

2022/2023

ANNUAL REPORT

celebrating 35 years

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ABOUT YOUTHLINE



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

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

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

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

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

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

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

OUR TEAM 2022-23

Trustees



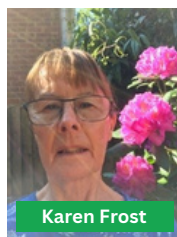
Janet Harris
Chair of Trustees



Judy Fender
Treasurer



Hiliary Mason



Karen Frost



Camilla Horwood



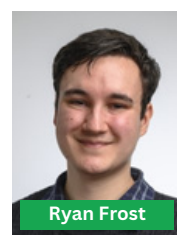
Oli Sylvester



Edwin Wai



Gerry Barber

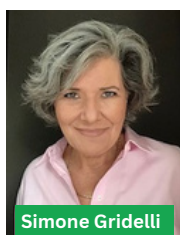


Ryan Frost

Coordination and Young People Counsellors



Collette Reynolds
Head of Operations



Simone Gridelli
Head of Counselling



Annabel Davis
Outreach Coordinator
YP Counsellor



Theresa Curtis
Administrator



Gosia Hopley
Administrative
Assistant



Rob Millist
YP Counsellor



Scott Bundy
YP Counsellor

Counselling Team

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

Volunteer Administration & Fundraising

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

Supervisors

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

TRUSTEES REPORT

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

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

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

Our priorities as Trustees

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

Quality and Outcomes

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

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

Accessibility

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

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

Funding

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

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

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

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

Safeguarding

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

Governance and Accountability

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

Thanks to our staff and volunteers

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

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

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

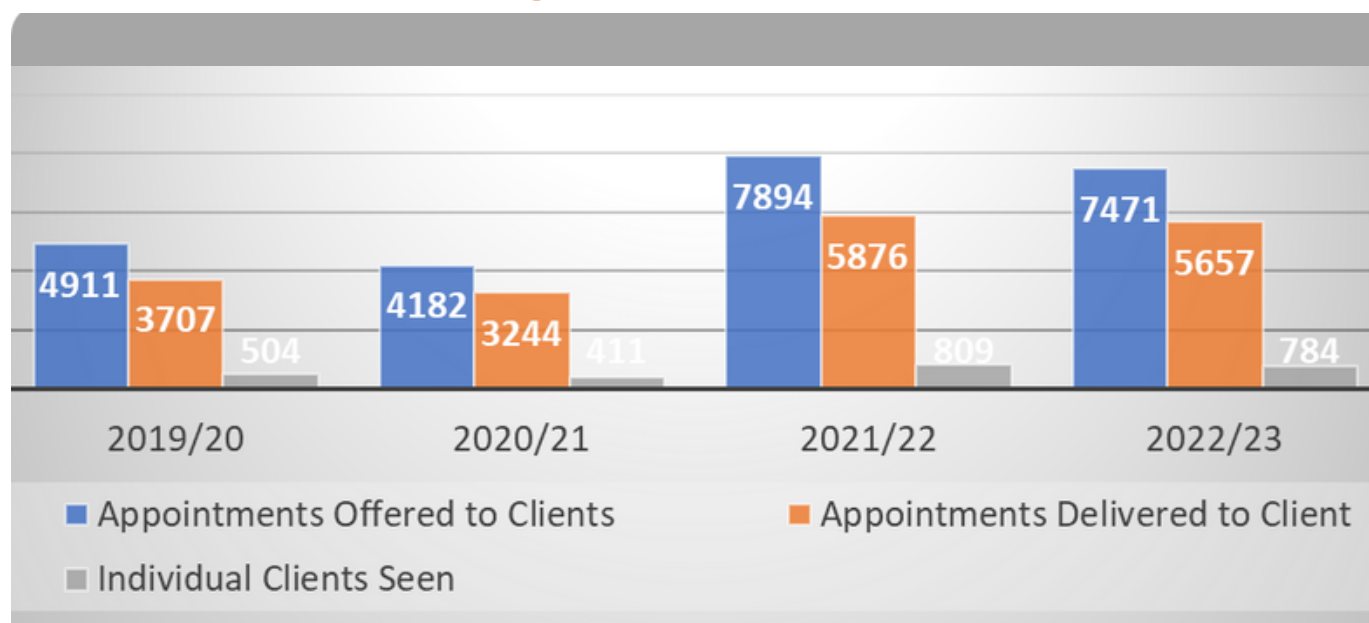
We hope you enjoy reading the detail of our annual report and look forward to welcoming you at our AGM on 14th June.

