a comfortable enough to share my thoughts and feelings and was always left feeling like a weight was lifted off my shoulders because I was able to talk about things I couldn't talk about with family or friends. I'm very grateful to the experience and have grown a lot from it!

It has been brilliant.

You are changing my daughter in to someone with more confidence, she gets so much out of the sessions.

Feedback from Schools

The counsellor takes time to build relationships with the learners and works at their pace'..
The learner feels comfortable with the counsellor and finds the sessions helpful……. KLS:

Youthline is vital to help assist the growing number of pupils with wellbeing issues… Garth Hill

Students feel relaxed to speak to both of the counsellors, finding it beneficial'…….Brakenhale

'(The) Counsellor's practice, professionalism and attitude towards young people is excellent….Ranelagh

From the first session I felt listened to, not under pressure and I could lead the sessions. I could say as much or as little as I wanted, sometimes not even about how I felt just about what I did that week, to break the ice and help me relax. I felt I wasn't alone and everything I was feeling was OK, valid and never wrong. I felt supported and safe during our sessions, no matter what has happened prior to the session, for that 50 minutes it was my time to talk about what I wanted whilst being safe.

What started as me trying to feel good again after losing a dear family member turned into a journey of exploration, learning to trust and learning self-worth, self-care and how to communicate. Being 22 I was too old for most youth counselling but with my situation at the start that is what I needed a youth approach to counselling and not to be treated as an adult or a young child either. I was listened to really well and communication from the office was impeccable, especially with covid any questions I had or if myself or my counsellor couldn't make our session, I was given plenty of notice.

I needed a place to be challenged without being judged to explore some difficult emotions as well as help me to change some of my behaviours as I wanted. I was given exactly this and never pushed to explore or talk about anything I didn't want to or wasn't ready to.

It wasn't always about talking, writing letters and pictures was also a great help it enabled a conversation to be started about events or how I was feeling and so helped me to express how I felt and then explore this further.

Counselling with Youthline has been one of the most varied but rewarding experiences. My view on life is 100% more positive, yes it isn't always sunny but life isn't, I now understand why I felt the way I did and what I went through how it contributed to me feeling and behaving the way I did. I have left counselling feeling fully equipped and able to deal with hurdles which life may throw at me with lots of different techniques which I have developed into a little self -care box so I always know where I can help myself should I experience feelings I find difficult again.

It has truly been an interesting journey, one of which I would never had completed without my amazing counsellor and amazing support from all at Youthline. I really recommend giving it a go, even e-mailing if calling to find out more is difficult, it is the best thing I have ever done!!!!!

Annual Accounts

Youthline Limited

Company number 4042477 Registered Charity 1096248

Annual accounts for the year ended 31 March 2021

DRAFT subject to independent review

Statement of Financial Activities (including Income and Expenditure Account)

		Unrestricted funds	Restricted income funds	Total this year	Total last year
		£	£	£	£
Incoming resources					
Donations and Grants	Note 2	107,136	-	107,136	76,488
Other income	Note 2	39,761	-	39,761	37,032
Interest received		7	-	7	23
Total incoming resources		146,904	-	146,904	113,543
Resources expended					
Direct charitable activities	Note 3	121,291	-	121,291	103,382
Support costs for charitable activities	Note 3	23,811	-	23,811	11,821
Governance costs	Note 3(a)	613	-	613	835
Other resources expended		-	-	-	-
Total resources expended		145,715	-	145,715	116,038
Net incoming/(outgoing) resources before transfers		1,189	-	1,189	-2,495
Gross transfers between funds				-	-
Net incoming/(outgoing) resources before other recognised gains/(losses)		1,189	-	1,189	-2,495
Other recognised gains/(losses)		-	-	-	-
Net movement in funds		1,189	-	1,189	-2,495
Total funds brought forward		43,831	-	43,831	46,326
Total funds carried forward		**45,020**	**-**	**45,020**	**43,831**

Youthline Limited

Company number 4042477 Registered Charity 1096248

DRAFT subject to independent review
Balance sheet for the year ended 31 March 2021

