

2023/2024

ANNUAL REPORT

Youthline

CONTENTS



About Youthline	3
Our Team 2023-24	4
Trustees Report	5
Head of Operations Report	8
Portman Close - Overview	13
Head of Counselling Report	16
Outreach Coordinator Report	18
Counsellor Coordinator Report	20
Schools - Overview	21
Client Feedback	23
Annual Accounts	24
Fundraising Report	27

ABOUT YOUTHLINE



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

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

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

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

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

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

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

OUR TEAM 2023-24

Trustees



Janet Harris
Chair of Trustees



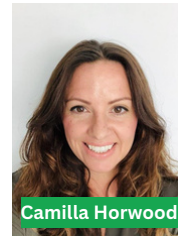
Judy Fender
Treasurer



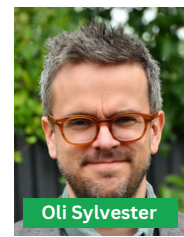
Hiliary Mason



Nidhish Parikh



Camilla Horwood



Oli Sylvester



Edwin Wai



Gerry Barber

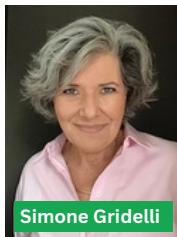


Ryan Frost

Coordination and Young People Counsellors



Collette Reynolds
Head of Operations



Simone Gridelli
Head of Counselling



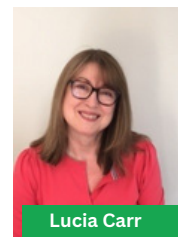
Annabel Davis
Outreach & Counselling
Coordinator



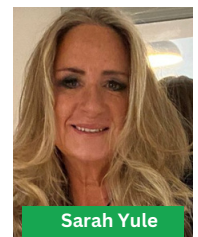
Theresa Curtis
Administrator



Gosia Hopley
Administrative
Assistant



Lucia Carr
YP Counsellor



Sarah Yule
YP Counsellor

Counselling Team

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

Volunteer Administration & Fundraising

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

Supervisors

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

TRUSTEES REPORT

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

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

As an organisation Youthline were delighted to have been recognised with a Silver Award in the Charity of the Year category at the Pride of Bracknell Forest Awards.

Our Priorities as Trustees

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

Quality and Outcomes

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

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

Accessibility

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

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

Funding

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

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

Safeguarding

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

Governance and Accountability

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

Thanks to our Staff and Volunteers

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

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

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

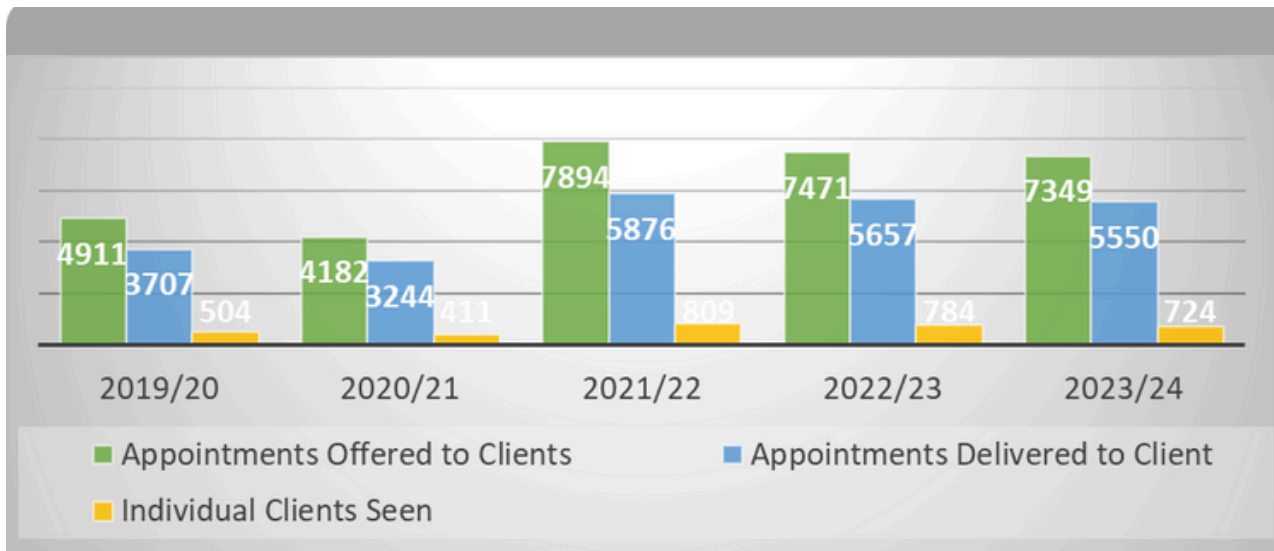
We hope you enjoy reading the detail of our annual report and look forward to welcoming you at our AGM on 5th June.