With regards,

The Trustees

HEAD OF OPERATIONS

Access to Counselling



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

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

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

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

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

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

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

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

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

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

Management and Operations

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

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

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

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

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

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

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

Young Ambassadors

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

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

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

Over the last six months, six hardworking, outstanding young people have joined the scheme and been engaged in regular meet-ups. They have produced a presentation they will deliver in secondary schools, a video with revision and exam technique tips, giving ideas on advertising and publicity materials and attending fundraising and other events.

Youthline is providing Listening Skills Training to provide our Young Ambassadors with self-awareness and self-care tips.

Thank you to all of those who have been involved.

Social Media

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

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

[Please like/follow our pages!](#)

Funding

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

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

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

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

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

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

The community and local corporate support of Youthline has been overwhelming this last year, not just financially but also to improve our premises for staff, volunteers and clients coming to Portman Close. As well as fundraising for Youthline, Energy Saving Lighting replaced our current lights with LED lights to be more efficient and cost-effective.

Duncan Yeardeley Estate Agents continue to support Youthline with a monthly donation by decorating all our counselling rooms and supporting our fundraising activities.

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

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

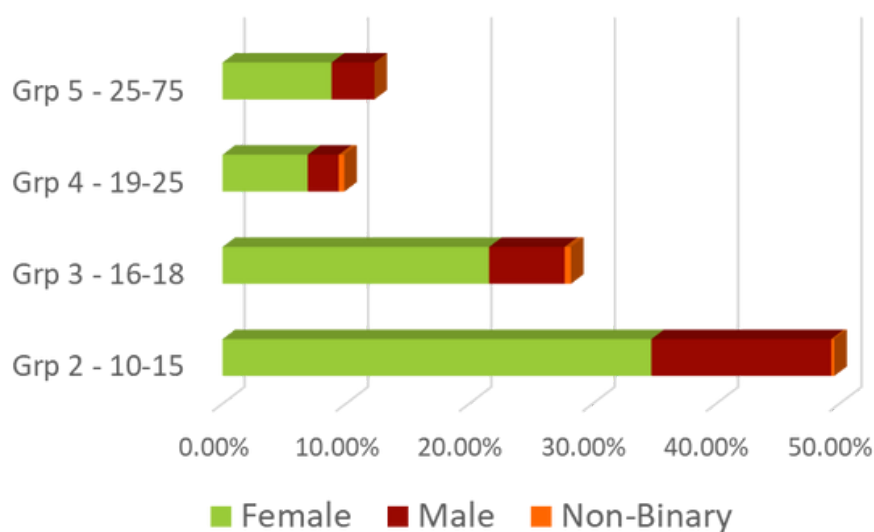


I would like to thank everyone who makes our service possible, from our Trustees, our Administrator, Admin Assistant, Head of Counselling Services, Outreach Coordinator, cleaners, counsellors at Portman Close, school counsellors, Young person counsellors, our support volunteers, young ambassadors, funders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

