



***Youthline* – Annual report**

2020-21

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About Youthline

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 Youthline Plus to support families of young people and other adults when it is clear this will help the young person.

Youthline 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.

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 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 Youthline has in the local community and beyond is important in securing funding from a variety of sponsors and supporters.

Overall responsibility for Youthline 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 Youthline'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

Youthline
The Lodge
Coopers Hill
Bracknell
RG12 7QS

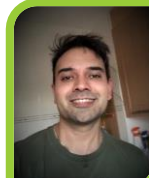
Our Team 2020-21

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.

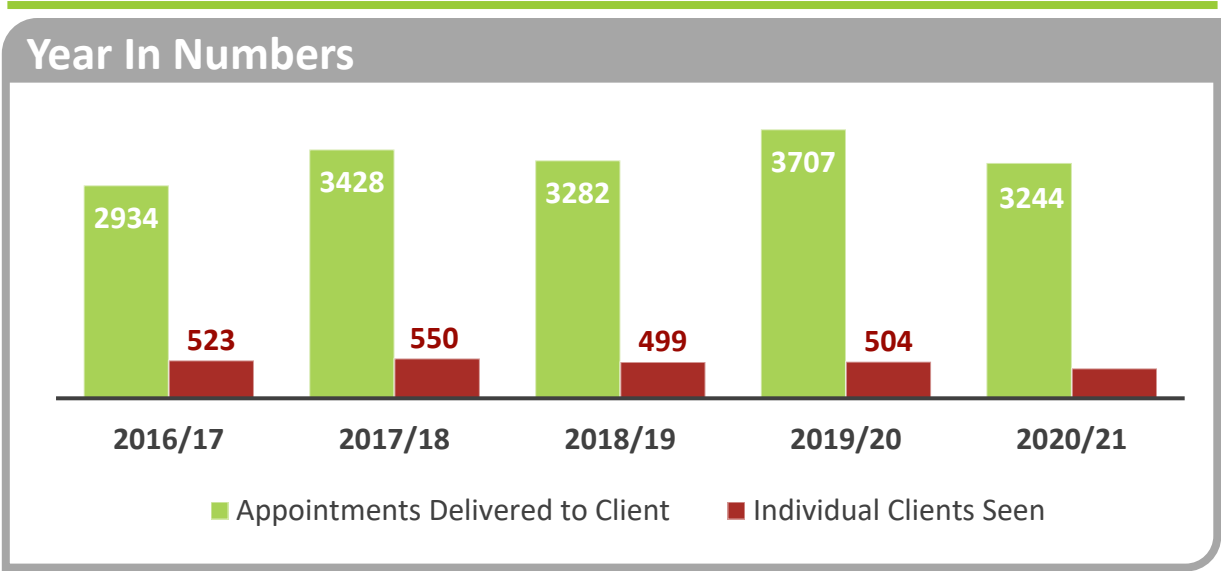
We would also like to thank those organisations that provide us with funding. Our fundraising committee – coordinated by Theresa, not only raises funds but raises our profile in the local community. We have some fantastic examples of individuals, groups and companies who have provided Youthline with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



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!

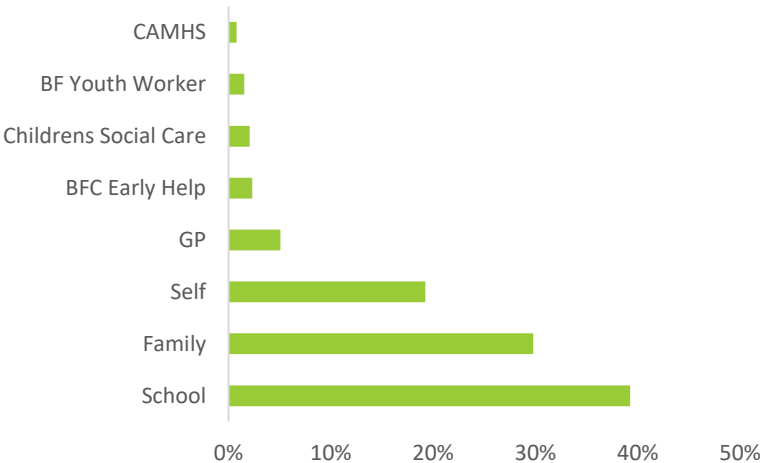


Collette Reynolds
Practice Manager

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 Youthline a place to be proud of and I look forward to working with you all throughout the coming year.