With regards,

The Trustees

HEAD OF OPERATIONS REPORT

Access to Counselling



This year has been one of considerable development for Youthline.

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

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

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

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

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

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

Management and Operations

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

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

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

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

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

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

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

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

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

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

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

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

Please like/follow our pages!

Young Ambassadors

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

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

Additionally, young ambassadors offer fresh perspectives and innovative ideas.

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

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

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

Thank you to all of those who have been involved.

Funding

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

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

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

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

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

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

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

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

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

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

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

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

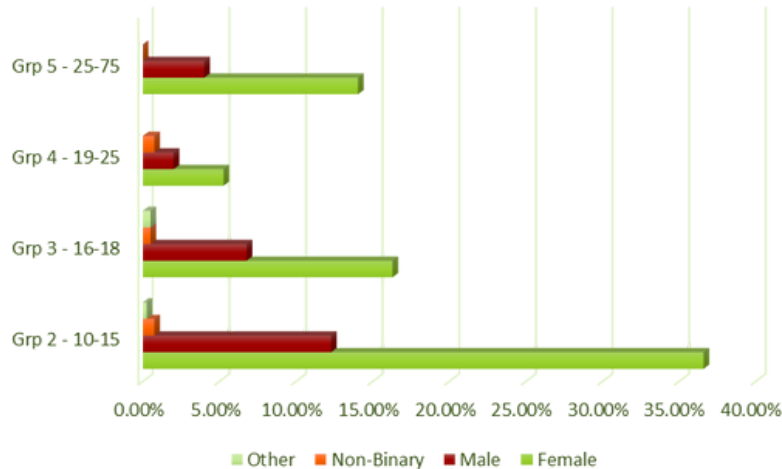


I would like to thank everyone who makes our service possible, from our Trustees, our Administrator, Admin Assistant, Clinical Lead, Outreach Coordinator, cleaners, counsellors at Portman Close, school counsellors, Young people counsellors, our support volunteers, young ambassadors, funders and friends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