		Unrestricted funds	Restricted income funds	Total this year	Total last year
		£	£	£	£
		F01	F02	F04	F05
Current assets					
Debtors	Note 4	20,885	-	20,885	8,650
Cash at bank and in hand		87,149	-	87,149	48,879
Total current assets		108,034	-	108,034	57,529
Creditors: amounts falling due within one year	Note 5	63,014	-	63,014	13,698
Net current assets/(liabilities)		45,020	-	45,020	43,831
Total assets less current liabilities		45,020	-	45,020	43,831
Creditors: amounts falling due after one year		-	-	-	-
Net assets		45,020	-	45,020	43,831
Funds of the Charity					
Unrestricted funds	Note 6	45,020		45,020	43,831
Restricted income funds	Note 6		-	-	-
Total funds		**45,020**	**-**	**45,020**	**43,831**

Audit exemption statement

For the year ended 31st March 2021 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

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

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

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies' regime and in accordance with FRS102 SORP.

Approved by the Board and signed on its behalf by: Date of approval

(Director)

NOTES TO THE ACCOUNTS (CONTINUED)

DRAFT subject to independent review

Note 2 Analysis of incoming resources (all funds)

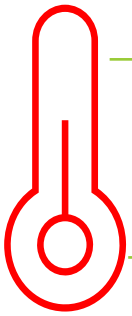
	Analysis		This year £	Last year £
Donations and Grants				
	Donations - Town and Parish Councils		9,750	11,500
	Donations – Corporate		1,194	2,499
	Donations - Local Giving		1,726	826
	Donations – Other		1,248	8,163
	Grants - Bracknell Forest Borough Council		22,500	30,500
	Grants – Other		2,656	-
	Grants - ACT Foundation		-	5,000
	Grants – CCG		38,212	15,000
	Grants - National Lottery		9,770	-
	Grants - Neighbourhood Trust		9,769	-
	Grants - Masonic Charitable Trust		-	3,000
	Grants - Berkshire Community Foundation		10,311	-
		Total	107,136	76,488
Other income				
	Schools		33,467	32,502
	Training		60	2,135
	Fundraising		6,234	2,023
	Miscellaneous		-	372
		Total	39,761	37,032

Note 3 Analysis of resources expended (all funds)

	Analysis		This year £	Last year £
Direct charitable activities				
	Salaries Note 3 (a)		96,227	79,811
	Supervision		18,663	14,288
	Training		2,960	7,012
	Travel and incidentals		1,644	1,875
	Counselling resources		1,119	299
	Miscellaneous		678	97
		Total	121,291	103,382
Support costs for charitable activities				
	Heat, light, power, water		8,787	1,924
	Subscriptions		394	509
	Printing, stationery and consumables		2,143	1,794
	Cleaning		1,703	728
	Advertising, phones, IT		8,484	5,380
	Miscellaneous		597	602
	Premises expenses		1,703	884
		Total	23,811	11,821
	Governance costs Note 3 (b)	Total	613	835

Fundraising Report

The COVID-19 pandemic during 2020/2021 had an initial impact on the ability to fund-raise, including events being postponed and Youthline unable to plan events due to social-distancing measures. However, throughout the year our amazing supporters, volunteers and staff have shown the same incredible dedication as they have done in previous years and despite all the restrictions our accounts tell the story of the past year. Youthline are endlessly grateful to every penny raised which Youthline focus on continuing delivery our counselling service online and in person, improving lives.

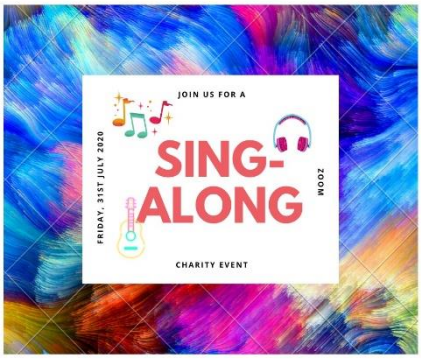


Money raised 2020/2021 £5289

Fundraising Target £2000



Youthline were delighted to learn that Monika, a local woman from Bracknell Forest decided to fundraise for our charity. Monika challenged herself by running in fancy dress costumes which not only helped raise awareness amongst the local community of Youthline's service but raising money along the way. We thank her for her tremendous support in raising awareness of mental health, especially highlighting anxiety caused by the pandemic to the young people whilst raising funds for Youthline. As to date, total funds raised are £2558. She continues to tread the paths of Bracknell, planning to end in June 2021.