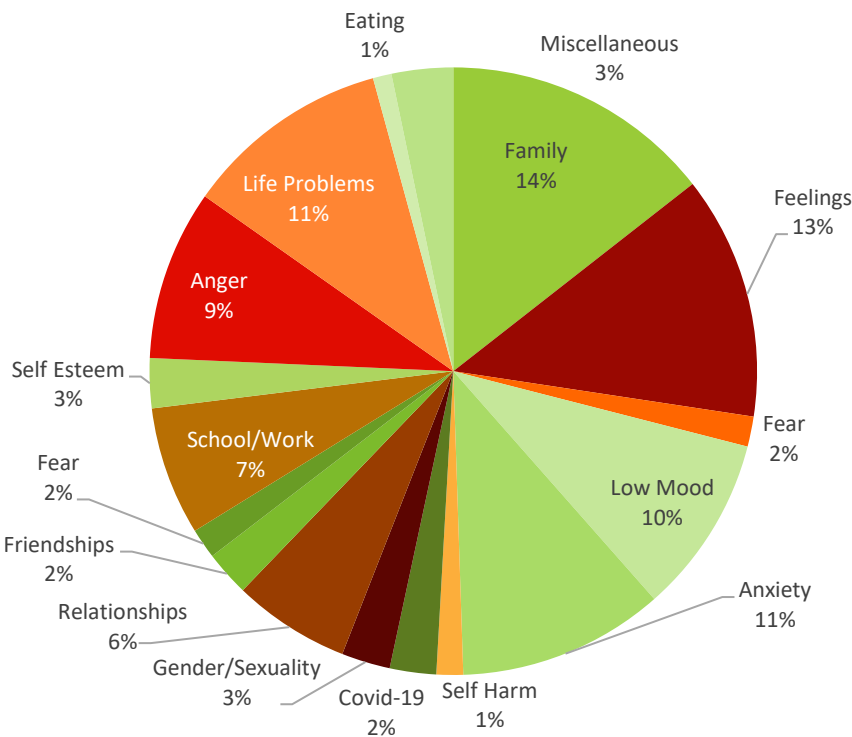
Signposting

Signposting to Youthline



We do not receive referrals as such, but we always ask clients who has suggested *Youthline*. We have seen a significant increase in schools, family and self signposting clients to *Youthline* 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.

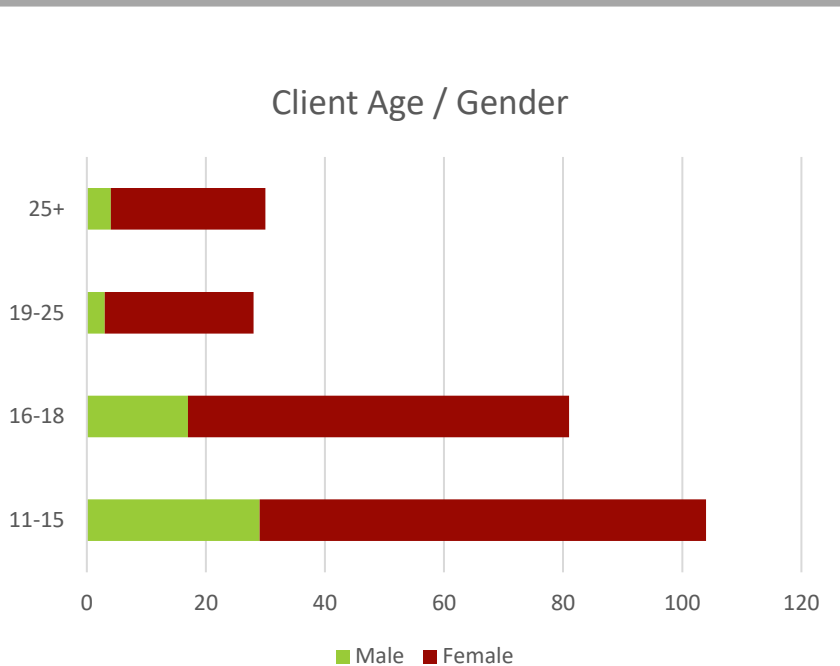
Since going back to school she has felt sad and angry. She feels she is lashing out lately at teachers