Collette Reynolds

Portman Close - Overview

Client Age & Gender



52 counsellors

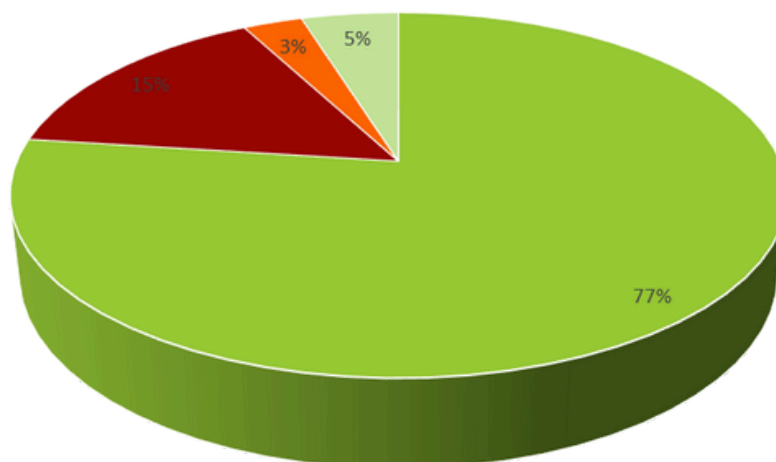
399 individual clients



4444 appointments

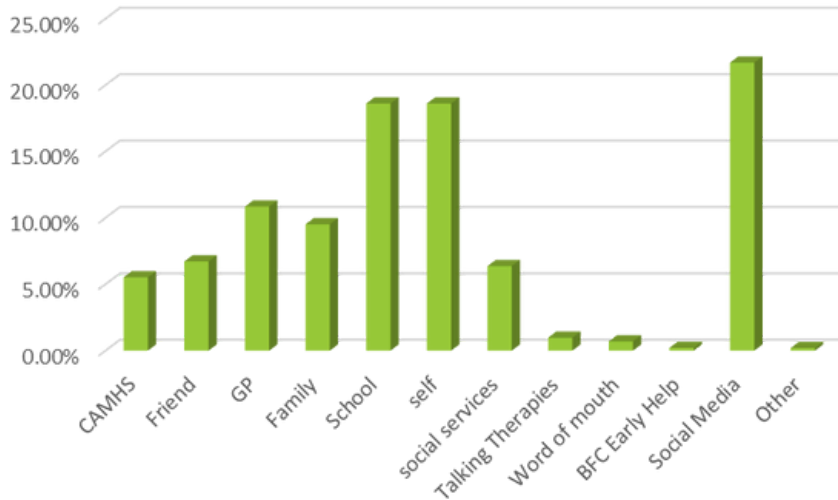
3420 sessions delivered

Appointment Breakdown



■ Attended ■ Client Cancelled ■ Counsellor Cancelled ■ No Show

Signposting to Portman Close

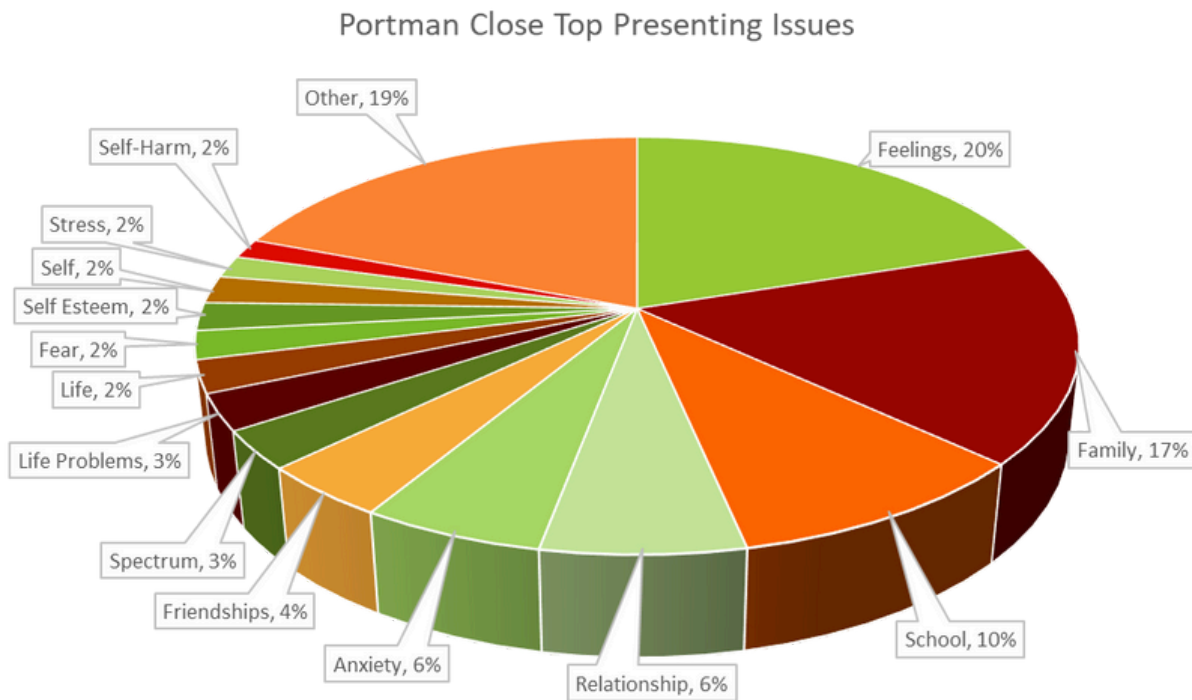


While we don't formally receive referrals, we make it a point to inquire about how clients discovered Youthline. It's notable that most clients still come to us through family, school, or by reaching out themselves. We actively spread awareness of our services through initiatives in schools, GP surgeries,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