Collette Reynolds

Portman Close - Overview

Client Age & Gender



53 counsellors

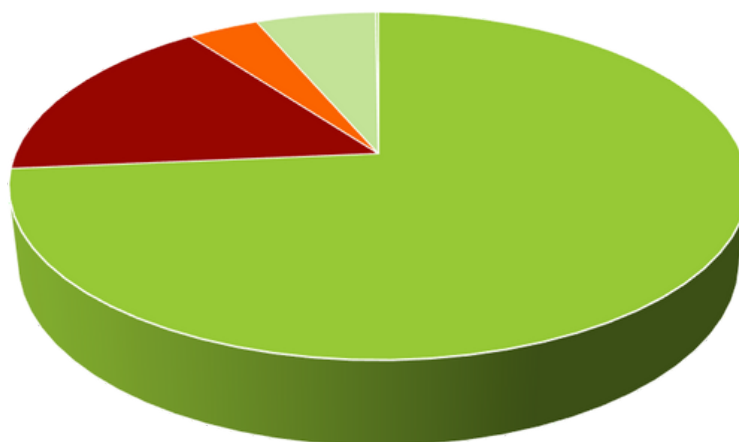
463 individual clients



4786 appointments

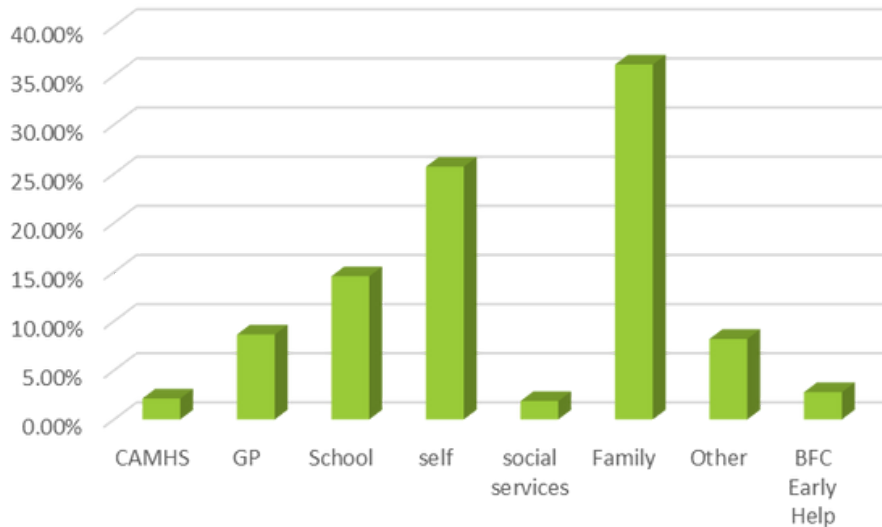
3523 sessions delivered

Appointment Breakdown



■ Attended ■ Client Cancelled ■ Counsellor Cancelled ■ No Show ■ Youthline Cancelled ■

Signposting to Portman Close

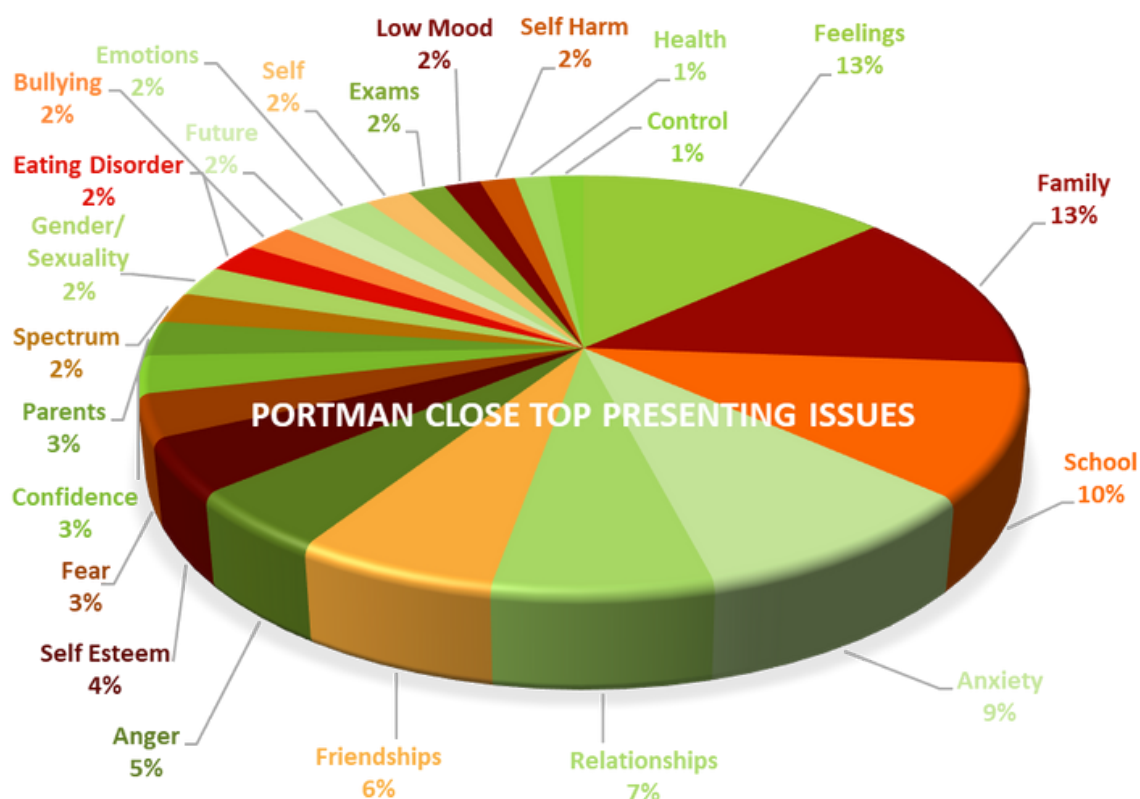


We do not receive referrals as such, but we always ask clients how they heard about Youthline. We continue to see the majority of clients being signposted to Youthline by family, school or self referral. We continue to promote our services in schools, GP surgeries and social media.