Youthline would like to express thanks to Emily Blyth and friends for their tremendous efforts in fundraising for Youthline in 2020. We were thrilled to have Emily's support organising ONLINE Zoom Sing-a-long sessions during the summer and Christmas time. Through the donations that her friends and family raised, we have been able to accomplish our fundraising goals. Emily's talent truly made a difference for us through holding her online events, especially during this crazy year and we are extremely grateful! Emily raised over £1000.



Youthline work with young people from the age of 12, so it was amazing to hear the news of two young ladies from Bracknell choosing Youthline as their charity of choice for their fundraising events. Layla, 15 who attends Garth hill College walked the length of a Marathon, and was joined by her friend, Dani also 15 from Garth to support her during the first half. They planned and organised the walk on their own, choosing the routes. They raised £1156.

One of our support volunteers Mandy, who is active supporter of Youthline continued her amazing efforts last year by hosting a family Zoom bingo (remember those during lockdown) and raffling a signed Reading Football Shirt. Her efforts paid off raising £260. Thank you as always Mandy, we are grateful to have you as part of the Youthline family.

Youthline were delighted to be involved in the Easthampstead Rotary Club Community Christmas Draw which raises just over £14,500 for local charities and schools. Despite the covid restrictions, the Rotary Club as usual put in hard work and ran the Draw again and through selling the raffle tickets to our volunteers, family and friends we raised £315. Thank you to the Rotary Club for being able to run this again.

At Youthline, fundraisers mean so much to us, especially during this lockdown year. We appreciate their time, passion, and support in helping us reach our fundraising goals.

Youth*line*
7 Portman Close
Bracknell
RG42 1NE

www.youthlineuk.com

Youthline Limited

Company number 4042477
Registered Charity 1096248

Report and Financial Statements
For the year ended 31 March 2021

Youthline Limited
Trustees' Report
For the year ended 31 March 2021

The directors present their report and the financial statements of the company for the year ended 31st March 2021.

Structure, governance and management
Youthline is a registered charity and a company limited by guarantee.
The governing document of the charity is the Memorandum and Articles of Association dated July 2000.

The following directors, who are also the Trustees of the charity, served during the year:

Mrs J L Fender
Mrs K Frost
Mr M N Gocke
Ms C E Horwood
Mrs J Hughes
Mrs H Mason
Mr O W E Sylvester

New trustees who have suitable experience and interest in the work of the charity are appointed by the serving trustees as required. The trustees consider that, at this time, seven trustees are an appropriate number for the organisation.

Objects and activities
The principal object of the charity is the provision of free, confidential counselling to young people in the Bracknell Forest area (aged 12 to 25), and to those who care for them, at Portman Close, Bracknell, RG42 1NE.
The charity moved from The Lodge, Bagshot Road, Bracknell in August 2020.

The organisation uses volunteer counsellors to provide this free service to local young people. During the year we have continued to provide counselling at Portman Close, in local schools and, in addition, online during the Covid-19 pandemic.

The trustees have complied with their duty to have due regard to the guidance on public benefit, as published by the Charity Commission, in exercising their duties.

Financial review
The results for the year are set out on pages 4 to 9.

Charity reserves are used for the general purposes of the charity unless they have been designated for specific purposes when donated.
The trustees policy over unrestricted funds is that reserves should be sufficient to wind the company up in an ordered manner if it became necessary to do so, and to ensure time for completing work with vulnerable young people.

Youthline Limited
Trustees' Report
For the year ended 31 March 2021

Trustees responsibilities for the Financial Statements

Charity and company law require the Trustees, who are also the Directors of Youthline Limited, to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure for that period. In preparing those financial statements, the Trustees are required to:

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

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

This report was approved by the Board on: 21 June 2021

Director

For and on behalf of the Trustees of Youthline Limited

Youthline Limited
Charity number 1096248
Company number 4042477

Report of the independent examiner to the Trustees of Youthline Limited

I report on the accounts for the year ended 31st March 2021 set out on pages 4 to 9.