Portman Close Serving Clients Across Bracknell Forest

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

Issues Presented by Portman Close Clients



Reasons for coming to counselling at Portman Close

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

Ongoing Anxiety Issues

Grandad is dying, parents are divorcing, school is hard

Bereavement, low mood, bullying

Having panic attacks due to anxiety

Finding transition from primary school to secondary school really hard

Parents have split and not getting on with either parent

Seeking support as a long time carer for my grandson

I just need someone to talk to

I struggle to sleep and no one understands me

Friendship issues and possible ADHD

HEAD OF COUNSELLING REPORT

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

Mental Health Development

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

Ensuring Quality

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

Links with the Community

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

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

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

Simone Gridelli



OUTREACH COORDINATOR REPORT

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

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

Supervision and Training

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

Group Work

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



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

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

Safeguarding

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

Links with the community

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



COUNSELLOR COORDINATOR REPORT

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

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

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

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

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

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

Annabel Davis

SCHOOLS OVERVIEW



Ranelagh School
VALUES - TRADITION - VISION - EXCELLENCE



Kennel Lane School
Valuing Achievement
Encouraging Independence



**King's Academy
Easthampstead Park**

**ST GEORGE'S
ASCOT**



Sandhurst School
the opportunity to succeed

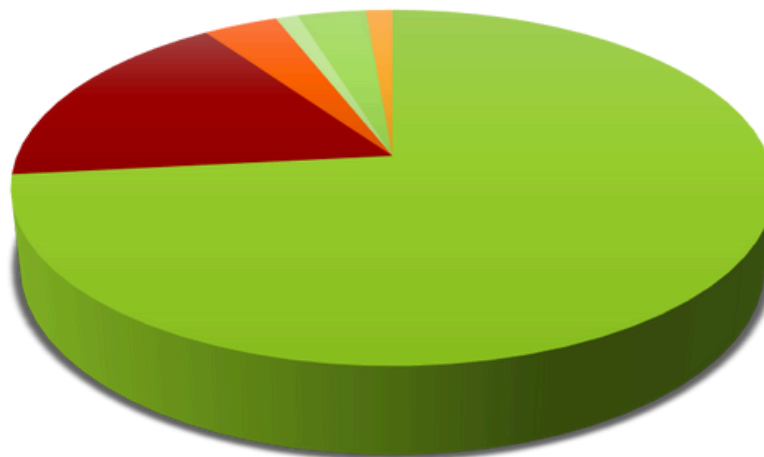


11 schools
23 counsellors



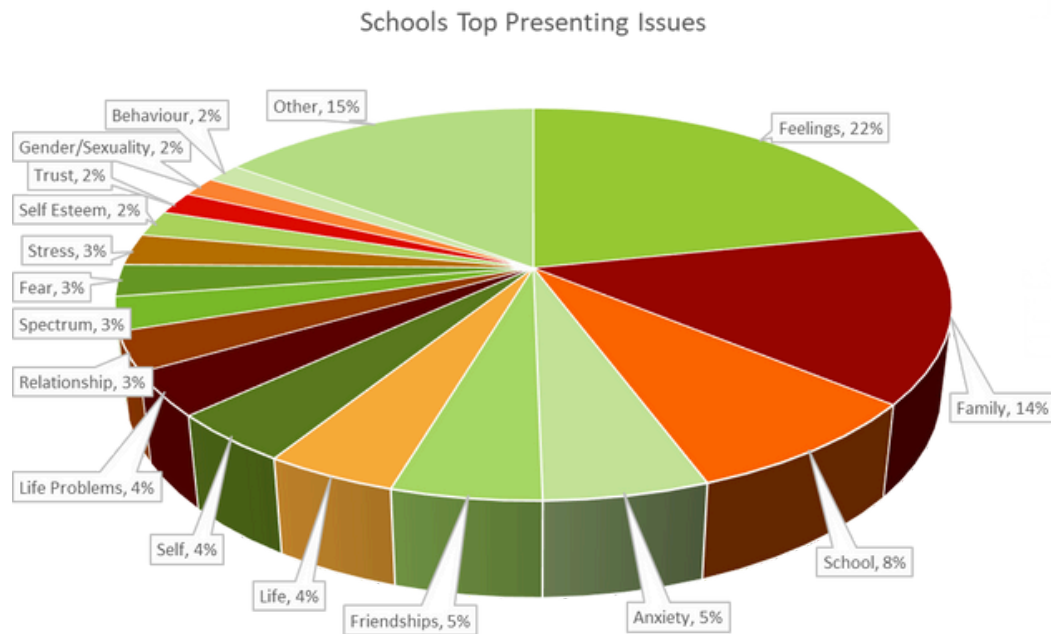
2905 appointments
2130 sessions delivered