Portman Close Serving Clients Across Bracknell Forest

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

Issues Presented by Portman Close



Reasons for coming to counselling at Portman Close

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

Life stresses

Low mood, low self-esteem, drug use, relationships

My daughter struggles to control her emotions and is currently getting into trouble at school

I am struggling to cope with family relationships and historical abuse

Low mood and self-harming

bullying at school and has multiple worries about everyday things

Dealing with ASD, anxiety and depression

He has panic attacks and hyperventilates at the thought of going to school

Sometimes I'm ok, but I get stressed and overwhelmed and

I can't get hold of feeling sad.

HEAD OF COUNSELLING

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

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

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

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

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

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

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

Simone Gridelli

OUTREACH REPORT

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

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

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

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

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

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

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

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

Annabel Davis

SCHOOLS OVERVIEW



ST GEORGE'S
ASCOT



King's Academy
Easthampstead Park



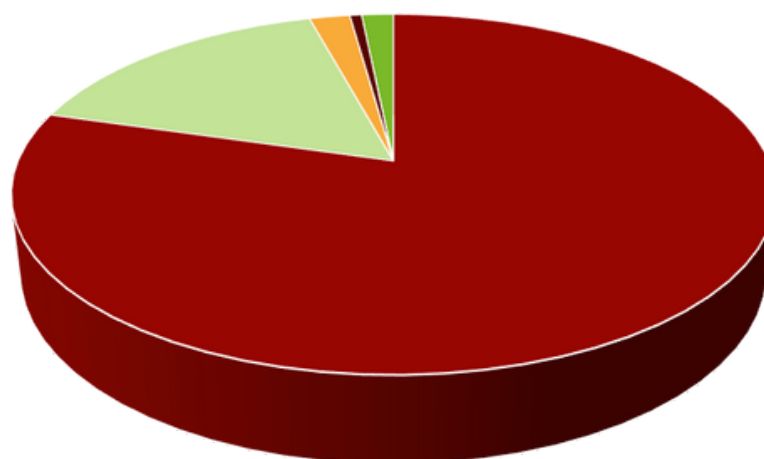
11 schools



2685 appointments

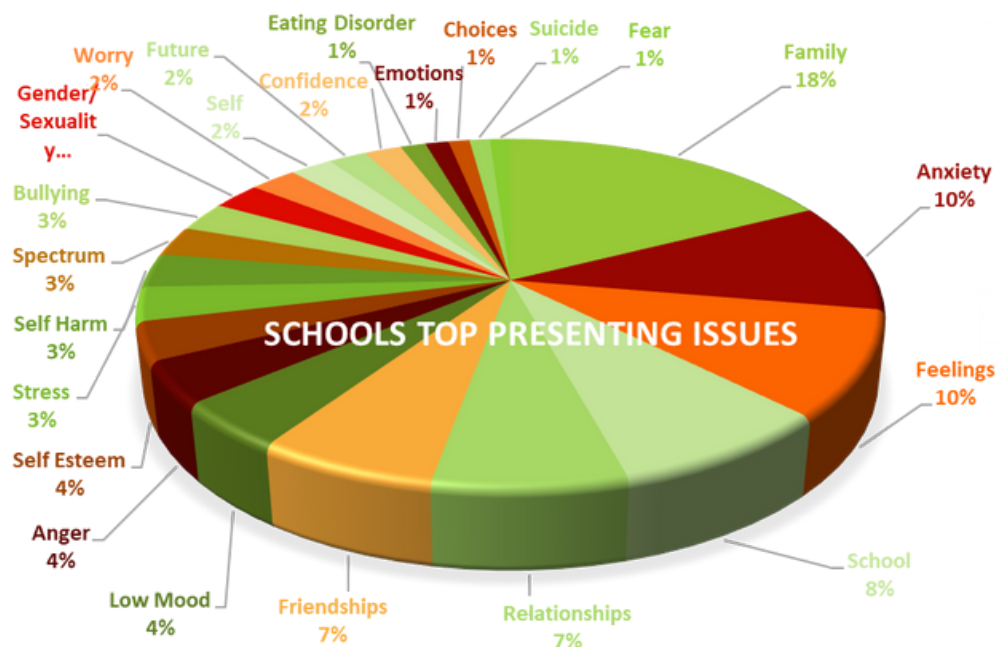
2134 sessions delivered

Schools Appointment Breakdown



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

Issues Presented by School Clients



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

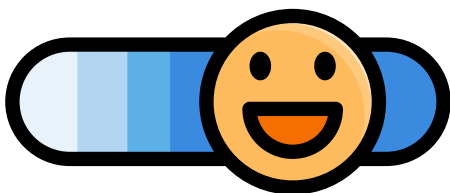
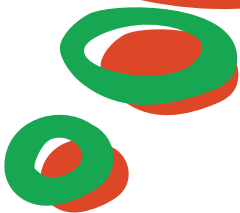
Counsellors usually record the main 2-3 themes that the clients discuss within their weekly session.

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

CLIENT FEEDBACK

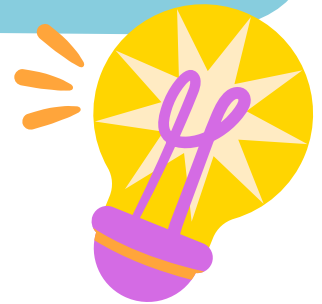


Youthline has helped me tremendously through one of the most challenging times of my life. Getting an appointment was easy, and my counsellor was incredible - she was so supportive and didn't judge me on anything. I admit I was nervous meeting her at first, but that soon blew over, and I was comfortable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



I doubted the help of counselling as I had given up on trying to understand my emotions, but I decided to give it a go as I needed the help.

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



As a parent, I was also invited to access some counselling support, so I did. The wait was a few weeks, and we were offered a session for my daughter and, very soon afterwards, a completely separate one for me. She went to the session, and after that, in the car on the way home, she and I talked, and she seemed so much lighter. She only attended two more sessions as she felt she had already worked through her issues. My sessions were even more helpful. The first couple of sessions were all about my daughter and my worries about her self-harming. My counsellor helped me understand that the concern came from me and my childhood traumas. It meant that the next time my daughter was upset and yelling, I could separate what was happening now and the fear my brain was causing in me.

