



***Youthline* – Annual report**

2021-22

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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 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 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.

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 34 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 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 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
7 Portman Close
Bracknell
Berkshire
RG42 1NE

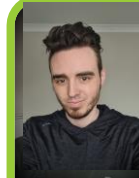
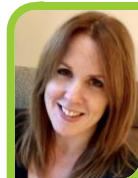
Our Team 2021-22

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 uncharted 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,

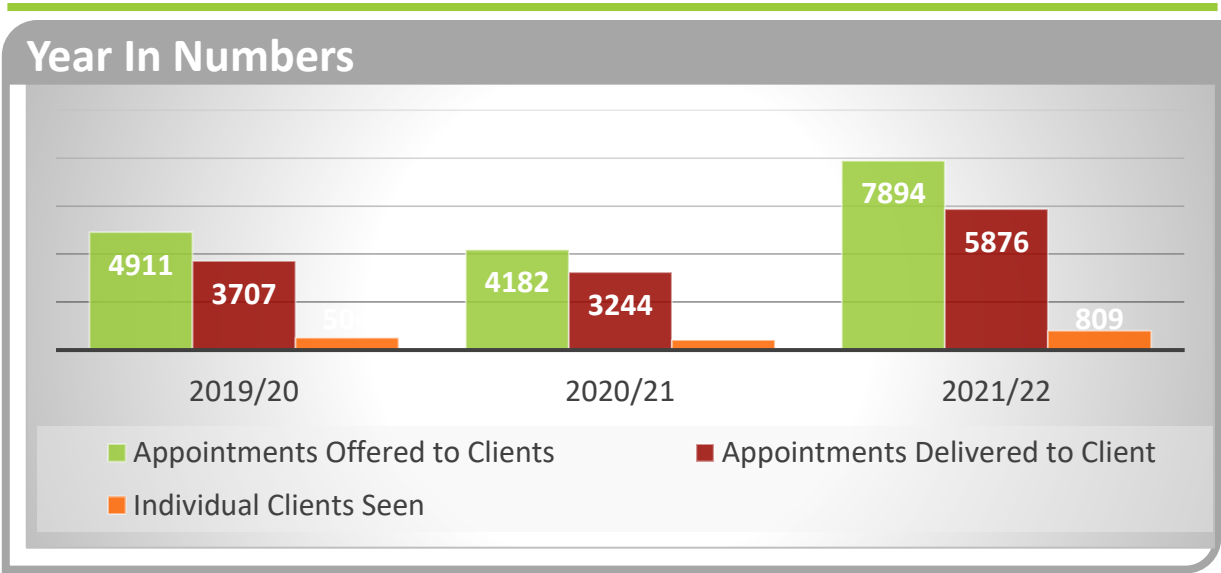
The Trustees

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.



Bracknell Forest Council
The borough of opportunity



**Bracknell and Ascot
Clinical Commissioning Group**



The Edward Gostling Foundation



Support local
good causes.

Win up to
£25,000



Club of Easthampstead

Waitrose
Community Matters



Thank you!