Schools Appointment Breakdown



■ Attended ■ Client Cancelled ■ Counsellor Cancelled
■ No show ■ No Client Booked ■ 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.

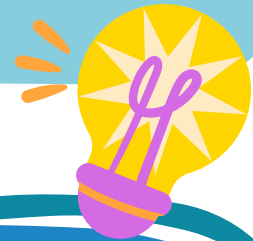
The main ones that come up during school counselling sessions are Family, Anxiety, Feelings, School, and relationships.

CLIENT FEEDBACK



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

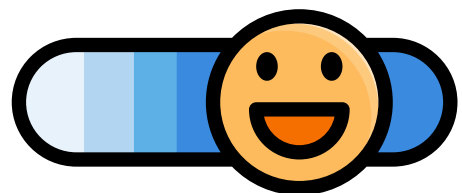
My son benefitted greatly from his time spent with his Youthline counsellor and always came out brighter after seeing her and it has made such a difference and has set him up positively for the future.



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

Group Work

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



ANNUAL ACCOUNTS

Youthline Ltd

Company number 4042477

Registered Charity 1096248

Annual accounts for the year ended 31 March 2024

DRAFT subject to independent review

Statement of Financial Activities (including Income & Expenditure Account)

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

ANNUAL ACCOUNTS

Youthline Ltd

Company number 4042477

Registered Charity 1096248

DRAFT subject to independent review

Balance sheet for the year ended 31st March 2024

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

Audit exemption statement

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

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

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

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

ANNUAL ACCOUNTS

Notes to the Accounts (continued)

Note 2 Analysis of incoming resources						
			Unrestricted funds	Restricted income -IWillFund	Total this year	Total last year
			£	£	£	£
Donations and Grants	Donations - Town and Parish Councils		16,700		16,700	12,400
	Donations - Corporate		17,657		17,657	4,819
	Donations - Local Giving		1,028		1,028	2,033
	Donations - Other		3,324	250	3,574	806
	Grants - Bracknell Forest Borough Council and CCG		103,135		103,135	115,932
	Grants - Other		2,500		2,500	2,300
	Grants - Berkshire Health		-		-	23,000
	Grants - Berkshire Community Foundation		12,500		12,500	5,000
	Grants - Berkshire Community Foundation		5,000		5,000	4,249
	Total		156,844	250	157,094	166,290
Other income	Schools		50,059		50,059	46,242
	Training		3,194		3,194	330
	Fundraising		8,707		8,707	13,723
	Total		61,960	-	61,960	60,295
Note 3 Analysis of resources expended						
			Unrestricted funds	Restricted income -IWillFund	Total this year	Total last year
			£	£	£	£
Direct charitable activities	Salaries		158,377	1,680	160,057	155,649
	Supervision		23,260		23,260	20,077
	Training		7,162		7,162	6,331
	Travel and incidentals		687		687	2,369
	Counselling resources		92		92	357
	Total		189,578	1,680	191,258	184,783
	e					
Support costs for charitable activities	Heat, light, power, water		7,931		7,931	9,834
	Subscriptions		514		514	494
	Printing, stationery and consumables		700		700	1,601
	Cleaning		2,866		2,866	2,736
	Advertising, phones, IT		18,499		18,499	8,044
	Miscellaneous		3,059	323	3,382	2,064
	Premises expenses		4,064		4,064	2,376
	Total		37,633	323	37,956	27,149
	Governance costs Note 3 (b)	Total	841		841	799

Fundraising Report

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



Youthline's Bucket Collection at The Lexicon April 2024 raised £321.96.