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

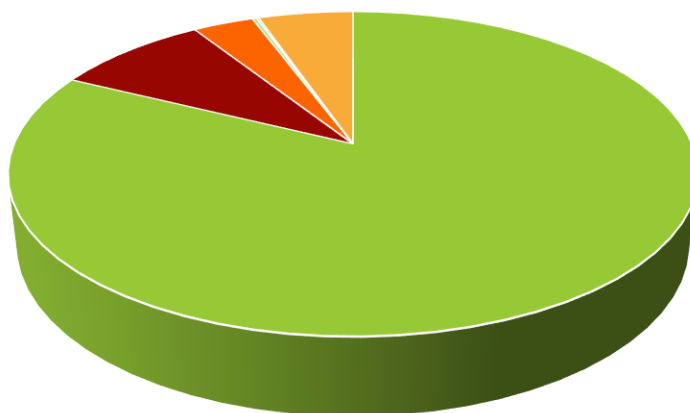
243 Individual clients



2415 Appointments

1987 Sessions delivered

Appointment Breakdown



■ Attended ■ Client Cancelled ■ Counsellor Cancelled
■ New Client Cancelled ■ New Client No Show ■ No Show

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 Youthline'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



11 Schools

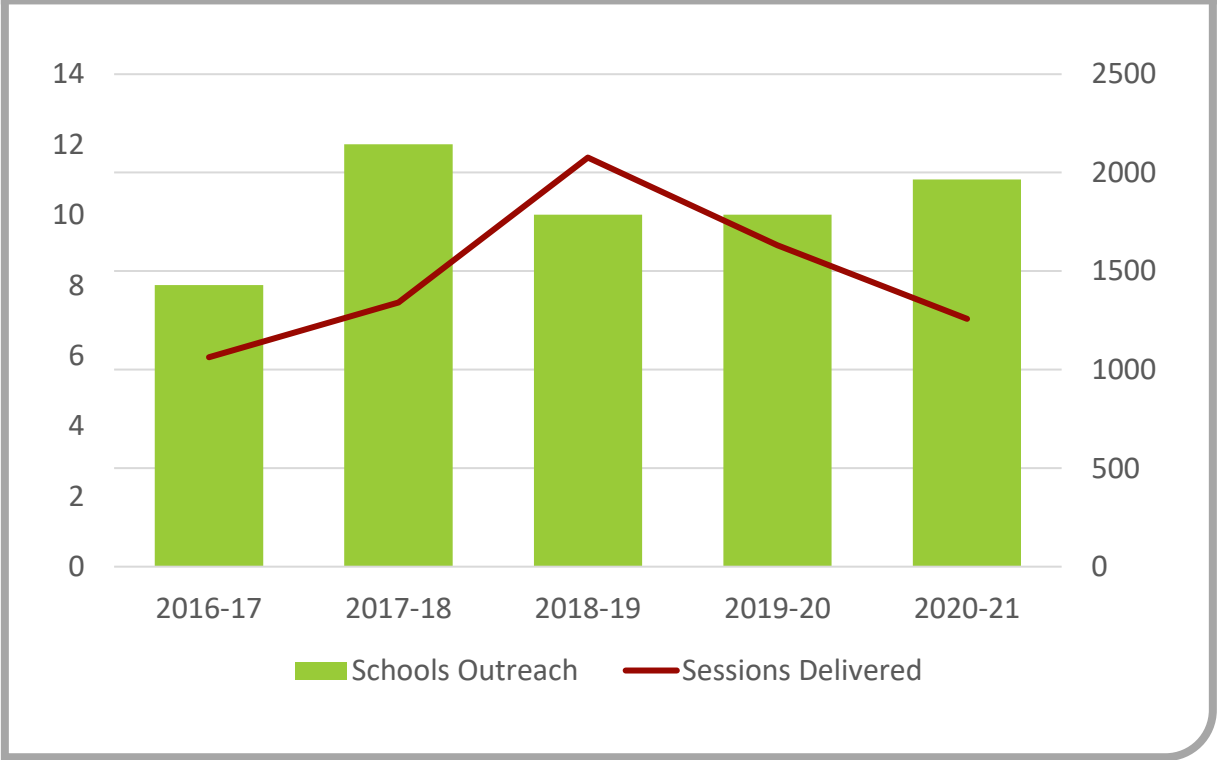
12 Counsellors



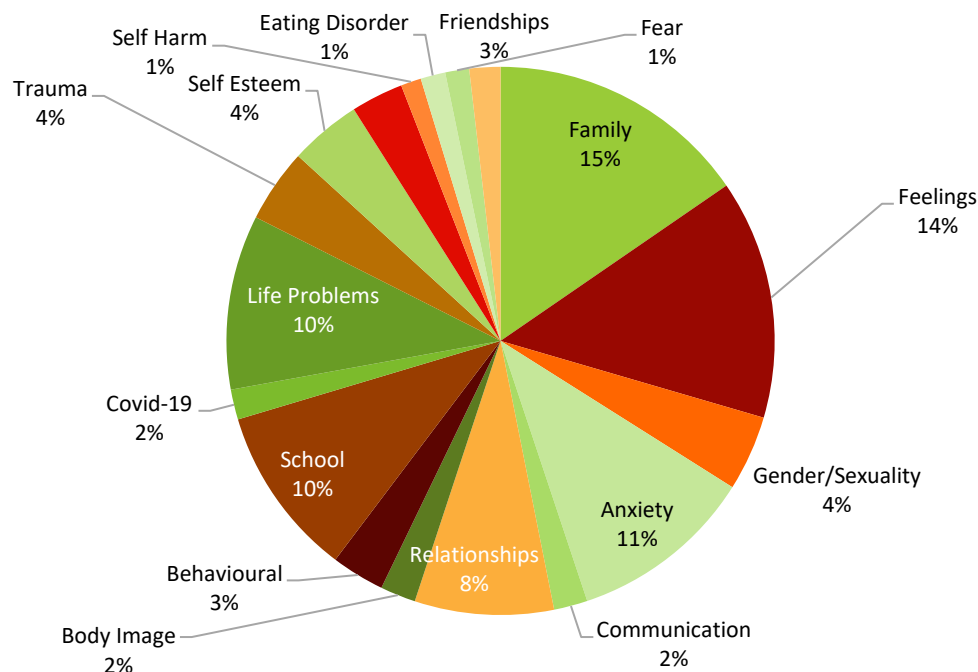
262 Individual clients

1632 Sessions delivered

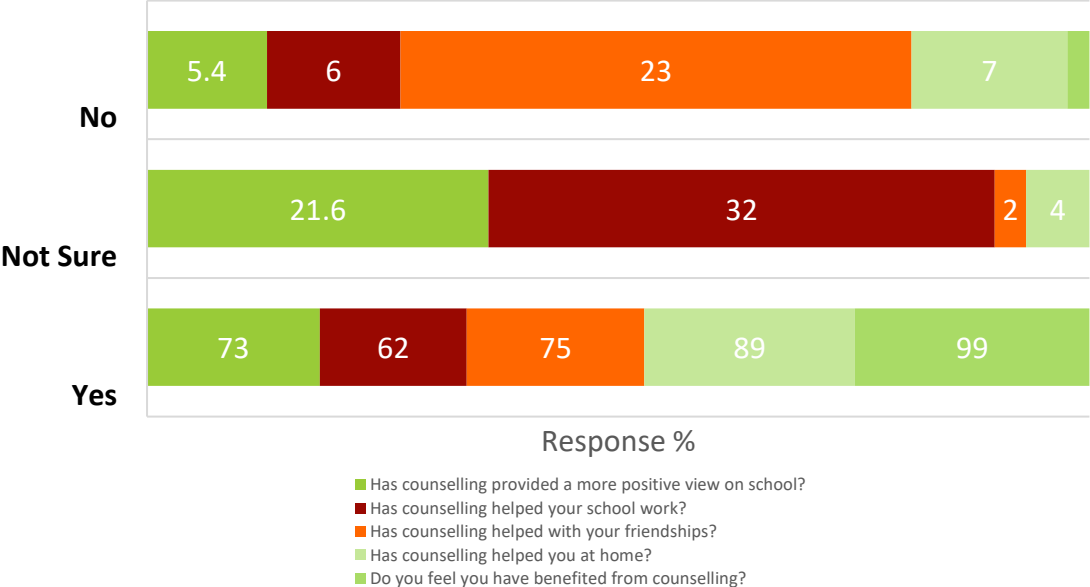
School Counselling



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)

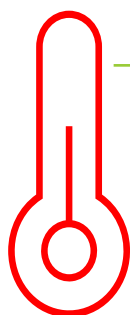
		This year	Last year
		£	£
Donations and Grants	Analysis		
	Donations - Town and Parish Councils	9,750	11,500
	Donations – Corporate	1,194	2,499
	Donations - Local Giving	1,726	826
	Donations – Other	1,248	8,163
	Grants - Bracknell Forest Borough Council	22,500	30,500
	Grants – Other	2,656	-
	Grants - 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)

		This year	Last year
		£	£
Direct charitable activities	Analysis		
	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

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

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 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.



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 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)

		This year £	Last year £
Donations and Grants	Analysis		
	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)

		This year £	Last year £
Direct charitable activities	Analysis		
	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

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

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.

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- 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.



Helen Westrop BA(Hons), FCCA, CSBM
74 Harvard Road, Sandhurst, GU47 0UR

Date: 29/05/2021