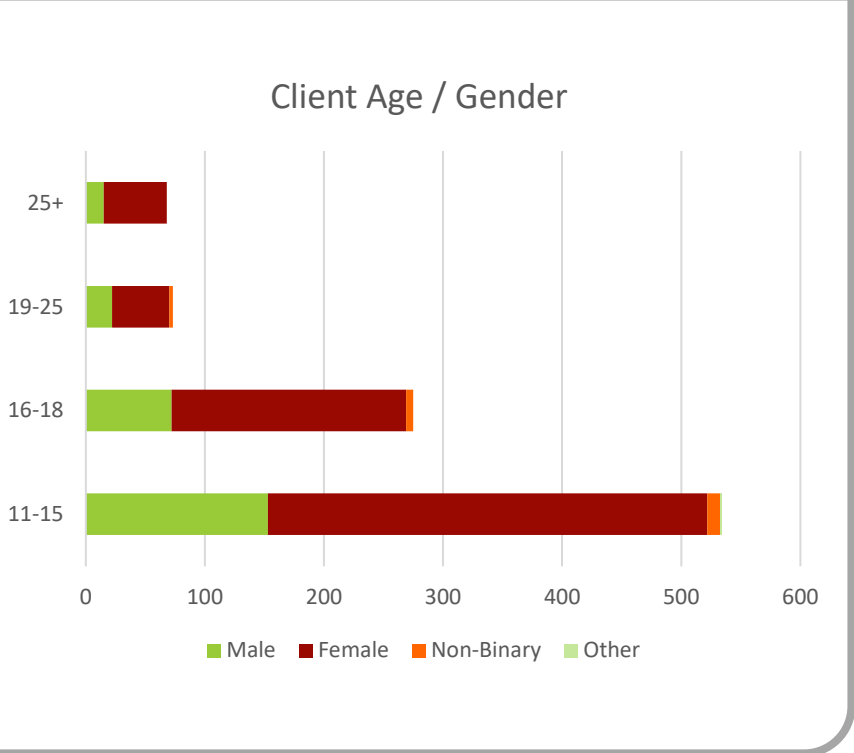
Collette Reynolds

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 Youthline 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