Monika pounded the streets of Bracknell dressed as a squirrel for the Virtual London Marathon raising £2082.

In May 2023, Youthline's fundraising team organised a Pub Quiz at the Admiral Arms, Bracknell raising £329.14.

Leah and Keith from Duncan Yeardley ran the Asics 10k London Landmark run raising £303.75.

Youthline's volunteers helped raise £279.46 from a bucket collection at Sainsburys Bracknell.

Youthline's Summer Online Auction raised £269. Thank you to all those companies that donated the prizes for the bids.

Youthline's Christmas Dinner raised £125 through holding a raffle during the evening.

Tesco, Warfield invited us to hold two very busy bucket collections during December 2023 raising £721.83 and £646.42.

Youthline were part of EASTHAMPSTEAD ROTARY CLUB Christmas Raffle 2023 which raised £340.

The Binfield Club held a Quiz Night in aid of Youthline which raised £576.



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



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



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



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



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

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

Theresa Curtis

Youthline Limited

Company number 4042477
Registered Charity 1096248

Report and Financial Statements
For the year ended 31 March 2024

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

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

Structure, governance and management

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

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

Mr G Barber (retired by rotation and re-appointed 14 June 2023)

Mrs J L Fender

Mr R Frost (appointed 18 April 2023)

Ms C E Horwood (resigned 4 November 2023)

Mrs J Harris

Mrs H Mason

Mr N Parikh (appointed 4 November 2023)

Mr O W E Sylvester

Mr H Wei (resigned 4 November 2023)

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

Objects and activities

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

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

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

Financial review

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

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

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

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

Trustees responsibilities for the Financial Statements

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

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

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

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

Tanet Harris

A E Harris

Director

For and on behalf of the Trustees of Youthline Limited

Youthline Limited
Charity number 1096248
Company number 4042477

Report of the independent examiner to the Trustees of Youthline Limited

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

Respective responsibilities of trustees and examiner

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

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

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

Basis of the independent examiner's report

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

Independent examiner's statement

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

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

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

have not been met; or

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

AGHS Accounting & Taxation Services Limited

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

Date: 17 July 2024

Youthline Limited

Company number 4042477

Registered Charity 1096248

Annual accounts for the year ended 31 March 2024

Statement of Financial Activities (including Income and Expenditure Account)

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

Balance sheet for the year ended 31 March 2024

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

Audit exemption statement

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

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

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

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

Approved by the Board and signed on its behalf by:

Janet Harris

J E Harris

(Director)

Date of approval

17 July 2024

NOTES TO THE ACCOUNTS

Note 1 ACCOUNTING POLICIES

Basis of accounting

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

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

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

Incoming Resources

Grants

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

Donations

Income from donations are included in incoming resources when received.

Resources expended

Resources expended are included in the Statement of Financial 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	16,700		16,700	12,400
	Donations - Corporate	17,657		17,657	4,819
	Donations - Local Giving	1,028		1,028	2,033
	Donations - Other	3,324	250	3,574	806
	Grants - Bracknell Forest Borough Council	103,135		103,135	115,932
	Grants - Other	2,500		2,500	2,300
	Grants - Berkshire Health	-		-	23,000
	Grants - Berkshire Community Foundation	12,500		12,500	5,000
	Total	156,844	250	157,094	166,290
Other income	Schools	50,059		50,059	46,242
	Training	3,194		3,194	330
	Fundraising	8,707		8,707	13,723
	Total	61,960	-	61,960	60,295

Note 3 Analysis of resources expended

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

NOTES TO THE ACCOUNTS (CONTINUED)

Note 3 (a)

Staff costs

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

Average headcount in the year

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

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

Note 3 (b)

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

NOTES TO THE ACCOUNTS (CONTINUED)

Note 4 Debtors and prepayments

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

Note 5 Creditors and accruals

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

Note 6 Movements of major funds

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

Report of the independent examiner to the Trustees of Youthline Limited

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

Respective responsibilities of trustees and examiner

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

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

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

Basis of the independent examiner's report

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

Independent examiner's statement

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

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

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

have not been met; or

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

AGHS Accounting & Taxation Services Limited

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

Date: 17 July 2024