It has transformed how I manage my daughter and has led to some honest, clarifying chats with her. I have been able to stay in the present and begin to notice and understand how and why I was catastrophizing situations in my mind, which in turn was affecting my coping strategies.

ANNUAL ACCOUNTS

Youthline Ltd

Company number 4042477

Registered Charity 1096248

Annual accounts for the year ended 31 March 2023

DRAFT subject to independent review

Statement of Financial Activities (including Income & Expenditure Account)

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

ANNUAL ACCOUNTS

Youthline Ltd

Company number 4042477

Registered Charity 1096248

DRAFT subject to independent review

Balance sheet for the year ended 31st March 2023

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

Audit exemption statement

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

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

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

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

ANNUAL ACCOUNTS

Notes to the Accounts (continued)

Note 2 Analysis of incoming resources						
			Unrestricted funds	Restricted income - IWillFund	Total this year	Total last year
			£	£	£	£
Donations and Grants	Donations - Town and Parish Councils		12,400		12,400	12,950
	Donations - Corporate		4,819		4,819	11,283
	Donations - Local Giving		2,033		2,033	815
	Donations - Other		806		806	1,190
	Grants - Bracknell Forest Borough Council and CCG		115,932		115,932	23,750
	Grants - Other		-	2,300	2,300	4,800
	Grants - Edward Gostling Foundation		-		-	4,384
	Grants - CCG (now included with Bracknell Forest grant)		-		-	78,825
	Grants - Berkshire Health		23,000		23,000	-
	Grants - Masonic Charitable Trust		-		-	3,000
	Grants - Berkshire Community Foundation		5,000		5,000	4,249
		Total	163,990	2,300	166,290	145,246
Other income	Schools		46,242		46,242	39,392
	Training		330		330	670
	Fundraising		13,723		13,723	8,918
		Total	60,295	-	60,295	48,980
Note 3 Analysis of resources expended						
			Unrestricted funds	Restricted income - IWillFund	Total this year	Total last year
			£	£	£	£
Direct charitable activities	Salaries		155,222	427	155,649	142,365
	Supervision		20,077		20,077	21,179
	Training		6,331		6,331	5,147
	Travel and incidentals		2,369		2,369	2,277
	Counselling resources		357		357	303
		Total	184,356	427	184,783	171,271
		e				
Support costs for charitable activities	Heat, light, power, water		9,834		9,834	-1,673
	Subscriptions		494		494	509
	Printing, stationery and consumables		1,601		1,601	1,083
	Cleaning		2,736		2,736	2,667
	Advertising, phones, IT		8,044		8,044	5,567
	Miscellaneous		1,944	120	2,064	1,182
	Premises expenses		2,376		2,376	2,440
		Total	27,029	120	27,149	11,775
	Governance costs Note 3 (b)	Total	799		799	763

Fundraising Report



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



ENERGY SAVING LIGHTING raised £1070 by sponsoring three male colleagues to be waxed.