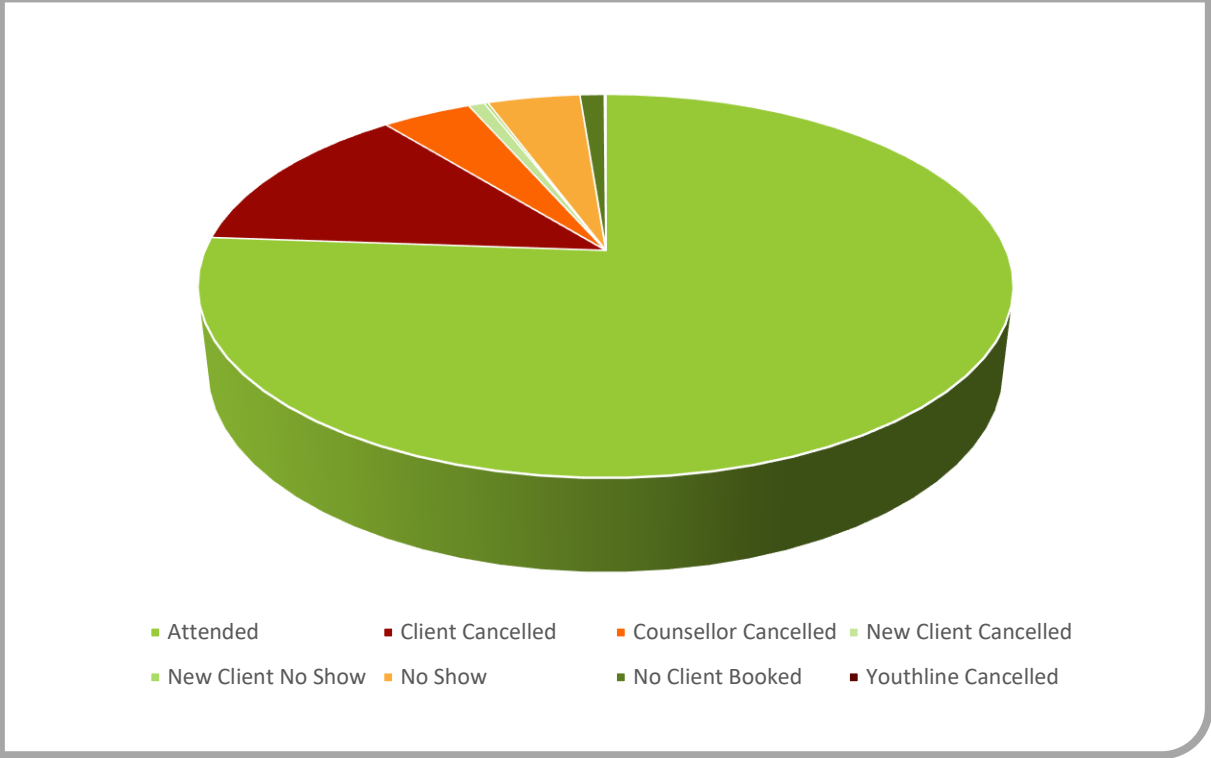
508 Individual clients



5123 Appointments

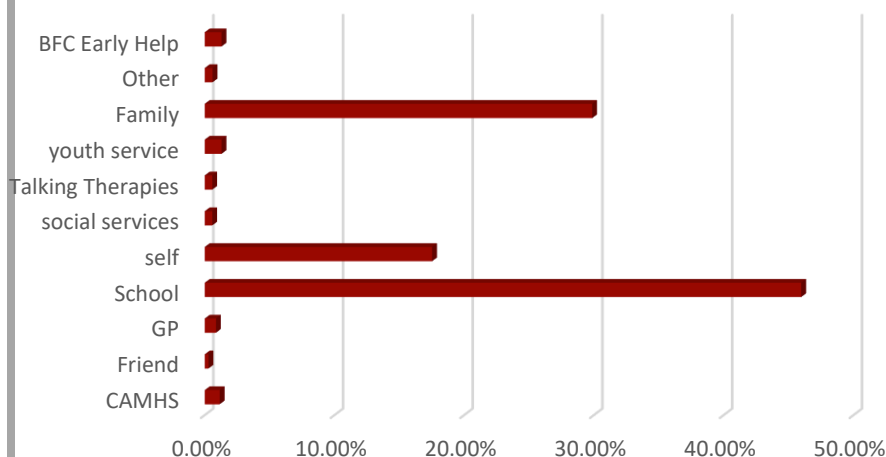
3900 Sessions delivered

Appointment Breakdown



Signposting

Signposting to Youthline

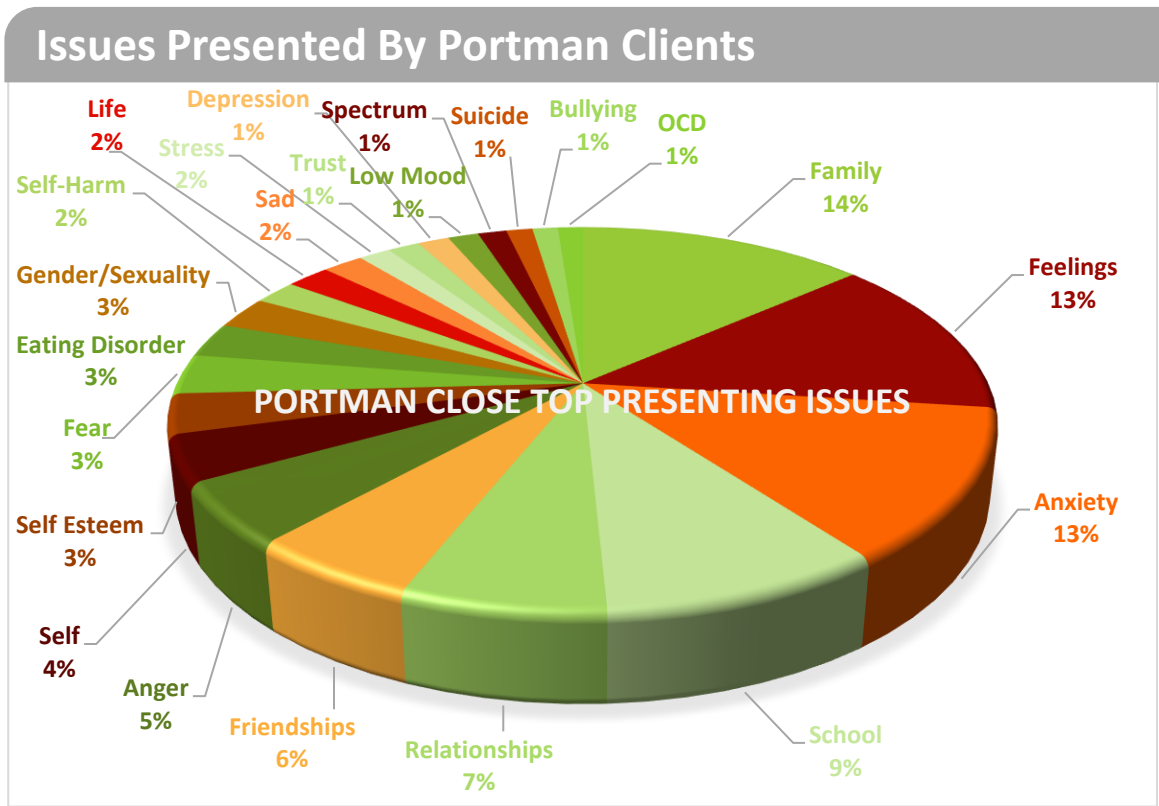


We do not receive referrals as such, but we always ask clients how they heard about Youthline or who suggested us. We have continued to see a significant increase in schools, family and self signposting clients to Youthline which shows that our promotional campaigns have been successful as potential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