Respective responsibilities of trustees and examiner
The charity's trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year (under Section 144(2) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is required.

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

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

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

Independent examiner's statement
In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that, in any material respects, the requirements

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

have not been met; or

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

Helen Westrop

Helen Westrop BA(Hons), FCCA, CSBM
74 Harvard Road, Sandhurst, GU47 0UR

Date: 29/05/2021

Youthline Limited

Company number 4042477 **Registered Charity 1096248**

Annual accounts for the year ended 31 March 2021

Statement of Financial Activities (including Income and Expenditure Account)

		Unrestricted funds	Restricted income funds	Total this year	Total last year
		£	£	£	£
Incoming resources					
Donations and Grants	Note 2	107,136	-	107,136	76,488
Other income	Note 2	39,761	-	39,761	37,032
Interest received		7	-	7	23
Total incoming resources		146,904	-	146,904	113,543
Resources expended					
Direct charitable activities	Note 3	121,291	-	121,291	103,382
Support costs for charitable activities	Note 3	23,811	-	23,811	11,821
Governance costs	Note 3(a)	613	-	613	835
Other resources expended		-	-	-	-
Total resources expended		145,715	-	145,715	116,038
Net incoming/(outgoing) resources before transfers		1,189	-	1,189	(2,495)
Gross transfers between funds				-	-
Net incoming/(outgoing) resources before other recognised gains/(losses)		1,189	-	1,189	(2,495)
Other recognised gains/(losses)		-	-	-	-
Net movement in funds		1,189	-	1,189	(2,495)
Total funds brought forward		43,831	-	43,831	46,326
Total funds carried forward		45,020	-	45,020	43,831

Youthline Limited

Company number 4042477 **Registered Charity 1096248**

Balance sheet for the year ended 31 March 2021

		Unrestricted funds	Restricted income funds	Total this year	Total last year
		£	£	£	£
		F01	F02	F04	F05
Current assets					
Debtors	Note 4	20,885	-	20,885	8,650
Cash at bank and in hand		87,149	-	87,149	48,879
Total current assets		108,034	-	108,034	57,529
Creditors: amounts falling due within one year	Note 5	63,014	-	63,014	13,698
Net current assets/(liabilities)		45,020	-	45,020	43,831
Total assets less current liabilities		45,020	-	45,020	43,831
Creditors: amounts falling due after one year		-	-	-	-
Net assets		45,020	-	45,020	43,831
Funds of the Charity					
Unrestricted funds	Note 6	45,020		45,020	43,831
Restricted income funds	Note 6		-	-	-
Total funds		45,020	-	45,020	43,831

Audit exemption statement

For the year ended 31st March 2021 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

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

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

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies' regime and in accordance with FRS102 SORP.

Approved by the Board and signed on its behalf by: JUDITH FENDER

(Director)

Date of approval 21 June 2021

NOTES TO THE ACCOUNTS

Note 1 ACCOUNTING POLICIES

Basis of accounting

These accounts have been prepared on the basis of historic cost 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 UK and Republic of Ireland (FRS 102) (effective 1 January 2015), also known as the Charities SORP (FRS 102), the Companies Act 2006 and the Charities Act 2011.

The principal accounting policies adopted in the preparation of these financial statements are as follows:

Incoming Resources

Grants

Income from grants is included in incoming resources when these are received with the exception of grants for restricted purposes for which expenditure will be incurred in a future period.

Donations

Income from donations are included in incoming resources when received.

Resources expended

Resources expended are included in the Statement of Financial Activiities on an accruals basis.

Fixed Assets

The company currently has no fixed assets and small assets are expensed on purchase.

Trustees' remuneration

The Trustees receive no remuneration and are only reimbursed for items paid for on behalf of the charity.

Related party transactions

The Trustees confirm that there are no related party transactions to disclose.