The Vocalese Choir held an event for charity and chose Youthline raising £300.

In May 2022 a Youthline team participated in the **Bracknell Together Walk**, raising £310.

At the Binfield Jubilee Summer Fayre Youthline had a chocolate tombola and raised £245.50

One of our Young People Counsellors, Annabel soared the skies on a Wing Walk and raised £1600.

August 2022 Youthline held an **Online Auction** which was open to everyone and raised £298.

One of our supporters, ANDREW cycled from **Lands End to John O'Groats** and raised £1070.

MARTIN GOCKE, Youthlines former Chair of Governors daughter donated a Chocolate Hamper which was auctioned and raised £80.

We had various bucket collections at TESCO WARFIELD throughout the year and raised a total of £1696.90.

CARLY, one of our Counsellors ran the Brighton Half Marathon and raised £346.

The Staff of Foundation Homes raised £940 in a staff raffle.

Residents of Kingfisher Chase, Bracknell raised £1010 showcasing their Christmas Lights.

Youthline's Christmas Meal held a raffle on the night and raised £154.

Youthline were part of **EASTHAMPSTEAD ROTARY CLUB** Christmas Raffle which raised £371.



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

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



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



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



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

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

Theresa Curtis

Youthline Limited

Company number 4042477
Registered Charity 1096248

Report and Financial Statements
For the year ended 31 March 2023

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

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

Structure, governance and management

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

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

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

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

Objects and activities

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

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

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

Financial review

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

Charity reserves are used for the general purposes of the charity unless they have been designated for specific purposes when donated.

The Trustees policy over unrestricted funds is that reserves should be sufficient to wind the company up in an ordered manner if it became necessary to do so, and to ensure time for completing work with vulnerable young people.

Post balance sheet events

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

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

Trustees responsibilities for the Financial Statements

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

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

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

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

JANET HARRIS

J. E. Harris

Director

For and on behalf of the Trustees of Youthline Limited

Report of the independent examiner to the Trustees of Youthline Limited

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

Respective responsibilities of trustees and examiner

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

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

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

Basis of the independent examiner's report

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

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

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

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

have not been met; or

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

AGHS Accounting & Taxation Services Limited

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

Date: *15 August 2023*

Youthline Limited

Company number 4042477

Registered Charity 1096248

Annual accounts for the year ended 31 March 2023

Statement of Financial Activities (including Income and Expenditure Account)

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

Youthline Limited

Company number 4042477

Registered Charity 1096248

Balance sheet for the year ended 31 March 2023

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

Audit exemption statement

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

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

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

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

Approved by the Board and signed on its behalf by:

JANET HARRIS

J. E. Harris
(Director)

Date of approval

15th August 2023

NOTES TO THE ACCOUNTS

Note 1 ACCOUNTING POLICIES

Basis of accounting

These accounts have been prepared on the basis of historic cost in accordance with:

Accounting and Reporting by Charities – Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015), also known as the Charities SORP (FRS 102), the Companies Act 2006 and the Charities Act 2011.

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

Incoming Resources

Grants

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

Donations

Income from donations are included in incoming resources when received.

Resources expended

Resources expended are included in the Statement of Financial 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

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

Note 3 Analysis of resources expended

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

NOTES TO THE ACCOUNTS (CONTINUED)

Note 3 (a)

Staff costs

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

Average headcount in the year

Management and administration (part-time)

7	7
12	11

Schools work (part-time)

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

Note 3 (b)

The cost of the annual Independent Review is £786 and is included within Governance costs.

NOTES TO THE ACCOUNTS (CONTINUED)

Note 4 Debtors and prepayments

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

Note 5 Creditors and accruals

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

Note 6 Movements of major funds

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

Report of the independent examiner to the Trustees of Youthline Limited

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

Respective responsibilities of trustees and examiner

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

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

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

Basis of the independent examiner's report

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

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

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

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

have not been met; or

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

AGHS Accounting & Taxation Services Limited

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

Date: 15 August 2023