O Annabel Davis
Outreach Coordinator

Schools – Overview

Schools



11 Schools

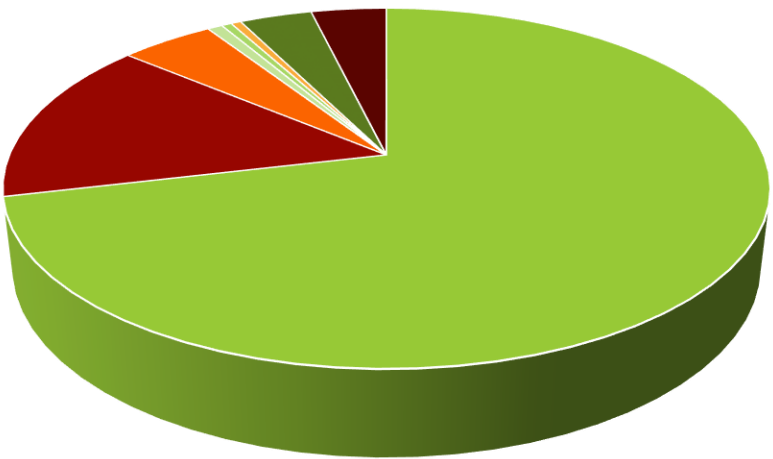
11 Counsellors



2771 Appointments

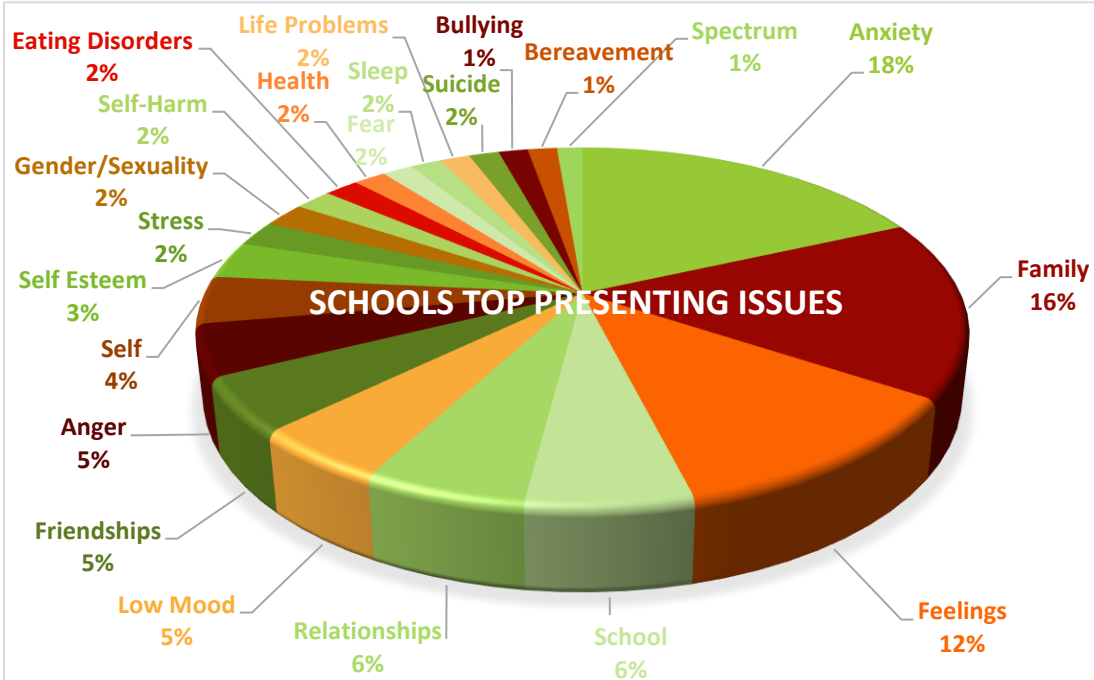
1976 Sessions delivered

School Counselling



- Attended
- Client Cancelled
- Counsellor Cancelled
- New Client Cancelled
- New Client No Show
- No Show
- No Client Booked
- School Cancelled

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

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.

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, I would 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 £ F01	Restricted income funds £ F02	Total this year £ F04	Total last year £ 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)

		This year £	Last year £
	Analysis		
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)

		This year £	Last year £
	Analysis		
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.



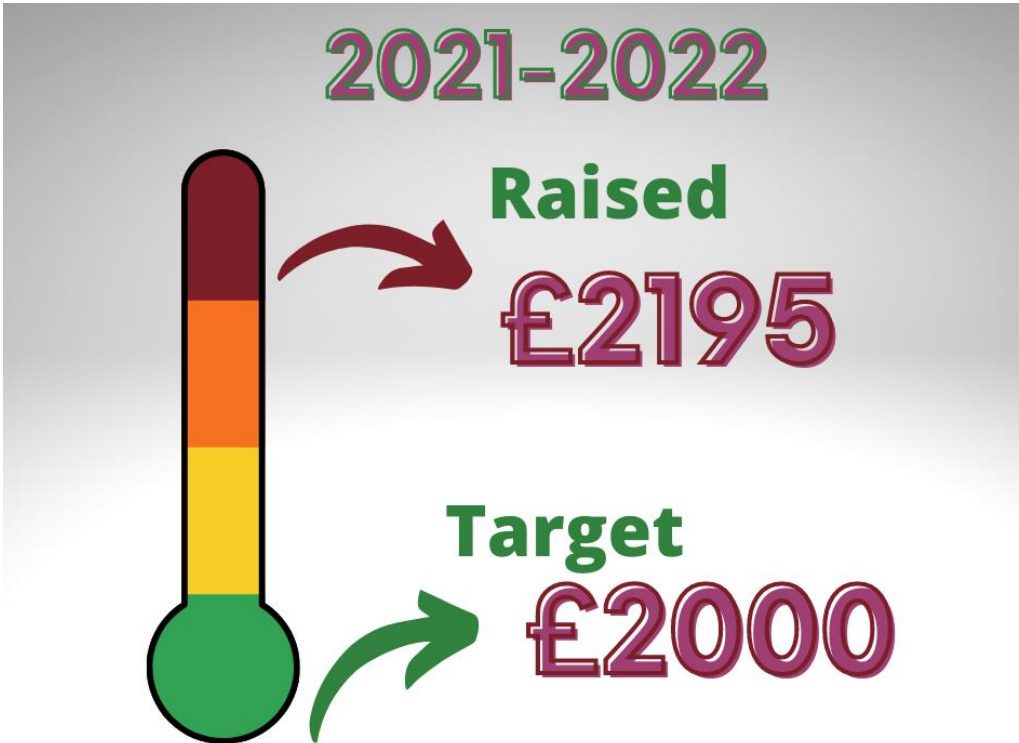


Simone, Youthline’s Head of Counselling Services produced a set of therapeutic cards as a tool for our counsellors to work with their clients.

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

Youthline

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

JFender

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

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: 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 £ F01	Restricted income funds £ F02	Total this year £ F04	Total last year £ 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.

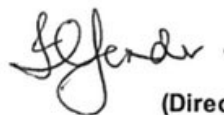
The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006.

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


(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)

		This year £	Last year £
Donations and Grants	Analysis		
	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)

		This year £	Last year £
Direct charitable activities	Analysis		
	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
	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)
Schools work (part-time)

7	4
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

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

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
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Date: 27 July 2022