Fund Accounting

The unrestricted fund comprises those monies, which may be used towards the meeting of the charitable objectives of the company at the discretion of the Trustees.

Restricted funds are monies received for a specific purpose at the time of donation.

Reserves policy

The policy set by the Trustees is for reserves to be sufficient to wind up the company in an ordered manner and to ensure time for completing work with vulnerable young people.
This is estimated to be the equivalent of three months costs.

NOTES TO THE ACCOUNTS (CONTINUED)

Note 2 Analysis of incoming resources (all funds)

	Analysis	This year £	Last year £
Donations and Grants	Donations - Town and Parish Councils	9,750	11,500
	Donations - Corporate	1,194	2,499
	Donations - Local Giving	1,726	826
	Donations - Other	1,248	8,163
	Grants - Bracknell Forest Borough Council	22,500	30,500
	Grants - Other	2,656	-
	Grants - ACT Foundation	-	5,000
	Grants - CCG	38,212	15,000
	Grants - National Lottery	9,770	-
	Grants - Neighbourhood Trust	9,769	-
	Grants - Masonic Charitable Trust	-	3,000
	Grants - Berkshire Community Foundation	10,311	-
Total		**107,136**	**76,488**
Other income	Schools	33,467	32,502
	Training	60	2,135
	Fundraising	6,234	2,023
	Miscellaneous	-	372
Total		**39,761**	**37,032**

Note 3 Analysis of resources expended (all funds)

	Analysis	This year £	Last year £
Direct charitable activities	Salaries Note 3 (a)	96,227	79,811
	Supervision	18,663	14,288
	Training	2,960	7,012
	Travel and incidentals	1,644	1,875
	Counselling resources	1,119	299
	Miscellaneous	678	97
Total		121,291	103,382
Support costs for charitable activities	Heat, light, power, water	8,787	1,924
	Subscriptions	394	509
	Printing, stationery and consumables	2,143	1,794
	Cleaning	1,703	728
	Advertising, phones, IT	8,484	5,380
	Miscellaneous	597	602
	Premises expenses	1,703	884
Total		23,811	11,821
	Governance costs Note 3 (b)	613	835
Total			

NOTES TO THE ACCOUNTS (CONTINUED)

Note 3 (a) **Staff costs**

	This year £	Last year £
Salaries and wages	87,641	73,499
Social security costs	6,456	4,707
Pension costs	2,130	1,605
Total	**96,227**	**79,811**

Average headcount in the year

Management and administration (part-time)	4	4
Schools work (part-time)	11	10

No employees received employee benefits for the reporting period of more than £60,000.

Note 3 (b) The cost of the annual Independent Review is £600 and included within Governance costs.

NOTES TO THE ACCOUNTS (CONTINUED)

Note 4 Debtors and prepayments

Analysis of debtors	Amounts falling due within one year		Amounts falling due after more than one year	
	This year £	Last year £	This year £	Last year £
Trade debtors	20,885	8,650	-	-
Other debtors	-	-	-	-
Prepayments and accrued income	-	-	-	-
Total	20,885	8,650	-	-

Note 5 Creditors and accruals

Analysis of creditors	Amounts falling due within one year		Amounts falling due after more than one year	
	This year £	Last year £	This year £	Last year £
Loans and overdrafts	-	-	-	-
Trade creditors	8	559	-	-
Other creditors	-	-	-	-
Accruals and deferred income	63,006	13,139	-	-
Total	63,014	13,698	-	-

Note 6 Movements of major funds

Fund names	Fund balances brought forward £	Incoming resources £	Outgoing resources £	Transfers £	Gains and losses £	Fund balances carried forward £
Unrestricted	43,831	146,904	145,715	-	-	45,020
Training	-	-	-	-	-	-
Total Funds	43,831	146,904	145,715	-	-	45,020

Youthline Limited
Charity number 1096248
Company number 4042477

Report of the independent examiner to the Trustees of Youthline Limited

I report on the accounts for the year ended 31st March 2021 set out on pages 4 to 9.

Respective responsibilities of trustees and examiner
The charity's trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year (under Section 144(2) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is required.

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

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

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

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

have not been met; or

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

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Date: 29/05/2021